

## Section 4 Integrated Impact Assessment

### Summary Report Template - Paperless Benefit Forms

Each of the numbered sections below must be completed

Interim report		Final report	√	(Tick as appropriate)
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- 1. Title of plan, policy or strategy being assessed**  
Paperless Benefit Form
- 2. What will change as a result of this proposal?**  
Paper forms will be replaced by an online option.
- 3. Briefly describe public involvement in this proposal to date and planned**  
User testing and feedback from a small group of new benefit claimants. 3 months post go-live, we will do a follow up health check of the new online form with a further group of new benefit claimants.
- 4. Date of IIA**  
4 April 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
(Lead Officer) Sheila Haig	Customer Manager – Transactions	N/A	<a href="mailto:Sheila.haig@edinburgh.gov.uk">Sheila.haig@edinburgh.gov.uk</a>
(Facilitator) Cheryl Hynd	Customer Manager – Transactions	19/12/17	<a href="mailto:Cheryl.hynd@edinburgh.gov.uk">Cheryl.hynd@edinburgh.gov.uk</a>

(Stakeholder) James Rodgers	Benefits - Transactions Manager	N/A	<a href="mailto:James.rodgers@edinburgh.gov.uk">James.rodgers@edinburgh.gov.uk</a>
(Stakeholder) Derek Bradford	Benefits - Transactions Manager	N/A	<a href="mailto:Derek.bradford@edinburgh.gov.uk">Derek.bradford@edinburgh.gov.uk</a>
(Stakeholder) Raja Shafique	Customer Contact – Team Leader & Translation Services	N/A	<a href="mailto:Raja.shafique@edinburgh.gov.uk">Raja.shafique@edinburgh.gov.uk</a>

## 6. Evidence available at the time of the IIA

<b>Evidence</b>	<b>Available?</b>	<b>Comments: what does the evidence tell you?</b>
Data on populations in need	Yes	Survey and Weekly Caseload Reporting
Data on service uptake/access	Yes	Survey – data analytics show that 2 localities will need extra training support prior to go-live
Data on equality outcomes	No	
Research/literature evidence	Yes	IRRV Survey Output of Scottish Local Authorities using Digital by Default Options
Public/patient/client experience information	No	
Evidence of inclusive engagement of service users and involvement findings	Yes	Tested with representatives from Edinburgh Tenants Federation  Tested with RSL Landlord  Tested with Place's Tenant and Resident Services

<b>Evidence</b>	<b>Available?</b>	<b>Comments: what does the evidence tell you?</b>
Evidence of unmet need	No	
Good practice guidelines	Yes	Aligns with Council Corporate Digital Strategy.  Aligns with other external organisations Customer Experience e.g. DWP
Environmental data	No	
Risk from cumulative impacts	No	
Other (please specify)	N/A	
Additional evidence required	No	

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

<b>Equality, Health and Wellbeing and Human Rights</b>	<b>Affected populations</b>
<p><b>Positive</b></p> <p>Easier access via any device at citizens convenience as available 24x7</p> <p><b>Negative</b></p> <p>Some groups may not like the choice of paper forms being removed (reducing avenues). We will mitigate this by assisted self-service</p>	All

<b>Environment and Sustainability</b>	<b>Affected populations</b>
<p><b>Positive</b></p> <p>Reduce carbon footprint paper/printing/postage/transportation</p>	All

<p><b>Negative</b></p> <p>None</p>	
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<p><b>Economic</b></p> <p><b>Positive</b></p> <p>Savings on central support costs (overheads).</p> <p>Additionally if citizens require support to complete online form, this is an opportunity to engage with them on extra services to maximise their income</p> <p><b>Negative</b></p> <p>None</p>	<p><b>Affected populations</b></p> <p>Those vulnerable of falling in to poverty</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?**

Yes –

Offsite supplier hosted software for online forms  
 Online form provider

These, however are built according to CEC policies, procedures and business rules.

