

## Section 4 Integrated Impact Assessment

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### Summary Report Template

Each of the numbered sections below must be completed

Interim report	<input type="checkbox"/>	Final report	<input checked="" type="checkbox"/>	(Tick as appropriate)
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- 1. Title of proposal**  
Customer Annual Policy Assurance
- 2. What will change as a result of this proposal?**  
No material change to policy, however minor amendments to legislation for Covid19 Council Tax Empty Property Procedures (extension of applicable date).
- 3. Briefly describe public involvement in this proposal to date and planned**  
A review of the Corporate Debt Policy was undertaken in 2020 by officers and members of the Poverty Commission Group. This review resulted in some minor changes regarding language and tone and clarified the support channels in place for citizens who face indebtedness.
- 4. Is the proposal considered strategic under the [Fairer Scotland Duty](#)?**  
No.
- 5. Date of IIA**  
6/9/21
- 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	Email
(Stakeholder) Sheila Haig	Customer Manager – Transactions (Assessment and Finance)	N/A	<a href="mailto:Sheila.haig@edinburgh.gov.uk">Sheila.haig@edinburgh.gov.uk</a>
(Facilitator) Cheryl Hynd	Customer Manager – Transactions (Revenue and Applications)	19/12/17	<a href="mailto:Cheryl.hynd@edinburgh.gov.uk">Cheryl.hynd@edinburgh.gov.uk</a>

(Stakeholder) Linda Murray	Transactions Team Manager (Debt Recovery)	N/A	<a href="mailto:linda.murray@edinburgh.gov.uk">linda.murray@edinburgh.gov.uk</a>
(Lead) Neil Jamieson	Head of Customer Service	N/A	<a href="mailto:neil.jamieson@edinburgh.gov.uk">neil.jamieson@edinburgh.gov.uk</a>

## 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	Yes	Council Tax and Benefits Caseload Reporting.
Data on service uptake/access	Yes	Council Tax and Benefits Caseload Reporting.
Data on socio-economic disadvantage e.g. low income, low wealth, material deprivation, area deprivation.	Yes	Welfare Reform and Benefits Reporting.
Data on equality outcomes	Yes	<a href="#">Council Business Plan</a>
Research/literature evidence	Yes	<a href="#">Council Business Plan</a>
Public/patient/client experience information	No	
Evidence of inclusive engagement of people who use the service and involvement findings	Yes	A review of the Corporate Debt Policy was undertaken in 2020 by officers and members of the Poverty Commission Group.
Evidence of unmet need	No	
Good practice guidelines	Yes	Quarterly operational meetings with Citizens Advice Scotland for Debt.  Aligns with Institute of Revenues Rating and Valuations (IRRV) for Council Tax, Non-Domestic Rates and Benefits.
Carbon emissions generated/reduced data	No	
Environmental data	No	
Risk from cumulative impacts	No	
Other (please specify)	N/A	

<b>Evidence</b>	<b>Available – detail source</b>	<b>Comments: what does the evidence tell you with regard to different groups who may be affected?</b>
Additional evidence required	No	

**8. 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> Work with Poverty commission and Citizens Advice Scotland signposting citizens to appropriate support channels for debt advice.</p> <p><b>Negative</b> The Covid19 amendment for Council Tax empty properties is in place until 31/3/22, this may not be enough time for some citizens where refurbishing work had to stop to conclude the work.</p>	All

<b>Environment and Sustainability including climate change emissions and impacts</b>	<b>Affected populations</b>
<p><b>Positive</b> None identified.</p> <p><b>Negative</b> None identified.</p>	All

<b>Economic including socio-economic disadvantage</b>	<b>Affected populations</b>
<p><b>Positive</b> None identified.</p> <p><b>Negative</b> None identified.</p>	All

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?

No.

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.

No changes required to support website accessibility from 2020 to access online policy documents or committee report.

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.

No.

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
Nil			

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

The Covid19 amendment for Council Tax empty properties is in place until 31/3/22 with an option to extend to 30/9/22, this may not be enough time for some citizens

where refurbishing work had to stop to conclude the work. This is governed by legislative change and the Council has no scope to amend this.

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

We will monitor customer feedback through various channels, such as general enquiries, complaints and output from quarterly meeting Citizen Advice Scotland colleagues.

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

**Name:** Neil Jamieson, Head of Customer Services

**Date** 6/9/21

**17. Publication**

Completed and signed IIAs should be sent to [strategyandbusinessplanning@edinburgh.gov.uk](mailto:strategyandbusinessplanning@edinburgh.gov.uk) to be published on the IIA directory on the Council website [www.edinburgh.gov.uk/impactassessments](http://www.edinburgh.gov.uk/impactassessments)

**Edinburgh Integration Joint Board/Health and Social Care**

[sarah.bryson@edinburgh.gov.uk](mailto:sarah.bryson@edinburgh.gov.uk) to be published on the [www.edinburghhsc.scot/the-ijb/integrated-impact-assessments/](http://www.edinburghhsc.scot/the-ijb/integrated-impact-assessments/)