

Equality Impact Assessment (supporting guidance available)

Summary

Name of Policy or practice	FigJam
New Policy or Revision	New
Policy Owner (role)	Business Architect
Date Policy Owner Confirmed Completion	Oct 2025
Agreed Schedule Review Date	Mar 27

Action Plan

This section is completed at the end of the Equality Impact Assessment. Due to the importance of embedding equality in SQA through our actions the Action Plan will be the focus and record of ongoing actions.

Explain how you will monitor and record the actual impact on equality groups, including how the evidence can be revisited to measure the actual impact.

Required Actions	Owner	Date	Comment & Review
Business Architects will authorise any new FigJam licenses. When a new license is issued, Business Architects will ensure that the 'Ways of Working' guide is shared and understood.	Business Architect	Mar 27	Business Architects continue to authorise new FigJam licenses and to issue the most up to date version of the 'Ways of Working' guide. Digital Awarding consider the FigJam essential and so no further license authorisation is required if you are allocated onto that project. Business Systems continue to pick up any authorised license costs.
When a new license is issued, Business Architects will ask that they are made aware of any accessibility issues so that the 'Ways of Working' guide can be updated.	Business Architect	Mar 27	Business Architects continue to monitor accessibility issues when issuing FigJam licenses. The Working Group (which includes representation from Digital Awarding) will collate any identified accessibility issues and update the 'Ways of Working' guidance accordingly.

Identified Actions	General Equality Duty	Owner	Date	Comment & Review
'Ways of Working' guide will link clearly to Figma's own accessibility guidelines.	Eliminate discrimination	Business Architect	Mar 27	Link is available in 'Ways of Working' guide.
'Ways of Working' guide will give clear instructions on co-facilitating collaboration using other tools (i.e. Microsoft Teams)	Eliminate discrimination	Business Architect	Mar 27	Collaboration section in 'Ways of Working' guide details on co-facilitating collaboration using Microsoft Teams.
Continued dialogue with Figma about improving their accessibility standards to meet those detailed in the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.	Eliminate discrimination	Business Architect	Mar 26	There is an annual license review with Figma in Mar 26. We are also planning on completing the evaluation for the wider Figma toolkit (i.e wireframing and prototyping) by Mar 26 also. We will use those opportunities to continue dialogue with Figma about improving their accessibility standards.

Policy Aims

What is the rationale for this policy or practice?
FigJam is a collaborative whiteboarding tool used for storyboarding, service design, and road mapping. Its potential is fully realised when interacting in real-time with a range of colleagues from across SQA.
What evidence is there to support the implementation or development of this policy or practice?
Microsoft Whiteboard is another whiteboarding tool that is readily available to all colleague at SQA as part of Microsoft Teams, but with more limited functionality. We are recommending that FigJam is used instead of Microsoft Whiteboard when the following features are required – • Creation of complex boards that need organising with sections and tables • Boards need to be persisted and/or restricted in an organised way • Board templates need to be created or shared for consistency and efficiency. This policy will be reviewed in 6 months' time (Mar 25), creating a checkpoint for its continued use and possible expansion into the broader Figma ecosystem.
What are the aims of this policy or practice?
To collaborate interactively on a whiteboard to visually represent our colleague's input to the service design approach.
How is the content of these aims relevant to equality groups?
The active act of collaboration with colleagues from SQA means we are potentially relevant to all equality groups.

Evidence, Consultation and Engagement

What stakeholders have you engaged with in the development of this policy or practice?

During the pilot of FigJam we engaged with nearly 100 internal colleagues from all departments in SQA. During the further adoption of FigJam rollout we expect that number to increase. It is worth noting that we are recommended that FigJam is not used directly to collaborate with stakeholders external to SQA due to data privacy issues. Instead, another tool (such as Microsoft Teams) would be used to facilitate those collaborations.

