

Integrated Impact Assessment

Summary Report Template

1. Title of plan, policy or strategy being assessed

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).

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.

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. 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. Date of IIA

Drafted on 24 January 2019.

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)

IIA reviewed and approved via correspondence between the following people:

Name	Job Title	Date of IIA training	Email
Nicola Harvey	Head of Customer and Digital Services		nicola.harvey2@edinburgh.gov.uk
Barry Leathem	Business Support Manager		barry.leathem@edinburgh.gov.uk
Peter Rossborough	Business Support Manager		peter.rossborough@edinburgh.gov.uk
Laura Duncan	Senior Accountant		laura.duncan@edinburgh.gov.uk

6. Evidence available at the time of the IIA

Evidence	Available?	Comments: what does the evidence tell you?
Annual volumes of outbound letters printed and uplifted for posting from Council locations city wide	Yes	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.
Annual volume of inbound letters received by the	Yes	There is an opportunity to integrate mail and scanning operations to enable scanning of all inbound mail that is

Evidence	Available?	Comments: what does the evidence tell you?
<p>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>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> <p>Most documents that require to be retained are kept in paper form in central warehouse storage managed by a third party provider at significant cost. By scanning documents at the point of receipt or creation, a significant proportion of what is currently stored in paper form could be stored electronically. This will reduce the need for, and cost associated with, paper copies, paper storage, manual retrieval and physical destruction at the end of prescribed retention periods.</p>

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

<p>Equality, Health and Wellbeing and Human Rights</p> <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>Affected populations</p> <p>Business Support and staff service users</p>
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<p>Environment and Sustainability</p> <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 No significant negative environmental and sustainability impacts are expected as a result of this project.</p>	<p>Affected populations</p> <p>All</p> <p>All</p>
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<p>Economic</p> <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>Affected populations</p> <p>All staff</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?

Yes, Royal Mail will be contracted, through a Scottish Government framework, to fulfil the printing and mailing of documents submitted through the 'hybrid' mail solution. It is understood that commitments and compliance with equality, human rights, environmental and sustainability issues will have 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.

9. Consider how you will communicate information about this policy/ service change to children and young people and those affected by hearing loss, speech impairment, low level literacy or numeracy, learning difficulties or English as a second language? Please provide a summary of the communications plan.

This project is not expected to impact this population as these activities are internal facing operational processes.

10. Is the policy a qualifying Policy, Programme or Strategy as defined by The Environmental Impact Assessment (Scotland) Act 2005? (see Section 4)

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.

N/A

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

Following completion of this IIA there no reasons identified that prevent this project proceeding.

13. Specific to this IIA only, what actions have been, or will be, undertaken and by when? Please complete:

No public or community engagement or further actions are required.

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?

Governance, oversight and escalation will be managed through the weekly Customer Board, chaired by SRO Nicola Harvey. This board has representation from service management, Finance, ICT and Communications.

15. Sign off by Head of Service

Name Nicola Harvey

Date 30 January 2019

16. Publication

Send completed IIA for publication on the relevant website for your organisation. [See Section 5](#) for contacts.