

EQUALITY IMPACT ASSESSMENT

SUMMARY

Title of policy, project or function:

The strategies for communications - including external and internal communication and social media policy.

Is the policy, project or function new (proposed) or already exists?

This is the implementation of an existing strategy which will take place between 2012 - 2015.

Has a screening exercise been carried out before this full assessment?

Yes

Key findings from the assessment:

The strategies for communications - including external and internal communication and social media policy - are designed to provide a framework for communications between 2012-15, including communications objectives, key audiences and steps we will take to achieve communications objectives.

The actions will provide a higher level of access to information across stakeholder groups. These groups comprise people of every race, sex (gender), gender reassignment status, disability, sexual orientation, pregnancy & maternity status, age, religion and belief, and marriage and civil partnership status, including:

- Staff of Scottish Legal Aid Board, Public Defence Solicitors' Office, Civil Legal Assistance Office and Solicitor Contact Line.
- The legal profession.
- Applicants, opponents and the wider community.
- Individuals from advice sector partner agencies. MSPs and MPs.
- Individuals from justice and other sector agencies.
- Members of the Faculty of Advocates.

It is anticipated that overall the implementation of actions in the strategies will strengthen the rights of, and improve outcomes for, all stakeholders listed.

It is not considered that the communications actions impact on the stakeholders in terms of SLAB's recognised equality characteristics of sex (gender), gender reassignment, sexual orientation, pregnancy & maternity status, religion and belief, and marriage and civil partnership.

It is anticipated that there be will an effect on, and positive outcomes in relation to, the equality characteristics of race, disability and age as a result of the communications actions.

Actions as a result of the assessment:

No further action required but the Equalities Impact Assessment will be referred to throughout the course of taking forward the communications strategies.



Lead official(s) responsible for assessment:

Keith Watson, Communications Officer

Department:

Communications

Name of sponsor/ Director who has signed off that the policy/ function has been sufficiently assessed against the needs of the equality duty:

Karen MacIvor, Corporate Support Manager to the Chief Executive



Step 1 - Examine the information available to assess likely impact of the function/ policy on different equality groups

1.1 Describe the policy, project or function. What does it aim to do? What and who will it affect? *You can update or use information from your screening assessment if one was completed.*

The policy concerns implementation of actions from the communications strategies - including external and internal communication and social media policy - which are designed to provide a framework for SLAB's communications in 2012-15, including communications objectives, key audiences and steps we will take to achieve communications objectives.

External Strategy

The external communications strategy includes:

- the Board's communications objectives
- identification of our key audiences
- identification of the key messages we want to convey
- steps we will take in 2012-15 to achieve these objectives.

The strategy is linked to the achievement of the Scottish Government's National Outcomes and the Board's Corporate Plan 2012-15. In particular, the strategy contributes to:

- National Outcome 11: to have strong, resilient and supportive communities where people take responsibility for their own actions and how they affect others.
- National Outcome 15: public services are high quality, continually improving, efficient and responsive to local people's needs.

The Scottish Government's Justice Directorate, together with justice sector bodies have designed the Justice Outcomes Programme. This identifies priority projects within the justice system to support the Scottish Government's National Outcomes. The way we communicate and the messages we convey are important to building public confidence in the justice system. This strategy contributes to the achievement of this justice outcome.

The Scottish Government published a Justice Strategy in 2012 and we will contribute to the achievement of the objectives by setting out objectives in our corporate plans and reviewing whether these have been achieved in our annual reports.. We are



actively contributing to the Justice Outcomes Communication plan as part of our approach to increase the visibility of legal aid in the justice system, to illustrate its importance to the operation of the justice system and to highlight the work we do, by contributing to the Director General for Learning and Justice's Justice Portfolio Planner.

The external strategy was presented to the Executive Team in May 2012.

Internal Strategy

The internal strategy sets out SLAB's approach to internal communications, including:

- Internal communications objectives
- The key messages in internal communications
- Actions we will take to achieve these objectives and communicate these messages

The internal communications strategy is linked to SLAB's Internal Communications Staff Survey of February 2013, which sought feedback on staff views and on the level of satisfaction with existing internal communication practices and channels. This feedback influences the actions in this strategy.

