

Section 4 Integrated Impact Assessment

Interim report		Final report	X	(Tick as appropriate)
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1. Title of proposal

Council's Records Centre - Changes to Service Delivery and Location

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

It is proposed that the current model for running the Council's offsite Records Centre for its public records via a supplier managing our own warehouse comes to an end. Instead, the new arrangement will see a new supplier taking in and managing all of the Council's offsite public records at one of their own sites.

It is also proposed that the current model where the supplier provides a dedicated team to support Council services in using the offsite Records Centre will change to one that is more 'self-service'. This will be facilitated by staff having direct access to the inventory management platform of the new supplier, with the ability to send boxes in, order boxes and files out and approve destructions of boxes and files that have met their destruction dates. Council services will be supported in using the new Records Centre through the new supplier's general customer support and training, as well as having a dedicated member of the Council's Records & Archives team who will routinely review the inventory to ensure compliance with policy and legislation requirements around classification, data quality and record retention.

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

The public have not been involved in this proposal and there is no intention to do so given its administrative focus. However, the proposal was considered and approved as a committee report and business case at the Finance & Resources Committee meeting on 10 October 2019.

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

No.

5. Date of IIA

Wednesday 8th of September, 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
Kevin Wilbraham, Lead Officer	Information Governance Manager	
Henry Sullivan, Facilitator & Report Writer	Information Asset Manager	
Campbell Hardie	Business Support Team Manager	
Craig Dalgliesh	Development & Disposals Manager	
Kerry McGill	Business Support Team Manager	

Dawn Munro	Business Manager	
Gayle Wanless	Business Support Officer	
Susan Paterson	Document Processing Supervisor	
Debbie Jones	Information Asset Officer	

Support in preparing the meeting through guidance and evidence gathering was also provided by the following individuals:

Name	Job Title	Date of IIA training
Beth Hall	Strategy Manager – Policy Unit	
Ruth Baxendale	Senior Policy & Insight Officer	
Claire Marion	Senior Change & Delivery Officer (Carbon Management)	
Jamie Smart	Procurement Specialist	

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?
Self Service Web Portal Example	Iron Mountain website (LINK)	Supporting staff to work more flexibly but providing an online portal to manage records
Murrayburn Depot Future	Report - LINK	Wider positive impact on the city in terms of affordable housing
Records Centre Business Case Extracts	Document (Provided)	Financial case for going for a fully commercial, self-service approach
2019 + 2020 Records Centre Deliveries Data	Spreadsheet (Provided)	Deliveries are across the city but are focussed on the city centre
Environmental Impact Analysis on Deliveries	Spreadsheet (Provided)	
Edinburgh Low Emission Zone Proposal	Report - LINK Website - LINK	City centre communities significantly impacted by air pollution
Achieving Net Zero	Report - LINK Website - LINK	
Tender Strategy	Document (Provided)	
Tender Specification	Document (Provided)	

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

<p>Equality, Health and Wellbeing and Human Rights</p> <p>Positive Potential for improved staff wellbeing through greater support for flexible and remote working in providing the means to manage records remotely through the online inventory platform and offsite storage services of the new supplier.</p>	<p>Affected populations</p> <p>Staffing groups</p>
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<p>Negative No other direct equality, health & wellbeing or human rights impact upon population groups, listed in the IIA guidance, were identified by the panel.</p> <p>However, it was noted by the panel that there was the potential for knock-on negative impact upon service users, in terms of service quality and the public's statutory rights to information, if it took longer to access records as a result of reducing the level of deliveries to mitigate against environmental impacts.</p>	
<p>Environment and Sustainability including climate change emissions and impacts</p> <p>Positive Centralised offsite storage is a more efficient way of storing paper records than using city centre / office-based storage. Potential for greater site eco efficiency in the new supplier's warehouse setup.</p> <p>Storing records offsite in a centralised location reduces the need for staff to travel into Council offices to store and access files, thereby reducing commuting related emissions.</p> <p>Negative Potentially the new supplier's warehouse site could be further from the Council's main offices than the current site. This would mean delivery trips would have further to travel and see an increase in carbon emissions.</p> <p>Potential for vehicles to routinely enter into the Council's proposed low emissions zone in the city centre and affect its air quality.</p> <p>Potential for increased waste and packaging if new supplier does not use recyclable materials, where feasible.</p>	<p>Affected populations</p> <p>Staffing groups</p> <p>City Centre residents / urban communities</p>
<p>Economic including socio-economic disadvantage</p> <p>Positive There is potential for positive impacts under the new contract through its community benefits, which</p>	<p>Affected populations</p> <p>Unemployed</p>

12. Additional Information and Evidence Required

The panel did not feel that they required any further evidence to consider.

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
Establish project to identify Records Centre boxes and files that either have been over retained or have potential for digitisation	Kevin Wilbraham	Ongoing	
Set up scanning process between Print & Scanning Unit and the Records Centre to support digitisation and scan on demand	Campbell Hardie	Done	
Change the Tender Submission question on Environmental Impact to be 8%, with specific reference to transport and packaging as areas of concern	Kevin Wilbraham	Done	
Establish with new supplier how a weekly and twice weekly delivery model could work and decide on the default	Kevin Wilbraham	31 Jan 2022	
Implement a communications plan for staff in using the new Records Centre that includes training and advice on how to reduce environmental impact by limiting frequency of trips and variety of destinations (especially in city centre)	Kevin Wilbraham	31 Jan 2022	
Routinely review new contract use by Council services to identify boxes and files that could be digitised in order to reduce deliveries and carbon emissions	Kevin Wilbraham	31 Jan 2022 - Ongoing	

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

The shift of existing contractor warehousing jobs outside of Edinburgh is not within the Council’s ability to mitigate, as TUPE regulations do not apply. The Council has received assurances from the existing supplier that their staff who have been dedicated to the Council’s current contract will be supported in finding new roles within their organisation.

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

The new contract will require the supplier to keep track of and report on a series of performance metrics, including around deliveries (e.g. requesting service, date / time, location, response times etc.). These will be used by the Information Governance Unit to review the usage of the contract, identify issues (including those that impact populations with protected characteristics) and work with the supplier and Council services to resolve them.

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

Name: Nick Smith, Service Director of Legal & Assurance

Date

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

Edinburgh Integration Joint Board/Health and Social Care

sarah.bryson@edinburgh.gov.uk to be published on the www.edinburghhsc.scot/the-ijb/integrated-impact-assessments/