

Integrated Impact Assessment

Summary Report Template

1. Title of plan, policy or strategy being assessed

The Intelligent Automation project within the Customer Transformation Programme

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

This project will automate repetitive, administrative tasks currently undertaken by council staff. The automation opportunities will be defined, developed, tested and deployed by City of Edinburgh Council staff within the Intelligent Automation Centre of Expertise which is being created as part of this project. They will work in collaboration with partners in EY and CGI to deploy the automation and consult with operational team managers and Finance to ensure there are robust justifications and business cases for each automation deployed.

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

The automation being deployed relates to middle and back office administration and processing. Therefore no specific public engagement is required. Intelligent Automation is part of the council's business plans however so consultation has taken place with CLT and elected members who are supportive of the project.

4. Date of IIA

Drafted on 7th February 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)

IIA reviewed and approved via correspondence between the following people:

Name	Job Title	Date of IIA training	Email
Nicola Harvey	Head of Customer		nicola.harvey2@edinburgh.gov.uk

Greg Malkin	Programme Manager – Customer Transformation		greg.malkin@edinburgh.gov.uk
Karin Hill	Project Manager		karin.hill@edinburgh.gov.uk
Laura Duncan	Senior Accountant		laura.duncan@edinburgh.gov.uk

6. Evidence available at the time of the IIA

Evidence	Available?	Comments: what does the evidence tell you?
Reduction in processing times of administrative actions	Yes	<p>Each automation opportunity is captured in an initial Process Automation Assessment which captures a high level baseline of the current process and an outline view of the automation impacts.</p> <p>For each automation that is progressed into delivery a detailed Process Definition Document is created which is reviewed and signed off by the operational owners and validated by Finance to confirm the associated impacts and cost savings.</p>

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

Equality, Health and Wellbeing and Human Rights	Affected populations
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City of Edinburgh Council and help support longer term economic and financial growth.

Negative

Creating a team of highly skilled automation developers creates some risk that they are more employable in the external job market. We are working with HR to develop a framework to ensure the council is protected from the investment in skills and training the council is making.

Operational Staff

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?

EY are supporting delivery of this project through the gain share framework agreement already in place from the Transformation Programme. CGI are accountable for delivering and hosting the technical infrastructure to support the automation.

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

It is not expected that this project will impact on this population of people. A wider Comms plan is being developed with the Comms team but this will focus on operational staff and elected members only.

10. Is the policy a qualifying Policy, Programme or Strategy as defined by The Environmental Impact Assessment (Scotland) Act 2005? (see Section 4)

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.

N/A

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

Following completion of this IIA there are deemed to be no reasons preventing continuation of this project.

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

No public or community engagement or further actions are required.

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

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

There is a weekly Intelligent Automation board chaired by SRO Nicola Harvey and attended by operational, Finance, ICT and Comms colleagues. Supporting this there is weekly engagement with Grade 10 managers. Any impacts to those other than operational staff will be escalated through this weekly governance process.

15. Sign off by Head of Service

Name **Nicola Harvey**

Date **9 March 2018**

16. Publication

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