

Section 4 Integrated Impact Assessment

Summary Report Template

Each of the numbered sections below must be completed

Interim report		Final report	x	(Tick as appropriate)
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1. Title of plan, policy or strategy being assessed

Blue Badge Replacement System

2. What will change as a result of this proposal?

The Department for Transportation (DfT) will end its contract with Northgate around Blue Badge administration on 31 December 2018 at which point all existing Blue Badge Information System (BBIS) case files will be transferred to the relevant local authority at administer through a case management system of their choosing. City of Edinburgh Council has approx. 18,000 Blue Badge case files. DfT are building a new Blue Badge digital service central back office to help LA's administer the scheme – this will be live as of 1 January 2019. The service will integrate with GOV.UK Notify and GOV.UK Pay, but local authorities will be required to set up their own accounts to use these services with the Blue Badge online application journey. DfT has informed all Local Authorities that by 31 December they will require a Blue Badge Case Management System that can integrate with the key aspects of the national system (this includes the GOV.UK online form, the Blue Badge register, and the ordering of badges) and can be used to administer the existing case files. The City of Edinburgh Council has decided to procure the Northgate's new case management system built to administer Blue Badges.

3. Briefly describe public involvement in this proposal to date and planned

Any public involvement around the redesign of the central back office system has been carried out by Department for Transportation who oversee the national policy behind Blue Badge and 'own' the central back office system.

4. Date of IIA

15 November 2018

5. Who was present at the IIA? Identify facilitator, Lead Officer, report writer and any partnership representative present and main stakeholder (e.g. NHS, Council)

Name	Job Title	Date of IIA training	Email
Cheryl Hynd	Customer Manager - Transactions, Resources	Training undertaken on 19/12/17 and refresher on 31/5/18	Cheryl.hynd@edinburgh.gov.uk
Christine Stevenson	Transactions Manager (Parking Concessions), Resources	To be scheduled	Christine.stevenson@edinburgh.gov.uk
Gavin Graham	Parking Enforcement Contract Manager, Place	To be scheduled	Gavin.graham@edinburgh.gov.uk
Karin Hill	Project Manager	To be scheduled	Karin.hill@edinburgh.gov.uk

6. Evidence available at the time of the IIA

Evidence	Available?	Comments: what does the evidence tell you?
Data on populations in need	Yes	According to Locality and Ward profiles on the City of Edinburgh Council's webpage , there are approx. 77,000 people living in Edinburgh who report their daily activities are limited (from 'a little to a lot' by their health).

Evidence	Available?	Comments: what does the evidence tell you?
Data on service uptake/access	Yes	Annual Blue Badge Service update is: <ul style="list-style-type: none"> • 2700 new applications for new Blue Badges • 10,000 renewal applications for Blue Badges (most Blue Badges are renewed every three years) • 250 replacement applications for Blue Badges
Data on equality outcomes	Yes	The Department for Transportation updated their 'Blue Badge scheme: consultation on eligibility' in July 2018 which can be found here
Research/literature evidence	Yes	Please see above. Additional research/literature evidence about the scheme can be found here and here
Public/patient/client experience information	Yes	Please see the links provided above
Evidence of inclusive engagement of service users and involvement findings	Yes	Please see the list of organisation consulted on the Blue Badge replacement system here
Evidence of unmet need	No	
Good practice guidelines	Yes	Please see APPENDIX 1 - APPENDIX 1 - BBSL 2018(8) - Update and tips for Digital Service readiness - 2018 10 01
Environmental data	N/A	
Risk from cumulative impacts	none	
Other (please specify)	N/A	
Additional evidence	N/A	

Evidence	Available?	Comments: what does the evidence tell you?
required		

7. In summary, what impacts were identified and which groups will they affect?

Equality, Health and Wellbeing and Human Rights	Affected populations
<p>Positive</p> <p>Positive benefits of the new scheme are that people with hidden disabilities, including autism and mental health conditions will soon have access to Blue Badges, removing the barriers many face to travel.</p> <p>The Blue Badge scheme already means those with physical disabilities can park closer to their destination than other drivers, as they are less able to take public transport or walk longer distances.</p> <p>In the biggest overhaul to the scheme since the 1970s, this will now be extended to those with less visible conditions next year.</p> <p>The new updated scheme will also give customers great flexibility of apply and pay for a Blue Badge online.</p> <p>Negative</p> <p>No known impacts</p>	<p>Edinburgh residents with a wide range of disabilities that limit mobility.</p>

Environment and Sustainability	Affected populations
<p>Positive</p> <p>No known impacts</p>	

<p>Negative</p> <p>No known impacts</p>	
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<p>Economic</p> <p>Positive</p> <p>No known impacts</p> <p>Negative</p> <p>No known impacts</p>	<p>Affected populations</p>
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8. Is any part of this policy/ service to be carried out wholly or partly by contractors and how will equality, human rights including children’s rights , environmental and sustainability issues be addressed?

