



EQUALITY IMPACT ASSESSMENT (EqIA)

Summary results of the EqIA

Title of policy/practice/process/service:

Office Standards Policy.

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):

We found potential impact across the different equality groups, particularly surrounding accessibility. This assessment informed the development of our policy, which ensures that our estates meet our corporately agreed accessibility expectations for employees and customers. We want to ensure accessibility, inclusion and security issues have been considered when monitoring our property portfolio and when seeking to alter or enter new premises.

Summary of actions taken because of this assessment:

We have developed policy as well as an office accessibility checklist to ensure our premises and meet our agreed corporate office standards to ensure that accessibility, inclusion and security issues have been considered when choosing a property.

Ongoing actions beyond implementation include:

None.

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

Facilities Manager.

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):

07/03/2024

Document control		
Document control:		V0.3
Date policy live from:		7 March 2024
Review cycle:		5 years
Document change log		
Version/Author	Date	Comment
V0.1 - Facilities Manager & Policy Officer (Equalities)	August 2023	Draft for review
V0.2 - Facilities Manager & Policy Officer (Equalities)	October 2023	Draft for review
V0.3 - Facilities Manager & Policy Officer (Equalities)	October 2023	Draft for approval by SRO
V0.3 - Facilities Manager & Policy Officer (Equalities)	February 2024	Draft for approval and sign off by Chief Executive

Step 1 - Framing the planned change

Discussing step 1 and step 2 with the 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. You can use the information in your project specification, business case etc.

The aim of the policy is to ensure SLAB has a corporate standard for office accessibility and tools to use when leasing, acquiring and refurbishing SLAB office space. This is to ensure that our estate meets our corporately agreed accessibility expectations for employees and customers. We want to ensure accessibility, inclusion and security issues have been considered when monitoring our property portfolio and when seeking to alter or enter new premises.

This policy is needed to set the framework in which we will consider physical accessibility issues in all our property related decision making, and to ensure we comply with legislation and, where possible, achieve best practice.

SLAB is committed to providing fit for purpose office accommodation that meets statutory requirements.

SLAB is committed to working with Scottish Government to ensure we have the necessary approval, and our work focuses on delivering savings, benefits and efficiencies through procurement and contracting of office accommodation, whilst taking property, asset, and estate management advice.

As a public body we recognise that subject to equalities legislation and the public sector equality duty, that our employees and service users may have certain needs accessing and working in our office space. Therefore, we want to ensure that all our office spaces are as suitable and accessible as possible.

This policy is written to ensure we meet our equalities requirements, and this policy document outlines the procedure we will follow when considering alterations or new premises as well as how we ensure ongoing compliance.

We will ensure that all our policies are written and conducted in accordance with our Values:

- **Transparency:** we are clear about rules and criteria that apply to any work we do, and take responsibility for making sure it is understandable

- **Impartiality:** in all our work we focus on objective criteria and avoid conscious or unconscious bias
- **Trust/Respect:** we value working with others, and act with honesty and integrity on the basis that others do too, unless there is evidence to the contrary
- **Accountability:** we can demonstrate that we work within our stated policies and procedures and apply them accurately and consistently
- **Proportionality:** we are mindful of the impact on ourselves and others of what we do and how we do it and strive to find the balance between efficiency, accessibility, and effective management of risk
- **Responsiveness:** as a learning organisation we reflect on how our work affects others, encourage the identification of opportunities for change and innovate using established design principles that embody our values.

The Executive Team has overall responsibility for this policy and the Facilities Manager has day-to-day responsibility.

This policy will be reviewed every five years, unless a change in law or practice means SLAB must review it earlier or needs to review it due to the results of equality monitoring.

1.2 Why is the change required? *Legislative, routine review etc.*

Agreed corporate and equality priority which identified need to avoid duplication of work for the leasing, acquiring, or refurbishing of office space.

1.3 Who is affected by this policy/practice/process/service? *Be clear about who the 'customer' is.*

Employees and all customers, which includes the public.

1.4 Policy/practice/process/service implementation date? *Project end date, date new legislation will take effect.*

07/03/2024

1.5 What other SLAB policies or projects may be linked to or affected by changes to this policy/practice/process/service? *The EqIA for related policies might help you understand potential impacts, and/or your findings might be relevant to share.*

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.

