



Social Security Scotland  
Tèarainteachd Shòisealta Alba

## Equality Impact – Assessment Record

Title	National Place Project	
Lead within Social Security Scotland	John McVey, National Place Project Manager	
Officials involved in the Equality Impact Assessment	Jane Callaghan	National Place Project Governance and Reporting Lead
	Graham Hall	National Place Project Support
Is this a new activity or a change to an existing activity?	New	<input checked="" type="checkbox"/>
	Change	<input type="checkbox"/>

## Screening – This section will help you decide whether you need to undertake an Equality Impact Assessment

### 1.1 Activity Aim

Describe in this paragraph what the purpose of your activity is, its desired outcomes and to which Strategic Objective<sup>1</sup> it contributes.

### 1.2 Who will it affect?

Reflect here on how the activity, and the changes it will make, might or will have an impact on people.

#### **Include**

- how people, and different groups of people and/or communities, might be affected by this activity, directly or indirectly
- who might benefit from the activity and in what ways.

### 1.3 What might prevent the desired outcomes being achieved?

Set out here any factors that might prevent the desired outcomes of your activity being achieved

## Screening

### *Project Aim*

In developing social security services in Scotland, we want to deliver accessible, person-centred and joined up services. Engagement with the people of Scotland and various stakeholders resulted in the announcement of a preferred delivery model for Social Security Scotland.

Social Security Scotland will have a strong local presence across Scotland, supported by efficient centralised functions. The aim of the Place Project is to contribute to the delivery of a consistent social security service to the people of Scotland, irrespective of location, which delivers on our principles of Fairness, Dignity and Respect. Our objective is to deliver a functioning presence across each of Scotland's 32 local authority areas which is sympathetic to existing arrangements and complements these in order to deliver a joined up service which fully meets our staff and clients' requirements.

We will deliver national premises as required from which to deliver our client facing Fraud & Error Resolution Services and Consultation services. Further to this we will deliver national staff accommodation to support staff working in Consultations, Fraud & Error Resolution and Local Delivery. We will also deliver travel and transport requirements in line with business needs.

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<sup>1</sup> Strategic Objectives are stated in our Corporate Plan available at <https://www.socialsecurity.gov.scot/>

### ***Who will it affect?***

The accommodation that we deliver will be located across the 32 local authority areas of Scotland and will not specifically target particular groups or sections of society. Our accommodation has the potential to affect everyone. The scope of this interim equality impact assessment (EQIA) has included the recognised list of protected characteristics which consists of disability, gender reassignment, gender including pregnancy and maternity, race, religion and belief, and sexual orientation. Further to this, in line with Social Security Scotland's position as a corporate parent the scope has been extended to include care experienced.

A key benefit of our project is actively seeking premises that are fit for purpose and meet the needs of clients with regard to the most important factors which include: location, proximity to clients, proximity to public transport, parking facilities, building facilities and accessibility. We aim to provide accommodation that will give our clients the best possible experience when accessing our services.

### ***What might prevent the desired outcome being achieved?***

Achieving the desired outcomes is dependent on suitable partner organisations being in a position to assist and help us deliver our requirements given the uncertainty over the evolving COVID-19 restrictions. Additional factors that could have an impact are whether or not we will be able to enter into suitable agreements with selected partners, project budget and the ability of other areas of Social Security Scotland, the Directorate and wider Scottish Government, to deliver components that will ensure successful delivery of services as any delays may impact our ability to deliver our objectives.

## **Stage 1: Exploratory Workshop**

### **Results of Exploratory Workshop**

An Equality Impact Assessment framing exercise took place through an exploratory workshop. This focused on the deliverables of the project and how this could potentially impact the citizens of Scotland and those within the protected characteristics. The framing workshop highlighted some of the challenges which may be faced by people with these characteristics and determined that a full Equality Impact Assessment was required.

### **Detail of Equality Impact Assessment required**

During the Framing exercise it was identified that an Equality Impact Assessment is necessary to ensure we are aware of positive and negative impacts of the deliverables of the project for people with the specified characteristics. Consideration is required to ensure all citizens of Scotland can access services delivered by Social Security Scotland in a place that makes them feel safe, secure, valued and treated without discrimination.

Framing and evidence gathering workshops were held with a variety of stakeholders across the organisation, each of whom had lived experience of the specified characteristics. These stakeholders shared their experiences and contributed their views of how the project

could potentially impact the deliverables to ensure these met equality standards. In addition to the workshops we reached out to numerous equality groups and organisations to obtain their input and to gather further information through the use of questionnaires. This allowed us to gather further evidence across the full range of characteristics.

## Stage 2: Data and evidence gathering, involvement and consultation

Include here the results of your evidence gathering (including framing exercise), including qualitative and quantitative data and the source of that information, whether national statistics, surveys or consultations with relevant equality groups.