The central back office system for this service is managed by the Department for Transportation. All equality, human rights including children’s rights , environmental and sustainability issues were addressed in the consultation process for the new system – outcomes can be found at <https://www.gov.uk/government/collections/blue-badge-scheme#consultations>

9. Consider how you will communicate information about this policy/ service change to children and young people and those affected by sensory impairment, speech impairment, low level literacy or numeracy, learning difficulties or English as a second language? Please provide a summary of the communications plan.

The key to successful communications around this new policy will be to ensure a smooth transition for those who have used the old system in the past and have a renewal around the switchover date. Then, once the service is comfortable the system and our backoffice processing is working as we want it to, promote the online service as an improved channel and raise awareness for those newly eligible - ideally this would align with wider, national comms, if planned.

Key messaging at go-live

The way you request a blue badge online is changing.

- Support users who have used blue badge online services in the past through the new processes to mitigate issues and contact
- Ensure users understand why they are moving outside of the Edinburgh.gov.uk site and are reassured their data and payments are safe and secure – given it's a gov.uk site this shouldn't be a significant issue.

Key messaging once the business is confident systems / processes working as intended (approx. 1-2 weeks after go-live)

- We have new online services to request a blue badge – making it simpler to apply.
- People with hidden disabilities, including autism and mental health conditions now have access to Blue Badges - removing the barriers many face to travel.
 - Raise awareness of new online services to appropriate audience.
 - Ensure that users understand how to renew their blue badge using the new online service: ensure that guidance is clear on process, especially for any reminders sent out prior to system transition where the expiry is after system transition.
 - Address barriers to online use:
 - Safety and security: reassure users that their data and payment is handled securely.
 - Online expertise: support users who are less confident using our online services.
 - Raise awareness of self-service kiosks in our offices that can be used to apply for blue badge.

10. Does the policy concern agriculture, forestry, fisheries, energy, industry, transport, waste management, water management, telecommunications, tourism, town and country planning or land use?

No

11. Additional Information and Evidence Required

If further evidence is required, please note how it will be gathered. If appropriate, mark this report as interim and submit updated final report once further evidence has been gathered.

No further evidence is required.

12. Recommendations (these should be drawn from 6 – 11 above)

No recommendation from Head of Service other than to proceed with implementation of new system.

13. Specific to this IIA only, what actions have been, or will be, undertaken and by when? Please complete:

Specific actions (as a result of the IIA which may include financial implications, mitigating actions and risks of cumulative impacts)	Who will take them forward (name and contact details)	Deadline for progressing	Review date
Service and Parking Concessions have no intention of withdrawing paper application process as part of new system.	Christine Stevenson/Gavin Graham	N/A	
Service and Parking Concessions will continue to accept cash and cheque around this transaction in addition to card payments which will be available through the new back office. The Service position around accepting cheques as a form of payment may be reconsidered in the future due to the cost of processing, but customer consultation would take place prior to this decision being made.	Neil Jamison/Gavin Graham	N/A	1 July 2019

14. How will you monitor how this policy, plan or strategy affects different groups, including people with protected characteristics?

The City of Edinburgh Council will be monitor how the Blue Badge scheme affects different groups, including people with protected characteristics as part of business as usual operations within the Customer – Parking Concessions team and the Council's Parking Service.

15. Sign off by Head of Service/ Project Lead

Name Gavin Graham, Parking Enforcement Contract Manager, Place

Date 16 November 2018

16. Publication

Send completed IIA for publication on the relevant website for your organisation. [See Section 5](#) for contacts.

Section 5 Contacts

- **East Lothian Council**

Please send a completed copy of the IIA to equalities@eastlothian.gov.uk and it will be published on the Council website shortly afterwards. Copies of previous assessments are available via http://www.eastlothian.gov.uk/info/751/equality_diversity_and_citizenship/835/equality_and_diversity

- **Midlothian Council**

Please send a completed copy of the IIA to zoe.graham@midlothian.gov.uk and it will be published on the Council website shortly afterwards. Copies of previous assessments are available via http://www.midlothian.gov.uk/downloads/751/equality_and_diversity

- **NHS Lothian**

Completed IIAs should be forwarded to impactassessments@nhslothian.scot.nhs.uk to be published on the NHS Lothian website and available for auditing purposes. Copies of previous impact assessments are available on the NHS Lothian website under Equality and Diversity.

- **The City of Edinburgh Council**

Completed impact assessments should be forwarded to Strategyandbusinessplanning@edinburgh.gov.uk to be published on the Council website.

- **City of Edinburgh Health and Social Care**

Completed and signed IIAs should be sent to Sarah Bryson at sarah.bryson@edinburgh.gov.uk

- **Edinburgh Integration Joint Board**

Completed and signed IIAs should be sent to Sarah Bryson at sarah.bryson@edinburgh.gov.uk

- **West Lothian Council**

Complete impact assessments should be forwarded to the Equalities Officer.