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

The information you gather in this section will:

- help you to understand the importance of your policy/practice/process/service for different equality groups,
- inform the depth of equality impact assessment you need to do (this should be proportional to the potential impact on equality groups), and
- provide justification and an audit trail behind your decisions, including where it is agreed an equality impact assessment is not required.

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

Stay focused on the topic and scope of your policy/practice/process/service. Does the policy/practice/process/service relate to an area where there are already known inequalities? Refer to the EqlA guidance for sources of evidence.

Remember, this step in the EqlA process is NOT about the impact your policy has on equality groups and what we need to do to mitigate those. That assessment is done under Step 4.

Note: If you proceed to a full EqlA you should continue to add to this section as you develop the policy/practice/process/service, come across new evidence and/or undertake a consultation.

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? <i>Lack of evidence may suggest a gap in knowledge/need for consultation (step 3).</i>
General	1) Scottish Transport Statistics 2021 2) Summary Transport Statistics 2019 3) Travel to work: Commuting into, out	Around 68.8% of people living in Scotland drove to work by car, 8% took a bus, and 1.3% travelled by train. (1) This is in comparison to pre-Covid (2018), when 62.9% people drove to work by car, 10.1% took the bus and 5.5% travelled by train. (2) However, as noted in the 2021 statistics, almost half of the workforce at that time was working from home.

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	of and within the City of Edinburgh 4) Workplace productivity and office type: An evaluation of officer occupier differences based on age and gender	<p>A large majority of people commuting into Edinburgh, do so by car or as a passenger. Work commute within the city is less car-reliant and more done by bus or train. Car journeys are the most popular mode of transport to work in Scotland. (3)</p> <p>Different office layouts can have an impact on productivity, knowledge sharing, social interaction, and collaboration. Open plan offices are known to be best for knowledge sharing and collaboration but are often perceived as dissatisfactory. (4)</p>																																										
Age	5) Age UK 4) Workplace productivity and office type: An evaluation of officer occupier differences based on age and gender 6) SLAB’s internal HR system	<p>With age, the likelihood of experiencing chronic diseases, disability, and immobility increases. Older people are more likely to have mobility difficulties and steep stairs more difficult to access. (5)</p> <p>There can be significant differences between age groups regarding working environment. Younger generations are more used to open plan offices with noise and other distractions, compared to older generations working in individual offices. (4)</p> <table><tr><th>Age</th><th><=24</th><th>205-34</th><th>35-44</th><th>45-54</th><th>55-64</th><th>65+</th></tr><tr><td>CLAO</td><td><5%</td><td>25-30%</td><td>40-45%</td><td>10-15%</td><td>10-15%</td><td><5%</td></tr><tr><td>PDSO & Client Legal Services</td><td>5-10%</td><td>15-20%</td><td>25-30%</td><td>25-30%</td><td>25-30%</td><td><5%</td></tr><tr><td>SCL</td><td><5%</td><td>5-10%</td><td>50-55%</td><td>10-15%</td><td>30-35%</td><td>5-10%</td></tr><tr><td>SLAB</td><td><5%</td><td>10-15%</td><td>20-25%</td><td>35-40%</td><td>20-25%</td><td><5%</td></tr><tr><td>Grand Total</td><td><5%</td><td>15%</td><td>30%</td><td>35%</td><td>25%</td><td><5%</td></tr></table> <p>(6)</p>	Age	<=24	205-34	35-44	45-54	55-64	65+	CLAO	<5%	25-30%	40-45%	10-15%	10-15%	<5%	PDSO & Client Legal Services	5-10%	15-20%	25-30%	25-30%	25-30%	<5%	SCL	<5%	5-10%	50-55%	10-15%	30-35%	5-10%	SLAB	<5%	10-15%	20-25%	35-40%	20-25%	<5%	Grand Total	<5%	15%	30%	35%	25%	<5%
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Disability	<p>7) 8 Key points to Ensure Accessibility for Customers with Vision Disabilities at Public Venues</p> <p>8) How to make your office space more neurodiverse</p> <p>9) Deaf action guidance</p> <p>10) Findings and recommendations EHRC UK</p> <p>11) Diversity Guide - Disability</p> <p>12) Trauma informed care - creating safe health care environments for patients and staff</p> <p>13) Using a range of communication channels to reach disabled people</p>	<table><thead><tr><th>Disability</th><th>No</th><th>Yes</th><th>Prefer not to say</th></tr></thead><tbody><tr><td>CLAO</td><td>65-70%</td><td>25-30%</td><td>5-10%</td></tr><tr><td>PDSO & Client Legal Services</td><td>50-55%</td><td>25-30%</td><td>15-20%</td></tr><tr><td>SCL</td><td>60-65%</td><td>5-10%</td><td>30-35%</td></tr><tr><td>SLAB</td><td>70-75%</td><td>15-20%</td><td>10-15%</td></tr><tr><td>Grand Total</td><td>65-70%</td><td>15-20%</td><td>10-15%</td></tr></tbody></table> <p>(6)</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. (7)(8)(9)</p> <p>Barriers faced by people who have a physical disability may include steps, narrow corridors, heavy doors, environments that are too bright or too dark, communication access (written words and signage that have a poor contrast of colours), noisy or busy environments. (11)</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: clear written information- Risks: falling or bumping into obstacles (7)	Disability	No	Yes	Prefer not to say	CLAO	65-70%	25-30%	5-10%	PDSO & Client Legal Services	50-55%	25-30%	15-20%	SCL	60-65%	5-10%	30-35%	SLAB	70-75%	15-20%	10-15%	Grand Total	65-70%	15-20%	10-15%
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	<p>14) Criminal Applicant Survey - Research Briefing and Topline Results</p> <p>15) Physical Barriers</p> <p>16) The neurodiverse workplace: a space for all to thrive</p> <p>17) Sensory Environmental Checklist</p> <p>18) How to design a neurodiverse workplace - simple tips from inclusivity experts</p> <p>19) How to build and support neurodiversity in the workplace</p> <p>20) Neurodiversity in the workplace: understanding is key</p> <p>6) SLAB's internal HR system</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. (9)</p> <p>Space for support workers/BSL interpreters in interview area is needed. (10)</p> <p>Design and layout of the space should create an atmosphere of psychological safety for staff and clients - 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. (14)</p> <p>Staff with some types of mental health disability may have needs for quiet space, others may prefer colleagues around them. (12)</p> <p>People with disabilities may benefit from communication in a range of formats using inclusive language, which is also beneficial to other customers including minority language users. We know from a recent criminal applicant survey that people with mental health problems find it more difficult to seek help and/or to engage with our service. (13,14)</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 facilities (such as telephones, counters or service desks), lighting and ventilation, lifts</p>

