

Integrated Impact Assessment – Summary Report

Each of the numbered sections below must be completed
Please state if the IIA is interim or final

1. Title of proposal

Council App (Final Report)

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

Increased digital channel access to Council services.

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

Questionnaires, focus groups and demos held with key stakeholder groups to demonstrate the use of App and gather feedback on user needs and preferences. Health check of feedback September 2025 before completion of final report.

4. Is the proposal considered strategic under the Fairer Scotland Duty?

No

5. Date of IIA

24 June 2025 – interim, 6/10/25 - final

6. Who was present at the IIA? Identify facilitator, lead officer, report writer and any employee representative present and main stakeholder (e.g. Council, NHS)

Name	Job Title	Date of IIA training
Cheryl Hynd (Facilitator)	Customer Manager - Transactions	19/12/17
Karin Hill (Stakeholder)	Customer Manager - Improvement & Operational Support	
Dionne Munro (Stakeholder)	CDE Team Lead	
Joe Rosano (Stakeholder)	Change and Delivery Officer	
Aldo Malago	ICT System and Support Administrator	

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 and to the environmental impacts of your proposal
Data on populations in need – where available use disaggregated data	N/A	By design it includes the whole Edinburgh Citizen Base
Data on service uptake/access	Top ten visited sites on main Council Website	Information taken from web team, biggest hit pages - 7 categories, 46 transactions broken amongst those categories
Data on socio-economic disadvantage e.g. low income, low wealth, material deprivation, area deprivation	Tackling Digital Exclusion – research by Audit Scotland scottish-household-survey-2021-telephone-survey-key-findings/pages/6/	Face to face and telephone contact will still be available for citizens who are unable to access digital channels. By design it includes the whole Edinburgh Citizen Base. Research and survey-based data support the claim that even low-income users are more likely to have smartphones than PCs.
Data on equality outcomes	Web team - Existing accessibility audit scottish-household-survey-2021-telephone-survey-key-findings/pages/6/ Age Scotland - best ways to make the app accessible	Specific recommendation from older users: provide a digital user guide.
Research/literature evidence	Face-to-face demos scottish-household-survey-2021-telephone-survey-key-findings/pages/6/	Public interaction was done through questionnaires in libraries and other public spaces. Additional research via Age Scotland.

Evidence	Available – detail source	Comments: what does the evidence tell you with regard to different groups who may be affected and to the environmental impacts of your proposal
		Research asked what would affect them? Suggestions? Answer: User guide to basic smartphone gestures. Text size and colour contrast, as well as the ability of zoom in and out.
Public/patient/client experience information	Same as Research/literature evidence	Same as Research/literature evidence
Evidence of inclusive engagement of people who use the service and involvement findings	Same as Research/literature evidence	Same as Research/literature evidence
Evidence of unmet need	Face-to-face demos	Push notification to citizens, accessibility button and change languages. Team working on an accessibility button to meet some of highlighted areas of accessibility and remainder in future release – App meets accessibility standard, these are additional requests feedback by users. Language query also in future release.
Good practice guidelines	Industry good practice for mobile App.	Followed all good practices by the mobile App provider
Carbon emissions generated/reduced data	Anecdotal	More digital channels create the potential for carbon reduction by reducing need for travel to council offices to access services.
Environmental data	N/A	N/A

Evidence	Available – detail source	Comments: what does the evidence tell you with regard to different groups who may be affected and to the environmental impacts of your proposal
Risk from cumulative impacts	N/A	N/A
Other (please specify)		This will be a phased roll-out of the App. Once the App is live, it will be rolled out to council staff, then libraries, understand feedbacks, then roll out to a larger group. Health check will be done in September prior to a phase 2 rollout.
Additional evidence required	Feedback from phase 1 to inform launch of phase 2.	Phase 2 launched post final IIA meeting on 6 October 2025. No change requests on App received during phase 1 or complaints/feedback.

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

Equality, Health and Wellbeing and Human Rights and Children's Rights	Affected populations
Positive Improve access to council services. Provide further digital access. Apps are now standard offer by orgs. It's 24/7 accessibility on a readily available device. Promotes participation by ease-of-use. Future developments may help with resilience through push notifications for local events. Further channel to report anti-social behaviour and other criminal activities. Potential increase in speed and volume of reporting. Helps protect vulnerable groups by not retaining data - not retaining filled or visited data or history.	All

Equality, Health and Wellbeing and Human Rights and Children's Rights	Affected populations
Further digital channel to support the strategy and objectives for promoting healthier lifestyles.	
Negative None identified.	All

Environment and Sustainability including climate change emissions and impacts	Affected populations
Positive Reduces the need to travel. Improves energy efficiency as smartphones are more efficient. Further contributing to eliminate paper transactions. Using digital channels. May reduce requirement to go the local office, reducing traffic. Future release: Push notifications potentially can inform citizens in the case of fire, pandemic or other emergencies.	All
Negative None identified	

Economic	Affected populations
Positive Improves the access to services, including digital infrastructure, as it is another channel. Provides another way to access cost of living information from the council, including fuel poverty support. Provides another channel to people to access income maximising services, including calculators on benefits.	All
Negative None identified.	

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?**

Yes – this service is being delivered by the Council's ICT provider. Equality, human rights including children's rights, environmental and sustainability issues are detailed as part of the commercial agreement in situ.

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.** Communication will be supported by the Corporate team, a soft launch has been agreed.

11. **Is the plan, programme, strategy or 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. See section 2.10 in the Guidance for further information.** 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.

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
Health check prior to phase 2 roll-out September/October 2025* *Completed 6/10/25	Karin Hill Customer Manager - Improvement & Operational Support	31/10/25	6/10/25

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

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

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

16. Sign off by Head of Service

Name Neil Jamieson

Date 27/6/25 – Interim

Date 5/11/25 - Final

17. Publication

Completed and signed IIAs should be sent to:

integratedimpactassessments@edinburgh.gov.uk to be published 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 at www.edinburghhsc.scot/the-ijb/integrated-impact-assessments/