

SSDC Equality Analysis Template (2017)

Page 1: What is Equality Analysis?

Q1. Q1.1 Please describe the change that is the subject of this EqA i.e. the introduction of a new, or significant change to an existing, policy strategy, service or function .

As part of the Transformation Programme we will redesign and rebuild our intranet and website to provide a staff, member and customer portal.

Page 2: EQUALITY ANALYSIS (EA)

Q2. Q2.1 What information have you used to analyse the effects on equality, particularly in relation to protected groups?

We are aware that the functionality of the current website and its content design presents challenges to some users with either physical, sensory or learning difficulties or due to issues of English not being the first language.

Our SOCITM accessibility score is 'low - medium' and we should be aiming higher.

Mosaic Experian household data.

A survey of customers using customer service desks (February 2018)

Feedback from members of the council's Equalities Steering Group regarding the current website.

Detailed data from service users is not available. This suggests that a formal audit would be useful and this is being explored..

Customer feedback from the equalities officer and media officer will also be requested. Research may also include a survey via the Equalities Steering Group.

Q3. Q2.2 What has this information told you about the potential effect on equality, particularly in relation to the protected groups?

We need to focus on users with a range of disabilities and from BAME communities, whose ability to have fair access to services via the website may be compromised, as well as those who may be taking up digital services for the first time, making services so easy and intuitive to use that they are the first choice for customers.

One in six of those surveyed using customer service desks indicated they find it easier to communicate face-to-face due to speech, language or hearing difficulties.

We know that we have a growing number of dementia sufferers; in South Somerset there are currently an estimated 1,565 residents aged 65+ living with dementia and many of these may have partners or relatives who take on the role of carer.

While the majority of our households have a preference for digital services (Mosaic Experian household data), others may face exclusion, have poor broadband speeds or mobile phone coverage.

Q4. Q2.3 The Equality Act Aims to: Eliminate unlawful discrimination, harassment and victimisation Advance equality of opportunity Foster good relations With these three aims in mind, what is your assessment of the likely impact of the policy, strategy, service or function on the following?:

	Likely to benefit (Positive Impact)	Likely to disadvantage (Negative Impact)	No specific impact
People from different age groups		X	
Men or women			X
Women who are pregnant or have recently given birth			X
People who have undergone, are proposing or are undergoing gender reassignment			X
People with disabilities or carers		X	
People from different religions, belief or faith (including those with no belief)			X
People of different race or ethnicity		X	
People who are lesbian, gay or bisexual			X
Marriage/Civil Partnership			X
People who are serving or have served in the armed forces and their families* (* this group is not protected by the Equality Act but are still potentially vulnerable or at risk of exclusion)			X

Q5. Q2.4 Where you have indicated a Positive or Negative Impact in Q2.3, please describe in more detail what the specific Impacts are.

Search functionality – when searching under the A-Z you can never seem to get to where you need to be.

Data is often out of date.

Content is hard to read/understand for some people – No 'easyread' capability which is essential for people with learning disabilities/dementia.

News item does not take you to the right place.

The BSL videos have disappeared from the current website.

The Accessibility Toolbar isn't working.

There is no mechanism to translate text into other languages

Q6. Q2.5 What actions will be, or have been taken to either mitigate any negative impacts or create a positive impact as identified in Q4?

Undertake a design led approach informed by users resulting in a website that conforms to Web Content Accessibility Guidelines (WCAG) 2.0 Level AA (Intermediate) as a minimum standard.

Undertake customer consultation activities, specifically with representatives of the Protected Characteristics drawn from our existing Equality Steering Group stakeholders. This will happen in both the design stage and post implementation to ensure continuous improvement.

All website content, forms and letters will be written in plain English. The use of Easy Read will also be considered.

The website will exploit Assistive Technology.

Provide a facility to enable the translation of content for those who do not have English as their first language.

via an application such such as Google Translate

We will be mindful of the need to use appropriate colours and font style/ size.

Ensure there is a telephone number and a text phone as alternative means of contacting the council.

Ensure there is some information for the deaf community and those where English is not their first language.

Q7. Q2.6 If there is a need to review the EqA, when do you propose to do this?

* 28/09/2018

Q8. Q2.7 How will you monitor the impact that the decision or policy has had on protected groups?

Beta versions of the new website will be tested by customers, in particular those from Protected Characteristics, before the design is approved, signed off and goes live.

On-going monitoring of the new website's accessibility will form part of the Performance Management regime.

Page 3: Quality Check / Approval Log

Q9. Q3.1 Date and name of Officer Completing the EqA

* 22/06/2018

Name of Officer Completing the EqA and Date Completed

Jess Power

Q10. Q3.2 Date and name of the Line Manager/Senior Manager approving the EqA

* 24/07/2018

Name of the Line Manager approving the EqA

Dave Chubb

Q11. Q3.3 Date and Name of the Equality Coordinator signing off the EA

* 24/07/2018

Name of the Equality Coordinator
Dave Crisfield

Q12. Q3.4 Any Comments

No Response