



EQUALITY IMPACT ASSESSMENT (EqIA)

Summary results of the EqIA

Title of policy/practice/process/service:

PDSO Dundee's move to permanent premises.

Is the policy new (proposed), a revision to an existing policy or a review of current policy?

New.

Key findings from this assessment (or reason why an EqIA is not required):

There will be a number of direct and indirect positive impacts across a range of protected characteristics for clients, staff or others as a result of the move.

Summary of actions taken because of this assessment:

We have set up monitoring processes for data to be available at the point of review.

Ongoing actions beyond implementation include:

Ongoing actions are identified in Step 6 of this document.

Lead person(s) for this assessment (job title and department only):

Director of PDSO.

Manager of Information Systems.

Facilities Manager.

Head of Office - PDSO Dundee.

Senior responsible owner agreement that the policy has been fully assessed against the needs of the general duty (job title only):

Director of Corporate Services and Accounts.

Publication date (for completion by Communications):

03/10/2022

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V0.1	February 2022	Initial draft for discussion and review by equalities colleagues
V0.2	May 2022	Full draft for review by equalities colleagues
V0.3	May 2022	Full draft for review by Director fo Corporate Services
V0.4	May 2022	Full draft for review by Director of Strategic Development

Step 1 - Framing the planned change

Discussing step 1 and step 2 with the Corporate Policy Officer (Equalities) at an early stage will help identify appropriate evidence. This may include support from the wider Policy and Development team.

1.1 Briefly describe the aims, objectives and purpose of the policy/practice/ process/service.

This is a project to inform PDSO Dundee's move from current temporary accommodation to permanent accommodation. A business case for the move identified a number of reasons why the move should take place. Equality, including the need to make the premises accessible, is an essential part of that business case put to the Scottish Government.

1.2 Why is the change required?

In 2021, issues emerged with previous long term accommodation which meant that the office was no longer fit for purpose for both colleagues and clients. A Business Justification Case was prepared in July 2021 for a move to temporary accommodation. PDSO in Dundee are currently in temporary accommodation and are moving to permanent accommodation. The proposed premises is significantly larger than the current accommodation, will be open plan and accordingly, has more scope to accommodate staff and any visitors to the office.



1.3 Who is affected by this policy/practice/process/service?

Primarily PDSO/SLAB employees and PDSO clients. Anyone that visits PDSO premises in Dundee.

1.4 Policy/practice/process/service implementation date

TBC.

Current accommodation is leased on a six month rolling contract with one month's notice period.

1.5 What other SLAB policies or projects may be linked to or affected by changes to this policy/practice/process/service?

Employee practices in terms of Health and Safety and the provision of reasonable adjustments for staff are linked to this policy.

All SLAB practices and policies relating to health and safety, equalities and any reasonable adjustments will be adhered to. Any such policies are outwith the scope of this EqlA.

The current project relating to Customer Communications is linked to this EqlA: any guidance from that project will be incorporated in to how any office visits are scheduled and what adjustments, if any, are required.

Going further than the scope of the project, any required adjustment to the office space will also be actioned.

Step 2: Consider the available evidence and data relevant to your policy/practice/process/service

2.1 What information is available about the experience of each equality group in relation to this policy/practice/process/service?

Equality characteristics	Evidence source (web link, report, survey, complaint)	What does the evidence tell you about the experiences of this group in relation to the policy/practice/process/service? Lack of evidence may suggest a gap in knowledge/need for consultation (step 3).
Age	<ol style="list-style-type: none"> 1. SLAB’s applicants surveys 2. LSS profile of the profession 2018 3. SLAB administrative data (not published) 4. Age and cognitive decline 5. SLAB published data on staff demographics 6. CLAO contact and client survey 2017 7. Age UK 8. Designing a new working environment - survey (not published) 9. PDSO experience. 	<p>PDSO’s most recent client survey shows the majority were in the age group 45-54 (32%). The smallest group were 18-24 (5%). All other age groups were between 10 and 20%.</p> <p>In 2019-20, more than 50% of SLAB’s staff were age 45+ years.(6) The most recent data from SLAB’s Designing a New Workplace survey from March 2021 shows that 52% of PDSO staff are between 35-54 years, 15% are under 35 years and 35% are 55+ years.(8)</p> <p>For the profession in general (including paralegals), the survey suggests 38% are aged 46 to 65 years, with around 2% aged 66+ years.(2)</p> <p>With age, the likelihood of experiencing chronic diseases, disability and immobility increases. Older people are more likely to have difficulties with mobility and find premises with steep stairs more difficult to access.(7) Potential issue of clients under 18 coming in to contact with adult clients accused of, or found guilty of, offences against children.(9) Please see evidence section on ‘Disability’ below.</p> <p>Older people are less likely to have home internet access. Older people are also less likely to use it at home or elsewhere. So older people are less likely to be able to access online services and may require access in an alternative way or to attend premises more often.(8)</p>

