

## 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**

Home to School Transport Online Application

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

The Travel Hub currently receive paper applications each year from parents/guardians to apply for school transport for their children/young people. Applications are received in advance of the new school year beginning.

The new process will see an online Verint form being created and hosted on the public Council website. The form will allow parents/guardians to apply for the Home to School transport via an electronic method.

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

Members of the parent council have had a demonstration of the new form and also tested the new form. Feedback from parents/guardians are attached to this document. Names have been removed from a DPA perspective.

**4. Date of IIA**

24/03/2020

**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
<b>Martyn Thompson</b> (Facilitator, Report Writer)	<b>Senior Change and Delivery Officer</b>	<b>15/11/19</b>	<a href="mailto:Martyn.thompson@edinburgh.gov.uk"><u>Martyn.thompson@edinburgh.gov.uk</u></a>
<b>Jenny King</b> (Lead Officer)	<b>Change and Delivery Officer</b>		<a href="mailto:jenny.king@edinburgh.gov.uk"><u>jenny.king@edinburgh.gov.uk</u></a>
<b>Sean Bell</b>	<b>Senior Manager, Children with Additional Support Needs</b>		<a href="mailto:sean.bell@edinburgh.gov.uk"><u>sean.bell@edinburgh.gov.uk</u></a>
<b>Gillian Tracey</b>	<b>City Wide Services Manager (Acting)</b>		<a href="mailto:gillian.tracey@edinburgh.gov.uk"><u>gillian.tracey@edinburgh.gov.uk</u></a>

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

Evidence	Available?	Comments: what does the evidence tell you?
Data on populations in need	Total number of applications	Due to resource/capacity issues within the Travel Hub due to Covid-19, this is currently not available but can be provided on request.
Data on service uptake/access	Total number of applications	Due to resource/capacity issues within the Travel Hub due to Covid-19, this is currently not available but can be provided on request.
Data on equality outcomes	Total number of assisted need applications	Due to resource/capacity issues within the Travel Hub due to Covid-19, this is currently not available but can be provided on request.
Research/literature evidence	n/a	
Public/patient/client experience information	Feedback from parent council	
Evidence of inclusive engagement of service users and involvement findings	Feedback from parent council	
Evidence of unmet need	n/a	
Good practice guidelines		
Environmental data	Paper	Volumes of paper required in current process – 4x double sided pages per application x 3000
Risk from cumulative impacts	n/a	
Other (please specify)	n/a	

Evidence	Available?	Comments: what does the evidence tell you?
Additional evidence required	n/a	

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

<p>Equality, Health and Wellbeing and Human Rights</p> <p><b>Positive</b></p> <p>Parents/Guardians will have the ability to submit an application at their own convenience. The new online form on the Council’s website will be available 24 hours per day. This will allow any of the affected population groups to access the application and submit it to the Council.</p> <p>Information being received should be more equitable and come in a structured and fuller format.</p> <p>Frequent feedback from parents/guardians was for an online application function.</p> <p>Will empower parents/guardians to make choices on how and when they submit an application.</p> <p>Will provide the Travel Hub a secondary channel to receive applications through. This will increase the resilience within the Travel Hub.</p> <p><b>Negative</b></p> <p>The new online form will not have an inbuilt translation function. If the user’s browser does not have this built within it they may struggle to understand the form if English is not their primary language.</p> <p>Some affected groups may not be able to access the</p>	<p>Affected populations</p> <p>Older people, men, women, disabled people, minority ethnic people, refugees and asylum seekers, people with different religions or beliefs, lesbian, gay, bisexual and heterosexual people, people who are unmarried, married or in a civil partnership.</p>
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<p>internet to use the online form.</p> <p>Some affected groups may not be IT literate and may find using an online form difficult.</p>	
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<p>Environment and Sustainability</p> <p><b>Positive</b></p> <p>Due to an online option being in place there should be less requirement for a parent/guardian to travel to a school. This should have a positive environmental impact if there is less dependency to use public transport or a personal motor vehicle.</p> <p>Paper use should naturally reduce as a result of the new online option.</p> <p><b>Negative</b></p> <p>No negative impacts identified.</p>	<p>Affected populations</p> <p>Older people, men, women, disabled people, minority ethnic people, refugees and asylum seekers, people with different religions or beliefs, lesbian, gay, bisexual and heterosexual people, people who are unmarried, married or in a civil partnership.</p>
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<p>Economic</p> <p><b>Positive</b></p> <p>No positive impacts identified.</p> <p><b>Negative</b></p> <p>No negative impacts identified.</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?**

No

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 current Comms plan is to issue the following communications when the online application is live:

- Facebook message from the Council's official account with link to the new application form.
  - Comms issued to all Parent Councils across the local authority.
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.

No further evidence required.

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

Recommendations are to proceed with the changes as planned. Although we have identified that some groups of people may be impacted the existing process will be maintained. At present paper applications are in use and support to complete the applications can be provided within schools. Support is also provided to more vulnerable groups from social workers, RNIB etc. The existing

process i.e. paper applications will be kept in place to allow anyone who finds it difficult to use the online form to apply via the existing method.

**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

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

Business as usual activities to monitor engagements/volumes/payments.

Complaints and contact from customers will be monitored taking on board any feedback provided to the service from its service users.

Customer feedback will be sought. We will closely monitor all customer contact.

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

**Name Crawford McGhie**

**Date 31/3/2020**

**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.