Social Security Scotland
Equality Impact Assessment Record Internal Knowledge Management hub (IKM)

Dignity,
fairness,
respect.

Description of Activity

Title of Activity – Internal Knowledge Management (IKM) hub

Activity Leads – Jake Keith and Laura Thomson

1. Screening

What is the aim of the proposed activity?
The Internal Knowledge Management hub (IKM) was procured from a company called Invotra by Social Security programme as a solution to storing and surfacing agency guidance content accessed by staff. The content on the hub is owned and managed by Social Security Scotland.

The hub acts as a single source of truth hosting content such as operational and decision-making guidance, policies and procedures and benefit eligibility criteria. It allows staff to access the right information at the right time, acting as an enabler for them to deliver a first class service which meets the needs and expectations of clients.

Invotra provide a Software as a Service (SaaS) package which includes ongoing support and maintenance for the duration of the contract.

There is an ongoing procurement of the platform and we are carrying out an Equality Impact Assessment ahead of this being completed.

Who will it affect?
It affects all staff who need access to IKM to carry out their duties.

What might affect the success of the proposed activity?

Users with a disability may find some activities difficult to carry out on IKM.

2. Exploratory workshop results

An exploratory workshop was held on 14th September 2023 to identify impacts of the platform on different groups of people and communities evaluated against each protected characteristic.

The workshop found IKM should be improved in a way that will increase accessibility for those with a disability.

Positives:

- There is a significant amount of guidance available on the platform which could be viewed as a positive because it helps users complete a variety of tasks.
- The platform is a single source of truth for staff seeking guidance on delivering our benefits.

Negatives:

Navigation:
- There are too many levels – JAWS screen reader users find it difficult to keep track of where they are and where they are going.
- Keyboard shortcuts – users can end up going round in circles.
- From the home page, users have a large volume of content to get through before finding what they need.
- Some content has too many headings and hyperlinks on a page.

Search:
- JAWS users cannot find the search tool from a page so they can search for specific words.
- Instead of using search or navigation, JAWS users may ask colleagues to send them a direct link to a guidance page. This slows down actions/productivity of JAWS user and team members.

General:
- there was discussion at the workshop about the process of updating and communicating changes in guidance and the impact this can have on people with a disability. This is not a platform issue so not relevant to this report, however these actions have been captured and will be taken forward by the Agency Content Team's guidance project

3. Data and evidence gathered

Age

The assessment did not identify any positive or negative impacts against people of different ages or age ranges.

Disability

The term "disability" follows the core definition of disability in the Equality Act 2010 which states that a person is considered to have a disability if they have a physical or mental impairment that has 'substantial' and 'long term' negative effects on their ability to do normal daily activities.

[Around 10% of the workforce at Social Security Scotland](#) have a known disability (December 2021).

Many use Dragon Software, JAWs and other screen reading software.

These individuals may be visually impaired, dyslexic or have other disabilities that means they may not be able to use IKM in the same way as users who do not have a disability.

In a wider context, the number of disabled people in the UK rose from 12.1 million (19%) in 2011 to 2012 to 16.0 million (24%) in the most recent survey year (2021-2022). This is an increase of 3.9 million and is close to one in every four people.

An accessibility audit (December 2022) found the IKM application would not be easily usable by users from key disability groups.

The assessment was a combination of a manual review and testing with assistive technology.

Some of these issues have since been fixed, some are being addressed now and others will be actioned when Invotra carry out the next system upgrade late 2023.

The exploratory workshop identified accessibility as a key concern.
The platform must achieve Web Content Accessibility Guidelines (WCAG) 2.1 level AA as part of meeting government accessibility requirements.

This will be set out in the requirements for the contract.

Gender reassignment

The assessment did not identify any positive or negative impacts on people who are transitioning or have transitioned from one gender to another.

However, we will promote the use of pronouns to users make sure IKM doesn't hold on to outdated information that uses the person's old name and pronouns.

Pregnancy & maternity

The assessment did not identify any positive or negative impacts on women who are pregnant, on maternity leave, or planning to return from maternity leave.

However, we should make sure that a woman returning from maternity leave is able to regain access to IKM quickly and easily. This can be done when returning fully to work or on Keeping in Touch days. The system deactivates a user's account if they do not log in for 3 months which creates a barrier to achieving this (this is a government policy – not exclusive to IKM)

Race

The assessment did not identify any positive or negative impacts on those with different racial identities.

