

Equality Impact Assessment (EQIA) form

A. General Information

Name of proposal	Integrated survey software and text mining
Responsible department	Performance and Improvement

B. Aims of the proposal

What do you hope to achieve?	<p>The project aims to:</p> <ul style="list-style-type: none"> • provide the opportunity to interrogate data to benefit departments across the SSSC. To further system integration and to have a complete view of our performance, we need to procure survey software that we can fully integrate with our current databases. • enhance our insights into the relationships we have with our customers and stakeholders, as well as allowing us to better record, report on and implement improvement actions. Ease of use is also key to ensuring the success of any system and must take into account other platforms our staff already have to use. Sourcing a system that could be integrated with our current systems is essential and in line with our Digital Strategy. • provide the opportunity to access and analyse the large amount of text data that the SSSC holds. This text data has rarely been analysed due to the difficulties in doing so without specialised software. • enable us to measure our impact and understand satisfaction in relation to customer/stakeholder interaction with our service more effectively. It will also enhance our staff surveying capabilities. • improve intelligence from surveying to improve the services we deliver.
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<p>Why is the proposal needed?</p>	<p>Sourcing a system that could be integrated with our current systems is essential and in line with our Digital Strategy.</p> <p>Currently, our survey interface and associated processes (i.e., administration, documentation, tracking, evaluation, and reporting) are functional but not as efficient as they could be. They are not connected to give rolling, effective insight into stakeholder/customer preferences and behaviour.</p> <p>Our existing survey software is not directly integrated into our other systems, particularly D365. This means that we are less able to link results to registrants/stakeholders, develop customer/stakeholder segmentation, or track behaviour and preference over a longer time horizon.</p> <p>The SSSC holds a large amount of text data from various sources. Other organisations are working towards solutions that can develop insights into these data sets by using advanced analytics.</p> <p>As the lead for workforce development in Scotland, the SSSC needs to keep pace with the changes and be innovative and forward-thinking in how we use our data, driving future decisions and policy making.</p> <p>An integrated survey solution will enable us to measure our impact and understand satisfaction in relation to customer/stakeholder interaction with our service more effectively. It will also enhance our staff surveying capabilities. The software will ensure we can generate improved intelligence from surveying to improve the services we deliver.</p> <p>Currently, we do not have a software solution for text analysis. Investing in this software will provide us with text mining tools but also data preparation and wrangling tools along with predictive and machine learning tools. This will provide support to the whole organization through the Intelligence Team and will enable many teams to explore their data sets to their full potential.</p>
<p>How will the proposal contribute to the SSSC's strategic objectives and/or priorities?</p>	<p>This work will support all four of the SSSC 2020-2023 strategic outcomes.</p> <p>The project aligns to the following organisational characteristics.</p>

	<ul style="list-style-type: none"> • Always focused on the needs of our customers. • Produce evidence and intelligence that helps us, and others, make the right decisions.
How will the proposal address the SSSC's Equality duties?	

C. Data and evidence gathering

What evidence has been used to come to the decisions contained in this EqIA?	<p>We will use feedback from previous way of collecting data to inform the proposal and make decisions based on these and consultation with OMT.</p> <p>Requirements gathering is underway with OMT.</p>
Has the proposal been the subject of relevant engagement and/or consultation?	<p>Consultation is underway with OMT and relevant department leads where this proposal will impact.</p> <p>A requirements log will be maintained with comments.</p>
Has best judgement been used in place of data/research/evidence?	
Have any gaps been found in the data?	N/A

D. ASSESSING IMPACT AND IDENTIFYING OPPORTUNITIES TO PROMOTE EQUALITY

The project will introduce a new way to collect and analyse survey responses and will be designed to meet accessibility standards. We do not see this project to have any direct impact on any of the protected characteristics, however it will allow us to collect and analyse data that helps us understand and support these characteristics.

No additional information will be collected with the new processes than is currently collected.

E. CHALLENGES AND OPPORTUNITIES FOR GROUPS LIVING IN AN ISLAND COMMUNITY

This section considers the impact or effect of the proposal on island communities and whether this could be significantly different from its effect on other communities.

This project will have an indirect positive impact on island communities as it will allow us to analyse data and inform appropriate action.

F. CHILD RIGHTS AND WELLBEING

This section considers the impact of the proposal on children and young people, or specific groups of children and young people, in Scotland.

This proposal is not expected to have any impact on children and young people. However, the data that is collected and analysed could be used to positively impact children and their wellbeing.

G. HEALTH AND WELLBEING AND HEALTH INEQUALITIES

This section considers the impact of the proposal on physical and mental health and wellbeing; this includes for example, participation, creativity and developing potential.

This proposal is not expected to have any impact on health and wellbeing and health inequalities, however the data that is collected and analysed could be used to positively impact physical and mental health and wellbeing of those working in the sector.

H. ECONOMIC AND SOCIAL SUSTAINABILITY

This section is concerned with the impact of the proposal on pay and employment opportunities as well as valuing and supporting voluntary work.

This proposal is not expected to have any impact on pay and employment opportunities, however the data that is collected and analysed could be used to have a positively impact on pay and employment opportunities.

I. Care experienced children, young people and adults

This section concerns our duties to put Scotland's care experienced children, young people and adults at the heart of what we do.

This proposal is not expected to have a specific impact on care experienced children or young people.

J. DECISION MAKING

Which of the following statements best describes the action that should be taken following the EqIA in relation to your proposal?

No major change	<input checked="" type="checkbox"/>
Adjust the policy	<input type="checkbox"/>
Continue with Policy	<input type="checkbox"/>
Stop and remove the policy	<input type="checkbox"/>

Outline the reasons why you've selected this option

We do not see that the change in the way we collect data from stakeholders will result in any negative impact on anyone with any protected characteristics.

K. MONITORING AND REVIEWING

How will the implementation of the policy/proposal be monitored? How and when will the impact of the proposal be reviewed? Outline the actions that will be taken, the timescale for these and who will be responsible for carrying out these actions.

Action	Timescale	Person Responsible
We will monitor and review data and use this data to inform actions.	Annual Review	Senior Intelligence Analyst Performance and Intelligence Manager

L. SIGN OFF

Name: Nicola Gautier-Hughes

Title: Performance and Intelligence Manager

Date Approved: 23/05/2023