The survey was undertaken in order to gain evidence on the effectiveness of internal communication, covered four main areas of internal communications activity, and obtained staff views on whether the activities are successful in achieving their purpose.

The four main areas were:

- The quality and availability of information relating to SLAB, its staff, and our work, and staff satisfaction with the messages communicated
- IntraSLAB - SLAB's intranet
- Electronic communications - including all staff email
- Internal communications - Briefly and Core Brief
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The internal communications strategy is also linked to SLAB's overall Communications Strategy 2013-15, which outlines the objectives, key messages and actions for communications activity with external audiences. The internal strategy was presented to the Executive Team in October 2013.

Social media Policy

The social media policy sets out SLAB's adoption of Twitter as an additional platform for communications. It explains how social media can be harnessed to support our strategic aims and details a recommendation which was agreed by the Executive Team on the use of a Twitter account for the organisation. The policy includes sections on:

- What are the benefits to SLAB of using social media
- What type of social media has the board started using
- How will the board use twitter
- The 'Twitter Policy':

The Twitter account @ScotsLegalAid is managed by the Scottish Legal Aid Board's (SLAB) communications team.

Tweets will cover a range of SLAB-related content, mainly:

- News releases
- Legal aid developments
- Key publications, research and consultations
- Updates to the profession
- Events
- Other relevant developments

The social media policy was presented to the Executive Team in July 2013.

1.2 What is known about each of the equality groups who might use or be affected by this policy? For evidence see [Scottish Government equality finder](#) (contains information on equality groups and the justice system), the [SLAB shared drive](#) - information on the different groups (contains other information on equality groups) and [SLAB's research webpage](#) for information on the demographics of applicants of legal aid and solicitors providing work under legal aid.

You need to look at the evidence you have for each group - Race, Sex (gender), Gender Reassignment, Disability, Sexual Orientation, Pregnancy & Maternity, Age, Religion and Belief, and Marriage & Civil Partnership. Think about the people likely to be affected by the policy. Does the policy relate to functions that have been identified as being important to particular protected groups? Does it relate to an area where there are already known inequalities? Good evidence is

required for you to show 'due regard'. An inadequate analysis in an assessment may mean failure to meet the general duty.

It is not considered that the communications actions impact on the stakeholders in terms of SLAB's recognised equality characteristics of sex (gender), gender reassignment, sexual orientation, pregnancy & maternity status, religion and belief, and marriage and civil partnership.

There is evidence for the characteristics of age, disability and race to which consideration is given when carrying out the communications actions.

1. Age

Age arises as a potential issue as the communications actions consist of activity which is sometimes carried out online.

From the Census 2011 - In 2011, 17 per cent of the population were aged 65 and over. This percentage ranges from 14 per cent in West Lothian to 22 per cent in Argyll & Bute.

In the SLAB Survey of civil applicants 2013, 6% (46) of the 765 applicants interviewed were 65 and over. The sample of applicants was selected randomly and to be broadly representative of our civil applicants as a whole (A&A & civil legal aid).

The SLAB Civil applicant survey 2009 presents the age group of respondents to the survey, with the largest group being 35-44 year old applicants, making up just over one third (34%) of the respondents. There were significantly more Full Aid respondents in the 25-34 and 35-44 year old age ranges (compared to A&A respondents), and significantly fewer Full Aid respondents in the 55-64 and 65+ year old age ranges (compared to A&A respondents).

- 17% of those interviewed who received advice and assistance were over 65.
- 4% of those interviewed who received legal aid were over 65.

ONS Internet Access Quarterly Update, Q1 2013 gives information on the internet use amongst various age ranges:

- At Q1 2013, 43.5 million adults (86%) in the UK had used the Internet.
- 7.1 million adults (14%) had never used the Internet.



Age is a key factor as to whether an individual is likely to have used the Internet. Almost all adults aged 16 to 24 years (99%) had used the Internet (7.1 million people). In contrast, only 34% of adults aged 75 years and over had ever used the Internet, representing 1.6 million people.

There was a sizeable increase of 171,000 (12%) in the number of adults aged 75 years and over who had ever used the Internet in Q1 2013. However, due to a small sample size for this age group this estimate should be treated with a degree of caution.