The figures below are taken from the SQA Workforce Monitoring Report available here - [Equalities: SQA workforce monitoring report 2021-23](#)

	What evidence about equality groups do you have to support this assessment?		
Age	In 2022, SQA’s workforce is spread over all age ranges from 16-24 up to 65+. This is detailed in the following table –		
	Age bracket	2022 no	2022 %
	16–24	36	3.47%
	25–29	105	10.14%
	30–34	95	9.17%
	35–39	144	13.90%
	40–44	150	14.48%
	45–49	124	11.97%
	50–54	126	12.16%
	55–59	122	11.78%
	60–64	102	9.85%
	65+	32	3.09%
	Total	1036	100.00%
Disability	In 2022,8.01% of SQA’s workforce declared a disability, with a further 6.95% preferring not to say and 17.76% not specifying. The full list of disability types noted in 2022 by those declaring are in the following table –		
	Disability type	%	
	Blindness or visual impairment not corrected by glasses	7.59	
	Deaf or hearing impairment	15.19	

	Developmental condition or social/communication impairment	2.53	
	Long-term illness, disease, or health condition	20.25	
	Mental health difficulty	22.78	
	Other impairment or condition not listed above	10.13	
	Physical impairment or mobility difficulty	8.86	
	Prefer not to say	1.27	
	Specific learning difficulty (for example, Dyslexia)	11.39	
	During the pilot we had a small number of colleagues that expressed difficulty in reading whiteboard content, therefore restricting their contributions. This was addressed by facilitators describing the content on the board and transposing verbal or written comments (made in Microsoft Teams) onto the whiteboard.		
7.59% of SQA staff declaring disability describe that they have blindness or visual impairment. It is this cohort that would be most likely to have difficult in reading or viewing the board and would therefore benefit from co-facilitation.			
Race	In 2022, SQA’s workforce is spread across ethnicities as detailed in the following table –		
	Ethnicity	2022 number	2022%
	African, Scottish African or British African	<5	<0.48%
	Asian, Scottish Asian or British Asian	25	2.41%
	Caribbean or Black	< 5	< 0.48%
	Mixed or multiple ethnic group	< 5	< 0.48%
	Not specified	122	11.78%
	Other ethnic group	< 5	< 0.48%
	Prefer not to say	30	2.90%
	White	849	81.95%
Religion or Belief	In 2022, SQA’s workforce covers all major religions and belief / non belief. This is detailed in the following table –		
	Religion or belief	2022 number	2022%
	Another religion or body	6	0.58%
	Buddhist	< 5	< 0.48%
	Church of Scotland	125	12.07%
	Hindu	8	0.77%

	<table><tr><td>Jewish</td><td>< 5</td><td>< 0.48%</td></tr><tr><td>Muslim</td><td>11</td><td>1.06%</td></tr><tr><td>None</td><td>489</td><td>47.20%</td></tr><tr><td>Not specified</td><td>123</td><td>11.87%</td></tr><tr><td>Other Christian</td><td>44</td><td>4.25%</td></tr><tr><td>Prefer not to say</td><td>103</td><td>9.94%</td></tr><tr><td>Roman Catholic</td><td>123</td><td>11.87%</td></tr><tr><td>Sikh</td><td>< 5</td><td>< 0.48%</td></tr></table>	Jewish	< 5	< 0.48%	Muslim	11	1.06%	None	489	47.20%	Not specified	123	11.87%	Other Christian	44	4.25%	Prefer not to say	103	9.94%	Roman Catholic	123	11.87%	Sikh	< 5	< 0.48%			
Jewish	< 5	< 0.48%																										
Muslim	11	1.06%																										
None	489	47.20%																										
Not specified	123	11.87%																										
Other Christian	44	4.25%																										
Prefer not to say	103	9.94%																										
Roman Catholic	123	11.87%																										
Sikh	< 5	< 0.48%																										
Sex	The following table shows the distribution of staff within SQA by sex for 2022 – <table><tr><td>Sex</td><td>2022 number</td><td>2022 %</td></tr><tr><td>Female</td><td>644</td><td>62.16%</td></tr><tr><td>Male</td><td>392</td><td>37.84%</td></tr><tr><td>SQA</td><td>1036</td><td>100.00%</td></tr></table>	Sex	2022 number	2022 %	Female	644	62.16%	Male	392	37.84%	SQA	1036	100.00%															
Sex	2022 number	2022 %																										
Female	644	62.16%																										
Male	392	37.84%																										
SQA	1036	100.00%																										
Sexual Orientation	The following tables shows the composition of SQA staff sexual orientation for 2022 – <table><tr><td>Sexual Orientation</td><td>2022 number</td><td>2022%</td></tr><tr><td>Bisexual</td><td>16</td><td>1.54%</td></tr><tr><td>Gay man</td><td>23</td><td>2.22%</td></tr><tr><td>Gay woman / lesbian</td><td>12</td><td>1.16%</td></tr><tr><td>Heterosexual / straight</td><td>702</td><td>67.76%</td></tr><tr><td>In another way</td><td>< 5</td><td>< 0.48%</td></tr><tr><td>Not specified</td><td>189</td><td>18.24%</td></tr><tr><td>Not sure</td><td>< 5</td><td>< 0.48%</td></tr><tr><td>Prefer not to say</td><td>88</td><td>8.49%</td></tr></table>	Sexual Orientation	2022 number	2022%	Bisexual	16	1.54%	Gay man	23	2.22%	Gay woman / lesbian	12	1.16%	Heterosexual / straight	702	67.76%	In another way	< 5	< 0.48%	Not specified	189	18.24%	Not sure	< 5	< 0.48%	Prefer not to say	88	8.49%
Sexual Orientation	2022 number	2022%																										
Bisexual	16	1.54%																										
Gay man	23	2.22%																										
Gay woman / lesbian	12	1.16%																										
Heterosexual / straight	702	67.76%																										
In another way	< 5	< 0.48%																										
Not specified	189	18.24%																										
Not sure	< 5	< 0.48%																										
Prefer not to say	88	8.49%																										
Gender Re-assignment (Gender identity and transgender)	Even though the SQA workforce provide data on both gender reassignment and gender identity, due to low number of staff reporting there are no further details published in the Workforce Monitoring Report.																											