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		<p>and escalators, floor coverings, signs, furniture, and temporary or movable items (such as equipment and display racks). (15)</p> <p>Neurodiverse people tend to be over or under stimulated by parts of their environment, such as noise, lighting, texture, smells and temperature. This makes background noise and bright lighting, for example, common problems. (20)</p> <ul style="list-style-type: none"> • Spatial design strategies: creating spaces that are memorable and use a rhythm of common elements to generate a reassuring sense of order, with use of landmarks and focal points such as a staircase or artwork to help workers orientate themselves. • Consideration of spatial character: offering a variety of settings so workers can choose the most appropriate environment for their task, such as shared open spaces for socialising, enclosed spaces for more focused work, dedicated phone and meeting areas, places to pause, and quiet areas with lounge seats. • Placing work points in low-traffic areas: using dividers in appropriate areas to block and reduce noise and incorporating natural elements for a calming effect. <p>Neurodiversity and buildings design for the mind - a sensory environment checklist:</p> <p>Visual - many neurodivergent people are sensitive to light levels, flickering lights, strong reflections, bright bold colours and busy patterns.</p> <p>Auditory - some noises can cause difficulty and distress (noise cancelling headphones can be used to help)</p> <p>Olfactory - unexpected odours can be a problem, for example cleaning fluids or food.</p> <p>Tactile - are all the furnishing fabrics and sources of visual stimulation minimised and comfortable to touch?</p>

