

Integrated Impact Assessment

Summary Report Template

Interim report	X	Final report	
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1. Title of proposal – Digital Print, Mail and Scanning Strategy

Development - Review of the print, mail and scanning operations and strategy for the Council, as referenced in the Council’s Change Strategy 2019–2023: Budget Proposals (Item 8 – Digital Delivery – Print and Mail), Print Mail and Scan Strategy approved by CLT December 2020.

2. What will change as a result of this proposal? The Council’s print and mail strategy will be reviewed and new processes and channels for transferring information within and out with the Council estate will be implemented. The new model makes the transfer of information and correspondence between Council locations, and with other organisations, more efficient, cost effective and less reliant on paper and postage. Where paper is unavoidable the most cost-effective systems will be developed. By improving document scanning and electronic delivery of information, we will reduce unnecessary printing, postage, paper storage and travel between sites, thereby reducing our environmental impact. When printing is required it will be channelled to the most effective and efficient methods of output.

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

As this is a review of internal processes, no specific public engagement has been necessary other than what has been undertaken through the Council’s overall budget engagement process and recommendations for new copier printing suppliers as agreed at F&R committee in December 2020. The development of more efficient and sustainable communication channels that reduce paper consumption and vehicle usage support the Council’s commitment to reduce its environmental impact and carbon emissions. Internal consultation has taken place with CLT and elected members, who are supportive of the outcomes the strategy seeks to deliver.

4. Is the proposal considered strategic under the [Fairer Scotland Duty](#)? –

The proposal has been considered under the Draft Fairer Scotland Initiative and found to be not applicable

5. Date of IIA- Initially drafted on the 24th of January 2019 as referenced in the Council's Change Strategy 2019–2023: Budget Proposals (Item 8 – Digital Delivery – Print and Mail)– this is an update of that draft referencing the agreed Print, Mail and Scanning Strategy adopted by the Council in December 2020.

Drafted on 14 January 2021

6. 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
Nicola Harvey	Head of Customer and Digital Services	
Barry Leathem	Business Support Manager	
Laura Duncan	Senior Accountant	
John Arthur	Senior Business Support Manager	2019& 2020

7. Evidence available at the time of the IIA

Evidence	Available – detail source	Comments: what does the evidence tell you with regard to different groups who may be affected?
Data on populations in need	N/A	N/A
<p>Data on service uptake/access - Annual volumes of outbound letters printed and uplifted for posting from Council locations city wide</p> <p>Annual volume of inbound letters received by the Council central mail depot and transported to Council locations city wide by the Mail Team's fleet of vehicles.</p> <p>The amount of paper files put into archive storage for long term retention</p>	<p>Yes</p> <p>Yes</p> <p>Yes</p>	<p>It tells us that only Council Employees are affected - Reports on CEC Service operations (including schools) use of mail sending, mail receipt, printing, copying and trends over the past months and years. There is a large internal cost associated with printing letters then posting. It involves staff time to compose, print and envelope correspondence for subsequent pick up by the Mail Team. This mail is then transported to a central location for franking and collection by Royal Mail. There are also opportunities to reduce the quantity of outbound paper communications sent - paper communications can be produced and transmitted much more efficiently and at less cost using technology.</p> <p>There is an opportunity to integrate mail and scanning operations to enable scanning of all inbound mail that is received from Royal Mail that requires onward delivery to Council locations across the city. Delivering this mail by electronic means will significantly reduce the need for physical transportation and delivery of mail. On site storage of paper correspondence can also be minimised, as when the mail is scanned centrally and electronic copies are created, the originals can be destroyed or archived at source. This is already carried out for all Income and Benefits letters the Council receives (c200k letters per annum).</p>

