Leading Kind

Equality Impact Coach

A short guide to using the Coach, with ready-to-use prompts for any organisation.

The Equality Impact Coach helps policy makers and decision makers think through how a decision might affect different people. It gives guidance on proportionality, helps you balance competing needs, and aims to improve the quality of decisions without adding unnecessary bureaucracy.

Before you use the Coach

1. **The Coach is a GPT**, a custom version of ChatGPT built by Leading Kind. It can be wrong, out of date or overconfident.
2. **Quality assure every answer.** Check facts, sources and legal points before you rely on them or include them in an assessment. It is not a substitute for legal advice or a formal equality impact assessment.
3. **Do not upload personal or identifiable information.** No names, contact details, ID numbers, case notes or small data sets that could identify someone. Use anonymised or summary data only, and follow your organisation's data protection and AI policies.

WHAT IT HELPS YOU DO

- Consider proportionality
- Spot gaps in your data and ways to fill them
- Weigh competing needs
- Identify possible impacts, practical questions and relevant evidence

WHEN TO USE IT

- Drafting a new policy, procedure, service or product
- Reviewing an existing practice
- Before formal sign-off, to check for gaps
- Planning a consultation
- Training and early brainstorming with teams

ACCESS THE COACH

Open the Equality Impact Coach

Click here to open it in ChatGPT →

Or scan the QR code with your phone. You will need to sign in to ChatGPT.

Feedback on the Coach is welcome: hello@leadingkind.co.uk

How to use the Coach

1 Set out the context

Describe the proposal briefly, the decision and timeline, and what you want to achieve. Clear context gives relevant answers rather than generic ones.

> *"We are revising our flexible working policy for a UK workforce of 3,000 people. The main changes are X, Y and Z. I want to identify potential equality impacts."*

2 Ask focused questions

Ask about one thing at a time: the evidence, the likely impacts, how to reduce them, and who to consult. Then follow up on particular groups or sources.

3 Treat answers as a starting point

The Coach helps you think; it does not decide. If an answer seems generic or wrong, add more context and ask again. Legal interpretation needs professional review.

4 Keep a record

Save your prompts and the responses, note how they shaped your decision, and record any further evidence you gathered as a result.

USEFUL QUESTIONS TO ASK

EVIDENCE
"What data would help us understand differences by sex, age or disability?"

IMPACT
"Which groups might be disproportionately affected by this change, and why?"

MITIGATION
"What practical steps could reduce the negative impacts you have identified?"

CONSULTATION
"Who should we talk to, inside and outside the organisation, to fill our evidence gaps?"

What the Coach cannot do

- Replace legal advice or a formal equality impact assessment.
- Guarantee it reflects the latest case law or guidance.
- See your internal data, unless you share it (anonymised only).
- Give a good answer to a vague question.

Keeping quality high

- Check answers with subject experts, stakeholders and governance leads.
- Share and refine good prompts within your team.
- Review your prompt templates as you learn what works.

ADD THESE TO ANY PROMPT FOR DEEPER ANALYSIS

- *"Please distinguish between direct and indirect discrimination risks."*
- *"Highlight any areas where a proportionality assessment may be needed."*
- *"Suggest internal data sources we should examine."*
- *"Flag areas where legal advice would be sensible."*

Ready-to-use prompts

Replace the text in square brackets with your own details, and add a line about your organisation and sector.

PEOPLE AND WORKFORCE

Flexible working

"We are revising our flexible working policy. What equality impacts should we consider, including sex, disability, age and caring responsibilities? What data would show differences in access or outcomes?"

Promotion, pay or bonus criteria

"We are changing our [promotion / pay progression / bonus] criteria to give more weight to [factor]. What should we assess in relation to sex, race, disability and part-time working, and how could we reduce unintended disadvantage?"

Restructure or redundancy

"We are consulting on a restructure of [team or service]. What equality risks should we assess in the selection criteria and in who is affected, and what analysis should we do before final decisions?"

Selection process

"We are adding an interview or assessment stage to [recruitment / promotion / admissions]. What risks of bias or disproportionate impact should we consider, and what safeguards and monitoring would you advise?"

SERVICES, CUSTOMERS AND USERS

Changing how people access a service

"We are changing how [customers / members / service users / patients / students] access [service], for example moving online or changing opening hours. What differential impacts could this have, and what data should we review first?"

Charges or eligibility

"We are changing [fees / charges / eligibility rules] for [service or membership]. What equality impacts should we consider, including on people on low incomes, and when might treating groups differently be justified?"

Attendance or conduct rules

"We are introducing stricter [attendance / missed appointment / conduct] rules with an escalation process. What impacts could this have on disabled people, carers, people observing religious practice or people new to the UK, and how could we reduce them?"

Entry or eligibility criteria

"We are revising the criteria for [role / programme / service / grant]. What equality impacts might arise, and what evidence should we examine on differences in access and outcomes?"

BUILDINGS, SYSTEMS AND STRATEGY

Building refurbishment

"We are refurbishing a building used by [staff / the public]. What should inform the design, including physical access, the sensory environment, faith facilities, and single-sex and gender-neutral provision? Which standards should we check?"

Buying a digital system

"We are procuring a new [customer-facing system / app / platform]. What equality and accessibility requirements should go in the specification, and which standards should it meet?"

New strategy

"We are developing a new strategy for [theme]. What high-level equality considerations should we assess now, and what data should inform the Board's discussion?"

Risk register

"How can we frame equality impacts as strategic risks in our risk register? Suggest practical indicators and ways to monitor them."

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