

# **EQIA – Standard Impact Assessment (Form 1)**

## EQIA – Standard Impact Assessment (Form 1)

### Question 1:

Which Service, Dept, Group or Committee is responsible for carrying out the Standard Impact Assessment?

<b>Name</b>	Service Now Project Team
-------------	--------------------------

### Question 2:

Lead Assessor's contact details

<b>Name</b>	Allan Young	<b>Tel. No</b>	07583 091714
<b>Job Title:</b>	Head of Digital Operations	<b>Ext:</b>	
<b>Department</b>	Digital & Information	<b>Email</b>	Allan.young@nhs.scot

### Question 3:

Title of Document / Policy (please include the Policy number) / Proposed Change (project or initiative)

Service Now – (Project)
-------------------------

### Question 4

Define the work– is it?                      N= New, R= Review / Redesign

<b>Policy</b>	<b>N</b>	<b>Procedure</b>	<b>N</b>	<b>Guideline</b>	<b>N</b>	<b>Project</b>	<b>N</b>
<b>Strategy</b>	<b>N</b>	<b>Protocol</b>	<b>N</b>	<b>Service</b>	<b>N</b>		
<b>Other?</b>	(Please describe)						

### Question 5

Briefly outline the aim and the purpose of the work that is being screened for Adverse Impact.

<b>Aim</b>	The main aim of the ServiceNow: <ul style="list-style-type: none"> <li>• Replace the existing Helpdesk system with a cloud based Customer Service Management Module</li> </ul>
------------	--

	<ul style="list-style-type: none"> <li>• Define NHS Fife's ITIL compliant automated workflows</li> <li>• Reduce bottlenecks through automation</li> <li>• Support the creation of a knowledge base</li> <li>• Consolidation of existing SLA's</li> </ul>
<b>Purpose</b>	The three D&I departments in South East Scotland wish to implement ITIL applications such as Incident, Problem, Change and Request Management and making configuration changes where required. The implementation of the new ITSM platform (ServiceNow) will store work generated by all three Boards in the same database but will include additional security and additional configuration to segregate the visibility of the data. This will enable dynamic configuration of the instance to allow data to be shared across boards, where required, to support moves to single service functions across the 3 boards.

### Question 6

Is this a new development? (Please tick)

Yes	✓	No	
-----	---	----	--

### Question 7

If yes, is this proposal/ decision strategically important or not, please describe below?

Replacement of Cherwell Service Management
--

### Question 8:

What is the scope for this EQIA? (Please tick\*)

NHS Fife (all)	✓	NHS Fife (Acute)		NHS Fife (Corporate)	
HSCP West Division		HSCP East Division		HSCP Fife wide Division	
*Service specific? Name			*Discipline specific? Name		

### Question 9:

Who is it intended to benefit?-CYP Children and Young People

Staff	✓				
-------	---	--	--	--	--

**Question 10:****Identifying the Impacts**

Consider any potential Impacts on the Protected Characteristic Groups, and Children and Young People etc and the relevance of policy/ change to each group is described as:

**H- High Relevance, M = Medium Relevance** or **L= Low relevance**



**Equality Impact Assessment Matrix**

<b>Protected Characteristic</b>	<b>Positive Impact</b>	<b>No Impact</b>	<b>Adverse Impact</b>
<b>High Relevance</b>	<b>NO Full EQIA required</b>	<b>NO Full EQIA required</b>	<b>Full EQIA required – Action Plan required</b>
<b>Medium Relevance</b>	<b>NO Full EQIA required</b>	<b>NO Full EQIA required</b>	<b>Full EQIA required – Action Plan required</b>
<b>Low Relevance</b>	<b>NO Full EQIA required</b>	<b>NO Full EQIA required</b>	<b>EQIA may be required – discuss with Equality and Participation Co-ordinator as you may be able to address these Impacts immediately.</b>

Relevant Protected Characteristics	Employees	Equality Group Service User
<b>Age - including children and young people</b>	L	L
<b>Disability - including people with mental health difficulties</b>	L	L
<b>Race - black and ethnic people including Gypsy Travellers, racism by cast</b>	L	L
<b>Sex - women and men</b>	L	L
<b>Sexual orientation - lesbian, gay or bisexual</b>	L	L
<b>Religion and Belief</b>	L	L
<b>Gender Reassignment – transitioning pre and post transition</b>	L	L
<b>Pregnancy and Maternity –mainly applicable to staff and work force policy</b>	L	L
<b>Marriage and Civil Partnership</b>	L	L
<b>Fairer (Scotland) Duty 2018 – Assessing impacts on socio-economic disadvantage and/or inequalities of outcome</b>	<b>Yes</b>	<b>No</b>
	Please tick	Please tick ✓
<b>Is this a proposal / decision strategically important?</b>		

**If yes, please complete what was discussed?**

1.	What evidence do you have about socio-economic disadvantage and inequality of outcome in relation to this issue/ decision? (How have people who are affected socially and economically affected?)	.
2.	Have you discussed at a strategic level what the main impacts will be of the issue/ decision?	
3.	Have you considered ways of reducing those impacts? Who will you work with to address these issues?	