Equality characteristics	Evidence source (web link, report, survey, complaint)	What does the evidence tell you about the experiences of this group in relation to the policy/practice/process/service? Lack of evidence may suggest a gap in knowledge/need for consultation (step 3).
Disability	<ol style="list-style-type: none"> 1. Scottish Household Survey 2018 2. SG advice for those living with specific medical conditions 3. SLAB's applicants surveys 4. LSS profile of the profession 2018 5. SLAB civil solicitor survey 6. Covid-19: economic impacts (SG) 7. SLAB internal data on staff demographics 8. Inclusive Justice; Findings and recommendations EHRC UK 9. CLAO contact and client survey 2017 10. CLAO research project on mental health and housing problems (not published) 	<p>People with a physical or mental condition lasting for over 12 months are less likely to use the internet. Scottish data from 2018 shows 73% used the internet, compared with 87% overall.(1)</p> <p>PDSO's most recent client survey shows 44% of PDSO clients declared long-standing illness, health problem or disability in the latest client survey. No specifics are available about conditions. From solicitors' experience during client contact mental illness is raised as a common condition.</p> <p>SLAB's applicant surveys show that 54% of applicants for criminal legal aid(14) had a disability or limiting condition.(3) For the profession in general (including paralegals), the survey suggests 5% have a disability.(4) Of the 75-80% of staff declaring their status, 15-20% of SLAB's staff in 2019/20 had a disability or long term condition.(5)</p> <p>The design and layout of a space is important for both staff and other users of the premises with other disabilities, for example people with visual, hearing or sensory impairments, cognitive impairments or learning disabilities, communication difficulties, mental health conditions, behavioural conditions.(17)(19)(20)(21)</p> <p>The main difficulties for blind or visually impaired people to access the building and service are as follows:</p> <ul style="list-style-type: none"> - Orientation: knowing in which direction to go - Location: finding their bearings and being able to identify them - Access to written information - Risks of falling or bumping into obstacles.(19)

Equality characteristics	Evidence source (web link, report, survey, complaint)	What does the evidence tell you about the experiences of this group in relation to the policy/practice/process/service? Lack of evidence may suggest a gap in knowledge/need for consultation (step 3).
	<p>11. A Fairer Scotland for Disabled People: delivery plan</p> <p>12. Using a range of communication channels to reach disabled people</p> <p>13. Criminal Applicant Survey - Research Briefing and Topline Results</p> <p>14. How to support mental health at work</p> <p>15. Trauma informed care - Creating Safe Health Care Environments for Patients and Staff</p> <p>16. Diversity Guide - Disability</p> <p>17. Disability Equality</p> <p>18. Physical Barriers</p> <p>19. 8 Key points to Ensure Accessibility for Costumers with Vision Disabilities at Public Venues</p> <p>20. How to make your office space more neurodiverse</p> <p>21. Deaf action guidance.</p>	<p>Deaf people often find it difficult to access services as the providers are not aware of how best to communicate with them, or do not understand that aids to communication should be arranged and how this can be done.(21)</p> <p>Space for support workers/BSL interpreters in interview area is needed.(8)</p> <p>Design/layout of the space should create an atmosphere of psychological safety for staff and clients of the service - positioning of furniture so people aren't "cornered"; design and signage nudges people to behave in appropriate ways - reducing anxiety by only using physical barriers in a way which feels non-threatening and only using CCTV or other forms of surveillance where it is the only way to ensure client/staff safety.(16)</p> <p>Staff with some types of mental health disability may have needs for quiet space, others may prefer colleagues around them.(15)</p> <p>People with disabilities may benefit from communication in a range of formats and using inclusive language, also beneficial to other customers including to minority language users. We know from a recent Criminal Applicant survey that people with mental health problems found it more difficult to seek help and/or to engage with our service.(12,13)</p> <p>Physical barriers can include things like steps, stairways, kerbs, exterior surfaces and paving, parking areas, building entrances and exits (including emergency escape routes), internal and external doors, gates, toilets and washing facilities, public</p>

