

**EQUALITY IMPACT ASSESSMENT (EQIA):  
SCREENING FORM**

Introduction to the EQIA screening process

A successful EQIA screening will look at 5 key areas:

**1. Identify the Policy, Project, Service Reform or Budget Option to be assessed**

A clear definition of what is being screened and its aims

**2. Gathering Evidence & Stakeholder Engagement**

Collect data to evidence the type of barriers people face to accessing services (research, consultations, complaints and/or consult with equality groups)

**3. Assessment & Differential Impacts**

Reaching an informed decision on whether or not there is a differential impact on equality groups, and at what level

**4. Outcomes, Action & Public Reporting**

Develop an action plan to make changes where a negative impact has been assessed. Ensure that both the assessment outcomes and the actions taken to address negative impacts are publically reported

**5. Monitoring, Evaluation & Review**

Stating how you will monitor and evaluate the **Policy, Project, Service Reform or Budget Option** to ensure that you are continuing to achieve the expected outcomes for all groups.

**1. IDENTIFY THE POLICY, PROJECT, SERVICE REFORM OR BUDGET OPTION:**

a) Name of the Policy, Project, Service Reform or Budget Option to be screened

Development of Digital Media across the council, including development of a customer care channel, with the development of policy, guidelines and strategies for use by staff and citizens as detailed in the *Digital Media Report 2019*.

b) Reason for Change in Policy or Policy Development

To meet growing customer expectations to improve engagement and improve current policy and guidelines around use of digital and social media across the council as the current version is out of date.

c) List main outcome focus and supporting activities of the Policy, Project, Service Reform or Budget Option

- Improve management of the council's social media estate
- Co-ordinate delivery of key messages
- Mitigate potential reputational risks, including FOI obligation
- Manage and create consistent council communications to avoid duplication of message
- Meet growing customer expectations to improve engagement

d) Name of officer completing assessment (signed and date)

Vicky Kerr 7 November 2019

e) Assessment Verified by (signed and date)

Gary Hurr 8 November 2019

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**2. GATHERING EVIDENCE & STAKEHOLDER ENGAGEMENT**

The best approach to find out if a policy, etc is likely to impact positively or negatively on equality groups is to look at existing research, previous consultation recommendations, studies or consult with representatives of those groups. You should list below any data, consultations (previous relevant or future planned), or any relevant research or analysis that supports the Policy, Project, Service Reform or Budget Option being undertaken.

Please name any research, data, consultation or studies referred to for this assessment:	Please state if this reference refers to one or more of the protected characteristics: <ul style="list-style-type: none"> <li>➤ age</li> <li>➤ disability,</li> <li>➤ race and/or ethnicity,</li> <li>➤ religion or belief (including lack of belief),</li> <li>➤ gender,</li> <li>➤ gender reassignment,</li> <li>➤ sexual orientation</li> <li>➤ marriage and civil partnership,</li> <li>➤ pregnancy and maternity,</li> </ul>	Do you intend to set up your own consultation? If so, please list the main issues that you wish to address if the consultation is planned; or if consultation has been completed, please note the outcome(s) of consultation.
<a href="#">Digital Glasgow Strategy</a>	Age - Young and Older in regards to digital skills and digital inclusion	There is plan to consult citizen's and their digital media channel use to get better understanding of their needs and wants from our channels.
<a href="#">Household Survey 2019</a>	Age – Less access to digital in older population	
<a href="#">Citizens Advice Scotland, Disconnected Survey 2018</a>	Age – Less access to digital in older population	
<a href="#">Internet access - households and individuals ONS Dataset 2019</a>	Age – Less access to digital in older population Disability – Access to digital services	

**3. ASSESSMENT & DIFFERENTIAL IMPACTS**

Use the table below to provide some **narrative** where you think the **Policy, Project, Service Reform or Budget Option** has either a positive impact (contributes to promoting equality or improving relations within an equality group) or a negative impact (could disadvantage them) and note the reason for the change in policy or the reason for policy development, based on the evidence you have collated.