Religion or belief

The assessment did not identify any positive or negative impacts on people with a religion or belief or without a religion or belief.

Sex

The assessment did not identify any positive or negative impacts on people of different genders, including male, female, and non-binary groups.

Sexual orientation

The assessment did not identify any positive or negative impacts on people of different sexual orientation.

Care Experience

The assessment did not identify any positive or negative impacts on people with care experience.

4. Assessing the impacts and identifying opportunities to promote equality

Age

IKM should not impact on those within this protected characteristic.

Disability

Impact:

There are various issues negatively impacting users from the disability characteristic group and have all been logged on Jira to be actioned.

Actions:

The actions below are the responsibility of the Agency User Centred Design Content Design team:
- Feedback form to be on the same side each time
- Fix focus indicator contrast
- Fix headings structure in 'Create List'
- Save and follow button browser related coding issue
- Accordion labelling
- Revisions table issues
- Focus order not logical
- Sidebar expanded/collapsed functionality
- Components lack context

The actions below are the responsibility of Invotra:
- Progress bar visible to assistive technology

- Navigation menu must be keyboard accessible
- Lack of clear notification when feedback sent
- Next and Previous page buttons are nested in
- Unlabelled search button
- Expanded state of dropdown menus on toolbar such as 'Create' are not announced for screen reader users
- Side panel/panel causes keyboard trap
- Accessibility instructions dialog not accessible

There are also some actions below that have been completed by Agency User Centred Design Content Design team:
- Fix heading structures to make them logical and sequential
- Add explanation text to 'required field indicators' on feedback boxes

Public Sector Equality Duty:
We will continue to work with disability staff networks in both Social Security Scotland and core Scottish Government to monitor and improve accessibility on an ongoing basis.
This will ensure we:
➢ Eliminate unlawful discrimination, harassment and victimisation;
➢ Advance equality of opportunity;
➢ Promote good relations among and between different groups.

Gender reassignment

IKM should not impact on those within this protected characteristic.

Pregnancy and maternity

IKM should not impact on those within this protected characteristic.

Race

IKM should not impact on those within this protected characteristic.

Religion or belief

IKM should not impact on those within this protected characteristic.

Sex

IKM should not impact on those within this protected characteristic.

Sexual orientation

IKM should not impact on those within this protected characteristic.

Care Experienced

IKM should not impact on those within this protected characteristic.

5. Decision making and monitoring

How has the Equality Impact Assessment analysis shaped the proposed activity process so far?

The procurement will be a direct award to Invotra because the resource and cost of moving all the content to another platform makes an open procurement too high a risk.

As part of the re-awarding of the contract we will ensure that the accessibility actions are communicated to Inovtra and we will work up a plan to address any accessibilities in the system.

We are prioritising the accessibility issues raised in the audit in December 2022 and those raised in the Equality Impact Assessment workshop.
This is to ensure IKM meets the Work Content Accessibility Guidelines (WCAG AA standard).

We will regularly ask members of the disability staff networks to test IKM after accessibility issues are raised or after changes/improvements are implemented.

How will the Equality Impact Assessment analysis help develop better outcomes for people and communities?

The analysis will help improve the functionality of IKM for key disability groups.
It will help us build our reputation as an employer that prioritises accessibility for all types of employees.

How will the activity be monitored going forward?

Laura Thomson, Content Management Lead, Nadejda Vidinova, Content Designer, and Jake Keith, Content Design Executive from Agency User Centred Design team will lead on improving IKM's accessibility.

Monitoring and evaluation of functionality for screen reader users and those with other disabilities will take place on an ongoing basis.

In particular, testing will take place after Invotra's system update is implemented and after the accessibility issues already identified are addressed by Agency User Centred Design Content Design team.

We will log progress in addressing existing issues and add any new issues in a dedicated accessibility epic on Jira.

Authorisation

Declaration

I am satisfied with the Equality Impact Assessment that has been undertaken and give my authorisation for the results to be published on the Social Security Scotland website.

Name: Andy McClintock

Position: Deputy Director

Date: 23rd October 2023

List of References

https://www.gov.uk/government/statistics/family-resources-survey-financial-year-2021-to-2022/family-resources-survey-financial-year-2021-to-2022#disability-1

Making your service accessible: an introduction - Service Manual - GOV.UK (www.gov.uk)