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		<p>For people who have difficulty with personal organisation - a trait of dyslexia or ADHD - adjustments could be as simple as recognising how offering the employee in-trays, post-it notes, or an additional monitor could make scheduling less intimidating and screen work easier.</p> <p>Individuals with a neurodivergent condition may be sensitive to things like temperature, sound, and lighting. As such, you may need to provide accommodations such as noise-cancelling headphones, privacy rooms or flexible work schedules, so employees can be their most productive. (16,17, 18,19)</p>																														
Race	21) SLAB’s applicants survey 22) Census results 23) Scotland’s census - Languages 6) SLAB’s internal HR system	<table><tr><th>Ethnic Origin</th><th>Non-white minority ethnic</th><th>White majority</th><th>White minority</th><th>PNTS</th></tr><tr><td>CLAO</td><td><5%</td><td>>95%</td><td><5%</td><td><5%</td></tr><tr><td>PDSO & Client Legal Services</td><td><5%</td><td>90-95%</td><td><5%</td><td>5-10%</td></tr><tr><td>SCL</td><td>10-15%</td><td>60-65%</td><td><5%</td><td>25-30%</td></tr><tr><td>SLAB</td><td><5%</td><td>85-90%</td><td><5%</td><td>5-10%</td></tr><tr><td>Grand Total</td><td><5%</td><td>85-90%</td><td><5%</td><td>5-10%</td></tr></table> <p>(6)</p> <p>The most spoken languages at home other than English and Scots were (23):</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)	Ethnic Origin	Non-white minority ethnic	White majority	White minority	PNTS	CLAO	<5%	>95%	<5%	<5%	PDSO & Client Legal Services	<5%	90-95%	<5%	5-10%	SCL	10-15%	60-65%	<5%	25-30%	SLAB	<5%	85-90%	<5%	5-10%	Grand Total	<5%	85-90%	<5%	5-10%
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		<p>5. French (14,623 people)</p> <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. (21)</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." (22)</p>																		
Sex	<p>24) Trauma informed care - creating safe health care environments for patients and staff</p> <p>25) Carers UK</p> <p>26) Carerpositive</p> <p>6) SLAB's internal HR system</p>	<p>Women are more likely to be care givers than men. 58% of carers are women. (25)</p> <p>By the time they are aged 46, half of women have been a carer. Men have the same 50:50 chance by age 57. (26)</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 encounter in the waiting area. (24)</p> <table border="1"> <thead> <tr> <th>Sex</th><th>Female</th><th>Male</th></tr> </thead> <tbody> <tr> <td>CLAO</td><td>>95%</td><td><5%</td></tr> <tr> <td>PDSO & Client Legal Services</td><td>70-75%</td><td>25-30%</td></tr> <tr> <td>SCL</td><td>40-45%</td><td>60-65%</td></tr> <tr> <td>SLAB</td><td>60-65%</td><td>35-40%</td></tr> <tr> <td>Grand Total</td><td>65-70%</td><td>30-35%</td></tr> </tbody> </table> <p>(6)</p>	Sex	Female	Male	CLAO	>95%	<5%	PDSO & Client Legal Services	70-75%	25-30%	SCL	40-45%	60-65%	SLAB	60-65%	35-40%	Grand Total	65-70%	30-35%
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Gender Reassignment	27) Article - creating gender neutral facilities 6) SLAB’s internal HR system	<p>Gender neutral or private toilets can support people who identify as trans to feel comfortable accessing relevant facilities. There should be floor to ceiling toilet doors. (27)</p> <table><tr><th>Gender reassignment</th><th>No</th><th>Yes</th><th>Prefer not to say</th></tr><tr><td>CLAO</td><td>>95%</td><td><5%</td><td><5%</td></tr><tr><td>PDSO & Client Legal Services</td><td>85-90%</td><td><5%</td><td>10-15%</td></tr><tr><td>SCL</td><td>70-75%</td><td><5%</td><td>25-30%</td></tr><tr><td>SLAB</td><td>90-95%</td><td><5%</td><td>5-10%</td></tr><tr><td>Grand Total</td><td>90-95%</td><td><5%</td><td>5-10%</td></tr></table> <p>(6)</p>	Gender reassignment	No	Yes	Prefer not to say	CLAO	>95%	<5%	<5%	PDSO & Client Legal Services	85-90%	<5%	10-15%	SCL	70-75%	<5%	25-30%	SLAB	90-95%	<5%	5-10%	Grand Total	90-95%	<5%	5-10%						
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Religion or Belief	28) Religion or Belief discrimination: key points for the workplace 6) SLAB’s internal HR system	<p>Space can be needed for prayer and/or storage of food to support employee or visitor religious requirements. (28)</p> <p>In 2018 in Scotland 51% of the population did not identify with any religion. 22% identified with the Church of Scotland, 14% with Roman Catholic, 10% as other Christian and 4% with another Religion. (28)</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? <i>Lack of evidence may suggest a gap in knowledge/need for consultation (step 3).</i>																																		
	6) SLAB’s internal HR system	<table><thead><tr><th>Religion or Belief</th><th>Christian</th><th>No religion or belief</th><th>Other religion or belief</th><th>PNTS</th></tr></thead><tbody><tr><td>CLAO</td><td>20-25%</td><td>75-80%</td><td><5%</td><td><5%</td></tr><tr><td>PDSO & Client Legal Services</td><td>30-35%</td><td>35-40%</td><td><5%</td><td>25-30%</td></tr><tr><td>SCL</td><td>40-45%</td><td>20-25%</td><td>10-15%</td><td>25-30%</td></tr><tr><td>SLAB</td><td>30-35%</td><td>50-55%</td><td><5%</td><td>10-15%</td></tr><tr><td>Grand Total</td><td>30-35%</td><td>50-55%</td><td><5%</td><td>10-15%</td></tr></tbody></table> (6)					Religion or Belief	Christian	No religion or belief	Other religion or belief	PNTS	CLAO	20-25%	75-80%	<5%	<5%	PDSO & Client Legal Services	30-35%	35-40%	<5%	25-30%	SCL	40-45%	20-25%	10-15%	25-30%	SLAB	30-35%	50-55%	<5%	10-15%	Grand Total	30-35%	50-55%	<5%	10-15%
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Pregnancy or maternity	29) Breastfeeding and going back to work 30) Protecting pregnant workers and new mothers	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. (29,30)																																		
Marriage/civil partnership	Not applicable for this policy/EqlA	N/A																																		
Care Experienced (corporate parenting duty)	6) SLAB’s internal HR system	<table><thead><tr><th>Care experience</th><th>No</th><th>Yes</th><th>Prefer not to say</th></tr></thead><tbody><tr><td>CLAO</td><td>>95%</td><td><5%</td><td><5%</td></tr><tr><td>PDSO & Client Legal Services</td><td>70-75%</td><td>5-10%</td><td>20-25%</td></tr><tr><td>SCL</td><td>70-75%</td><td><5%</td><td>25-30%</td></tr><tr><td>SLAB</td><td>80-85%</td><td>5-10%</td><td>5-10%</td></tr><tr><td>Grand Total</td><td>83.23%</td><td>5-10%</td><td>10-15%</td></tr></tbody></table> (6)					Care experience	No	Yes	Prefer not to say	CLAO	>95%	<5%	<5%	PDSO & Client Legal Services	70-75%	5-10%	20-25%	SCL	70-75%	<5%	25-30%	SLAB	80-85%	5-10%	5-10%	Grand Total	83.23%	5-10%	10-15%						
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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.

