



# Integrated Impact Assessment Pre-screening Stage 1

The Integrated Impact Assessment (IIA) supersedes the previous Equality and Human Rights Impact Assessment (EHRIA) form.

The pre-screening (Stage 1) will determine if your proposal requires a full impact assessment (Stage 2). Stage 2 will look at details of your proposals, the impact and any mitigations in place.

**Note:** This form should be completed using the guidance contained in the document: 'Guide to Completing an Integrated Impact Assessment'. Please read the guidance before completing this form.

This assessment and accompanying guidance use the term 'policy' for any activity within Aberdeen City Council. Therefore 'policy' should be understood broadly to embrace the full range of your policies, provisions, criteria, functions, practices and activities including the delivery of services - essentially everything you do.





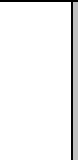

## **Purpose:**

Aberdeen City Council wants Aberdeen to be a place where all people can prosper. We want everyone in Aberdeen to have fair opportunities regardless of their background and circumstances. The aim of this assessment is to allow you to critically assess:

- the impact of the policy / proposal on different communities.
- whether Aberdeen City Council is meeting its legal requirements in terms of [Public Sector Equality Duty](#), [Equality Outcomes](#) and [Human Rights](#);
- whether [Children's Rights](#) have been impacted;
- whether [Socio-economic disadvantage](#) is reduced;
- whether any measures need to be put in place to ensure any negative impacts are eliminated or minimised which will be covered in Stage 2.

<p>Title*</p> <p>Name your business case, policy, strategy or proposal (including budget proposals)</p>	<p>Initial Review of 3<sup>rd</sup> Party Spend (IC&amp;FS, CE, CE&amp;EI and D&amp;T) - Payment kiosk contract</p>
<p>Is this a new or existing policy/ proposal?</p>	<p>New</p>
<p>Brief description of policy / proposal (including intended outcomes and purposes)</p>	<p><b>Background -</b>  We currently have a contract for the support and maintenance of payment kiosks which are located at Marischal Customer Service Centre, Mastrick Customer Access Point and Kincorth Customer Access Point. The kiosks accept cash and card payments. To help with the efforts to limit the spread of coronavirus, since March 2019 we have been providing essential face to face support only in our Customer Service Centre and the Customer Access Points have been closed. Customers using the kiosks previously have successfully identified alternative methods of payment.</p> <p><b>Proposal –</b>  The proposal is to reduce the payment kiosk contract through removal of the payment kiosks located at Kincorth and Mastrick Customer Access Points. Two payment kiosks will remain in operation in the Customer Service Centre at Marischal College.</p> <p><b>Intended Outcomes and Purposes-</b>  Reducing the kiosk facilities will allow the organisation to manage our resources more efficiently. Receiving payment face to face costs the council money, paying staff to assist with transactions, undertake banking, paying for secure cash collection and via kiosk support and maintenance contracts.</p> <p>Customers that previously made payment at the kiosks in Kincorth or Mastrick have a range of alternative options that they are already using. This includes local Paypoints, online, the automated payment telephone line and at the Customer Service Centre payment kiosks. The reduction in kiosks will have cost benefits and can also introduce customers to online methods of payment which can act as a gateway to other online services.</p>

<p>Do you consider that this proposal would impact on the:</p>								
<p>a. Human Rights of people?</p>	<p>Yes</p>	<p>No</p>	<p>Unsure</p>					
<p>b. Rights of Children and Young people?</p>	<p>Yes</p>	<p>No</p>	<p>Unsure</p>					
<p>What is your assessment of the impact on groups with:</p>	<p><b>H</b></p>	<p>High negative impact</p>	<p><b>H</b></p>	<p><b>M</b></p>	<p><b>L</b></p>	<p><b>N</b></p>	<p><b>P</b></p>	<p><b>U</b></p>
	<p><b>M</b></p>	<p>Medium negative impact</p>						