The 3.1 million non-users aged 75 years and over made up 43% of the 7.1 million people who had never used the Internet at Q1 2013.

The SLAB Equality Mainstreaming and Equality Outcomes April 2013 report detailed the ages of staff as:

Under 25 years - Female 3% Male 1%
25-40 years - Female 32% Male 19%
Over 40 years - Female 28% Male 17%

From the Criminal Applicants survey 2012 age demographic:

Q16 Age

(Base = 343, NR = 23)	Frequency	Percent
16-24	62	18.1
25-34	53	15.5
35-44	67	19.5
45-54	82	23.9
55-64	36	10.5
65+	17	5.0
Prefer not to say	26	7.6
Total	343	100.0

Minimum age: 16 Maximum age: 90 Average: 41

2. Disability



Disability arises as a potential issue as those with visual impairments and other disabilities need to be considered when providing information about legal aid through the communications actions.

(Disability Equality Research 2006:)

According to both solicitors and disabled people, the most important areas of SLAB's work for disabled people applying for legal aid include:

- The provision of information on legal aid.
- Providing information about legal aid was seen by solicitors as the most relevant area of SLAB's work for disabled people applying for legal aid.
- Both solicitors and disabled people think that the provision of information about legal aid by SLAB is very important, because disabled people may be in particular need of legal aid. In order for them to be able to receive this, and therefore be in a position to undertake a legal action, they need to have information about what legal aid is, how they can apply for it and what they may be entitled to.
- In terms of providing advice on legal aid, participants recommended that SLAB should:
- Provide information in a range of suitable formats - for example Braille, large text, audio tape, very basic information leaflets, etc;
- Ensure that its website is suitable for people with different types of disabilities;
- Set up an easy-to-use, interactive tool on its website so people can calculate how much legal aid they may be entitled to;
- Disseminate information about legal aid through established disability organisations.

ONS Internet Access Quarterly Update, Q1 2013 information on disability:

Individuals with no disability are over three times more likely to have never used the Internet than individuals with a disability.

At Q1 2013, there were 3.7 million disabled adults, as defined by the Disability Discrimination Act (DDA), who had never used the Internet. This represents 32% of those who were disabled and over half (53%) of the 7.1 million adults who had never used the Internet. Of those adults who reported no disability, 9% (3.3 million adults) had never used the Internet.

Solicitor Survey 2010:



Of the 410 respondents who answered the question, 6 respondents (1%) considered themselves to have a disability. When asked how they would describe their disability responses included visual impairment, hearing impairment, physical co-ordination difficulties, chronic asthma and dyslexia.

Census 2011 information on Long-term activity-limiting health problem or disability:

The 2011 Census questionnaire asked people if their day-to-day activities were limited because of a health problem or disability which had lasted, or was expected to last, at least 12 months, including those related to age. The three response options were: 'Yes, limited a lot', 'Yes, limited a little' and 'No'. In 2011, 10 per cent of people stated their day-to-day activities were limited a lot and a further 10 per cent stated they were limited a little. For those of working age (16 to 64), these figures were 7 per cent and 8 per cent respectively.

Survey of civil applicants 2013 was selected randomly and to be broadly representative of our civil applicants as a whole (A&A & civil legal aid).

This asked respondents: Do you have a long-standing illness, health problem or disability that limits your daily activity or the kind of work that you do?

Response	Number responses	Percentage responses
Yes	186	24%
No	570	75%
Prefer not to say	9	1%
Total	765	100%

Respondents described their disability as:

- 33% - Reduced physical capacity (includes debilitating pain and lack of strength, breath, energy or stamina e.g. from asthma, angina or diabetes)
- 26% - Physical co-ordination difficulties (includes problems of manual dexterity and of muscular control e.g. incontinence, epilepsy)
- 20% - Mental illness
- 3% - Visual impairment (not corrected by spectacles or contact lenses)
- 2% - Hearing impairment



- 2% - Learning Disabilities
- 1% - Speech impairment
- 1% - Severe disfigurement
- 1% - Other
- 12% - Prefer not to say

Equality Mainstreaming and Equality Outcomes April 2013 gives information on disability amongst staff:

Disabled	18
Not Disabled	333
Prefer not to say/No record	43
TOTAL	399

3. Race

Race Equality Research 2008:

Overall, focus group participants had a low awareness of legal aid and its potential availability for civil matters. They welcomed the opportunity to learn more about legal aid and felt that increased dissemination of materials would be useful in improving overall understanding.