Characteristic	Evidence gathered and Strength/quality of evidence	Source	Data gaps identified and action taken
Age	<p>We will require spaces that people of all age groups can be confident in attending and accessing. Confidence can/will be increased by:</p> <ul style="list-style-type: none"> <li>- Availability of public transport including the following: <ul style="list-style-type: none"> <li>• Locations accessible by different modes of transport</li> <li>• Regular availability of public transport</li> <li>• Pick up/ drop off points within close proximity to the building</li> <li>• Length of journey time</li> </ul> </li> <li>- Proximity of building to clients (clients, where possible, should not be required to undertake long journeys)</li> <li>- Building situ: consider the location of the building, the</li> </ul>	<p>Exploratory workshop with stakeholders.</p> <p>Framing workshop attended by all interested parties from within Social Security Scotland.</p> <p>Communications sent out to numerous external organisations and input received from:</p> <ul style="list-style-type: none"> <li>- Health and Social Care Alliance Scotland;</li> <li>- Women's Aid</li> </ul>	<p>Defined requirements for locations including accessibility criteria with consideration of defined characteristics.</p> <p>Health &amp; Safety and Physical Security assessments defined to ensure staff and client safety and security when visiting our locations.</p> <p>Location assessment process defined to ensure locations meet the needs of all stakeholders. The process includes requirement gathering, accessibility toolkit and area synopsis which takes into account the following:</p> <ul style="list-style-type: none"> <li>• Transport Links</li> <li>• Car Parking/ Accessible Parking</li> <li>• Building Accessibility</li> <li>• Staff Facilities</li> </ul>

Characteristic	Evidence gathered and Strength/quality of evidence	Source	Data gaps identified and action taken
	<p>local community, and the surrounding landscape to ensure it is accessible to all</p> <ul style="list-style-type: none"> <li>- Available accessible parking where possible</li> <li>- Building facilities, including: <ul style="list-style-type: none"> <li>• Clear signposting and wayfinding within the building to access facilities and required services</li> <li>• Accessible toilets – e.g. not a long walk or on a different floor</li> <li>• Breastfeeding facilities</li> <li>• Safe play areas for children</li> </ul> </li> </ul>		<ul style="list-style-type: none"> <li>• Front Facing/ Client Facilities</li> </ul> <p>We will co-locate with appropriate partners in locations that are accessible and work with them to ensure the availability of suitable facilities for all stakeholders.</p> <p>We will offer a choice of delivery mechanisms to our clients which meet their specific needs. i.e. phone call, face to face appointment in accessible location, home visit etc.</p> <p>We will offer suitable locations and facilities within each local authority area to maximise opportunities to be inclusive to all citizens of Scotland.</p>
Disability	<p>We require spaces that clients with a disability can be confident in accessing comfortably. The following requirements were discussed:</p>	<p>Exploratory workshop with stakeholders.</p> <p>Framing workshop attended by all interested</p>	<p>Defined requirements for locations including accessibility criteria with consideration of defined characteristics.</p>

Characteristic	Evidence gathered and Strength/quality of evidence	Source	Data gaps identified and action taken
	<ul style="list-style-type: none"> <li>- Available accessible car parking bays / drop off points</li> <li>- Accessible public transport in close proximity</li> <li>- The environment between the location and nearest parking and public transport should be accessible and well lit</li> <li>- Accessible entrances and exits</li> <li>- Hearing loop where possible</li> <li>- Access to British Sign Language interpretation of Deaf/Blind guide-communicators</li> <li>- Easy read documentation</li> <li>- Braille documents, Moon, large print documents</li> <li>- Accessible toilet facilities to include changing places toilets, where possible</li> <li>- Discretion: clients will be able to discreetly access our services</li> <li>- Options for check-in, including assisted check-in: choice of virtual or in-person assistance for clients when they enter the building</li> </ul>	<p>parties from within Social Security Scotland.</p> <p>Communications sent out to numerous external organisations and input received from:</p> <ul style="list-style-type: none"> <li>- Health and Social Care Alliance Scotland;</li> <li>- Women's Aid;</li> <li>- See Me Scotland;</li> <li>- Glasgow Disability Alliance</li> </ul>	<p>Health &amp; Safety and Physical Security assessments defined to ensure staff and client safety and security when visiting our locations.</p> <p>Location assessment process defined to ensure locations meet the needs of all stakeholders. The process includes requirement gathering, accessibility toolkit and area synopsis which takes into account the following:</p> <ul style="list-style-type: none"> <li>• Transport Links</li> <li>• Car Parking/ Accessible Parking</li> <li>• Building Accessibility</li> <li>• Staff Facilities</li> <li>• Front Facing/ Client Facilities</li> </ul> <p>We will co-locate with appropriate partners in locations that are accessible and work with them to ensure the availability of suitable facilities for all stakeholders.</p>

