

Equality and Children’s Rights Impact Assessment (Stage 1)

This is a legal document as set out in the

- **Equality Act (2010), the Equality Act 2010 (Specific Duties) (Scotland) regulations 2012,**
- **the UNCRC (Incorporation) (Scotland) Act 2024,**

and may be used as evidence for cases referred for further investigation for compliance issues.

Completing this form helps you to decide whether or not to complete to a full (Stage 2) EQIA and/or Children’s Rights and Wellbeing impact Assessment (CRWIA). Consideration of the impacts using evidence, and public/patient feedback may also be necessary.

Question 1: Title of Policy, Strategy, Redesign or Plan

Corporate function queries onto a Service Desk model

Question 2a: Lead Assessor’s details

Name	Julie Farr	Tel. No	
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Question 2b: Is there a specific group dedicated to this work? If yes, what is the title of this group?

Yes, Shared Service Centres project team

Question 3: Detail the main aim(s) of the Policy, Strategy, Redesign or Plan. Please describe the specific objectives and desired outcomes for this work.

Aim	The Shared Service Centre project is proposed as part of the RTP Business Transformation Programme. The project will be encouraging the further adoption of existing technology capabilities which is the ServiceNow service desk platform. The use of ServiceNow for Corporate queries such as HR, Finance, Estates will enable business modernisation and help to manage demands on staff in the Corporate services.
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	<p>The desired outcomes of this project are:</p> <ol style="list-style-type: none"> 1. Better alignment of routine Corporate function enquiries to those best placed to provide an efficient response on first contact, thereby improving the staff experience of these functions. 2. Create standardised Corporate function processes, more transparent and efficient request/enquiry tracking, which minimises staff time spent on routine troubleshooting or responding to repeat demands which are generated from enquiry resolution delay or failure. 3. Enable specialised staff within Corporate functions to focus their capacity in support of more complex/less routine enquiries. 4. Develop consistent feedback loops and performance analytics that are informed by those using the service management offering. 5. Provide one stop shop, 24/7 for Corporate function information enabling all staff with access to an NHS device to access function knowledge easily and quickly. <p>The Service Desk will provide a Knowledge base function enabling staff to search and look up subjects specific to that service such as information on HR policies and procedures. It will include links to websites, forms, guidance, calculators and dates. The enquires section of ServiceNow will provide tips on FAQs and the option to submit a query should the answer to staff's question not be available.</p> <p>All staff working for NHS Fife are provided with an email address. Currently, line managers are responsible for ensuring all staff have access to a confidential space and appropriate equipment for staff to access TURAS to complete their mandatory training and their epayslips. This responsibility will also extend to ensuring staff can log into the Service Desk for accessing the Knowledge base and making enquiries.</p>
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Question 4: Identifying the Impacts in brief

Consider any potential Impacts whether positive and/or negative including **social and economic impacts** and human rights. Please note, in brief, what these may be, if any. **Please do not leave any sections blank.**

Relevant Protected Characteristics	Impacts negative and positive Social / Economic Human Rights
<p>Age - <i>Think: adults, older age etc.</i></p> <p><i>For impacts on 0-18 year old, please refer to the below Question 5 - children's rights assessment (CRWIA).</i></p>	<p>Age is not anticipated to be a factor that impacts staffs' ability to access ServiceNow.</p> <p>This change is not anticipated to negatively impact any age group specifically.</p>