Data from the 2012 Criminal Applicant survey:

(Base = 366)	Frequency	Percent
Prefer not to say	1	0.3
White - Scottish	322	88.0
White - Other British	23	6.3
White - Irish	2	0.5
White - Gypsy/Traveller	3	0.8
White - Polish	1	0.3
Other White ethnic group	3	0.8
Any mixed or multiple ethnic group	3	0.8
Pakistani, Pakistani Scottish, Pakistani British	4	1.1
Indian, Indian Scottish, Indian British	2	0.5
Other Asian group	1	0.3



African, African Scottish, African British	1	0.3
Total	366	100.0

Q17 Do you have a long standing illness, health problem or disability that limits your daily activity or the kind of work that you do?

(Base = 363, NR = 3)	Frequency	Percent
Prefer not to say	15	4.1
Yes	133	36.6
No	215	59.2
Total	363	100.0

Some of the most common health problems described included mental illness such as depression and anxiety, back pain, arthritis and heart problems.

Survey of civil applicants 2013:

The sample of applicants was selected randomly and to be broadly representative of our civil applicants as a whole (A&A & civil legal aid).

This asked: What is your ethnic group?

Response	Number responses	Percentage responses
A. WHITE	737	96.3%
B. MIXED OR MULTIPLE ETHNIC GROUPS	0	
C. ASIAN, ASIAN SCOTTISH OR ASIAN BRITISH	11	1.4%
D. AFRICAN, CARIBBEAN OR BLACK	2	0.3%
E. OTHER ETHNIC GROUP	4	0.5%
Prefer not to say	11	1.4%

Census 2011:

Ethnicity:

The census question on ethnicity changed between 2001 and 2011. In 2011, tick boxes were added for 'White: Polish' and 'White: Gypsy / Traveller'. Also, 'African' was included as a separate category, whereas in 2001 'African' was a tick box within the 'Black' category. Therefore, comparisons with 2001 have in some cases had to be carried out at a higher level. Figure 2 and Table 2 show most of the people in Scotland reported their ethnicity as 'White' in 2011: 96 per cent (5.1 million), a fall of two percentage points from 2001. The majority of these belonged to the 'White: Scottish' category (84 per cent of the total population, or 4.4 million people), down slightly from 88 per cent (4.5 million) of the total population in 2001. 'White: Other British' was the second largest category (8 per cent), showing very little change from 2001 (7 per cent). The groups that make up the rest of the 'White' category in 2011 were 'White: Irish', 'White: Polish', 'White: Gypsy / Traveller' and 'White: Other white'. When combined, these form the third largest group at 4 per cent of the total population, an increase of two percentage points (94,000) compared with the combination of the 'White Irish' and 'Other White' options from 2001.

The Asian population is the largest minority ethnic group (3 per cent of the population or 141,000 people), representing an increase of one percentage point (69,000) since 2001. Within this, Pakistani is the largest individual category, accounting for 1 per cent of the total population. The African, Caribbean or Black groups made up 1 per cent of the population of Scotland in 2011, an increase of 28,000 people since 2001. Mixed or multiple ethnic groups represented 0.4 per cent (20,000) and other ethnic groups 0.3 per cent (14,000) of the total population.

English language proficiency:

Only 1.2 per cent (62,000) of people aged 3 and over in Scotland were reported as being unable to speak English well and 0.2 per cent (11,000) as not being able to speak English at all. There was generally little variation in these proportions by council area; the highest figures were reported in Glasgow City where 2.2 per cent of the population aged 3 and over were reported as not being able to speak English well and 0.5 per cent as not being able to speak English at all.