Characteristic	Evidence gathered and Strength/quality of evidence	Source	Data gaps identified and action taken
	<ul style="list-style-type: none"> <li>- Waiting area within reception: area where clients (and those accompanying them) can wait comfortably before appointment (e.g. quiet areas, accessible toilet facilities nearby etc.)</li> <li>- Appropriate signposting to mental health crisis support services such as Breathing Space, NHS 24 and Distress Brief Interventions Services</li> <li>- Aspects of setting, such as an environment that feels impersonal or punitive, can be very stigmatising for people with mental health problems, and effectively constitute a form of indirect discrimination</li> </ul>		<p>We will offer a choice of delivery mechanisms to our clients which meet their specific needs. i.e. phone call, face to face appointment in accessible location, home visit etc.</p> <p>We will offer suitable locations and facilities within each local authority area to maximise opportunities to be inclusive to all citizens of Scotland.</p>
Sex	<p>We require spaces that ensure all clients and citizens accessing our services can do so comfortably. The following points were raised and discussed:</p> <ul style="list-style-type: none"> <li>- Communal, accessible facilities should be</li> </ul>	<p>Exploratory workshop with stakeholders.</p> <p>Framing workshop attended by all interested parties from within Social Security Scotland.</p>	<p>Defined requirements for locations including accessibility criteria with consideration of defined characteristics.</p> <p>Health &amp; Safety and Physical Security assessments defined to</p>



Characteristic	Evidence gathered and Strength/quality of evidence	Source	Data gaps identified and action taken
	<p>available in order to accommodate parents/ carers attending with a child/ client of the opposite sex (toilet facilities etc.)</p> <ul style="list-style-type: none"> <li>- Gender neutral toilets can potentially make things uncomfortable so there should be options</li> <li>- There could be controlled access for security reasons (safety of both clients and staff)</li> <li>- Accommodation should be a safe environment</li> <li>- There should be a choice of locations provided for clients</li> <li>- The environment between the location and nearest parking and public transport should be accessible and well lit</li> </ul>	<p>Communications sent out to numerous external organisations and input received from:</p> <ul style="list-style-type: none"> <li>- Health and Social Care Alliance Scotland;</li> <li>- Women's Aid</li> </ul>	<p>ensure staff and client safety and security when visiting our locations.</p> <p>Location assessment process defined to ensure locations meet the needs of all stakeholders. The process includes requirement gathering, accessibility toolkit and area synopsis which takes into account the following:</p> <ul style="list-style-type: none"> <li>• Transport Links</li> <li>• Car Parking/ Accessible Parking</li> <li>• Building Accessibility</li> <li>• Staff Facilities</li> <li>• Front Facing/ Client Facilities</li> </ul> <p>We will co-locate with appropriate partners in locations that are accessible and work with them to ensure the availability of suitable facilities for all stakeholders.</p> <p>We will offer a choice of delivery mechanisms to</p>

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			<p>our clients which meet their specific needs. i.e. phone call, face to face appointment in accessible location, home visit etc.</p> <p>We will offer suitable locations and facilities within each local authority area to maximise opportunities to be inclusive to all citizens of Scotland.</p>
Pregnancy and maternity	<p>During our discussions the following points were raised:</p> <ul style="list-style-type: none"> <li>- A pregnancy risk assessment should be carried out with Health &amp; Safety</li> <li>- Accessibility of the following facilities is essential: <ul style="list-style-type: none"> <li>• Parking</li> <li>• Public transport</li> <li>• Entrance</li> <li>• Exit</li> <li>• Toilets</li> <li>• Breastfeeding/ changing area</li> <li>• Children's play area</li> </ul> </li> </ul>	<p>Exploratory workshop with stakeholders.</p> <p>Framing workshop attended by all interested parties from within Social Security Scotland.</p> <p>Communications sent out to numerous external organisations and input received from:</p> <ul style="list-style-type: none"> <li>- Health and Social Care Alliance Scotland;</li> <li>- Women's Aid</li> </ul>	<p>Defined requirements for locations including accessibility criteria with consideration of defined characteristics.</p> <p>Health &amp; Safety and Physical Security assessments defined to ensure staff and client safety and security when visiting our locations.</p> <p>Location assessment process defined to ensure locations meet the needs of all stakeholders. The process includes requirement gathering, accessibility toolkit and</p>

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	<p>- We should provide a safe environment with regard to:</p> <ul style="list-style-type: none"> <li>• Stairs</li> <li>• Floor (surface/ coverings etc.) surface/ walkways etc.)</li> </ul> <p>- Availability of gender neutral facilities</p> <p>- The environment between the location and nearest parking and public transport should be accessible and well lit</p>		<p>area synopsis which takes into account the following:</p> <ul style="list-style-type: none"> <li>• Transport Links</li> <li>• Car Parking/ Accessible Parking</li> <li>• Building Accessibility</li> <li>• Staff Facilities</li> <li>• Front Facing/ Client Facilities</li> </ul> <p>We will co-locate with appropriate partners in locations that are accessible and work with them to ensure the availability of suitable facilities for all stakeholders.</p> <p>We will offer a choice of delivery mechanisms to our clients which meet their specific needs. i.e. phone call, face to face appointment in accessible location, home visit etc.</p> <p>We will offer locations and facilities within each local authority area to maximise opportunities to be</p>

