

Section 4 Integrated Impact Assessment

IIA Report Pest Control online payments

Each of the numbered sections below must be completed

Interim report		Final report	Y	(Tick as appropriate)
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1. Title of plan, policy or strategy being assessed

Implementation of GOV.UK Pay online payments for private customers at the City of Edinburgh Council Pest Control

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

The City of Edinburgh Council Pest Control will change their payment accepting process from paper invoices to online payment forms for private customers. This way the service area aims to improve the customer satisfaction rate, reduce paper, carbon footprint and costs associated with the paper invoices.

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

The public has not been involved in this process proposal.

4. Date of IIA

30/01/2020

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	Senior Change and Delivery Officer	15/11/2019	Martyn.thompson@edinburgh.gov.uk
Kostadin Sorchev	Change and Delivery Officer		Kostadin.sorchev@edinburgh.gov.uk
Mark Buckley	Technical Co-ordinator		Mark.buckley@edinburgh.gov.uk

Jacy Gibb	SBR Operational Support Assistant	Jacy.gibb@edinburgh.gov.uk
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6. Evidence available at the time of the IIA

Evidence	Available?	Comments: what does the evidence tell you?
Data on populations in need	No	
Data on service uptake/access	Yes	According to Pest Control records, there are around 719 invoices issued to private customers in 2018/19. By doing process analysis it was evident that their current invoicing process can take more than 4 weeks for invoice to be sent.
Data on equality outcomes	No	
Research/literature evidence	No	
Public/patient/client experience information	Yes	Front line admin staff have received numerous verbal feedback from customers requesting to pay online or by card (unfortunately no records were kept of these phone calls)
Evidence of inclusive engagement of service users and involvement findings	No	
Evidence of unmet need	Yes	On average there are 8 no access jobs per day. 25% of no access jobs are private customers. The service area has £1.5k of debt to recover due to unpaid invoices.
Good practice guidelines	No	

Evidence	Available?	Comments: what does the evidence tell you?
Environmental data	Yes	Evidence shows that there were 719 invoices printed in Newcastle's Xerox facilities and delivered via courier to Pest Control private customers in Edinburgh. This adds emissions and a carbon footprint per invoice.
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> <ul style="list-style-type: none"> • The new process will not discriminate people with different ethnic groups, medical conditions, religions or sexual orientation. • Less risk for people carrying cash to a local office or bank. • GOV.UK pay provides a secure governmental system with a low risk of fraud. • Staff will not be using multiple systems and should speed the process of requesting and receiving payments from customers. <p>Negative</p> <ul style="list-style-type: none"> • Admin fee per invoice will be introduced to minimise the demand and need for invoicing private customers. It might be difficult for financially vulnerable groups to pay the fee. These people can receive a free self-treatment advice instead. 	<p>Affected populations</p> <p>Older / middle age people</p> <p>Vulnerable to falling into poverty</p> <p>Staff</p> <p>Disabled people</p>
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<p>Environment and Sustainability</p> <p>Positive</p> <ul style="list-style-type: none"> • The online payment solution will contribute to reducing the greenhouse gas emissions, air pollution and climate change by reducing the print and delivery of paper invoices from Newcastle. • The new process will reduce the need to travel and reduce the thousands of invoices moved from Newcastle to Edinburgh. • Pre-payments will reduce the rate of no access jobs, hence reducing the need for operatives to travel more than once to a location. <p>Negative</p>	<p>Affected populations</p>
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<p>Economic</p> <p>Positive</p> <ul style="list-style-type: none"> • Current cost per individual invoice is £11.35 and £7 for recurring invoices. Online payment cost is 0.78% of the transaction + £0.11 per transaction. I.e. For a £100 charge old process cost is £11.35; new process cost is £0.89 • In 2018/19, 719 invoices were sent to private customers at a cost of £11.35 per invoice which is equal to £8,160. • The money saved from invoicing can be reinvested in the business and improve the quality of the service. <p>Negative</p> <ul style="list-style-type: none"> • Admin fee per invoice will be introduced to minimise the demand and need for invoicing private customers. It might be difficult for financially vulnerable groups to pay the fee. These people can receive a free self-treatment advice instead. 	<p>Affected populations</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?

Not applicable

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.

- Primary communication channel will be the initial phone call advising the customer when they are booking a job. This will be an ongoing communication as part of the job booking process.
- The information about the change will also be uploaded to the website 2 weeks prior the change taking place.
- The City of Edinburgh Council communication team will be contacted to prepare a communication strategy at least 3 weeks prior launching the new process.
- Email notifications will be sent internally to other City of Edinburgh Council teams to inform them about the change at least 2 weeks prior the change.

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.

Not applicable

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.

Not applicable

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

The recommendations based on the IIA are:

- 1) Pest Control should consider moving away from paper invoices and adopting online payment technology. This will contribute significantly to the economic and ecological factors of the service.
- 2) An exception process should exist to mitigate the risk of private customers not able to pay online or on the phone. In such instance an invoice can be raised and sent out.
- 3) An invoice admin fee to be included to discourage customers of requesting paper invoices. This way the greenhouse emissions will be reduces and the service area can reduce the cost of taking payments.
- 4) People will have the option to pay online or over the phone with their bank card.
- 5) People who do not have a bank card will still have the option in exceptional circumstances to receive an invoice with an admin fee attached.
 - a. Exceptional Circumstances Process: The private customer can phone Pest Control and request to pay through an invoice instead of GOV.UK Pay. An invoice can be raised and additional admin fee for raising invoice will be charged. The invoice which will include the fee will then be sent to the customer for payment.
- 6) The owner of a property is liable for the pest control in their property. If you live in a Council property or Housing Association property then there is no issue. If customer cannot afford to pay then Pest Control staff can provide some free self-treatment advice.

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 circumstances process – process for sending out invoices if people don't have the capability to pay online (Section 12 point 5)	Mark Buckley	28/02/2020	21/02/2020
Communicating the process change to stakeholders	Mark Buckley	28/02/2020	21/02/2020

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?

- The service area will monitor the feedback coming from customers and compare to previous results. The feedback will be collected when the jobs are booked, completed and paid.

15. Sign off by ~~Head of Service~~/ Project Lead

Name Robbie Beattie

Date 16 February 2020

Head of Place Management: Gareth Barwell

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.