**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.**

Communication Strategy/Plan attached

**10. Does the policy concern agriculture, forestry, fisheries, energy, industry, transport, waste management, water management, telecommunications, tourism, town and country planning or land use? If yes, an SEA should be completed, and the impacts identified in the IIA should be included in this.**

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)**

Paperless benefit forms will be quicker and easier to complete for citizens. Unlike the paper form, the online version is more intuitive due to the question matrix system within (i.e. if you answer yes to a particular question it routes you to the next relevant section). The benefits of opting for an online form are fundamentally a better customer experience in addition to reducing support costs for the Council.

Those requiring support can access this at a number of Council venues across the city to facilitate this. The added advantage of this is that full benefit screening can be undertaken to identify alternative and additional income available to citizens. As well as this, citizens can be supported to access additional Council Services.

Customer Services have a visiting team to support the most vulnerable citizens in the community. As with above, this can offer the advantage of access to multiple council services. This resource can be utilised city-wide where there is a need.

Other Council services complete the paper application with citizens. It has always been the instruction across services that the online application should be used. Further support and training will be offered to allow this.

A PDF template for the manual form be maintained by Benefits Team in the event of system failure as part of Customer Services resilience arrangements. These

will not be available on the general website, but are included in service resilience pack.

Having considered above, the IIA has demonstrated that mitigating actions are currently in place for citizens requiring support with the paper form. This will not change with the change to electronic forms.

Those who have difficulty accessing digital devices but do not require support can use facilities within localities and libraries city-wide. It should be noted that there has been a recent upgrade of digital access within all locality offices to support the council's digital strategy.

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

<b>Specific actions (as a result of the IIA which may include financial implications, mitigating actions and risks of cumulative impacts)</b>	<b>Who will take them forward (name and contact details)</b>	<b>Deadline for progressing</b>	<b>Review date</b>
Communication to Resources Directorate	Customer Manager (Transactions) <a href="mailto:Sheila.haig@edinburgh.gov.uk">Sheila.haig@edinburgh.gov.uk</a>	31 May 2018	30 December 2018
Communication to Elected Members (including IIA)	As above	30 August 2018	30 December 2018
Communication to groups already affiliated to Council updates, such	As Above	30 August 2018	30 December 2018

<b>Specific actions (as a result of the IIA which may include financial implications, mitigating actions and risks of cumulative impacts)</b>	<b>Who will take them forward (name and contact details)</b>	<b>Deadline for progressing</b>	<b>Review date</b>
as SHAW group, Welfare Reform Working Group and Welfare Reform			
Communication and refresher training where required to other localities staff supporting citizens	Transactions/Customer Management Team	30 August 2018	30 December 2018
Refresher training for front line localities staff based within Customer Services structure	As Above	30 August 2018	30 December 2018
Communication to Registered Social Landlord Forum Members	Customer Manager – Transactions <a href="mailto:Sheila.haig@edinburgh.gov.uk">Sheila.haig@edinburgh.gov.uk</a>	30 August 2018	n/a
Communication via Private	Customer Manager –	Next edition	n/a

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
Rented Sector Newsletter	Transactions <a href="mailto:Sheila.haig@edinburgh.gov.uk">Sheila.haig@edinburgh.gov.uk</a>		
Update Council landing pages related to benefits	Transactions Team Manager <a href="mailto:Derek.bradford@edinburgh.gov.uk">Derek.bradford@edinburgh.gov.uk</a>	30 June 2018	N/A

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

Introduction of a post implementation 3 month health check with:

- Edinburgh Tenants Federation
- RSLs attending quarterly forum
- Place's Tenant and Resident Services

**15. Sign off by Head of Service/ Project Lead**

**Name**

**Date**

**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](mailto: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](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](mailto: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](http://www.midlothian.gov.uk/downloads/751/equality_and_diversity)

- **NHS Lothian**

Completed IIAs should be forwarded to [impactassessments@nhslothian.scot.nhs.uk](mailto: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](mailto: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](mailto: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](mailto:sarah.bryson@edinburgh.gov.uk)

- **West Lothian Council**

Complete impact assessments should be forwarded to the Equalities Officer.