<p>Disability – <i>Think: mental health, physical disability, learning disability, deaf, hard of hearing, sight loss etc.</i></p>	<p>ServiceNow will improve accessibility for staff with certain disabilities, for example, sight impaired staff will now be able to access it with the assistance of ereaders and other technological support.</p>
<p>Race and Ethnicity – <i>Note: Race = “a category of humankind that shares certain distinctive physical traits” e.g. Black, Asian, White, Arab</i></p> <p><i>Ethnicity = “large groups of people classed according to common racial, national, tribal, religious, linguistic or cultural origin/background”</i></p> <p><i>Think: White Gypsy Travellers, Black African, Asian Pakistani, White Romanian, Black Scottish, mixed or multiple ethnic groups.</i></p>	<p>The outcomes of this change will not differ dependent on race / ethnicity therefore there are no anticipated negative outcomes.</p> <p>If a member of staff wishes to read the information provided in another language other than English, the text within ServiceNow can easily be translated into other languages which is a positive change.</p>
<p>Sex – <i>Think: male and/or female, intersex, Gender-Based Violence</i></p>	<p>The outcomes of this change will not differ dependent on sex, therefore there are no anticipated negative outcomes.</p>
<p>Sexual Orientation - <i>Think: lesbian, gay, bisexual, pansexual, asexual, etc.</i></p>	<p>The outcomes of this change will not differ dependent on sexual orientation, therefore there are no anticipated negative outcomes</p>
<p>Religion and Belief - <i>Note: Religion refers to any religion, including a lack of religion. Belief refers to any religious or philosophical belief including a lack of belief.</i></p> <p><i>Think: Christian, Muslim, Buddhist, Atheist, etc.</i></p>	<p>The outcomes of this change will not differ dependent on religion / belief, therefore there are no anticipated negative outcomes.</p>
<p>Gender Reassignment – <i>Note: transitioning pre and post transition regardless of Gender Recognition Certificate</i></p> <p><i>Think: transgender, gender fluid, nonbinary, etc.</i></p>	<p>The outcomes of this change will not differ dependent on gender reassignment, therefore there are no anticipated negative outcomes.</p>
<p>Pregnancy and Maternity – <i>Note: Pregnancy is the condition of being pregnant or expecting a baby. Maternity refers to the period after birth.</i></p> <p><i>Think: workforce maternity leave, public breast feeding, etc.</i></p>	<p>It is assumed that staff on maternity leave will not have access to an NHS Fife device which allows them to login to Service Now.</p> <p>These staff will be able to logon during Keeping in Touch days or by coming on site. There will also be a phone line available at specific times which they can call.</p>

<p>Marriage and Civil Partnership – <i>Note: Marriage is the union between a man and a woman or between a same-sex couple. Same-sex couples can also have their relationships legally recognised as a civil partnership.</i></p> <p><i>Think: workforce, inpatients visiting rights, etc.</i></p>	<p>The outcomes of this change will not differ dependent on marriage/civil partnership, therefore there are no anticipated negative outcomes.</p>
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Question 5: Children’s Rights & Wellbeing Impact Assessment

From July 2024, the UNCRC is enforceable by law. This means public bodies must act compatibly with children’s rights. Please consider here any impacts of your proposal on children’s rights as per the [UNCRC](#) articles. The UNCRC applies to all under 18s, with no exceptions.

Even if your proposal does not directly impact children, there may be indirect impact, so please work through the below regardless.

UNCRC Right	Anticipated Impacts & Relevant Mitigations
<p>Article 3 - Best Interests of the Child <i>Note: Consideration to how any proposal may impact children must be made. Decisions must be made whilst considering what is best for children.</i></p>	<p>As this change impacts only workforce, there are no expected impacts on this article.</p>
<p>Article 6 & 19- Life, Survival and Development & Protection <i>Think: Children have the right to life. Governments should make sure that children develop and grow healthily and should protect them from things or people which could hurt them.</i></p>	<p>As this change impacts only workforce, there are no expected impacts on this article.</p>
<p>Article 12 & 13 – Respect for Children’s Views and Access to Information <i>Note: every child has the right to have a say in decisions that affect them this could include making a complaint and accessing information.</i></p>	<p>As this change impacts only workforce, there are no expected impacts on this article.</p>
<p>Article 22 & 30 – Refugee &/or Care Experienced Children <i>Note: If a child comes to live in the UK from another country as a refugee, they should have the same rights as children born in the UK. Some children may need additional considerations to make any proposal equitable for them (e.g. The Promise, Language interpretation or cultural differences).</i></p>	<p>As this change impacts only workforce, there are no expected impacts on this article.</p>

<p>Article 23 – Disabled Children <i>Note: Disabled children should be supported in being an active participant in their communities.</i></p> <p><i>Think: Can disabled children join in with activities without their disability stopping them from taking part?</i></p>	<p>As this change impacts only workforce, there are no expected impacts on this article.</p>
<p>Article 24 & 27 – Enjoyment of the Highest Attainable Standard of Health <i>Note: Children should have access to good quality health care and environments that enable them to stay healthy both physically and mentally.</i></p> <p><i>Think: Clean environments, nutritious foods, safe working environments.</i></p>	<p>As this change impacts only workforce, there are no expected impacts on this article.</p>
<p>Other relevant UNCRC articles: <i>Note: Please list any other UNCRC articles that are specifically relevant to your proposal.</i></p>	<p>As this change impacts only workforce, there are no expected impacts on this article.</p>

Question 6: Please include in brief any evidence or relevant information, local or national that has influenced the decisions being made. This could include demographic profiles, audits, publications, and health needs assessments.

HR is the first Corporate service to be moved onto the Service Desk model under this project and where current evidence and related information has been focused.