There is potential impact across each of the following equality groups: Disability, Age, Sex, Pregnancy and Maternity, Gender Reassignment, Religion or Belief and Race. According to our evidence, different equality groups may have different needs concerning office space and/or office location. It's important to be aware of varying needs when leasing, acquiring and refurbishing office space.

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		Proceed to Step 5: agree with decision makers that no EqIA is required based on current evidence
There is relevance to some or all 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 the equality groups and/or our corporate parenting duties		Proceed to Step 3: complete full EqIA

Step 3 - stakeholder involvement and consultation

This step will help you to address any gaps in evidence identified in Step 2. Speaking to people who will be affected by your policy/practice/process/service can help clarify the impact it will have on different equality groups.

Remember that sufficient evidence is required for you to show ‘due regard’ to the likely or actual impact of your policy/practice/process/service on equality groups. An inadequate analysis in an assessment may mean failure to meet the general duty.

The Policy and Development team can help to identify appropriate ways to engage with external groups or to undertake research to fill evidence gaps.

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

No

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

N/A.

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

N/A.

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?

In the tables below, record the impact the policy/practice/process/service might have on each equality characteristic, as it is planned or as it operates, and describe what changes in policy/practice process/service or actions will be required to mitigate that impact. Copy any actions across to the project action log.

General	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			The evidence shows that people living in Scotland are using a range of different means to travel or commute to work or other public places. When considering an office location, it's important to consider accessibility with regards to location. The chosen office should be easily accessible by different means of transportation, for example car, bus, train and/or tram.
potential for developing good relations	X			By ensuring that the chosen office is in an area that is central and easily accessible by all means of transportation, we can ensure that everyone

				can access our offices without needing any additional adjustments, which can prevent from any prejudices against equality groups.
potential to advance equality of opportunity	X			When choosing an office location, it can be an advantage to choose a combination of open plan office space and meeting rooms. Different office layouts may have a different impact on productivity, knowledge sharing and collaboration. A combination of different layouts may help to meet staff's needs.

