

Section 4 Integrated Impact Assessment

Summary Report Template

Each of the numbered sections below must be completed

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

Implementation of GOV.UK Pay for customers to pay online for the City of Edinburgh Council Registration services and reducing cash payments.

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

The City of Edinburgh Council Registrars will change their payment accepting process from cash, cheques and cards to online payments via GOV.UK Pay. This way the service area aims to improve the accessibility for customers to transact with the service, customer satisfaction rate, reduce paper, carbon footprint and costs associated with the manual handling of cash.

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

The public has not been involved in this process proposal.

4. Date of IIA

31/01/2020

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
Martyn Thompson	Senior Change and Delivery Officer	15/11/2019	Martyn.thompson@edinburgh.gov.uk
Kostadin Sorchev	Change and Delivery Officer		Kostadin.sorchev@edinburgh.gov.uk

Karen Watson	Registration Service Manager		Karen.watson@edinburgh.gov.uk
Beela Khan	Assistant Registrar		Beela.Khan@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	No	
Data on service uptake/access	Yes	According to Registrars Records, in 2019 there were 13,111 registrations in Edinburgh with some form of fee included. Evidence shows volumes per month and per registration type. Evidence also shows the volume of registrations for each of the 3 offices in Edinburgh.
Data on equality outcomes	No	
Research/literature evidence	No	
Public/patient/client experience information	No	
Evidence of inclusive engagement of service users and involvement findings	Yes	Evidence shows that Registrars received customer complaints about no online payment functionality being available. There have been particular cases with users from abroad who wanted to pay for the service online.
Evidence of unmet need	Yes	Audit recommended a more efficient method of money reconciliation.

Evidence	Available?	Comments: what does the evidence tell you?
Good practice guidelines	Yes	Audit recommended a more efficient method of money reconciliation.
Environmental data	Yes	According to As-Is process documentation, the cash from the tills in the 3 offices is collected by Loomis fortnightly and transported to the bank in plastic envelopes with paper forms attached.
Risk from cumulative impacts	No	
Other (please specify)	No	
Additional evidence required	No	

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

<p>Equality, Health and Wellbeing and Human Rights Positive</p> <ul style="list-style-type: none"> • An exceptional circumstances process to accept certain cash payments will be put in place for people from affected groups who are less likely to have bank accounts. • People will have the option to pay online, over the phone or at the desk with their bank card. • Remote and abroad located citizens will be able to transact with the Registrars services online. • Less risk for people carrying cash to a local office. • Reducing the risk of staff losing/misplacing cash. • GOV.UK pay provides a secure governmental system with a low risk of fraud. <p>Negative</p>	<p>Affected populations</p> <p>Older / middle age people</p> <p>Minority ethnic groups</p> <p>Vulnerable to falling into poverty</p> <p>Staff</p>
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<ul style="list-style-type: none"> Stopping cash in local offices may affect some protected groups who are less likely to have bank accounts. For these groups an exceptional circumstances process will be introduced. 	
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<p>Environment and Sustainability</p> <p>Positive</p> <ul style="list-style-type: none"> The online payment solution will contribute to reducing the greenhouse gas emissions, air pollution and climate change by reducing the need for Loomis to collect cash from offices and deliver it to the bank. Pre-payments will reduce the rate of no show up for appointment, hence improving the time efficiency for Registrar staff. <p>Negative</p>	<p>Affected populations</p> <p>All</p>
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<p>Economic</p> <p>Positive</p> <ul style="list-style-type: none"> Reduce the risk of missing or misallocating cash and cheques. Stop Loomis security collection of cash. This will reduce costs by £1.4K Improve customer experience by allowing them to transact online, save time and not carry physical cash. Payments could be made 24/7 and no requirement for customer to transact only within working hours. <p>Negative</p> <ul style="list-style-type: none"> Customers who experience difficulties with the online payment facilities may be impacted by the change. These customers will still have the ability to visit the office and transact face-to-face. 	<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?

Not applicable

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.

- A message could be added to the initial welcome message when clients phone the offices.
- The primary communication channel will be the initial phone call or face to face conversation advising the customer when they are contacting Registrars' offices.
- The information about the change will also be uploaded to the website a week before the change.
- Email notifications will be sent internally to relevant City of Edinburgh Council teams to inform them about the change at least 2 weeks prior the change.
- Notifications could also be added to all the communication given to new parents and bereaved relatives at hospitals etc. which gives them information about the registration process.

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.

Not applicable

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.

Not applicable

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

The recommendations based on the IIA are:

- 1) Registrars should consider moving away from cash handling and adopt online payment technology. This will contribute significantly to the equality, economic and ecological factors of the service.
- 2) An exception process should be created to mitigate the risk of affected groups who are not able to pay online or on the phone. In such instance a cash handling exception case will be used.
- 3) GOV.UK Pay online payments to be integrated with the diary booking system Zipporah and made available to customers online 24/7.

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
Exceptional circumstances process created	Karen Watson	28/02/2020	21/02/2020
Communicating the process change to stakeholders	Karen Watson	28/02/2020	21/02/2020

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

- The service area will monitor the feedback coming from customers and compare to previous results. The feedback will be collected when the jobs are booked, completed and paid.

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

Name Robbie Beattie

Date 16 February 2020

Head of Place Management: Gareth Barwell



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.