Marriage/Civil Partnership	The percentage of SQA staff declaring they are married or in a civil partnership was 43.82% in 2022. The following table shows the full relationship status of SQA staff in 2022 –		
	Relationship status	2022 number	2022 %
	Civil Partnership	9	0.87%
	Co-habiting/in a relationship	122	11.78%
	Divorced/Dissolved Civil Partnership	19	1.83%
	Married	416	40.15%
	Married/Civil Partnership	16	1.54%
	Not Specified	127	12.26%
	Other	9	0.87%
	Prefer not to say	59	5.69%
	Separated	13	1.25%
	Single	239	23.07%
	Widowed/surviving partner from Civil Partnership	7	0.68%
Pregnancy / Maternity	The following table details the number of SQA staff who have taken maternity leave, whether they are still on maternity leave (due to return to work), have returned to work following maternity leave, resigned following maternity leave, or their fixed-term contract ended (contract ended as planned) in 2022 –		
	Pregnancy and maternity	2022 number	2022 %
	Contract ended as planned	3.33%	0.00%
	Due to return to work	11	40.00%
	Resigned	1	4.00%
	Returned to work	14	56.00%
	Total	26	100.00%
Care experience (where relevant)	SQA do not collect this data.		

Impact and Opportunities for Action

The impact that a policy or practice has on an equality group may be different and this requires to be recorded. The impact may not always be negative. Actions are taken to address any differential impact, and include actions to mitigate against any negative impact, to advance equality and to foster good relations between groups.

Each section contains questions for each equality group. These questions are here to support consideration; however, you can provide further detail. Focus initially on the equality groups that would be affected by this policy. If you do not consider that certain equality groups would be affected by this policy, you may leave these sections.

Protected Characteristic	General Equality Duty
Age	Eliminate unlawful discrimination, harassment and victimisation and other conduct that is prohibited by the Equality Act 2010
	No impacts identified
	No actions required
	Advance equality of opportunity
	No impacts identified
	No actions required
	Foster good relations
	No impacts identified
	No actions required
Protected Characteristic	General Equality Duty
Disability	Eliminate unlawful discrimination, harassment and victimisation and other conduct that is prohibited by the Equality Act 2010

