

# Equality Impact Assessment (EQIA)

**Title of work:** Robiquity Paragon – NHS Highland Adoption and Roll-out

**Date of completion:** 10 June 2026

**Completed by:** Digital Transformation / Information Governance (NHS Highland)

## Description of work

Paragon is a **workforce-facing digital system** used to manage **internal requests, queries, and service interactions** in a structured and auditable way. It is designed to **replace or significantly reduce shared mailboxes and ad-hoc email processes** by routing requests through standardised digital forms and workflows. It has been developed by **Robiquity** in partnership with NHS organisations and is hosted using **Microsoft Power Platform technologies** (Power Apps, Power Automate, Dataverse, and Power BI) already in use across NHS Scotland.

The solution is built on existing Microsoft 365 and Power Platform services already in use across NHS Scotland, representing a configuration and process change rather than the introduction of a new digital platform.

## Outcome of work

Paragon provides NHS Highland with a standard, governed and auditable way to manage internal service requests, improving efficiency, transparency, user experience and operational insight while reducing reliance on shared mailboxes. For HR Case Management, Paragon delivers a standard, governed and auditable case management system that improves consistency, reduces manual workload, strengthens information governance, and provides clear visibility of demand and performance across HR services in NHS Highland.

**SMART outcome:** By May 2027, Robiquity Paragon will be implemented across agreed pilot and early adopter services within NHS Highland, with at least 80% of identified workforce planning users completing role appropriate training, documented accessibility requirements addressed, and postimplementation user feedback demonstrating improved confidence and consistency in workforce planning decisions.

## Who – stakeholders affected

- NHS Highland staff who input, manage, analyse, or rely on workforce data
- Managers and senior decisionmakers using workforce insights
- Workforce / People Services
- eHealth and Information Governance teams
- Equality, Diversity and Inclusion (EDI) leads
- Education and Training teams
- Third party supplier (Robiquity)

No direct patient or public user group is affected.

## How do you know?

Assessment is informed by:

- Discovery and playback sessions involving staff from adopting services
- Engagement with workforce, digital, information governance, and equality colleagues
- Feedback from staff involved in early adoption and user acceptance testing
- Learning from existing NHS boards where the Paragon solution is already in use
- Existing staff experience of workforce and case management systems
- NHS Highland EQIA Guidance (February 2023)
- NHS Highland EQIA & Children's Rights Template (2024)

## What will the impact of this work be?

The impacts below consider protected characteristics under the Equality Act 2010, Fairer Scotland Duty, and Island (Scotland) Act.

### Age

**Impact:** Neutral to positive

**Assessment:**

Digital tools may favour staff with more recent digital experience. This will be mitigated through role appropriate access, supported on boarding, and targeted training during rollout.

The system has been designed to use familiar Microsoft 365 interfaces (e.g. browser based forms and dashboards), and support will be available through local administrators and hyper care during early adoption to build confidence among users who may have lower digital familiarity.

### Disability

**Impact:** Potential negative if accessibility is insufficient

**Assessment:** There is a potential risk of disadvantage if digital accessibility requirements are insufficiently met (for example, in relation to screen reader compatibility, keyboard navigation, or colour contrast).

This risk is mitigated through a WCAG aligned accessibility assurance approach, structured user testing during UAT and phased roll out, local configuration controls, and NHS Highland led reasonable adjustment processes. Accessibility issues will be reviewed and addressed through system configuration, alternative formats, training, or supported processes as required.

### **WCAG (Web Content Accessibility Guidelines" aligned accessibility review**

Digital accessibility has been identified as a key equality consideration for this work. Robiquity Paragon is built using Microsoft Dynamics 365 and Power Platform components already in use across NHS Scotland, which provide a baseline level of accessibility through standardised user interface controls and interaction patterns.

Accessibility considerations have been incorporated throughout the delivery lifecycle, including discovery, design and scale, user acceptance testing (UAT), readiness activities, technical go live, and phased roll out. Supplier provided user guides for the requestor and ticket management

applications evidence consistent use of standard form controls, labelled fields, validation messaging, predictable navigation structures, and role-appropriate workflows.