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			inclusive to all citizens of Scotland.
Gender reassignment	<p>During our workshops the following was discussed:</p> <ul style="list-style-type: none"> <li>- Consideration of the impact of potential partner organisations/ groups</li> <li>- Consider the type of buildings we may use, e.g. religious environment</li> <li>- Building facilities should be welcoming and accessible, including toilet facilities</li> </ul>	<p>Exploratory workshop with stakeholders.</p> <p>Framing workshop attended by all interested parties from within Social Security Scotland.</p> <p>Communications sent out to numerous external organisations and input received from:</p> <ul style="list-style-type: none"> <li>- Health and Social Care Alliance Scotland;</li> <li>- Women's Aid</li> </ul>	<p>Defined requirements for locations including accessibility criteria with consideration of defined characteristics.</p> <p>Health &amp; Safety and Physical Security assessments defined to ensure staff and client safety and security when visiting our locations.</p> <p>Location assessment process defined to ensure locations meet the needs of all stakeholders. The process includes requirement gathering, accessibility toolkit and area synopsis which takes into account the following:</p> <ul style="list-style-type: none"> <li>• Transport Links</li> <li>• Car Parking/ Accessible Parking</li> <li>• Building Accessibility</li> <li>• Staff Facilities</li> <li>• Front Facing/ Client Facilities</li> </ul>

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			<p>We will co-locate with appropriate partners in locations that are accessible and work with them to ensure the availability of suitable facilities for all stakeholders.</p> <p>We will offer a choice of delivery mechanisms to our clients which meet their specific needs. i.e. phone call, face to face appointment in accessible location, home visit etc.</p> <p>We will offer suitable locations and facilities within each local authority area to maximise opportunities to be inclusive to all citizens of Scotland.</p>
Sexual orientation	<p>During our workshops we explored the following:</p> <ul style="list-style-type: none"> <li>- Awareness of potential issues that could arise from partners and other clients</li> <li>- Awareness of potential issues of using certain types of building</li> </ul>	<p>Exploratory workshop with stakeholders.</p> <p>Framing workshop attended by all interested parties from within Social Security Scotland.</p>	<p>Defined requirements for locations including accessibility criteria with consideration of defined characteristics.</p> <p>Health &amp; Safety and Physical Security assessments defined to</p>

Characteristic	Evidence gathered and Strength/quality of evidence	Source	Data gaps identified and action taken
	<p>- Awareness of the requirements for appropriate facilities (toilets etc.)</p>	<p>Communications sent out to numerous external organisations and input received from:</p> <ul style="list-style-type: none"> <li>- Health and Social Care Alliance Scotland;</li> <li>- Women's Aid</li> </ul>	<p>ensure staff and client safety and security when visiting our locations.</p> <p>Location assessment process defined to ensure locations meet the needs of all stakeholders. The process includes requirement gathering, accessibility toolkit and area synopsis which takes into account the following:</p> <ul style="list-style-type: none"> <li>• Transport Links</li> <li>• Car Parking/ Accessible Parking</li> <li>• Building Accessibility</li> <li>• Staff Facilities</li> <li>• Front Facing/ Client Facilities</li> </ul> <p>We will co-locate with appropriate partners in locations that are accessible and work with them to ensure the availability of suitable facilities for all stakeholders.</p> <p>We will offer a choice of delivery mechanisms to</p>

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			<p>our clients which meet their specific needs. i.e. phone call, face to face appointment in accessible location, home visit etc.</p> <p>We will offer suitable locations and facilities within each local authority area to maximise opportunities to be inclusive to all citizens of Scotland.</p>
Race	<p>At our workshops we discussed the importance of:</p> <ul style="list-style-type: none"> <li>- Accessibility of the building and its facilities</li> <li>- Ensuring clients who do not have English as their first language are catered for</li> <li>- Ensuring our co-location partners share the same or similar values for our clients</li> <li>- The location of the building as some clients may not feel confident travelling outside their own communities</li> <li>- Consideration should be made to the ethnic diversity</li> </ul>	<p>Exploratory workshop with stakeholders.</p> <p>Framing workshop attended by all interested parties from within Social Security Scotland.</p> <p>Communications sent out to numerous external organisations and input received from:</p> <ul style="list-style-type: none"> <li>- Health and Social Care Alliance Scotland;</li> <li>- Women's Aid;</li> <li>- Coalition for Racial and Equality Rights (CRER)</li> </ul>	<p>Defined requirements for locations including accessibility criteria with consideration of defined characteristics.</p> <p>Health &amp; Safety and Physical Security assessments defined to ensure staff and client safety and security when visiting our locations.</p> <p>Location assessment process defined to ensure locations meet the needs of all stakeholders. The process includes requirement gathering, accessibility toolkit and</p>

Characteristic	Evidence gathered and Strength/quality of evidence	Source	Data gaps identified and action taken
	<p>of any proposed site and the surrounding area</p> <ul style="list-style-type: none"> <li>- Unemployment rates for Black and minority ethnic groups in Scotland means Black and Minority Ethnic groups are more likely to be eligible for certain benefits and therefore any services provided by Social Security Scotland</li> <li>- Recognising that race also includes culture and background</li> </ul>		<p>area synopsis which takes into account the following:</p> <ul style="list-style-type: none"> <li>• Transport Links</li> <li>• Car Parking/ Accessible Parking</li> <li>• Building Accessibility</li> <li>• Staff Facilities</li> <li>• Front Facing/ Client Facilities</li> </ul> <p>We will co-locate with appropriate partners in locations that are accessible and work with them to ensure the availability of suitable facilities for all stakeholders.</p> <p>We will offer a choice of delivery mechanisms to our clients which meet their specific needs. i.e. phone call, face to face appointment in accessible location, home visit etc.</p> <p>We will offer suitable locations and facilities within each local authority area to maximise opportunities to be</p>