Language skills - Gaelic:

In 2011, the proportion of the population aged 3 and over in Scotland who could speak, read, write or understand Gaelic was 1.7 per cent (87,000), compared with 1.9 per cent (92,000) in 2001. Within this group, the number of people who could speak, read and write Gaelic in 2011 was 32,000, 0.6 per cent of the population aged 3 and over; this was the same proportion as in 2001.

For Scotland as a whole, the proportion of the population aged 3 and over able to speak Gaelic was 1.1 per cent (58,000 people); a slight fall from 1.2 per cent (59,000) in 2001. The council areas with the highest proportions able to speak Gaelic were Eilean Siar (52 per cent), Highland (5 per cent) and Argyll & Bute (4 per cent).

In 2011, nearly all (98 per cent) of the population aged 3 and over in Scotland reported they could speak, read, write or understand English, with 92 per cent reporting that they could speak, read and write English. These high proportions were reflected across all council areas. Glasgow City had the highest proportion of the population aged 3 and over reporting no ability in English (3 per cent).

Language used at home:

Ninety-three per cent of people aged 3 and over in Scotland reported that they used only English at home.

One per cent (54,000) of people aged 3 and over used Polish at home.

Equality Mainstreaming and Equality Outcomes April 2013 gives information on nationality and ethnicity amongst staff:

Nationality:

- Indian Pakistani Bangladeshi Asian or Asian British Other 0
- Black or Black British Other Caribbean African 0
- Chinese 0
- White British White Irish White Other 267
- White & Caribbean White & Black African 0
- White & Other Ethnic Group 0
- Prefer not to say/No record 47
- Total 399
- Ethnicity:
- Indian Pakistani Bangladeshi Asian or Asian British Other 0
- Black or Black British Other Caribbean African 0
- Chinese 0
- White British White Irish White Other 282
- White & Caribbean White & Black African 0
- White & Other Ethnic Group 0
- Prefer not to say/No record 107
- TOTAL 399



1.3 Are there any gaps in understanding of your policy/ function in relation to equality groups? *You should think about opportunities to fill any gaps in evidence through your consultation plans for the policy/ function at Step3.*

No significant gaps have been identified

Step 2 - Impacts on priority characteristics and suggested steps to address these

Does the policy/ function have any impacts (whether intended or unintended, positive or negative) on any of the equality groups? Describe for each group the ways in which the policy, as it is planned or as it operates, might have negative and/ or positive impacts. You should answer these three questions for each group:

- 1) Is there potential for discrimination?
- 2) Is there potential for developing good relations?
- 3) Is there potential to advance equality of opportunity?

Race

Is there any potential impact on this group? Yes

Please explain your answer:

The evidence available suggests that there are small minorities in wider society who unable to use English. Communication channels and actions as part of the communications strategy are provided predominantly in English. Therefore, consideration needs to be given to potential impact throughout communications work.

- 1) No
- 2) Yes -

SLAB receives requests of information to be translated into languages other than English. A database of requests is kept and this is monitored to determine whether translations for particular publications and information are required on more than an ad hoc basis.

- 3) Yes -

Translations of application information including the Form 2 the Information for Applicant's leaflet are being provided in Polish and Gaelic.

Text only versions of the Information for Applicant's leaflet are available on the website in the following languages:



- Arabic
- Bengali
- Czech
- Chinese - Cantonese
- Chinese - Mandarin
- Farsi
- French
- Gaelic
- Hindi
- Polish
- Punjabi
- Spanish
- Turkish
- Urdu

A version of the PDSO website is provided in Polish.

Work is being done to prepare translations of legal assistance information for detainees at Dungavel.

Sex (gender)

Is there any potential impact on this group? No

Please explain your answer:



This policy shows no indication of positively or negatively affecting stakeholders under this protective characteristic.

- 1) No
- 2) N/A
- 3) N/A

Gender reassignment

Is there any potential impact on this group? No

Please explain your answer:

This policy shows no indication of positively or negatively affecting stakeholders under this protective characteristic.

- 1) No
- 2) N/A
- 3) N/A

Disability

Is there any potential impact on this group? Yes

Please explain your answer:

The evidence available suggests that there are specific needs for disabled people. Communication channels used and actions as part of the communications strategy need to be carried out with consideration given to potential impact.