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 impacts	Negative impacts	No impact	
potential for discrimination	X			Age, especially older age, is linked to a higher likelihood of chronic diseases and immobility. Choosing a central location that is easily accessible by different means of transport will increase accessibility.
potential for developing good relations	X			Ensuring an office is widely accessible, and provides different workspaces (open plan, meeting rooms, booths) that can be used by all staff may help avoid or reduce any prejudices people may have against certain age groups.
potential to advance equality of opportunity	X			Different age groups may prefer different working styles and environments. Choosing an office that accommodates open plan for staff who prefer to directly work with others, but also quiet areas and meeting rooms for those who need a quiet work environment can help to advance equality of opportunity.

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			Women are more likely than men to have caring responsibilities. In the case where a client will need to bring their child/children or person they care for to the office, measures will need to be taken to book a larger meeting room.
potential for developing good relations	X			By ensuring office space is welcoming with privacy, offering different sizes of bookable meeting rooms to help avoid or reduce any prejudices people may have against certain age groups.
potential to advance equality of opportunity	X			For our solicitors' offices, we work with furniture to ensure that these facilities are appropriate for those who may have experienced domestic abuse or gender-based violence, for example, furniture can 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.

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	
potential for discrimination	X			Recommendations from Disability Inclusion - Physical Accessibility (strategy) .

				<p>Mapping physical accessibility including:</p> <ul style="list-style-type: none"> - Signage: international symbols to signpost accessible entrances, facilities, toilets, meetings rooms, path of travel from parking - Multiple visual and audio systems: multisensory alarms, large print procedure instructions - Building access: access to all with mobility or visual disability, adhering to tech specs for ramps and other equipment, auto doors where possible, and internal obstacles removed (stairs, reception). - Reception areas: large areas for people to move, wheelchair users can have eye contact with reception staff, signage so people with disability can ask for help, seating, induction loops, wider aisles, specific wheelchair seating space. - Toilets: location, accessible, reach of soap. - Meeting rooms: accessible via lifts, high tables to allow wheelchair users to join in, turning room. - Work areas: adjustable desks, specialised chairs, accessible digital equipment, easy to reach storage facilities, consistent signage, neutral colours, good lighting, low noise, easy to lever handles. - Eating areas: clear path of travel, inclusive seating areas, accessible drinking fountains/machines (physical and usability). - Transportation: convenient public transport, parking, accessible drop off, different forms of transportation. <p>Ideally an office would be on the first floor with ramp access from the street level to the ground floor and an internal lift providing access to any other floors. There needs to be accessible toilets on the ground floor. The premise needs to be accessible by public transport and there should be non-bookable, free, on street disabled parking.</p>
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				<p>Different types of furniture can be made available, such as chairs with and without arms to suit people with different needs, and 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 workspace.</p> <p>Clients will be asked if there are any 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>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>
potential for developing good relations	X			<p>By ensuring that the chosen office and office location is widely and easily accessible, we can ensure that everyone is able to enter the office without needing to request any adjustments which can prevent prejudices against people with a disability and/or other equality groups.</p>
potential to advance equality of opportunity	x			<p>Different types of furniture will be available, for example chairs with and without arms to suit people with different needs, and desks with/without sound muffling screens. We will discuss with staff any requirements around furniture and ensure that the needs of staff with disabilities are prioritised in allocation of workspace.</p> <p>Clients will be asked about any requirements before attending their appointments. Some options include booking a larger room for those that prefer or require more space (for example so a support worker and/or interpreter can join) and blinds for privacy.</p>

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			Every office should have an accessible gender-neutral toilet.
potential for developing good relations	X			By ensuring the office has a gender-neutral toilet that is accessible for everyone, we can ensure that everyone is able to use the bathroom they feel most comfortable with, which can prevent prejudices against certain equality groups.
potential to advance equality of opportunity	X			Every office should have an accessible gender-neutral toilet.