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			<p>inclusive to all citizens of Scotland.</p> <p>We will ensure our communications materials are available in accessible format and other languages.</p>
Religion or belief	<p>During our workshops the following points were raised:</p> <ul style="list-style-type: none"> <li>- This characteristic can also include the sex characteristic as males and females may have different restrictions in accordance with their religious beliefs</li> <li>- Awareness of existing community barriers through faith as some people may not be comfortable visiting certain areas or leaving their own communities</li> <li>- Building facilities should include multi-functional prayer rooms for people to access if required</li> </ul>	<p>Exploratory workshop with stakeholders.</p> <p>Framing workshop attended by all interested parties from within Social Security Scotland.</p> <p>Communications sent out to numerous external organisations and input received from:</p> <ul style="list-style-type: none"> <li>- Health and Social Care Alliance Scotland;</li> </ul>	<p>Defined requirements for locations including accessibility criteria with consideration of defined characteristics.</p> <p>Health &amp; Safety and Physical Security assessments defined to ensure staff and client safety and security when visiting our locations.</p> <p>Location assessment process defined to ensure locations meet the needs of all stakeholders. The process includes requirement gathering, accessibility toolkit and area synopsis which takes into account the following:</p> <ul style="list-style-type: none"> <li>• Transport Links</li> <li>• Car Parking/ Accessible Parking</li> </ul>

Characteristic	Evidence gathered and Strength/quality of evidence	Source	Data gaps identified and action taken
			<ul style="list-style-type: none"> <li>• Building Accessibility</li> <li>• Staff Facilities</li> <li>• Front Facing/ Client Facilities</li> </ul> <p>We will co-locate with appropriate partners in locations that are accessible and work with them to ensure the availability of suitable facilities for all stakeholders.</p> <p>We will offer a choice of delivery mechanisms to our clients which meet their specific needs. i.e. phone call, face to face appointment in accessible location, home visit etc.</p> <p>We will offer suitable locations and facilities within each local authority area to maximise opportunities to be inclusive to all citizens of Scotland.</p>
Marriage and Civil Partnership (the Scottish Government does not require assessment against this protected	N/A		

Characteristic	Evidence gathered and Strength/quality of evidence	Source	Data gaps identified and action taken
characteristic unless the activity or practice relates to work, for example HR policies and practices - refer to Definitions of Protected Characteristics document for details)			
Care Experienced <sup>2</sup>	<p>The points that were discussed at our workshops included:</p> <ul style="list-style-type: none"> <li>- The importance of the client feeling that they can visit a location that feels safe and welcoming, with the ability to trust our staff and partners</li> <li>- Awareness of potential issues with authority</li> <li>- Awareness that security personnel or barriers may empower a feeling of mistrust</li> <li>- Awareness of language and terminology and how this can be interpreted by some care experienced people i.e. "Probation period" may have negative connotations</li> <li>- Awareness of location in certain types of accommodation or with</li> </ul>	<p>Exploratory workshop with stakeholders.</p> <p>Framing workshop attended by all interested parties from within Social Security Scotland.</p> <p>Communications sent out to numerous external organisations and input received from:</p> <ul style="list-style-type: none"> <li>- Health and Social Care Alliance Scotland;</li> <li>- Who Cares? Scotland</li> </ul>	<p>Defined requirements for locations including accessibility criteria with consideration of defined characteristics.</p> <p>Health &amp; Safety and Physical Security assessments defined to ensure staff and client safety and security when visiting our locations.</p> <p>Location assessment process defined to ensure locations meet the needs of all stakeholders. The process includes requirement gathering, accessibility toolkit and area synopsis which takes into account the following:</p> <ul style="list-style-type: none"> <li>• Transport Links</li> <li>• Car Parking/ Accessible Parking</li> </ul>

<sup>2</sup> What we mean by Care Experienced is anyone who currently is or who has ever been 'looked after'. This is an inclusive term and includes those who are currently looked after, those who have been looked after at some point in their lives, and care leavers, be it looked after at home or away from home in kinship care, residential, foster or secure care.