Those with visual impairments and who require the support of Braille, text readers and large format in particular need to be given consideration when providing information in leaflets and on the website.

- 1) No
- 2) N/A
- 3) Yes - The provision of the BT Text Direct service is advertised on the website.



Audio files of the Information for Applicants leaflet are available on the website.

Website users are given the option to increase the font size of the text presented.

Browse Aloud is promoted on the website for those using this software.

Attachments included on the website are provided in PDF and Word format whenever possible so that they can be read using a text reader.

Links included on the website are constructed appropriately so that they can be dealt with by text readers.

Accessibility information is provided on a dedicated accessibility webpage to offer guidance for users with additional needs.

Pregnancy and maternity

Is there any potential impact on this group? No

Please explain your answer:

This policy shows no indication of positively or negatively affecting stakeholders under this protective characteristic.

1) No

2) N/A

3) N/A

Religion and belief

Is there any potential impact on this group? No

Please explain your answer:

This policy shows no indication of positively or negatively affecting stakeholders under this protective characteristic.

1) No

2) N/A

3) N/A



Age

Is there any potential impact on this group? Yes

Please explain your answer:

The evidence available suggests that members of the wider community who are over 65 are likely to have less access to and be infrequent users of the internet. Communication channels used and actions as part of the communications strategy need to be carried out with consideration given to potential impact. The most recent civil applicant survey identified that 6% of the sample was 65 or over, which should influence the consideration which need to be given,

The communications action include material which is specifically provided for young people. A separate Equalities Impact Assessment has been produced which includes communications activity for children as part of the provision of children's legal assistance. The separate assessment anticipates that overall the policy for children's legal assistance will strengthen the rights of, and improve outcomes for, all children and young people referred to the Children's Reporter, put the child at the centre of the hearings system and promote and supporting their rights and welfare.

1) No

2) N/A

3) N/A

Marriage and civil partnership

Is there any potential impact on this group? No

Please explain your answer:

This policy shows no indication of positively or negatively affecting stakeholders under this protective characteristic.

1) No

2) N/A

3) N/A

Sexual orientation



Is there any potential impact on this group? No

Please explain your answer:

This policy shows no indication of positively or negatively affecting stakeholders under this protective characteristic.

1) No

2) N/A

3) N/A

Where there is potential for indirect/ direct discrimination, what can you do to reduce or eliminate this risk?

The needs of those who do not use English as a first language are considered pro-actively in the actions of the communications strategy. This is the case for the translations of application materials for those who do not speak English. Application information including Form 2 and the Information for Applicants leaflet are provided on the website in Polish and Gaelic in various formats.

Text taken from the Information for Applicants leaflet is available on the website in various languages. These are contained in an area of the website dedicated to 'Other Languages'. The section also gives details for contacting the communications office to discuss obtaining information in languages other than those shown. This allows us to minimise the impact of actions of the communication strategy on areas of the wider community where English may not be spoken

The Public Defence Solicitors' Office website is managed as part of the actions in the communications strategies. A version of the website is provided in Polish alongside the English version. This further contributes to minimising the impact of the actions of the communications strategy on non-English speaking members of the wider community, and positively impacts on Polish speaking stakeholders.

Information on legal assistance is being prepared for issuing to individuals in need to legal advice in Dungavel. Alongside this, work is being done to prepare translations of the legal assistance information for detainees. This work is being planned in consultation with Dungavel who are advising on languages often requested. This help towards our aim to eliminate discrimination in this situation. this project will be impact assessed separately.



The provision of the BT Text Direct service at SLAB is advertised on the website. This information provides individuals with disabilities, for example hearing difficulties, details on engaging with SLAB. This helps towards our aim to eliminate discrimination towards individuals with disabilities, such as hearing difficulties, as a result of the communications actions.

Audio versions of the Information for Applicants leaflet are provided as files to download from the website. This provision allows individuals with disabilities, in this case visual impairment, to access information on legal aid. This helps towards our aim to eliminate discrimination towards individuals with visual impairment..

The website offers users various tools which are provided to help towards our aim to eliminate discrimination against those with disabilities. Users are provided with an option to increase the font size of the text presented, which relates to visual impairment. Browse Aloud is promoted on the website for those using this software, which relates to hearing difficulties.