Equality characteristics	Evidence source (web link, report, survey, complaint)	What does the evidence tell you about the experiences of this group in relation to the policy/practice/process/service? Lack of evidence may suggest a gap in knowledge/need for consultation (step 3).
		<p>facilities (such as telephones, counters or service desks), lighting and ventilation, lifts and escalators, floor coverings, signs, furniture, and temporary or movable items (such as equipment and display racks).(18)</p> <p>Deaf people often find it difficult to access services as the providers are not aware of how best to communicate with them, or do not understand that aids to communication should be arranged and how this can be done.(21)</p>
Race	<ol style="list-style-type: none"> 1. SLAB’s applicants surveys 2. LSS profile of the profession 2018 3. Census results 4. SLAB internal data on staff demographics 5. Scotland’s census - Languages. 	<p>The most commonly spoken languages at home other than English and Scots were(5):</p> <ol style="list-style-type: none"> 1. Polish (54,186 people) 2. Urdu (23,394 people) 3. Punjabi languages (23,150 people) 4. Chinese languages (16,830 people) 5. French (14,623 people) <p>SLAB’s applicant surveys show that 97% of applicants for criminal legal aid were white (1% Polish and 2% other White) and 1% African, Caribbean or Black.(1)</p> <p>For the profession in general (including paralegals), the survey suggests 4% identify themselves as being from a non-white ethnic group.(2)</p> <p>The 2011 census tells us that “The proportion of the population aged 3 and over reported as not being able to speak English well or at all was 1.4% overall, and 11% for those born outside the UK.”(4)</p> <p>Of the 75-80% of staff declaring their status for ethnicity, fewer than 5% are from a non-white minority ethnic groups.(5)</p>

Equality characteristics	Evidence source (web link, report, survey, complaint)	What does the evidence tell you about the experiences of this group in relation to the policy/practice/process/service? Lack of evidence may suggest a gap in knowledge/need for consultation (step 3).
Sex	<ol style="list-style-type: none"> 1. SLAB's applicants surveys 2. LSS profile of the profession 2018 3. SLAB's administrative data (not published) 4. SLAB internal data on staff demographics 5. Trauma informed care - Creating safe health care environments for patients and staff 6. Carers UK 7. Carerpositive 8. Period Products (Free Provision) (Scotland) Bill 	<p>In criminal legal aid, men made up 80% of applicants for summary legal aid, 89% for solemn legal aid and 90% in criminal appeals. (4)</p> <p>For the profession, data shows 53% of solicitors are women, with survey respondents for the wider profession (including paralegals) indicated that 61% identified as female. (2) All staff declared their sex; in 2019/20 there were more women (65%-70%) than men (30%-35%). (5)</p> <p>Women are more likely to be care givers than men. 58% of carers are women. (7) By the time they are aged 46, half of women have been a carer. Men have the same 50:50 chance by age 57. (8)</p> <p>Facilities need to be appropriate for those who may have experienced domestic abuse/gender based violence, for example design of meeting space feels safe, space for support workers, availability of remote meetings, reception area safe, face to face appointments staggered and drop ins managed, so that people do not have concerns about who they might come into contact with in waiting area. (6)</p> <p>Women (can also include trans men) can require access to sanitary products and waste disposal. (8)</p>
Gender Reassignment	<ol style="list-style-type: none"> 1. LSS profile of the profession 2018 2. Scottish Trans gender recognition 	<p>For the profession as a whole, 8 out of 2,376 respondents identified as transgender. (1)</p> <p>SLAB does not publish employee data due to low numbers.</p>