Characteristic	Evidence gathered and Strength/quality of evidence	Source	Data gaps identified and action taken
	<p>certain types of partners. i.e. court building</p> <ul style="list-style-type: none"> <li>- Ensure that signage is clear to avoid potential anxiety</li> <li>- Ensure the internal facilities provide a comfortable environment – ensuring people feel safe, secure, comfortable, welcome</li> <li>- Facilities should be designed for young people accessing services, as well as older adults</li> </ul>		<ul style="list-style-type: none"> <li>• Building Accessibility</li> <li>• Staff Facilities</li> <li>• Front Facing/ Client Facilities</li> </ul> <p>We will co-locate with appropriate partners in locations that are accessible and work with them to ensure the availability of suitable facilities for all stakeholders.</p> <p>We will offer a choice of delivery mechanisms to our clients which meet their specific needs. i.e. phone call, face to face appointment in accessible location, home visit etc.</p> <p>We will offer suitable locations and facilities within each local authority area to maximise opportunities to be inclusive to all citizens of Scotland.</p> <p>Softer skills training and development for staff and hosts ensuring interaction</p>

Characteristic	Evidence gathered and Strength/quality of evidence	Source	Data gaps identified and action taken
			with clients is warm, friendly and non-judgemental.

### Stage 3: Assessing the impacts and identifying opportunities to promote equality

Having considered the data and evidence you have gathered, this section requires you to consider the potential impacts – negative and positive – that your activity might have on each of the protected characteristics. It is important to remember the duty is also a positive one – that we must explore whether the activity offers the opportunity to promote equality and/or foster good relations.

#### Do you think that the activity impacts on people because of their age?

Age	Positive	Negative	None	Reasons for your decision
Eliminating unlawful discrimination, harassment and victimisation	✓			The Place Project will provide a choice of accessible locations for our clients and citizens of Scotland.
Advancing equality of opportunity	✓			The Place Project will deliver accessible location(s) that provide opportunities to access our services in places that feel comfortable, safe and familiar for all citizens of Scotland. We will seek to remove potential barriers that prevent colleagues, clients or stakeholders attending our locations.
Promoting good relations among and between different age groups	✓			The Place Project will secure accommodation within local communities and in places that are familiar and comfortable. Our accommodation will be in locations that are accessible to all age groups and the facilities available will ensure that age does not define the service clients receive.

#### Do you think that the activity impacts disabled people?

Disability	Positive	Negative	None	Reasons for your decision
Eliminating unlawful discrimination, harassment and victimisation	✓			The Place Project will provide a choice of accessible locations for our clients and citizens of Scotland.

Disability	Positive	Negative	None	Reasons for your decision
Advancing equality of opportunity	✓			The Place Project will deliver a choice of accessible locations that provide opportunities to access our services in places that feel comfortable, safe and familiar for all citizens of Scotland. We now have a strong understanding of the facilities required for clients and stakeholders with various additional needs and will seek to provide facilities to ensure they receive the support they require.
Promoting good relations among and between disabled and non-disabled people	✓			The Place Project will secure accommodation within local communities and in places that are familiar and comfortable. The location of our accommodation and facilities within will be designed to remove the typical barriers faced by people with additional needs with the aim of providing a consistent service to all clients and stakeholders.

**Do you think that the activity impacts on men and women in different ways?**

Sex	Positive	Negative	None	Reasons for your decision
Eliminating unlawful discrimination			✓	The Place Project will provide a choice of accessible locations for our clients and citizens of Scotland.
Advancing equality of opportunity	✓			The Place Project will provide a choice of accessible locations that provide opportunities to access our services in places that feel comfortable, safe and familiar for all citizens of Scotland. We will ensure both the areas surrounding our locations and the facilities within do not create barriers to anyone who requires to use them.
Promoting good relations between men and women			✓	The Place Project will secure accommodation within local communities and in places that are accessible and comfortable. We will strive to ensure that we provide a consistent service to both men and women and our locations will have the required facilities to do so.

**Do you think that the activity impacts on women because of pregnancy and maternity?**

Pregnancy and Maternity	Positive	Negative	None	Reasons for your decision
Eliminating unlawful discrimination			✓	The Place Project will provide a choice of accessible locations for our clients and citizens of Scotland. There will be facilities within our locations that will meet the needs of parents, carers and children and will ensure their visit to our accommodation will be comfortable with no unnecessary barriers.
Advancing equality of opportunity	✓			The Place Project will provide a choice of accessible locations that provide opportunities to access our services in places that feel comfortable, safe and familiar for all citizens of Scotland. We will focus on transport links, available parking and accessibility to our accommodation to ensure that there are no barriers to attending the locations. We will ensure the safety of our clients and stakeholders by carrying out risk assessments and we will ensure there are adequate facilities to ensure a comfortable visit.
Promoting good relations	✓			The Place Project will secure accommodation within local communities and in places that are familiar and comfortable. We will ensure clients and stakeholders who fall under this characteristic can be confident that their needs will be met when they visit our accommodation and will strive to provide them with the best experience.



### Do you think your activity impacts on transsexual people?

Gender reassignment	Positive	Negative	None	Reasons for your decision
Eliminating unlawful discrimination	✓			The Place Project will provide a choice of accessible locations for our clients and citizens of Scotland. We will seek to locate with partner organisations with values that reflect our own and provide facilities and an environment where clients and stakeholders specific needs are met. This will mitigate the risk of both direct and indirect discrimination.
Advancing equality of opportunity	✓			The Place Project will provide a choice of accessible locations that provide opportunities to access our services in places that feel comfortable, safe and familiar for all citizens of Scotland. By partnering with appropriate organisations and providing the required facilities we will ensure there are no potential barriers for clients or stakeholders attending our locations.
Promoting good relations			✓	The Place Project will secure accommodation within local communities and in places that are familiar and comfortable. By locating with appropriate partners and providing the required facilities we will seek to provide an inclusive, consistent experience to all citizens of Scotland.