Evidence	Available – detail source	Comments: what does the evidence tell you with regard to different groups who may be affected?
Data on socio-economic disadvantage e.g. low income, low wealth, material deprivation, area deprivation.	N/A	
Data on equality outcomes	Yes	Some individuals employed have physical impairments in using technology. Common impairments of individuals have been considered when developing solutions particularly around the type and functionality of proposed new copier printers.
Research/literature evidence	Yes	Technical Literature on copier machines and other printers functionally against a set of requirements criteria have been evaluated at tender stage for a new copier supplier.
Public/patient/client experience information	Yes	Feedback surveys from key users have been obtained as part of specification development on the needs of employees relating to the services being provided and most specially to new copier machine requirements
Evidence of inclusive engagement of people who use the service and involvement findings	Yes	Feedback surveys of all users are available – recommendations for the service have developed using this feedback. Various e mails and survey stages are evident.
Evidence of unmet need	Yes	Surveys tell us that some users would like better maintenance and provision of consumables.
Good practice guidelines	Yes	Data has been gathered on good practise from many sources and it tells us that there are communications and briefings that can and will be adopted
Carbon emissions generated/reduced data	Yes	We have opportunities to change behaviours of our staff by educating and supporting them in best and most efficient use of printing technology and machines.
Environmental data	N/A	

Evidence	Available – detail source	Comments: what does the evidence tell you with regard to different groups who may be affected?
Risk from cumulative impacts		
Other (please specify)		
Additional evidence required	Yes	Site survey and additional consultation are required from users in the future

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

Equality, Health and Wellbeing and Human Rights	Affected populations
<p>Positive Improved physical wellbeing of staff and reduced risk of accidental injury as a result of less manual handling and lifting of archive boxes, sacks of mail or fill copier machines.</p> <p>Negative None perceived</p>	<p>Business Support and staff service users</p>

Environment and Sustainability including climate change emissions and impacts	Affected populations
<p>Positive Improved air quality and reduced carbon emissions through less vehicle journeys required to transport paper documents across city.</p> <p>Minimised waste by promoting the retention of documents and copies of these electronically rather than in paper format (where permissible)</p> <p>Negative None envisaged.</p>	<p>All staff</p>

Economic including socio-economic disadvantage	Affected populations
<p>Positive Reduced costs associated with transport, postage, paper, copier use and storage of documents will contribute to the overall savings agreed as part of the Council budget.</p> <p>Negative None envisaged.</p>	<p>All staff</p>

9. Is any part of this policy/ service to be carried out wholly or partly by contractors and if so how will equality, human rights including children’s rights, environmental and sustainability issues be addressed?

Yes, Royal Mail have been contracted, through a Scottish Government framework, to fulfil the printing and mailing of documents submitted through the ‘hybrid’ mail solution. Commitments and compliance with equality, human rights, environmental and sustainability issues formed part of the specification, tender evaluation and subsequent contract management undertaken by the Scottish Government in the award and operation of this framework contract.

Similarly, we are in the process of tender award to a supplier (TBC) for copier machines again through a Scottish Government framework where the same requirements are expected.

10. 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.

Communications will be to our internal staff and comply with our own communications principles. A member of the communications team is on the project to ensure we best communicate messages using the right mediums and formats as we consult and roll out further.

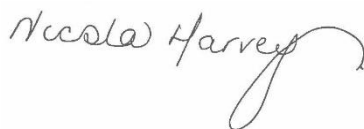
11. Is the policy likely to result in significant environmental effects, either positive or negative? If yes, it is likely that a [Strategic Environmental Assessment](#) (SEA) will be required and the impacts identified in the IIA should be included in this.

No

12. 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



13. Specific to this IIA only, what recommended actions have been, or will be, undertaken and by when? (these should be drawn from 7 – 11 above) 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 job title)	Deadline for progressing	Review date
Environmental and community benefits agreed through contract awards will be monitored	Appointed Project Manager for MFD deployment. PM principles when applied shall monitor risks, issues and financial savings compliance.	At award of MFD contract monitoring and review periods will be agreed. PM will be appointed Jan 2021	3 months after contract award – expected to be mid year 2021
A communications plan to be developed	Communications Manager / Print manager and Project manager.	End of Q1 2020.	End of March 2021

14. Are there any negative impacts in section 8 for which there are no identified mitigating actions?

no

15. How will you monitor how this proposal affects different groups, including people with protected characteristics?

Through ensuring that via the project plan that there are agreed tasks and activities that ensure staff with protected characteristics are considered throughout deployment of hardware.

16. Sign off by Head of Service/ NHS Project Lead

Name Nicola Harvey

Date 15.01.2021

17. Publication

Completed and signed IIAs should be sent to strategyandbusinessplanning@edinburgh.gov.uk to be published on the IIA directory on the Council website www.edinburgh.gov.uk/impactassessments