

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

New Cash Handling Process

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

The Cash Handling process has been identified as an activity that can deliver budget savings and increase staff capacity to support key services and improve overall efficiency. As part of Customer & Digital Services 2019/20 improvement and efficiency actions cash handling services will be phased out across the Council's local office network. As cash remains an important form of payment for many transactions citizens will still be able to make cash payments at over 300 PayPoint sites located across Edinburgh.

By May 2019 we intend to implement a phased approach with cash handling services initially removed from the six localities (Kirkliston, South Queensferry, Pilton, Craigmillar, Captain's Road, and Drum Brae) that have the lowest transaction volumes.

Cash handling services will remain at High Street and Wester Hailes and the new process will be reviewed throughout 2019/20. If the concept is proven to work the remaining locality cash desks within High Street and Wester Hailes will close in April 2020

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

Around 120 customers were surveyed between the South West and East locality offices to understand customer behaviour.

4. Date of IIA

27/2/19

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 (Facilitator, Report Writer, Lead Officer)	Financial benefits Project Lead		Martyn.thompson@edinburgh.gov.uk
David McConnell	Customer Contact Team Leader		David.mcconnell@edinburgh.gov.uk
Linda Murray	Debt Recovery Manager		Linda.murray@edinburgh.gov.uk
Joy Campbell	Senior Housing Development Officer		Joy.campbell@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	Yes	Evidence available provides data on the amount of customers who pay via cash for their rent, Council Tax and other Council services.
Data on service uptake/access	Yes	Data provides information on volume of transactions received across all localities. Data broken down shows the volume of transactions made for each service area and in which locality the payment was made.
Data on equality outcomes	No	
Research/literature evidence	Yes	<p>Data available highlights that all transactions in cash have alternative methods of payment. Licensing is a risk which has been identified as there is no alternative payment method for this customer group and will require to be supported. Customer surveys conducted show that majority of customers (90%) have a payment card already.</p> <p>The cash desk within East Locality Office is currently closed due to an office refurbishment with minimal negative customer feedback. 33 Council Tax and Rent customers who normally made payment in cash within this office were tracked to analyse the customer impact. 22 customers made payment at a PayPoint vendor, 4 went to the High Street to make payment and 6 out of 7 remaining customers found an alternative method of payment.</p>
Public/patient/client	Yes	Targeted Customer surveys conducted show that majority of customers (90%)

Evidence	Available?	Comments: what does the evidence tell you?
experience information		have a payment card already.
Evidence of inclusive engagement of service users and involvement findings	No	
Evidence of unmet need	No	
Good practice guidelines	Yes	Good practice provision in other Councils – process and outcome
Environmental data	No	
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</p> <p>Positive</p> <p>Service now more accessible than before which will promote equality for everyone.</p> <p>Customers will have the choice of over 300 payment locations. Operating hours within most vendors are generally between 6am – 11pm, 7 days per week, with some vendors offering a 24/7 service. This will allow 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</p>
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<p>customer more choice when they wish to make a payment to the Council.</p> <p>Less travel, and access to payment services at the weekend, should ensure our customers are able to choose when they transact. This should improve their health if they struggle with mobility or are only able to leave their home at certain times. It will also ensure that our customers who work full time jobs can make payment at a time that is most convenient to them.</p> <p>Negative</p> <p>The Council closing 6 cash desks may mean that some groups of people are impacted negatively as this could be their closest location to make a payment.</p> <p>Smaller volume transactions such as Temporary Accommodation, Accounts Receivable, Debt Recovery do not have an alternative cash option at present and their customers will now be required to utilise other options to pay such as automated payment line etc.</p> <p>Options will be communicated to customers to mitigate the risk and recognition that cash handling services will still operate at key sites during 2019/20.</p>	<p>heterosexual people, people who are unmarried, married or in a civil partnership.</p>
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<p>Environment and Sustainability</p> <p>Positive – There should be less dependency to travel significant distance to access a Council office. PayPoint vendors are within 1 mile of 99.1% of Edinburgh residents. Co2 emissions should reduce as a result. Also, due to no requirement for cash to be transported to our Council offices, this should have a positive effect on the Co2 emissions.</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</p>
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Negative – N/A	a civil partnership.
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<p>Economic</p> <p>Positive – Changes will allow customers to access the service in a variety of different methods. By allowing the customer more choice this should ensure they can choose the least expensive option and improve their finances.</p> <p>Negative</p> <p>There is a risk that as customers are no longer able to pay cash in Council offices that they may choose to not pay their Council bills or not pay the required amount. This could result in customers going in to arrears, receiving reminders, going to summary warrant, and in extreme cases being evicted due to non-payment of rent. Alternative payment methods will be promoted and sign posted to ensure that customers are aware of options. Financial advice will also be available through Council services and 3rd party agencies</p> <p>If customers do not pay their Council Tax this would have a detrimental impact on the Council's finances.</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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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?

The existing contractor will provide customers the ability to make payments. This does not present a risk to any equality, human rights including children's rights , environmental and sustainability issues.

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.

To support this operational change a targeted communications plan has been developed to raise staff and customer awareness. Staff will be provided guidance on the new process and will play a key role in advocating the change and signposting customers to a suitable alternative method of payment. A Social Media campaign will help raise the awareness of the change amongst CEC staff and our citizens. Locality roadshows will be conducted to ensure a consistent message is being delivered across all. Collaborative communications will take place between Customer and Place. Communications are expected to commence in March 2019 and a mixture of roadshows, social media, internal & external communications, flyers, and posters will be in operation and circulation until the closure of 6 cash desks by May 2019.

There shall be posters across Council offices. Customers who present within our locality offices in between March 19 – May 19 will have the change explained to them verbally. There will also be posters and flyers that will be provided to customers. If there is a need for any content to be translated this can be done via a language line or by organising an interpreter to be present.

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, we will ensure there are measures in place to mitigate any negative impact to our customers through detailed communication and appropriate signposting to payment options.

Our phased implementation approach should reduce any negative impact to our customers. We are not removing the ability to pay cash to the Council, instead we are trying to make it easier for our customers to transact with us whilst using resources across Council offices more effectively.

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 Case Process for vulnerable customers	Martyn Thompson martyn.thompson@edinburgh.gov.uk Gary Jardine gary.jardine@edinburgh.gov.uk	1/5/19	1/9/19
Implementation Plan	Martyn Thompson martyn.thompson@edinburgh.gov.uk Gary Jardine gary.jardine@edinburgh.gov.uk	May 2019	Ongoing

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.

Staff feedback sessions will be carried out to ensure a lessons learned approach is used.

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

Footfall data will be monitored against Allpay data and payment data to ensure we do not see a reduction in cash collection as a result of the new process.

15. Sign off by Head of Service/ Project Lead

Name Neil Jamieson

Date 1 March 2019

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.