### Do you think that the activity impacts on people because of their sexual orientation?

Sexual orientation	Positive	Negative	None	Reasons for your decision
Eliminating unlawful discrimination	✓			The Place Project will provide a choice of accessible locations for our clients and citizens of Scotland. We will seek to locate with partner organisations with values that reflect our own and provide facilities and an environment where clients and stakeholders specific needs are met. This will mitigate the risk of both direct and indirect discrimination.
Advancing equality of opportunity	✓			The Place Project will provide a choice of accessible locations that provide opportunities to access our services in places that feel comfortable, safe and familiar for all citizens of Scotland. By partnering with appropriate organisations and providing the required facilities we will ensure there are no potential barriers for clients or stakeholders attending our locations.

Promoting good relations	✓			The Place Project will secure accommodation within local communities and in places that are familiar and comfortable. By partnering with appropriate partners and providing the required facilities we will seek to provide an inclusive, consistent experience to all citizens of Scotland.
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**Do you think the activity impacts on people on the grounds of their race?**

Race	Positive	Negative	None	Reasons for your decision
Eliminating unlawful discrimination	✓			The Place Project will provide a choice of accessible locations for our clients and citizens of Scotland. We will provide locations close to communities where clients feel comfortable and partner with organisations who hold similar values to our own. This will mitigate the risk of both direct and indirect discrimination.
Advancing equality of opportunity	✓			The Place Project will provide a choice of accessible locations that provide opportunities to access our services in places that feel comfortable, safe and familiar for all citizens of Scotland. We are conscious that citizens of Scotland come from many different cultures and backgrounds and seek to provide locations and facilities that remove potential barriers for clients, colleagues and other stakeholders.
Promoting good race relations	✓			The Place Project will secure accommodation within local communities and in places that are familiar and comfortable. We will ensure that our accommodation location and facilities allow us to create an inclusive environment for all citizens of Scotland.

**Do you think the activity impacts on people because of their religion or belief?**

Religion or belief	Positive	Negative	None	Reasons for your decision
Eliminating unlawful discrimination	✓			The Place Project will provide a choice of accessible locations for our clients and citizens of Scotland. We will provide locations close to communities where clients feel comfortable, partner with organisations who hold similar values to our own and ensure that diverse needs are catered for within our accommodation. This will mitigate the risk of both direct and indirect discrimination.
Advancing equality of opportunity	✓			The Place Project will provide a choice of accessible locations that provide opportunities to access our services in places that feel comfortable, safe and familiar for all citizens of Scotland. We are conscious that citizens of Scotland come from many different cultures and backgrounds and we will seek to remove potential barriers to anyone who has to access our accommodation.
Promoting good relations	✓			The Place Project will secure accommodation within local communities and in places that are familiar and comfortable. We will ensure that our accommodation location and facilities allow us to create an inclusive environment for all citizens of Scotland.

**Do you think the activity impacts on people who are care experienced?**

Care Experience	Positive	Negative	None	Reasons for your decision
Eliminating unlawful discrimination			✓	The Place Project will provide a choice of accessible locations for our clients and citizens of Scotland. We will ensure that we partner with organisations who hold similar values to our own and will seek to provide a safe, secure, welcoming and comfortable environment for everyone who accesses our accommodation.
Advancing equality of opportunity	✓			The Place Project will provide a choice of accessible locations that provide opportunities to access our services in places that feel comfortable, safe and familiar for all citizens of Scotland. We are aware of the potential barriers care experienced people face when accessing our services or accommodation and will seek to eliminate these by creating a safe, secure, welcoming and comfortable environment.
Promoting good relations	✓			The Place Project will secure accommodation within local communities and in places that are familiar and comfortable. We will ensure that our accommodation location and facilities allow us to create an inclusive environment for all citizens of Scotland.

**Do you think the activity impacts on people because of their marriage or civil partnership?**

Marriage and Civil Partnership <sup>3</sup>	Positive	Negative	None	Reasons for your decision
Eliminating unlawful discrimination	N/A	N/A	N/A	N/A

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<sup>3</sup> In respect of this protected characteristic, a body subject to the Public Sector Equality Duty (which includes Scottish Government) only needs to comply with the first need of the duty (to eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Equality Act 2010) and only in relation to work. This is because the parts of the Act covering services and public functions, premises, education etc. do not apply to that protected characteristic. Equality impact assessment within the Social Security Scotland does not require assessment against the protected characteristic of Marriage and Civil Partnership unless the activity or practice relates to work, for example HR policies and practices.