Equality characteristics	Evidence source (web link, report, survey, complaint)	What does the evidence tell you about the experiences of this group in relation to the policy/practice/process/service? Lack of evidence may suggest a gap in knowledge/need for consultation (step 3).
	3. Article - creating gender neutral facilities	<p>Transgender men or non-binary individuals can require access to sanitary products and waste disposal.(2)</p> <p>Gender neutral or private toilets can support people who identify as trans feel comfortable accessing relevant facilities. There should be floor to ceiling toilets.(3)</p>
Sexual orientation	1. LSS profile of the profession 2018	<p>For the profession as a whole, 91% of respondents described their sexual orientation as heterosexual or straight, 3% as gay man, 2% as bisexual and 1% as lesbian (n=20). Less than 1% of respondents preferred to use a different term or identified as pansexual or asexual.(1)</p> <p>Overall, there is little evidence to suggest that this equality group experiences barriers in terms of the physical office environment.</p>
Religion or Belief	1. LSS profile of the profession 2018 2. Religion or Belief and the workspace	<p>Less than 1% of respondents described themselves as Jewish, Sikh, Hindu or Buddhist. 49% of respondents indicated that they did not belong to a religion, religious denomination or body. In addition, 25% described belonging to the Church or Scotland.(1)</p> <p>Based on 79% of SLAB employees responding, 45-50% stated no religion or belief, 45-50% described themselves as Christian, and <5% from any other religion or belief. Prefer not to say was 15-20%.</p> <p>Space can be needed for prayer and/or storage of food to support employee or visitor religious requirements (2).</p>

Equality characteristics	Evidence source (web link, report, survey, complaint)	What does the evidence tell you about the experiences of this group in relation to the policy/practice/process/service? Lack of evidence may suggest a gap in knowledge/need for consultation (step 3).
Pregnancy or maternity	<ol style="list-style-type: none"> 1. Continuing to breastfeed when you return to work 2. PDSO experience 	<p>Under the Workplace (Health, Safety and Welfare) regulations 1992, employers have the duty to provide appropriate space for breastfeeding and employees to rest. Employers should ensure that women have access to a private room where they can breastfeed or express milk, store expressed milk.(1)</p> <p>There can be a link with pregnancy and mobility issues, therefore some of the same considerations may apply as to disability.</p> <p>Providing baby changing facilities for customers is a consideration.(2)</p>
Marriage or civil partnership	<ol style="list-style-type: none"> 1. LSS profile of the profession 2018 	<p>Respondents most frequently indicated that they were married (59%), with 20% never married and never registered a same-sex civil partnership. Less than 1% of respondents were in a registered same-sex civil partnership.(1)</p> <p>Overall, there is little evidence to suggest that this equality group experiences barriers in terms of the physical office environment.</p>
Care Experienced (<i>corporate parenting duty</i>)	<ol style="list-style-type: none"> 1. Who Cares? Scotland 2. Scottish Household Survey 2018 3. SLAB's applicants surveys 4. Children's Social Work Statistics 2018 - Additional Table 2.4 	<p>There is qualitative evidence of digital exclusion/lack of participation amongst care experienced people. For example having no/insufficient devices or having to prioritise other bills over WiFi.(1)</p> <p>Before the pandemic care experienced people were already more likely to have a range of experiences/indicators linked to poverty.(1)</p> <p>In 2018 in Scotland 69% of households in the lowest income band had home internet access, compared with 99% in the highest income band.(2)</p>

Equality characteristics	Evidence source (web link, report, survey, complaint)	What does the evidence tell you about the experiences of this group in relation to the policy/practice/process/service? Lack of evidence may suggest a gap in knowledge/need for consultation (step 3).
		<p>For criminal legal aid, 21% of applicants had been or were currently looked after by a local authority.(3)</p> <p>In Scotland in 2018, 13% of ‘looked after’ children who had an outcome from their assessment were assessed as having a disability. This compares to 8% of all children in the UK 2017/18.(4)</p>

2.2 Using the information above and your knowledge of the policy/practice/process/service, summarise your overall assessment of how important and relevant the policy/practice/process/service is likely to be for equality groups.

This policy informs the Business Case and office move with adjustments which can be made to avoid the potential for any discrimination. There is potential impact across each of the following equality groups: Disability, Age, Sex, Pregnancy and Maternity, Gender Reassignment, Religion or Belief and Race however it is considered that the most impacted equality group is that of Disability. This is particularly surrounding accessibility and how the office space will accommodate anyone from this group with great potential for a positive impact due to the open plan and highly configurable layout.

