

**Equality Impact Assessment  
Stage 2  
Partial Impact Assessment**

**Service Area**      **Information & Communication Technology**

**Title of policy, procedure, or working practice**      **Council Web Site**

As the Initial Impact Assessment of this policy, procedure or working practice identified some gaps in evidence or an unjustified positive/negative impact, the following Partial Impact Assessment will enable a more detailed analysis of the pros and cons of the proposal, with the opportunity to canvass the views of experts or interested parties.

<b>1. In which areas were unjustified positive/negative impact(s) identified? Please ✓</b>			
<b>Race</b>		<b>Age</b>	
<b>Religion/Belief</b>		<b>Sexual Orientation</b>	
<b>Disability</b>	✓	<b>Gender incl Transgender</b>	
<b>2. Is there a public/staff concern that this policy/proposal may have a discriminatory impact</b>			
PUBLIC		STAFF	
YES	<input type="checkbox"/>	YES	✓
NO	✓	NO	<input type="checkbox"/>
IF YES GIVE DETAILS:		IF YES GIVE DETAILS:	
From all feedback received direct from the website there has been no mention of problems other than that of content.		ICT Staff concern that web site content needs to be made available to as wide an audience as possible, including partially sighted, colour blindness, deaf and dyslexic citizens.	
<b>3. Given the impact(s) identified, what are the risks or benefits associated with introducing/changing this policy, procedure, strategy, function or working practice? ( Eg. Disabled people due to lack of access.) and evidence (how do you know about this impact? Note any existing evidence, research, consultation data, legislation, guidance etc.)</b>			
<ol style="list-style-type: none"> <li>1. In its initial format, the web site was a written media, and as such could have an effect upon the partially sighted and people with dyslexia. The evidence for this is obvious.</li> <li>2. Although, as stated above, the website is primarily a visual experience, research has shown that for many deaf people, written/spoken English is a second language to BSL (British Sign Language), and as such, there are barriers present in its current form.</li> </ol>			

**4. Are there any expert individuals or relevant groups or organisations who you can consult with in respect of the concerns raised? Please ✓**

Yes

No

**If yes, please list :**

**names of the expert individuals, groups or organisations you have Consulted**

**If this consultation was internal or external;**

**when you consulted;**

**how you consulted;**

**what the outcome of the consultation was; and**

- **how these results have impacted on your policy, procedure, strategy, strategy, function or working practice**

The website is under regular monitoring for Accessibility issues by Sitemorse.

As a result of this feedback, and by the Council's own initiatives, several additions and enhancements have been made to the website.

In order to address any issues with partially sighted we have introduced the 'Browsealoud' product which allows website content to be read to you.

We are Web Accessibility Initiative (WAI) AA compliant.

The design of the website is rigorously tested for contrast issues affecting colour blindness.

## SUMMARY OF STAGE 2 PARTIAL IMPACT ASSESSMENT

### 5. Please summarise the facts and issues and the opinions of the consulted groups. Are there any gaps in the evidence?

There is an outstanding issue/gap with evidence on the provisioning for deaf and BSL users, as mentioned in 3.2

Further research needs to be done in this area.

### 6. Compare the risks and benefits of the proposal, and explain the rationale behind what you intend to do next eg. Proceed with the proposal, or carry out further investigations and a Full Impact Assessment.

See above, further investigation regarding deaf/hard of hearing provisioning, but not deemed necessary for Full Impact Assessment.

### 7. Please list clearly what monitoring arrangements have been put in place to monitor the impacts of the policy/proposal.

Will you review the policy regularly ( for example every 3 years)?  
 If appropriate, will statistics be gathered to evidence the impact the policy?  
 How will they be published? ( For example service user satisfaction rates broken down by equality strands.)

As mentioned in Section 4, the website is under regular monitoring for Accessibility issues by Sitemorse. Reports are received every six months.

The Council also employs 'Mystery Shoppers' on a periodic basis to check website facilities.

There are internal 'communication' groups that also monitor and report to Management Team.

**8. As a result of this stage 2 Assessment, is a stage 3 Full impact Assessment required?**

YES



NO



If no, please identify any actions to address/assess potential inequality in action plan overleaf.

**9. What date will the stage 3 Full Impact Assessment be completed by?**

N/A

**10. Are the findings of the Partial Impact Assessment included in the main body of the report, and a copy of the EIA attached to the report for submission?**

Yes

**11. Has this Partial Impact Assessment been sent to HR department to be downloaded to the Internet?**

Name Scott Gardner Service ICT  
Signed *Scott A. Gardner* Dated 01/11/2010

**Service Manager Signature**

Approved by Departmental Equalities Representative.

**Signed** **Date**

If any actions have been identified, please indicate date of review:  
(This is usually 12 months after the initial EIA has taken place)

**EQUALITY IMPACT ASSESSMENT – ACTION PLAN**

<b>Name:</b>	<b>Scott Gardner</b>	<b>Date of EIA:</b>	<b>01/11/2010</b>
<b>Designation:</b>	<b>Head of ICT</b>	<b>Title of Activity:</b>	<b>External Web Site</b>
<b>Directorate:</b>	<b>Corporate Governance</b>	<b>Service Area</b>	<b>ICT</b>

<b>ETAG</b>	<b>Negative or Positive impacts</b>	<b>Action Required</b>	<b>Resource implications</b>	<b>By Whom</b>	<b>By When</b>	<b>R, A, G</b>
	Negative	Further research into need for BSL software	Financial, not known until research complete	ICT Technician	May 2011	A