A Service Desk model is used throughout numerous Boards in Scotland for Corporate Services. Several boards including NHS Greater Glasgow & Clyde, NHS Lothian, NSS and NES use a Service Desk to support their HR function. These models are regarded as efficient and practical tools to support the employee journey. NHS Fife HR team access the Greater Glasgow & Clyde because of the ease of accessing information. The portal can be found here: [NHSGGC - HR Connect](#)

When consulting staff on the project, they told us it can be challenging to find policies, forms and other documents on the current platforms used, and they are not aware of the standard turnaround times for queries they submit. At present, the HR team receive a high volume of enquiries for information, support and frequently asked questions, all of which are received by email or phone. A significant proportion of these queries relate to documents or guidance that staff struggle to locate, and many queries are duplicated as a result of service users submitting to several different members of the team.

Centralising HR information in one place and providing a one stop shop and a single source of truth, including clear links to the most up-to-date policies and documents—would help address these challenges by making key resources easier for staff to find. The Knowledge Base section of the service desk, which provides access to forms, calculators and flow charts all in one place, would further encourage self-service. This approach would reduce the demand on the HR team, ease the burden of repetitive queries and help improve staff experiences by offering more timely and accessible information/answers to their queries.

Question 7: Have you consulted with staff, public, service users, children and young people and others to help assess for Impacts?

(Please tick)

Yes	X	No	
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If yes, **who** was involved and **how** were they involved?

If not, why did you not consult other staff, patients or service users? Do you have feedback, comments/complaints etc that you are using to learn from, what are these and what do they tell you?

We initially consulted with a sample group of approximately 30 testers from across NHS Fife who will be impacted by the change. The testers represented clinical, support, management, front line and community staff. They were asked if they or anyone in their services would have any difficulties accessing ServiceNow. The responses above are based on their feedback.

The feedback from the testers has been very positive. It has praised the platform's clarity, ease of use and stated that it felt the Service Desk was helpful to inform HR queries. There have been some useful suggestions as to the changes required such as amending some terminology, adding additional information and updating some links. These are being actioned.

Presentations about the service desk have and continue to take place with teams across the organisation and as a follow up to these, further testers have been given access to the system. The new testers are starting to use the service desk to submit their daily queries and to allow them to provide feedback prior to the go live date.

Service desk familiarisation sessions are being offered to staff who do not have computer based roles.

Question 10: Which of the following 'Conclusion Options' applies to the results of this Stage 1 EQIA and why? Please detail how and in what way each of the following options applies to your Plan, Strategy, Project, Redesign etc.

Note: This question informs your decision whether a Stage 2 EQIA is necessary or not.

Conclusion Option	Comments
<p>1. No Further Action Required. Impacts may have been identified, but mitigations have been established therefore no requirement for Stage 2 EQIA or a full Children's Rights and Wellbeing Impact Assessment. (CRWIA)</p>	<p>The negative impact from the change to accessing information and queries through a Service Desk, is in relation to staff who are absent from work, either on maternity leave, sick leave, career break or as a result of any other supporting work/life balance policy, and as result do not have access to an NHS Fife computer and therefore are not able to access the NHS Fife IT system. This will be addressed with staff continuing to have access to a phone service at specific times of the day or by coming on site and utilising the technology available.</p> <p>No requirement is therefore required for a Stage 2 EQIA.</p>
<p>2. Requires Further Adjustments. Potential or actual impacts have been</p>	


identified; further consideration into mitigations must be made therefore Stage 2 EQIA or full CRWIA required.	
3. Continue Without Adjustments Negative impacts identified but no feasible mitigations. Decision to continue with proposal without adjustments can be objectively justified. Stage 2 EQIA /full CRWIA) may be required.	
4. Stop the Proposal Significant adverse impacts have been identified. Proposal must stop pending completion of a Stage 2 EQIA or full CRWIA to fully explore necessary adjustments.	


If you have identified that a full EQIA/CRWIA is required then you will need to ensure that you have in place, a working group/ steering group/ oversight group and a means to reasonably address the results of the Stage 1 EQIA/CRWIA and any potential adverse outcomes at your meetings.

For example you can conduct stage 2 and then embed actions into task logs, action plans of sub-groups and identify lead people to take these as actions.

It is a requirement for Stage 2 EQIA's to involve public engagement and participation.

You should make contact with the Participation and Engagement team at fife.participationandengagements@nhs.scot to request community and public representation, and then contact Health Improvement Scotland to discuss further support for participation and engagement.

To be completed by Lead Assessor	
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Signature	
Date	25/02/2026

To be completed by Equality and Human Rights Lead officer – for quality control purposes	
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Signature	
Date	26/02/26

Return to Equality and Human Rights Team at
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