2.3 Outcome of step 2 and next steps. Complete the table below to inform the next stage of the EqIA process. Consult with the project group and/or Corporate Policy Officer (Equalities) on completing this section.

Outcome of Step 2 following initial evidence gathering and relevance to equality characteristics	Yes/ No (Y or N)	Next steps
There is no relevance to equality or our corporate parenting duties	N	Proceed to Step 5: agree with decision makers that no EqIA is required based on current evidence
There is relevance to some or all of the equality groups and/ or our corporate parenting duties	Y	Proceed to Step 3: complete full EqIA
It is unclear if there is relevance to some or all of the equality groups and/ or our corporate parenting duties	N	Proceed to Step 3: complete full EqIA

Step 3 - stakeholder involvement and consultation

3.1 Do you/did you have any consultation or involvement planned for this policy/practice/process/service?

Yes, with staff.

3.2 List all the stakeholder groups that you will talk to about this policy/practice/process/service.

PDSO will carry out a client/contact survey when the office is occupied. The survey will welcome views on clients' expectations and experiences of the new meeting space (see Step 6).

3.3 What did you learn from the consultation/involvement? Remember to record relevant actions in the assessment action log.

Conversation with current admin team for Dundee PDSO found that current arrangements in the temporary office are satisfactory and no specific equalities issues have been found to date. Further input will be requested from staff who will be in the office following the Business case being put to the Scottish Government and prior to any move. Further consultation about longer term use of the office space and longer term improvements to accessibility is still to be carried out.

Step 4 - Impact on equality groups and steps to address these

You must consider the three aims of the general duty for each protected characteristic. The following questions will help:

- **Is there potential for discrimination, victimisation, harassment or other unlawful conduct that is prohibited under the Equality Act 2010? How will this be mitigated?**
- **Is there potential to advance equality of opportunity between people who share a characteristic and those who do not? How can this be achieved?**
- **Is there potential for developing good relations between people who share a relevant protected characteristic and those who do not? How can this be achieved?**

4.1 Does the policy/practice/process/service have any impacts (whether intended or unintended, positive or negative) on any of the equality characteristics?

Age	Place 'X' in the relevant box(es)			Describe the changes or actions (if any) you plan to take. For example, to mitigate any impact, maximise the positive impact, or record your justification to not make changes despite the potential for adverse impact.
	Positive impact	Negative impact	No impact	
potential for discrimination	X			Mostly correlated with Disability. A general protocol for arranging and managing appointments with any clients will take place, including making necessary adjustments, in order to meet any specific needs. Specific consideration will be given to clients under 18. There is also the option of remote consultations via telephone or video conferencing software.
potential for developing good relations			X	
potential to advance equality of opportunity	X			Communication about the improvements to our service from the relocation will be on our website.

Sex	Place 'X' in the relevant box(es)			Describe the changes or actions (if any) you plan to take. For example, to mitigate any impact, maximise the positive impact, or record your justification to not make changes despite the potential for adverse impact.
	Positive impacts	Negative impacts	No impact	
potential for discrimination	X			If people have caring responsibilities/can't access meetings in office because of gender based violence there is bookable space for remote interviews and appropriate measures so that interviews can be carried out from people's workstations. Clients will be asked about any particular requirements before attending their appointments. Some options include booking a larger room for those that have a support worker or translator/interpreter join the appointment and blinds for privacy.

				<p>Waiting times will be kept to a minimum, appointment times could be staggered to minimise contact with others in the waiting area. A member of staff will always be present if there is anyone in the waiting area.</p> <p>We do not have childcare facilities at our premises. Conversations with solicitors may not be appropriate for children to hear. Protocols around having children in meeting rooms will be developed. Clients will be informed of those and will have the option of remote consultations where possible.</p>
potential for developing good relations			X	
potential to advance equality of opportunity			X	<p>We are working with the furniture we already have to ensure that facilities are appropriate for those who may have experienced domestic abuse/gender based violence, for example furniture will be arranged in a way that is as welcoming as possible, blinds are fitted to ensure privacy, design of meeting space feels safe and there is space for support workers, as well as the availability of remote meetings. Priority will be given to those who need a larger meeting room for this reason. Protocols will be developed around how meeting space is allocated and laid out to allow these priorities to be taken account of.</p> <p>There is budget available for the purpose of ordering mobile partitions to cordon off areas to meet the needs of all office users.</p> <p>The addition of period products will be considered once the move has taken place. This will be subject to feasibility and cost.</p>

