

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

Helpdesk Review Service Organisational Review

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

The review will establish the Corporate Property Help Desk under direct Hard FM management and integrate and strategise the CPHD within the wider FM service.

- 1) Create a new model for current service delivery requirements.
- 2) Integrate the Help Desk with the wider FM team.
- 3) To ensure a consistent approach to our CPHD service delivery and enhance customer service.
- 4) To formalise a Service Level Agreement for the CPHD.
- 5) New tasks and changes brought on by advancement in the New Engineering Contract4 contract.

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

No public engagement required.

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

No

1. Date of IIA

13/02/26

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
Sandy Rintoul	Technical Service Manager	
Wayne Markham	Planning Manager	
Gohar Khan	Finance & Performance Manager	06/12/25
Mark Stenhouse	Head of Facilities Management	
Kirsty Holder	Hard FM Project Manager	

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	Y	Ringfenced to staff within the organisational review.
Data on service uptake/access	Y	Ringfenced to staff within the organisational review.
Data on socio-economic disadvantage e.g. low income, low wealth, material deprivation, area deprivation.	Y	Any relevant data captured during staff consultations, feedback and engagement sessions.
Data on equality outcomes	Y	Organisational review undertaken in line with Council policies and procedures and therefore does not discriminate against individuals with protected characteristics, such as disability, race, or age.
Research/literature evidence	No	
Public/patient/client experience information	Y	Council recruitment policies followed to include the external advertising of roles, as appropriate.
Evidence of inclusive engagement of people who use the service and involvement findings	Y	Engagement and consultation with all staff within the organisational review.
Evidence of unmet need	Y	Requirement to undertake an organisational review in order to formalise a permanent structure within the service area.
Good practice guidelines	Y	Organisational review being undertaken in line with Council policies and procedures.
Carbon emissions generated/reduced data	Y	Organisational review being undertaken by use of soft copies / digital and therefore lowers the overall

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
		carbon footprint. It reduces paper waste.
Environmental data	Y	As above.
Risk from cumulative impacts	Y	None identified.
Other (please specify)	N/A	
Additional evidence required	N/A	

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
<p>Positive As a result of the review, career development opportunities will be created to provide often marginalised and excluded groups, for example, parents seeking part time / flexible working around childcare, increased opportunities for employment. Furthermore, with enhanced role and responsibilities, this will continue to provide a positive, encouraging work environment for all staff leading to higher levels of productivity, reduced sickness absence and reduced staff turnover.</p>	Employees who are within scope of the organisational review.
<p>Negative There is no intention to reduce staff numbers as reducing the number of staff may impact on service delivery and could, therefore, negatively impact on the rights of customers and public, including a variety of different rights. Any staff who are displaced as a result of the review will be put onto the Council’s redeployment pool and managed in accordance with our policies and procedures.</p>	Employees who are in scope of the organisational review.

Environment and Sustainability including climate change emissions and impacts	Affected populations
Positive	

Environment and Sustainability including climate change emissions and impacts	Affected populations
N/A	
Negative N/A	

Economic	Affected populations
Positive As above.	Employees who are in scope of the organisational review.
Negative. As above.	Employees who are in scope of the organisational review.

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?

N/A

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.

- 1) 1 to 1’s will be carried out with all staff in the scope of the review
- 2) Line managers will capture any feedback which you have and will talk through the self-assessment and preference form.
- 3) Engagement Workshop and follow up, ongoing progress on operational issues raised. Review feedback taken into consideration.
- 4) Documentation will be available on the Orb
- 5) Regular communications will continue throughout the consultation.

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.

N/A

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
Engagement Workshop and follow up, ongoing progress on operational issues raised. Review feedback taken into consideration.	Sandy Rintoul, Technical Services Manager.	Q3, 2025/26	Q4,2026/27
New help desk structure developed for consultation. Proposed draft job descriptions and person specifications developed.	Sandy Rintoul, Technical Services Manager.	Q3, 2025/26	Q4,2026/27
Formal Consultation process commences	Sandy Rintoul, Technical Services Manager.	Q4, 2025/26	Q4,2026/27
Documentation will be available on the Orb	Kirsty Holder, FM Project Manager.	Q1, 2026/27	Q4,2026/27
Regular communications will continue throughout the consultation	Kirsty Holder, FM Project Manager.	Q1, 2026/27	Q4,2026/27
Staff 121's with Line Manager	Wayne Markham, Planning Manager	Q1, 2026/27	Q1 – Q4, 2026/27

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

None

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

It is recommended that following implementation of the new operating structure, a review will be conducted with a view to ensuring that no negative impacts have become evident.

16. Sign off by Head of Service

Name Mark Stenhouse

Date March 2026

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