



Social Security Scotland
Tèarainteachd Shòisealta Alba

Social Security Scotland Equality Impact Assessment Summary Report Internal Knowledge Management Hub (IKM)

**Dignity,
fairness,
respect.**

Background

This report is a summary of the Equality Impact Assessment conducted on the Internal Knowledge Management hub (IKM).

The Equality Impact Assessment has considered the potential effects of the Internal Knowledge Management hub (IKM) and how it impacts on groups with protected characteristics.

This Equality Impact Assessment focused on the three aims of the Public Sector Equality Duty: identifying opportunities to reduce discrimination; advance equality of opportunity between people who share a protected characteristic and those who do not; and foster good relations between people who share a protected characteristic and those who do not.

The Scope of the Equality Impact Assessment

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.

It 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.

Key findings

Age

The assessment did not identify any positive or negative impacts on 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 and 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.

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.

Recommendations and Conclusions

This Equality Impact Assessment has identified potential impacts on those with the disability protected characteristic as a result of the introduction of the Internal Knowledge Management (IKM) hub.

It was found that overall, the Internal Knowledge Management (IKM) hub would have a positive impact on people with protected characteristics. Where areas of improvement have been identified, we will make changes to better meet the needs of people with protected characteristics.

Actions	Protected characteristic	Owner	Timeline
To work fix the accessibility issues highlighted in the accessibility report.	Disability	Agency User centred design team	By April 2024
To ensure that the platform upgrade complies with accessibility guidelines	Disability	Agency user Centred design team	By April 2024
To ensure all content on the site is created to be accessible and inclusive, working with our style guide	Disability	Agency user Centred design team	ongoing
To ensure the site is regularly tested by colleagues using assistive technology	Disability	Agency user Centred design team	ongoing