Disability	Place 'X' in the relevant box(es)			Describe the changes or actions (if any) you plan to take. For example, to mitigate any impact, maximise the positive impact, or record your justification to not make changes despite the potential for adverse impact.
	Positive impacts	Negative impacts	No impact	

<p>potential for discrimination</p>	<p>X</p>			<p>Facilities for clients to access appointments and staff to access meetings and hearings remotely are available.</p> <p>The proposed office is on the first floor with ramp access from the street level in to the ground floor and an internal lift providing access to the first floor. There is an accessible toilet on the ground floor.</p> <p>The new premises are accessible by public transport and there is non-bookable, free, on street disabled parking outside the building on Ward Road. Meetings can be by telephone for those who may be digitally excluded as well as online for those who prefer that over a face to face meeting.</p> <ul style="list-style-type: none"> - The configurability means the design and layout can also take into account the needs of people, both staff and other users of the premises, depending on their needs. A member of the Facilities team attended at the address in early February and it was noted that: <ul style="list-style-type: none"> --the doors are accessible. There are three steps leading up from street level. --There is an accessible toilet, on the ground floor, which is the recommended width. --Upstairs on the floor: door leading in to the floor is a double leaf. <ul style="list-style-type: none"> o Can be opened to 1000mm. o Lift is only 700mm but 1000mm inside. - Little signage. <ul style="list-style-type: none"> o There is a sign on the disabled toilet. - There is a Directory of who's in the building on the ground floor. - No baby changing facilities. - No induction loop. - A small kitchen area as well as male and female toilets. <p>We are working with the furniture we already have to ensure that facilities are appropriate for those who require adjustments.</p>
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				<p>Different types of furniture will be available, such as chairs with and without arms to suit people with different needs/desks with and without sound muffling screens.</p> <p>We will discuss with staff any requirements that they have around furniture and ensure that the needs of staff with disabilities are prioritised when allocating work space.</p> <p>Clients will be asked about any particular requirements before attending their appointments. Some options include booking a larger room for those that prefer or require more space and blinds for privacy.</p> <p>The premises can be used for remote meetings (for example online and by telephone) for those who are unable to access the premises physically, or who are more comfortable/familiar with accessing services in that way.</p> <p>Our workspaces have been made suitable for doing remote client meetings. New furniture has been ordered which will be suitable for remote meetings from solicitors' desks and meeting rooms can also be booked on occasion for this purpose. We are also set up for remote working.</p>
potential for developing good relations			X	
potential to advance equality of opportunity			X	<p>We are working with the furniture we already have to ensure that facilities are appropriate for those who have disabilities.</p> <p>Different types of furniture will be available, for example chairs with and without arms to suit people with different needs/desks with and without sound muffling screens. We will discuss with staff any requirements that they have around furniture and ensure that the needs of staff with disabilities are prioritised in allocation of work space as staff begin to return to work in the office.</p>

				Clients will be asked about any particular requirements before attending for their appointments. Some options include booking a larger room for those that prefer or require more space and blinds for privacy.
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Gender Reassignment	Place 'X' in the relevant box(es)			Describe the changes or actions (if any) you plan to take. For example, to mitigate any impact, maximise the positive impact, or record your justification to not make changes despite the potential for adverse impact.
	Positive impacts	Negative impacts	No impact	
potential for discrimination			X	
potential for developing good relations			X	
potential to advance equality of opportunity	X			There is an accessible gender neutral toilet on the ground floor available for visitors and staff. The addition of period products will be considered once the move has taken place. This will be subject to feasibility and cost.