Protected Characteristic	Specific Characteristics	Positive Impact (it could benefit an equality group)	Negative Impact – (it could disadvantage an equality group)	Socio Economic / Human Rights Impacts
SEX/ GENDER	Women	Developing our digital media use will have a positive impact on all citizens as it will allow access to services and advice from the council, anywhere, at any time.	All equality groups could be negatively impacted by abusive messages from other users online. By creating new channels, this increases this risk. Our policies and guidelines should address this.	Barriers to digital inclusion could prevent full participation with lack of access to digital products. Development of channels aims to broaden access to include digital is designed to include, not exclude, and would be in addition to other forms of contact. This should not affect human rights.
	Men	As above	As above	As above
	Transgender	As above	As above	As above
RACE*	White	As above	Language barriers may cause disadvantage but accessibility guidelines should address with translation easily available on internet platforms	As above
	Mixed or Multiple Ethnic Groups	As above	As above	As above
	Asian	As above	As above	As above
	African	As above	As above	As above
<i>Further information on the breakdown below each of these headings, as per census, is available <a href="#">here</a>. For example Asian includes Chinese,</i>	Caribbean or Black	As above	As above	As above

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<i>Pakistani and Indian etc</i>	Other Ethnic Group	As above	As above	As above
<b>DISABILITY</b>	Physical disability	As above - 72% of disabled adults in the UK used the internet 'on the go'. For those who can't be physically present for services or advice, this opens a door.	It may cause disadvantage and negative impact if content is not designed in line with accessibility guidelines.	As above
<i>A definition of disability under the Equality Act 2010 is available <a href="#">here</a>.</i>	Sensory Impairment (sight, hearing, )	As above	As above	As above
	Mental Health	As above – digital interaction may be seen as a positive as it doesn't require physical engagement. This means it's more accessible to those with anxiety and other mental health that may be seen as a barrier.	Platform design can cause general negative mental well-being due to the nature of their design. This is not something we can change, but can monitor use to mitigate risk.	As above
	Learning Disability	As above	As above	As above
<b>LGBT</b>	Lesbians	As above	As above	As above
	Gay Men	As above	As above	As above
	Bisexual	As above	As above	As above
<b>AGE</b>	Older People (60 +)	As above	Potential digital exclusion due to digital skillset but Digital Glasgow Strategy addresses concerns with drive for	As above

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			upskilling.	
	Younger People (16-25)	As above	If we are not on correct platforms to reach this audience, our messages may not reach them effectively, therefore have a negative impact.	As above
	Children (0-16)	As above	Not at this time	As above
<b>MARRIAGE &amp; CIVIL PARTNERSHIP</b>				
	Women	As above	Not at this time	As above
	Men	As above	Not at this time	As above
	Lesbians	As above	Not at this time	As above
	Gay Men	As above	Not at this time	As above
<b>PREGNANCY &amp; MATERNITY</b>				
	Women	As above	Not at this time	As above
<b>RELIGION &amp; BELIEF**</b> A list of religions used in the census is available <a href="#">here</a> .				
	See note	As above	Not at this time	As above

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\*For reasons of brevity race is not an exhaustive list, and therefore please feel free to augment the list above where appropriate; to reflect the complexity of other racial identities.

\*\* There are too many faith groups to provide a list, therefore, please input the faith group e.g. Muslims, Buddhists, Jews, Christians, Hindus, etc. Consider the different faith groups individually when considering positive or negative impacts. A list of religions used in the census is available [here](#).

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Summary of Protected Characteristics Most Impacted

There are negative risks to all protected characteristics by participating in activity via digital media as noted above, but specifically those older, less digitally skilled citizens may be negatively impacted. Those with disability may also be most impacted if we do not adhere to accessibility guidelines.

Summary of Socio Economic Impacts

Those without access to internet or digital products may not be able to access our content or services supplied through our digital platforms. Proposals are designed to enhance our offering, rather than replace as phone, website and in-person contact is still available.