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			Using signs to provide key information with regards to the office and/or service instead of written information. That way information can be shared with everyone, including people who don't speak or understand English (very well). Provide larger meeting rooms to accommodate extra space for translator and interpreter.
potential for developing good relations	X			By making the recommended adjustments for everyone, and not just an individual or a certain group, everyone can access information which can prevent prejudices against equality groups.

potential to advance equality of opportunity	X			Using signs to provide key information with regards to the office and/or service instead of written information. That way information can be shared with everyone, including people who don't speak or understand English (very well). Provide larger meeting rooms to accommodate extra space for translator and interpreter.
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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 of bookable space for private reflection or prayer 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			By ensuring all employees can book meeting rooms and take time off for prayers or other needs they may have, and by encouraging people to do so and raising awareness, we can prevent prejudices against this and other equality groups.
potential to advance equality of opportunity	X			When choosing an office space, we make sure it has bookable rooms for people to use for private reflection or prayer, and that other facilities can be provided if needed, for example dedicated fridge space to meet any religious dietary needs.

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	No specific impact on sexual orientation and this policy.
potential for developing good relations			X	No specific impact on sexual orientation and this policy.
potential to advance equality of opportunity			X	No specific impact on sexual orientation and this policy.

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			Office space should provide private space (for example, booking a meeting room) where women can breastfeed or express milk. Fridge space should be made available to store breastmilk.
potential for developing good relations	X			By ensuring all employees can book meeting rooms and take time off to breastfeed or express milk, or other needs they may have, and by encouraging people to do so and raising awareness about it, we can prevent prejudices against this and other equality groups.
potential to advance equality of opportunity	X			Office space should provide private space (for example, booking a meeting room) where women can breastfeed or express milk. Fridge space should be made available to store breastmilk. Space should be provided to change a baby privately.

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	This protected characteristic is only relevant with regards to employment law.
potential for developing good relations			X	This protected characteristic is only relevant with regards to employment law.
potential to advance equality of opportunity			X	This protected characteristic is only relevant with regards to employment law.

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	No specific evidence was found with regards to care experience and this policy.
potential for developing good relations			X	No specific evidence was found with regards to care experience and this policy.
potential to advance equality of opportunity			X	No specific evidence was found with regards to care experience and this policy.

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

This policy was developed to make sure our process of choosing a suitable office and office location more efficient and to ensure they meet our standards and the three aims of the Public Sector Equality Duty.

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
	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.
X	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.
	Continue the policy/practice/process/service with adverse impact 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

You must discuss the findings of this assessment with senior decision makers during the lifetime of the project/review and before you finalise the assessment. Relevant groups include, but are not limited to, a Project Board, Executive Team or Board members.

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.

The Director of Corporate Services and Accounts, Facilities Manager, and Policy Officer (Equalities) have collaborated to develop the Office Standards policy and EqIA. The Facilities Manager and Facilities team have been using Scottish Government approved

procedures and premises checklist to assess the suitability of individual offices and office locations. This has been sufficient, however, there was a need to develop a standard procedure and policy to more easily and efficiently assess offices and office locations to meet our standards. Frequent meetings have been taking place to exchange information about the current procedure, any needs that we would want to reflect in the new policy/procedure and the impact this could have on equality groups.

Step 6 - Post-implementation actions and monitoring impact

There may be further actions or changes planned after the policy/practice/process/service is implemented and this assessment is signed off. It is important to continue to monitor the impact of your policy/practice/process/service on equality groups to ensure that your actual or likely impacts are those you recorded. This will also highlight any unforeseen impacts.

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 or team responsible. If there are no outstanding items please make this clear.

N/A.

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

- *list the relevant measures,*
- *identify who or which team is responsible for implementing or monitoring any changes,*
- *identify where the measure will be reported to ensure any issues can be acted on as appropriate.*

Measure	Lead department/ individual	Reporting (where/ frequency)
The policy impact will be monitored using the accessibility checklist and procedure outlined in this document	Facilities Manager	Director/Annually
Regular review of all current premises against checklist, at least every two years or as circumstances change	Facilities Manager	Director/Annually

6.3 EqlA review date.

This EqlA should be reviewed as part of the post-implementation review of the policy/practice/process/service. The date should not exceed three years from the policy/practice/process/service implementation date.

12/03/2029

Step 7 - Assessment sign off and approval

Once final consultation has been undertaken with Corporate Policy Officer (Equalities), all equality impact assessments must be signed off by the relevant Director or Senior Responsible Owner (SRO), even where an EqlA is not required. The Chief Executive must approve all equality impact assessments. Note the relevant dates here:

Director/SRO sign off: 23/10/2023

Chief Executive approval: 01/03/2024

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.