Race	Place 'X' in the relevant box(es)			Describe the changes or actions (if any) you plan to take. For example, to mitigate any impact, maximise the positive impact, or record your justification to not make changes despite the potential for adverse impact.
	Positive impacts	Negative impacts	No impact	
potential for discrimination	X			Information about the office move will be available on PDSO's website, once confirmed, which can be translated into most languages via BrowseAloud. The private consultation room has space for interpreters. We can prioritise people that need a larger room for this reason when booking these rooms and that will be part of the discussion around office protocols.
potential for developing good relations			X	

potential to advance equality of opportunity	X			
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Religion or Belief	Place 'X' in the relevant box(es)			Describe the changes or actions (if any) you plan to take. For example, to mitigate any impact, maximise the positive impact, or record your justification to not make changes despite the potential for adverse impact.
	Positive impacts	Negative impacts	No impact	
potential for discrimination	X			Employees will be made aware that there is bookable space for private reflection or prayer (subject to business needs) and that other facilities can be provided if needed, for example dedicated fridge space to meet any religious dietary needs.
potential for developing good relations			X	
potential to advance equality of opportunity			X	

Sexual Orientation	Place 'X' in the relevant box(es)			Describe the changes or actions (if any) you plan to take. For example, to mitigate any impact, maximise the positive impact, or record your justification to not make changes despite the potential for adverse impact.
	Positive impacts	Negative impacts	No impact	
potential for discrimination			X	
potential for developing good relations			X	
potential to advance equality of opportunity			X	

Pregnancy & Maternity	Place 'X' in the relevant box(es)			Describe the changes or actions (if any) you plan to take. For example, to mitigate any impact, maximise the positive impact, or record your justification to not make changes despite the potential for adverse impact.
	Positive impacts	Negative impacts	No impact	
potential for discrimination	X			A space will be identified during discussions around protocols for use of the office where breastfeeding or expressing milk can take place privately. Dedicated fridge space will also be available for storage of breast milk if required. Mobility issues which may be experienced in pregnancy are addressed under disability.
potential for developing good relations			X	
potential to advance equality of opportunity	X			There are no baby changing facilities and it is not feasible to add any. The accessible toilet is not under the control of the PDSO and is communal to the building. In any event, clients attending consultations with babies, or older children, is extremely rare, but in case it's required, access would be granted to a meeting room for changing. The accessible toilet will also be available.

Marriage & Civil Partnership	Place 'X' in the relevant box(es)			Describe the changes or actions (if any) you plan to take. For example, to mitigate any impact, maximise the positive impact, or record your justification to not make changes despite the potential for adverse impact.
	Positive impacts	Negative impacts	No impact	
potential for discrimination			X	
potential for developing good relations			X	

potential to advance equality of opportunity			X	
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Care experienced young people	Place 'X' in the relevant box(es)			Describe the changes or actions (if any) you plan to take. For example, to mitigate any impact, maximise the positive impact, or record your justification to not make changes despite the potential for adverse impact.
	Positive impacts	Negative impacts	No impact	
potential for discrimination	X			<p>Care experienced people may be more likely to suffer digital exclusion. Telephone appointments are available. If people require face to face meetings there is an interview room available which is large enough to accommodate guardians and/or support workers if required. Booking priority can be given to people who need additional space for this reason. This will form part of the discussion around protocols for booking meeting rooms.</p> <p>Measures taken to assist people with disabilities (see section on Disability above) may also assist care experienced people who are more likely to live with a disability.</p> <p>The premises can be used for remote meetings for those who are unable to access the premises physically, or who are more comfortable/familiar with accessing services in that way. We have taken steps to ensure that workspaces are suitable for doing remote client meetings and meeting rooms can also be booked on occasion for this purpose.</p>
potential for developing good relations			X	
potential to advance equality of opportunity	X			

4.2 Describe how the assessment so far might affect other areas of this policy/practice/process/service and/or project timeline?

This initial assessment forms part of the business case and layout of the premises.

Identification of a suitable long term premises has only recently taken place and the business case is almost ready to be sent to the Scottish Government. Accordingly, some practical matters have required to take priority - reserving the property and associated requirements whilst preparing the business case, examining the current office and the terms of that lease, basic communication that a move is taking place to those who require to know, ensuring IT equipment is available and contracts are terminated/transferred/renewed/entered into as appropriate.

Much of the work required regarding finalising the lease and then all furnishings, layout, protocols for use of the premises and communications with external partners is ongoing and work will continue.

