Equality Analysis

This form enables you to reflect on your proposed activity, and to assess the potential positive and negative impacts it might have on different members of the community. The Equality Analysis is designed to help you ensure your activities are meaningfully considered and not spending your time on an activity that will later need to be changed or disbanded due to not thinking about the practical needs of diverse communities who we are required to protect. If you have any questions about how to complete this Equality Analysis, please read the Guidance or contact the Equality, Diversity and Inclusivity Team: edi@uwe.ac.uk.

Activity Title: Call My

Project Manager and Contact: Lucy Cridland-Smith, Lucy.Cridland-Smith@uwe.ac.uk

Proposed activity (change, refresh, policy, process or practice) being analysed

Enter short description of what it is, the objectives and why you are doing it. If you are amending a current activity, what changes are proposed? Please outline the ways that students, staff, visitors or contractors might experience changes in their day to day lives e.g., changes to buildings, working hours, administrative processes.

PWC conducted an audit on UWEs response to a critical emergency and were seen to have a gap in response time and ability to send out mass communications to all students and staff. This is now a risk that needs to be mitigated.

Options appraisal has been conducted with both systems already in the UWE infrastructure and external systems and Callmy has come out as the preferred option for a simple, one-stop-shop for immediate, mass communication of what is happening in the 'emergency' and how students and staff need to respond.

Objectives
1. Emergency messages need to be immediately distinguishable from other messages that an application may send.
2. Messages/notifications should be pushed out to users, instantaneously visible on devices and hard to ignore.
3. Both staff and students will need to be able to receive alerts.
4. The management software will need to be accessed by multiple people e.g. security, who will have access to the correct information, at all times of the day or night.
5. The software should have options for a mobile app (Android and iOS) as well as desktop.

Benefits
- Increased clarity about what staff and students should do in a crisis.
- Increased ability of security team to react and respond.
- Increased confidence for families about student safety on campus.
- Additional communication with vulnerable students.
- Security staff better connected.

This app should sit in the background and hopefully not be used unless there is an emergency.

What sources of information/ data, or who have you identified to help explore potential equalities impacts?
Examples include: External or Sector data/research, Staffing Statistics, Student or Staff Networks, specific stakeholders.

Involvement of UWE's Assistive Technology Coordinator in software testing.
Engagement with the EDI Team.

Assessing the activity from different perspectives
Might your proposal impact people who identify with the protected groups below in the following contexts?
- Access to or participation in UWE Bristol Faculties or Professional Services?
- Student experience, attainment or withdrawal?
- Staff experience, representation, or progression?
Explain why you have made that assessment and plan your response.

Action Planning: how will you mitigate negative and maximise positive outcomes?

Please feed information from this action plan to your activity's own planning documents e.g., action plans, risk registers, benefits maps

	Possible Positive Impact on Groups Include relevant data if possible	**Possible Negative Impact on Groups** Include relevant data if possible	**Actions Required**	**Responsible Person**	**Target date**	**Success indicators**	**Progress to date**
All (possible impacts affecting many groups)		User stress: The project team will drip-feed comms to staff (and students) regularly, so that they build their knowledge of Call My slowly over time. (Comms will include expectation that Call My may never be used, to help allay any anxiety).	Regular comms from project team	Pilar Garcia	Quarterly		Comms plan approved

		Administrator stress: the Security Team will have regular training and test runs of the system with a small group of staff users, to prevent knowledge gaps through staff turnover, or stress caused by lack of familiarity with the system.	Regular training for Security Team	Sharon Evans	August 2023 than quarterly		Training is scheduled.
Age (older people, younger people)							
Disability, including mental health and non-visible disabilities		If the app or alerts are not accessible, some users may not be able to access them. The alerts include both audio and visual information. Software will be tested for accessibility.	It is a requirement for a 3rd party supplier to provide an Accessibility Statement.	Project manager	October 2023		This is being prepared by the supplier.