	Negative Impact – FigJam does not meet accessibility standards as detailed in the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018, more specifically, which mandates compliance with WCAG 2.2AAA standard as of October 2024
	Mitigating actions – FigJam detail their accessibility guidelines in the following page - Create accessible FigJam boards – Figma Learn - Help Center .
	As well as incorporating this information into our 'Ways of Working' documentation, we will take our experiences during Discovery and give clear guidance on how best to co-facilitate sessions using Microsoft Teams.
	FigJam is not the only the only whiteboarding tool available to SQA. If simple whiteboards are required, then collaboration using Microsoft Whiteboard (an option available in Microsoft Teams) is available which does meet SQA's accessibility standards.
	Continued dialogue with Figma about improving their accessibility standards.
	Advance equality of opportunity
	By including accessibility guidelines within our 'Ways of Working' documentation promotes active inclusion which will start to advance equality of opportunity.
	Foster good relations
	Our 'Ways of Working' documentation will be produced by a Working Group and will be regularly reviewed. Anyone identifying possible accessibility issues with FigJam will be invited to join the Working Group to help identify practical resolutions and ensure that the 'Ways of Working' documentation remains relevant and useful. This promotes active inclusion and will start to foster good relations.
Protected Characteristic	General Equality Duty
Race	Eliminate unlawful discrimination, harassment and victimisation and other conduct that is prohibited by the Equality Act 2010
	No impacts identified
	No actions required
	Advance equality of opportunity

	No impacts identified
	No actions required
	Foster good relations
	No impacts identified
	No actions required
Protected Characteristic	General Equality Duty
Religion or Belief	Eliminate unlawful discrimination, harassment and victimisation and other conduct that is prohibited by the Equality Act 2010
	No impacts identified
	No actions required
	Advance equality of opportunity
	No impacts identified
	No actions required
	Foster good relations
	No impacts identified
	No actions required
Protected Characteristic	General Equality Duty
Sex	Eliminate unlawful discrimination, harassment and victimisation and other conduct that is prohibited by the Equality Act 2010
	No impacts identified
	No actions required

	Advance equality of opportunity
	No impacts identified
	No actions required
	Foster good relations
	No impacts identified
	No actions required
Protected Characteristic	General Equality Duty
Sexual Orientation	Eliminate unlawful discrimination, harassment and victimisation and other conduct that is prohibited by the Equality Act 2010
	No impacts identified
	No actions required
	Advance equality of opportunity
	No impacts identified
	No actions required
	Foster good relations
	No impacts identified
	No actions required
Protected Characteristic	General Equality Duty
Gender Re-assignment	Eliminate unlawful discrimination, harassment and victimisation and other conduct that is prohibited by the Equality Act 2010

(Gender identity and transgender	
	No impacts identified
	No actions required
	Advance equality of opportunity
	No impacts identified
	No actions required
	Foster good relations
	No impacts identified
	No actions required
Protected Characteristic	General Equality Duty
Marriage/Civil Partnership	Eliminate unlawful discrimination, harassment and victimisation and other conduct that is prohibited by the Equality Act 2010
	No impacts identified
	No actions required
	Advance equality of opportunity
	No impacts identified
	No actions required
	Foster good relations
	No impacts identified
	No actions required

Protected Characteristic	General Equality Duty
Pregnancy / Maternity	Eliminate unlawful discrimination, harassment and victimisation and other conduct that is prohibited by the Equality Act 2010
	No impacts identified
	No actions required
	Advance equality of opportunity
	No impacts identified
	No actions required
	Foster good relations
	No impacts identified
	No actions required
Considered by SQA	General Equality Duty
Care experience (where relevant)	Eliminate unlawful discrimination, harassment and victimisation and other conduct that is prohibited by the Equality Act 2010
	No impacts identified
	No actions required
	Advance equality of opportunity
	No impacts identified
	No actions required
	Foster good relations
	No impacts identified
	No actions required

--	--

Rationale

If you are proceeding with a decision that may have a negative impact and are not putting in place actions to mitigate against this, please explain how this is objectively justified.

Although we are proceeding with FigJam, even though it doesn't meet our accessibility standards, we hope that our mitigating circumstances (i.e. co-facilitation through teams, widespread availability of Figma's accessibility guidelines) justify its continued use.

Microsoft Whiteboard (found as part of Microsoft Teams) is available to use if simple whiteboarding functionality is required. Microsoft Whiteboard does meet SQA's accessibility guidelines.

This policy will be reviewed in 6 months' time (Mar 25), creating a checkpoint for its continued use and possible expansion into the broader Figma ecosystem.