## Stage 4: Decision making and monitoring

### Identifying and establishing any required mitigating action

If, following the impact analysis, you think you have identified any unlawful discrimination – direct or indirect - you must consider and set out what action will be undertaken to mitigate the negative impact. You will need to consult your legal team at this point if you have not already done so.<sup>4</sup>

Have positive or negative impacts been identified for any of the equality groups?	Yes
Is the activity directly or indirectly discriminatory under the Equality Act 2010?	No
If the activity is indirectly discriminatory, how is it justified under the relevant legislation?	N/A
If not justified, what mitigating action will be undertaken?	N/A

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<sup>4</sup> Please contact Corporate Assurance Team who can provide advice on contacting Legal advice.

## Describing how Equality Impact Analysis has shaped the activity making process

In this section, set out a narrative that describes how the equality impact analysis has shaped and informed your activity development. Include, for example:

- Explaining whether any changes have been made to the activity as a result of the impact analysis and clearly identifying those changes. Or, explaining why no changes have had to be made.
- Describing any new steps that have been / will be taken as a result of the data and evidence gathered through the Equality Impact Assessment process, for example: adding a new piece of work to ensure that the activity implementation includes ethnic minorities, or working with delivery partners to ensure they fully understand the equality impacts.
- Explaining if there have been, or will be, any implications on costs, resources etc. arising from the Equality Impact Assessment analysis, e.g. has the budget changed because of the Equality Impact Assessment
- You should also include a paragraph on how the Equality Impact Assessment has helped you develop better outcomes for people and communities<sup>5</sup>.

The equality impact analysis has aided us in highlighting the areas that we need to focus on in order to provide the best solution for people with the protected characteristics included within this Equality Impact Assessment (EQIA). It has become apparent that despite there being many similar requirements for people across the range of protected characteristics it is also the case that different groups will face different barriers and, as such, it is essential that we offer a choice of delivery mechanisms and facilities to our clients which meet their specific needs. The EQIA has provided us with more rounded knowledge on what is required to ensure that there are no unintended consequences from the spaces that we identify. As well as the clear criteria, such as location and accessibility, the evidence gathered has highlighted the importance of our work in the following areas:

- **Partners** - Ensuring that we co-locate with appropriate partners
- **Choice** - Offering a choice of locations and facilities within each local authority area to maximise opportunities to be inclusive to all citizens of Scotland
- **Facilities** – The facilities within our accommodation will meet the diverse needs of our clients and stakeholders
- **Health and Safety** – An assessment process has been defined to ensure the health and safety of our staff and clients
- **Security** – An assessment process has been defined to ensure the security of our staff and clients is risk assessed and appropriate mitigation put in place where appropriate
- **Communications** - Ensuring our communication materials are consistent and available in accessible format and other languages
- **Training** - Softer skills training and development for staff and hosts ensuring interaction with clients is warm, friendly and non-judgemental and suitable support is provided

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<sup>5</sup> The Equality and Human Rights Commission consider that a critical purpose of the Equality Impact Assessment is to achieve better outcomes for people and communities.

While the above areas have always formed an essential part of the work we do the EQIA has provided us with the information required to allow us to focus on the additional requirements of those with protected characteristics and therefore be better placed to meet the needs of all citizens of Scotland.

### **Monitoring and Review**

In this section, explain how you will monitor and evaluate this activity to measure progress on equality issues identified in the Equality Impact Assessment. Include information on when the monitoring and evaluation will take place, and who is responsible for undertaking it. This should be part of the regular monitoring and evaluation mechanisms you devise for your activity. Updates and changes to your Equality Impact Assessment will require to be notified to the Corporate Assurance Team and published

Monitoring and evaluation will take place at scheduled milestone delivery points within the project. These are;

Delivery Milestone 1 – March 2022 – Accommodation in place to support Social Security Scotland benefits

Delivery Milestone 2 – June 2022 – Accommodation in place to support Social Security Scotland benefits

Delivery Milestone 3 – July 2022 – Accommodation in place to support Social Security Scotland benefits

Final Delivery Milestone – August 2022 - Accommodation in place to support Social Security Scotland benefits

Monitoring and evaluation will be the responsibility of the Place Project Team through engagement with our internal and external stakeholders, and also including appropriate feedback mechanisms from clients using the spaces provided.



## Stage 5 - Authorisation of Equality Impact Assessment

### Please confirm that:

- This Equality Impact Assessment has informed the development of this activity:  
Yes ☒ No ☐
- Opportunities to promote equality in respect of age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex, sexual orientation and care experience have been considered, i.e.:
  - Eliminating unlawful discrimination, harassment, victimisation;
  - Removing or minimising any barriers and/or disadvantages;
  - Taking steps which assist with promoting equality and meeting people's different needs;
  - Encouraging participation (e.g. in public life)
  - Fostering good relations, tackling prejudice and promoting understanding.Yes ☒ No ☐
- If the Marriage and Civil Partnership protected characteristic applies to this activity, the Equality Impact Assessment has also assessed against the duty to eliminate unlawful discrimination, harassment and victimisation in respect of this protected characteristic:  
Yes ☐ No ☐ Not applicable ☒

## Declaration

I am satisfied with the equality impact assessment that has been undertaken for the Place Project and give my authorisation for the results of this assessment to be published on Social Security Scotland's website.

Name: James Wallace

Position: Deputy Director Finance & Corporate Services

Authorisation date: 14 April 2022