<p><b>Children and Young People (Scotland) Act 2014</b></p> <p>Have you considered completing a Participation of Children &amp; Young People Template?</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">               Fife Children's Services E&amp;P Framework           </div> <div style="text-align: center;">               CRWIA &amp; Engagement and Part           </div> </div> <p><b>Is this a proposal / decision strategically important?</b></p>	<p><b>Yes</b></p> <p>Please tick</p>	<p><b>No</b></p> <p>Please tick</p> <p style="text-align: center;">✓</p>

1.	What evidence do you have about Children and Young people, possible disadvantage and inequality of outcome in relation to this issue/ decision?	
2.	Have you discussed at a strategic level what the main impacts will be of the issue/ decision?	
3.	Have you considered ways of reducing those impacts?	

--	--	--

**Question 11:**

**Have you consulted with staff, public, service users, children and young people and others to help assess for Impacts?**

**(Please tick)**

Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
-----	-------------------------------------	----	--------------------------

If yes, **who** was involved and **how** were they involved? If not, why not, was this necessary as it is just a refresh of existing policy or guidance already in place for example?

<p>Who?</p> <p>NHS Fife Head of Strategy &amp; Programmes, Head of Digital Operations, Data Protection Officer, Information Security Manager, Endpoint Manager, eHealth Service Delivery Manager, eHealth Incident &amp; Problem Manager and admin staff have all been consulted.</p> <p>How?</p> <p>NHS Fife D&amp;I staff were involved in providing feedback to support development of the platform.</p> <p>StaffLink will raise awareness of the new system.</p> <p>NHS Fife D&amp;I staff will be involved in testing Service Now and a demo of the system will be provided.</p>
---

**Question 12:**

If necessary- please include in brief evidence or relevant information that has influenced the decisions being made (this could include demographic profiles, audits, research, published evidence, and health needs assessment, work based on national guidance or legislative requirements etc) . Any evidence /data that support's your assessment can be inserted into the box below.

<p><b>Please enter evidence/data links :</b></p> <p>NHS Fife hopes that by bringing in ServiceNow, which is based around the ITIL best practices framework, it will be able to consolidate disparate and manual internal processes to automate and streamline service delivery. The initial release of ServiceNow also includes an end user service portal which provides a mechanism that allows staff to log calls at any time, day or night, replacing the portal currently in use.</p>
--

### Question 13:

#### Meeting the Public Sector Duty as part of the Equality Impact Assessment

Please provide a rationale to support the results of the Standard Impact Assessment, in that due consideration has been given to:

- **Eliminate unlawful discrimination, harassment and victimisation**
- **Advance equality of opportunity between different groups; and**
- **Foster good relations between different groups**

What we must do	Provide a description or summary of how this has been achieved
<b>Eliminate discrimination</b>	As an organisation that embraces diversity none of the 9 protected groups will be adversely affected by the implementation of Service Now. It is anticipated that Service Now has positive benefits for NHS Fife staff as it will significantly improve end to end process.
<b>Advance equality of opportunity</b>	We have considered those who may have a disability including deafness and as part of this new platform we will be asking staff to make first contact via the online Service Now portal.
<b>Foster good relations</b>	Engage with all NHS Fife staff to ensure any feedback is listened too on an equal basis.  Useful information on Service Now can be found on the NHS Fife website.

### Question 14:

Has your assessment been able to demonstrate the following?


<b>Positive Impact</b>	<input checked="" type="checkbox"/>
<b>No Impact</b>	<input type="checkbox"/>
<b>Adverse Impact</b>	<input type="checkbox"/>


If you have identified that a full EQIA is required then you will need to ensure that you have in place, either a working group or a means to address the results of the Impact Assessment and any adverse outcomes at your meetings or as a separate arrangement.

#### **Contact Equality and Human Rights Lead Officer for support**

**Prepare for this in advance;** bring any information, plans, surveys or reports to the meeting. You should make contact with patient relations to request community and public representation, and then contact the Scottish Health Council for further support with participation and engagement.



To be completed by Equality and Human Rights Lead officer – for quality control purposes	
Name	Dianne Williamson
Email	dianne.williamson@nhs.scot
Telephone (ext)	X29130
Signature	
Date	16/7/2021

To be completed by Lead Assessor	
Name	Allan Young
Email	Allan.young@nhs.scot
Telephone ( ext)	x35140
Signature	
Date	03/08/2021

Return to Equality and Human Rights Lead Officer at  
[Fife-UHB.equalityandhumanrights@nhs.net](mailto:Fife-UHB.equalityandhumanrights@nhs.net)