While a formal third-party WCAG 2.1 / 2.2 conformance audit has not been provided by the supplier, NHS Highland has adopted a proportionate WCAG-aligned accessibility assurance approach. This includes:

- Use of Microsoft 365, Dynamics 365, and Power Platform components with established accessibility features;
- Review of key user journeys and workflows during discovery, configuration, UAT, and readiness activities;
- Feedback from users during phased roll-out to identify usability or accessibility barriers;
- Local configuration controls (for example, form design, question sequencing, mandatory field logic, and content clarity) that can be adjusted to mitigate accessibility risks.

This approach supports NHS Highland's duties under the "Equality Act 2010", which require reasonable steps to be taken to avoid substantial disadvantage for disabled staff, rather than absolute technical conformity in all circumstances.

Where accessibility barriers are identified, these will be addressed through system configuration, alternative formats, additional user support or training, and reasonable adjustments, and will be monitored as part of ongoing system governance and adoption.

## **Sex**

**Impact:** Neutral

**Assessment:** No differential impact identified. Outputs will be monitored to ensure existing workforce inequalities are not reinforced.

## **Gender reassignment**

**Impact:** Neutral

**Assessment:** No direct impact identified. Data governance ensures appropriate handling of sensitive data.

## **Sexual orientation**

**Impact:** Neutral

**Assessment:** No direct impact identified.

## **Race / ethnicity**

**Impact:** Neutral to positive

**Assessment:** Improved workforce visibility may support the identification of inequalities, subject to data quality and appropriate interpretation.

Potential language barriers for staff for whom English is not a first language will be mitigated through the use of structured, standardised forms, plain-English guidance, and local administrative support.

This approach reduces reliance on free-text email communication and supports clearer, more consistent requests.

### **Religion or belief**

**Impact:** Neutral

**Assessment:** No direct impact identified.

### **Pregnancy and maternity**

**Impact:** Neutral to positive

**Assessment:** Improved workforce planning may better support adjustments and safer staffing.

### **Marriage and civil partnership**

**Impact:** Neutral

**Assessment:** No direct impact identified.

### **Socio-economic disadvantage (Fairer Scotland Duty)**

**Impact:** Neutral

**Assessment:** No direct adverse impact on staff has been identified, noting that Robiquity Paragon is a workforce-facing business process tool primarily used by corporate and support services rather than frontline roles.

Where staff in entry-level roles (e.g. B2–4) have limited routine access to computer systems, requests can be raised or managed via designated administrative or managerial roles. Adoption and usage will be monitored to identify any unintended barriers, and mitigations will be reviewed if differential impacts emerge.

### **Island, remote and rural communities**

**Impact:** Potential differential impact

**Assessment:** Remote and island-based staff may have different access or support needs. Mitigated through remote training options, phased rollout, and system performance monitoring.

### **Given all of the above, what actions are planned?**

- Confirm and document platform accessibility compliance
- Provide inclusive, role appropriate training and guidance
- Offer reasonable adjustments and alternative formats where required
- Monitor adoption, feedback, and issues by staff group and location
- Maintain EDI and Information Governance oversight throughout roll-out

## Children's Rights Impact (UNCRC)

### Screening assessment

This policy/service change is **not directly aimed at infants, children, or young people**. The system is workforce facing. Any impact on children and young people would be **indirect**, through potential improvements to workforce planning and service delivery.

**Decision:** Completion of the full EQIA Children's Rights Questions is **NOT required**.

**Reason:** The work does not directly affect children or young people, alter children's services, or change access to care. Indirect impacts will continue to be monitored through existing clinical, workforce, and governance arrangements.

### Data protection and information governance

A Data Protection Impact Assessment (DPIA) is being completed in parallel. Data protection by design and by default principles are applied, including role-based access, supplier assurances, and ongoing IG oversight.

### Monitoring and review

The EQIA will be reviewed following initial roll-out and again after wider adoption. Feedback from users, EDI leads, and governance groups will inform updates.

## Approval

### Approved by

**Kim Corbett; Programme Manager; Strategy & Transformation**

**Date:** 10/06/2026

Completed in line with NHS Highland governance and committee approval processes and endorsed by the Digital Health and Care Group on 03 June 2026.

## Publication

The Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012 require public bodies to publish the results of Equality Impact Assessments. Once the EQIA has been approved, the completed template will be uploaded to the NHS Highland website to ensure transparency and compliance with national requirements.