		If comms are not accessible some users may not be able to access them.	The project will have an intranet page (accessible remotely). Video content on the intranet will include both audio and captions.	Pilar Garcia	October 2023		Intranet page is drafted and waiting for launch.
		Some groups may experience barriers to 'leaving by the nearest exit', or staying in the building e.g. if they're about to leave for disability-related surgery. Disabled students and staff, and their managers/lecturers, may need additional information about how to respond to an alert, e.g. if the advice on the alert is not compatible with an	Key principles communicated to staff and managers to support them to act safely, proportionately, and inclusively in the event of an emergency alert.	Sharon Evans	October 2023	It appears in the induction documentation for new staff.	This is a longterm action for the Project Board.

		existing Personal Emergency Evacuation Plan, or if someone is planning to leave for a disability related appointment.					
Women and men		Parents/carers to liaise with manager/tutors may need additional information about how to respond to an alert, e.g. if someone is planning to leave for a related appointment,	Key principles communicated to staff and managers to support them to act safely, proportionately, and inclusively in the event of an emergency alert.	Sharon Evans	October 2023	It appears in the induction document ation for new staff.	This is a longterm action for the Project Board.
Trans and non-binary people, including gender reassignment							
Marriage and/or **civil partnership**							
Pregnancy and/or **maternity**,		Pregnant people and new parents, and their managers/lecturers,	Key principles communicated to staff and managers	Sharon Evans	October 2023	It appears in the induction	This is a longterm

including Adoption		may need additional information about how to respond to an alert, e.g. if someone is planning to leave for a related appointment,	to support them to act safely, proportionately, and inclusively in the event of an emergency alert.			document ation for new staff.	action for the Project Board.
Race, including ethnicity and citizenship		Risk of not understanding the wording in messages for those who have a first language that isn't English.	Regular comms from project tea. The system uses plain language in the alerts. These have been approved by marketing and communications @ UWE.	Pilar Garcia	Quarterly		Comms plan approved
Religion and/or belief, including those without religion and/or belief							
Sexual orientation							

Other specific group (e.g., International or Access)							

Project manager next steps

Does this Equality Analysis require consultation of 3 or 6 weeks ([chart to help you decide](#))   3 weeks

Is further monitoring or engagement required? (In addition to the formal Equality Analysis consultation, e.g., with the Students' Union, Disability Services, relevant staff groups)   No

What measure / statistic / data will you use to check if the activity has had a positive, negative, or neutral outcome? We would hope that Callmy is never used so it is difficult to measure an outcome. Business would need to review following an alert and amend if we find any issues.

When will you review this Equality Analysis? Enter date or project stage suitable to the proposal: January 2024 a few months after the go-live to staff.

Equality, Diversity, and Inclusivity Team Review

The EDI Team has reviewed this Equality Analysis and is satisfied that it is ready for formal consultation
EDI representative: Vicky Swinerd   Date: 08/09/2023

Faculty/Service/Departmental Sign off

I am satisfied with the results from investigation, consultation, and analysis. The progression of this EA will continue to throughout the activity/project and I will ensure that a review is undertaken following the final implementation of the proposal, to assess its actual impact. Any actions or feedback that results as a consequence of ongoing project changes will be monitored and incorporated within the stated processes. Any negative outcomes will be resolved with the appropriate stakeholders identified.

Faculty Dean/ Head of Department/ Head of Service: Chris Abbott
Faculty/ Department/ Service: Director of Estates and Facilities
Date: 08/09/2023

So what?

Consultation and engagement feedback is extremely important in Equality Analysis. Listening to student and staff voices and acting on their feedback mean that activities become fit for purpose for diverse student and staff communities. Complete the 'You Said, We Did' table **before and after formal consultation**, and throughout the remaining lifetime of your activity to show the impact of feedback on your activity. The Equality and Diversity Unit will be in touch to gather examples of this feedback to share with equality stakeholders. Please add additional rows to the table as required.

You said	We did
Recommend including Accessible Technology Coordinator in testing.	We have requested that the supplier provide us with an Accessibility Statement.
Recommend key principles are communicated to staff and managers to support them to act safely, proportionately, and inclusively in the event of an emergency alert, particularly with respect to circumstances that may prevent a person from leaving a building, or require them to leave (e.g. disability, caring responsibilities, pregnancy / maternity).	Key principles will be communicated as part of project comms.

Please forward an electronic copy to the EDI Team by emailing edi@uwe.ac.uk

The original signed hard copy and/or electronic copy should be kept with your team for actions,

review, and progression of Freedom of Information requests.