Summary of Human Rights Impacts

No negative impacts at this time.

4. OUTCOMES, ACTION & PUBLIC REPORTING

Screening Outcome	Yes /No Or / Not At This Stage
Was a significant level of negative impact arising from the project, policy or strategy identified?	Not At This Stage
Does the project, policy or strategy require to be amended to have a positive impact?	Not At This Stage
Does a Full Impact Assessment need to be undertaken?	Not At This Stage

<p style="text-align: center;"><b>Actions: Next Steps</b></p> <p style="text-align: center;">(i.e. is there a strategic group that can monitor any future actions)</p>		
Further Action Required/ Action To Be Undertaken	Lead Officer and/or Lead Strategic Group	Timescale for Resolution of Negative Impact (s) / Delivery of Positive Impact (s)
<p>We will continue to look at those who may be excluded including raising issues in citizen consultation on digital media use. Platforms themselves will be audience specific and we cannot change them directly, but we can look at ways to address, adapt and influence our digital media going forward.</p>	Vicky Kerr	February 2020
<p>Development of policy, guidelines and strategies in line with above consultation and platform capabilities.</p>	Vicky Kerr	April 2020
<p>Development of customer care channel with CBS so facilitate better citizen engagement and service provision.</p>	Vicky Kerr/CBS	April 2020

**Public Reporting**

All completed EQIA Screenings are required to be publically available on the [Council EQIA Webpage](#) once they have been signed off by the relevant manager, and/or Strategic, Policy, or Operational Group. (See [EQIA Guidance](#): Pgs. 11-12)

**5. MONITORING OUTCOMES, EVALUATION & REVIEW**

The Equalities Impact Assessment (EQIA) screening is not an end in itself but the start of a continuous monitoring and review process. The relevant Strategic, Policy, or Operational Group responsible for the delivery of the Policy, Project, Service Reform or Budget Option, is also responsible for monitoring and reviewing the EQIA Screening and any actions that may have been take to mitigate impacts.

Individual services are responsible for conducting the impact assessment for their area, staff from **Corporate Strategic Policy and Planning** will be available to provide support and guidance.

**Legislation****Equality Act (2010) - the Equality Act 2010 (Specific Duties) Scotland Regulations 2012**

The 2010 Act consolidated previous equalities legislation to protect people from discrimination on grounds of:

- race
- sex
- being a transsexual person (transsexuality is where someone has changed, is changing or has proposed changing their sex – called ‘gender reassignment’ in law)
- sexual orientation (whether being lesbian, gay, bisexual or heterosexual)
- disability (or because of something connected with their disability)
- religion or belief
- having just had a baby or being pregnant
- being married or in a civil partnership, and
- age.

Further information: [Equality Act Guidance](#)

As noted the Equality Act 2010 simplifies the current laws and puts them all together in one piece of legislation. In addition the **Specific Duties (Scotland Regulations 2012)** require local authorities to do the following to enable better performance of the general equality duty:

- report progress on mainstreaming the general equality duty
- publish equality outcomes and report progress in meeting those
- impact assess new or revised policies and practices as well as making arrangements to review existing policies and practices gather, use and publish employee information
- publish gender pay gap information and an equal pay statement
- consider adding equality award criteria and contract conditions in public procurement exercises.

Further information: [Understanding Scottish Specific Public Sector Equality Duties](#)

**Fairer Scotland Duty**

Authorities should also consider Socio-Economic Impacts where appropriate. Further information: [Fairer Scotland Duty Interim Guidance](#)

**Enforcement**

Judicial review of an authority can be taken by any person, including the Equality and Human Rights Commission (EHRC) or a group of people, with an

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interest, in respect of alleged failure to comply with the general equality duty. Only the EHRC can enforce the specific duties. A failure to comply with the specific duties may however be used as evidence of a failure to comply with the general duty.

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