Other precautions are taken on the website to ensure its management help towards our aim to eliminate discrimination against any group.

Attachments included on the website are provided in PDF and Word format whenever possible so that they can be read using a text reader. Links included on the website are constructed appropriately so that they can be dealt with by text readers. These actions help towards our aim to eliminate discrimination towards those with visual impairments.

A page on the website is dedicated to accessibility to help towards our aim to eliminate discrimination towards those with disabilities. Information is provided on text size, using a keyboard to move around the website, providing feedback on using the website, opening Word or Excel documents, opening PDF documents, access to the Scottish Legal Aid Board for visitors with impaired mobility, access to the Scottish Legal Aid Board for visually impaired visitors and deaf or hard of hearing visitors, and leaflets in other languages or formats.

Consultation was carried out with Scottish Children's Reporter Administration, Clan Childlaw, and The Scottish Child Law Centre on materials produced for children's legal assistance. This help towards our aim to eliminate discrimination towards, and provide opportunity for, young people. The feedback from this consultation can be used to influence any future communications work, which will further help towards our aim to eliminate discrimination amongst communications actions.



Consultation was carried out with Scottish Autism on the print and web material produced for children's legal assistance. This feedback provides us with information which we can use to towards our aim to eliminate discrimination against those with autism across our communications actions.

Consultation was carried out with Capability Scotland. The organisation carried out testing of the SLAB website with individuals with a range of disabilities. This helps towards our aim to eliminate discrimination against individuals with disabilities. Amendments were made to the website following this consultation.

Consultation was carried out with Consumer Focus Scotland. The organisation carried out testing of the SLAB website with a sample of individuals from the wider community. This helps towards our aim to eliminate discrimination against individuals identifying with any of the recognised characteristics. Amendments were made to the website following this consultation.

SLAB employees were consulted on their views on communications practices at work in a survey in January 2013. This allowed them to provide feedback on the communication actions of the internal communications strategy. Standards have been set for internal communications in terms of font, font size and colour use. This help towards our aim to eliminate discrimination when communicating with staff.

A communication guide exists for staff which gives guidance on use of plain english when communicating with customers. The website and printed material avoid the use of jargon and are written in plain English. This helps towards our aim to eliminate discrimination against individuals with learning difficulties.

Information is provided for solicitors and the public in the Children's Code of Practice which says "Your solicitor should be able to tell you about what is happening in a way that you understand." This help towards our aim to eliminate discrimination against those with learning difficulties.

Do you need to make changes to your policy or function on the basis of this assessment?

No

What is the likely impact of these changes on the plans for the policy/ function? (resources, cost, timings etc.)

n/a



Step 3 - Consultation and stakeholder engagement

Do you/did you have any consultation/ involvement planned for the policy/ function?

Yes

What do you hope to achieve from your consultation/ involvement?

The consultation provided valuable information about the concerns, priorities and recommendations of key stakeholders who are audiences of SLAB's communications channels and the communication strategy actions.

List the main stakeholder agencies that you intend to or have already discussed this policy with. Give details of any equality groups represented.

We consulted widely and received specific responses from:

- Scottish Children's Reporter Administration
- Clan Childlaw
- The Scottish Child Law Centre
- Scottish Autism
- Capability Scotland
- Consumer Focus Scotland
- SLAB employees



Step 4 - Discuss and review the assessment with decision makers and governance structures

You must discuss the results with senior decision makers before you finalise the assessment.

Give details of the governance structures you will report, or have already reported, to about this assessment. For example, but not limited to, the Project Board, Executive Team or Board members.

The Chief Executive and the Executive Team

If you have presented the results of the assessment to the groups you have listed above please include the date you presented to each group listed.

Yes

Will there be any changes made to the plans for the policy/ function or actions as a result of this assessment?

No

If yes, give details of likely changes and actions arising from this assessment.

n/a



Step 5 - Publication and review of EQIA

All assessments must be published as early as possible after the decision is made to implement a new policy or function.

Date of publication:

[Click here to enter a date.](#)

Review date:

[Click here to enter a date.](#)