4.3 Having considered the potential or actual impacts of your policy/practice/process/service on equality groups, you should now record the outcome of this assessment below. Choose from one of the following (mark with an X or delete as appropriate):

Please select (X)	Implications for the policy/practice/process/service
	<p>No major change Your assessment demonstrates that the policy/practice/process/service is robust. The evidence shows no potential for unlawful discrimination and that you have taken all opportunities to advance equality of opportunity and foster good relations, subject to continuing monitoring and review.</p>
X	<p>Adjust the policy/practice/process/service You need to take steps to remove any barriers, to better advance equality of to foster good relations. You have set actions to address this and have clear ways of monitoring the impact of the policy/practice/process/service when implemented.</p>
	<p>Continue the policy/practice/process/service with adverse impact</p>

	The policy/practice/process/service will continue despite the potential for adverse impact. You have justified this with this assessment and shown how this decision is compatible with our obligations under the public sector equality duty. When you believe any discrimination can be objectively justified you must record in this assessment what this is and how the decision was reached.
	Stop and remove the policy/practice/process/service The policy/practice/process/service will not be implemented due to adverse effects that are not justified and cannot be mitigated.

Step 5 - Discuss and review the assessment with decision makers and governance structures

5.1 Record details of the groups you report to about this policy/practice/process/service and impact assessment. *Include the date you presented progress to each group and an extract from the minutes to reflect the discussion.*

N/A.

Step 6 - Post-implementation actions and monitoring impact

6.1 Record any ongoing actions below. *This can be copied from the project action log or elsewhere in this assessment and should include timescales and person/team responsible. If there are no outstanding items please make this clear.*

Action	Lead department/ individual	Deadline
Add an induction loop, if not already in place.	Facilities	Will be put in place once the lease is signed.
Consider appropriate signage including pictorial, large type and braille, for entry in to the building from street level, directions to the office as well as directions to the accessible toilet along with a point of contact should any assistance be required.	Facilities/PDSO	Within one month of moving.

We will consider what other provision we can make for contacts and clients of our service who may require to bring children to the office as part of ongoing discussions around office protocols.	PDSO	Within one month of moving.
Protocols will be set to manage appointments including the office layout and any specific requirements.	PDSO	In place prior to move but will be an ongoing process depending on office use and number of office visits. To be formally reviewed after six months.
We will consider the positioning of CCTV cameras in meeting rooms	PDSO/ Facilities	Three months (September 2022).
PDSO will carry out a client survey when volume of clients returning to the office are sufficient and views can be sought on clients' expectations/experiences of the new meeting space. Consultations with equality groups can take place once the move has been approved.	PDSO	Within six months of the move.
A fire risk assessment will take place once the lease has been signed. Any recommendations will be followed.	PDSO/Facilities	Within one month of moving.
The addition of free period products will be considered. This will be subject to feasibility and cost.	PDSO	Within one month of moving.
The current project relating to Customer Communications is linked to this EqlA: any guidance from that project will be incorporated into how any office visits are scheduled and what adjustments, if any, are required. Going further than the scope of the project, any required adjustment to the office space will also be actioned.	PDSO	Once the project is completed.

6.2 Note here how you intend to monitor the impact of this policy/practice/process/service on equality groups.

Measure	Lead department/ individual	Reporting (where/ frequency)
Work is ongoing on a new case management system which will have a section to record client equality characteristics.	PDSO	Case management system will have a reporting function to present this data at any time.

		A dedicated report is proposed after the initial three months of the system going live. Any adjustments, additional proposals, further actions and any further reviews will be decided on at that stage.
Record instances of communication support, reasonable adjustments or other requirement to support clients (e,g big meeting room, support worker, interpreter, remote appointment)	Reception/Admin team	Initially three months, in line with the foregoing case management system. Annual reporting thereafter.
Team check in to discuss how effective layout of space/ protocols are in effecting positive change and what other measures we may need to take.	PDSO Head of Office	Every three months via team meetings and reported to Director of Client Legal Services.

6.3 EqlA review date.

TBD. Following approval for the move when a full review will take place.

Step 7 - Assessment sign off

All equality impact assessments must be signed off by the Chief Executive, even where an EqlA is not required, and be reviewed by the Director of Strategic Development for quality assurance purposes. The Chief Executive must approve all equality impact assessments. Note the relevant sign off date here:

Director/ SRO sign off: 09/05/2022

Quality assurance by Director of Strategic Development: 08/06/2022

Chief Executive approval: 27/06/2022

All full equality impact assessments must be published on SLAB's website as early as possible after the decision is made to implement the policy, practice, process or service.