<p>a. Protected characteristics b. Children and young people c. Other</p> <p>For example –consider the impact of your policy on people and how they will be able to access goods, services and information with no barriers.</p>	<b>L</b>	Low negative impact	     				
	<b>N</b>	No impact					
	<b>P</b>	Positive impact					
	<b>U</b>	Unsure					
	Age			X			
	Disability			X			
	Gender Reassignment				X		
	Marriage and Civil partnership				X		
	Pregnancy and Maternity			X			
	Race				X		
	Religion or Belief				X		
	Sex				X		
	Sexual Orientation				X		
	Children and young people				X		
Other (Poverty)				X			
Socio-Economic Inequalities	<b>Yes</b>	No	Unsure				
Not every person / family has access to regular income or savings. Will your proposal have an adverse or high impact on them?	<p>There is a low impact as risk that if individuals do not have easy access to payment channels then they may not make payment when income is available and this could result in debt.</p> <p>There is also low impact as some customers may potentially have to travel to make a cash payment which has cost implications.</p>						
<p>What considerations did you have when making the above selections?</p> <p>We recognise that some of our customers prefer to pay by cash and we know from customer feedback that payment facilities in local communities are convenient to minimise travel. Increased travel will have a low negative impact on disability, age and pregnancy groups as they may have mobility difficulties. It is anticipated that this will be on a small number of people located within the Mastrick and Kincorth communities to which a range of alternative payment options will remain available.</p> <p>For those that still prefer to pay face to face, council tax and rent (which account for the highest volume of transactions) can be paid at local Paypoints at over 120 locations across the city, with wider opening hours which may be more convenient to customers. There are Paypoint locations at shops within close proximity to the Kincorth and Mastrick Customer Access Points and in some instances, this will be closer to people’s homes. Customers can search for their local paypoint online at <a href="https://consumer.paypoint.com">https://consumer.paypoint.com</a>. There is a link to the page on the Aberdeen City Council website and a communication exercise will be undertaken to increase awareness of this option.</p>							

Payments for other services unavailable via Paypoint will continue to be accepted at Marischal College Customer Service Centre, online and via the automated telephone line. We will also explore an increase in the range of services available to pay via Paypoint to further increase flexibility for customers.

There may also be a low negative impact for those that are not confident in accessing services online. We know from customer feedback and recent surveys that a high majority of citizens have access to a digital device. Some individuals do not have easy access to a digital device or internet to make payment digitally. All our local libraries are accessible for individuals who wish to make payment online at no cost and the council's digital assist service provides support for those that require assistance to access services digitally. We are involved with many local groups supporting digital literacy initiatives to ensure no one is disadvantaged.

To help with the efforts to limit the spread of coronavirus, the Customer Access Points have been closed since March 2019 and it is understood that alternative payment arrangements have been successfully adopted by our customers.

Internal or existing data (detail required)	<p>Cash payments account for only 4% of payments received by Aberdeen City Council. Of the cash payments received, 74% can be made at Paypoint locations, of which there are over 120 in Aberdeen.</p> <p>The Scottish Household 2017 confirms that only 2% of the population do not have a bank account and therefore 98% have the ability to pay online by card or by direct debit. Due to the roll out of Universal Credit in Aberdeen in October 2018 this figure will have reduced further as the majority of claims are made online and paid directly into customer bank accounts.</p>		
Consultations with officers or partner organisations (please list)	Ongoing engagement with officers in Early Intervention and Community Empowerment about the Customer Service Delivery Model. Engagement with ECMT as part of the budget process.		
Other: Please list your sources	Engagement with customers and community groups.		
Does this proposal contribute to the <a href="#">Public Sector Equality Duty</a> to eliminate discrimination, harassment and victimisation, advance equality of opportunity and foster good relations?	Yes - please explain	No	Unsure
Does this proposal contribute to the Council's <a href="#">Equality Outcomes 2021-25</a> ?	Yes - please explain  Yes because those with protected characteristics will still be able to access services	No	Unsure

**Please note for any high negative or medium negative impacts identified (red or amber), a full Integrated Impact Assessment will be required (stage 2).**

Please provide a brief high-level summary that your policy will bring about:

This proposal may have low impact on some groups within the local communities of Mastrick and Kincorth as they will no longer have access to payment kiosks to make payment for council services. It is anticipated that this would be a small number of people given that alternative payment options will remain available and those wishing to pay council tax and rent can continue to do so within minimal walking distance of the Customer Access Points and could be closer to their home and therefore of benefit. It is anticipated that this will account for around 75% of transactions. For the remaining 25% of transactions, payment will continue to be accepted at Marischal College Customer Service Centre, online and via the automated telephone line.

Reducing the kiosk facilities will allow the organisation to manage our resources more efficiently and reduce face to face footfall to help minimise the risk of covid transmission.

Will a full assessment be required?	Yes	No	Unsure
Assessment completed by: Name and job title	Lucy McKenzie Customer Services Manager		
Date:	13/01/22		
Signed and approved by Chief Officer (Name and signature)	Jacqui McKenzie - Chief Officer Customer Experience		

If you have any queries or require this form in an alternative format, please contact [equality\\_and\\_diveristy@aberdeencity.gov.uk](mailto:equality_and_diveristy@aberdeencity.gov.uk)

A fully completed and signed form should be mailed as a PDF to the above email address for publishing your assessment.

# Integrated Impact Assessment

## Stage 2

This stage should be completed following Stage 1 of the Integrated Impact Assessment where required.

In this stage, focus is on assessments that have a high or medium negative impact and the proposed mitigations.

### Human Rights

Does the proposal have an impact on [Human Rights](#)? Identify the relevant Article and record the relevant impact and describe the mitigating steps.

	<b>High / Medium Negative impact</b>	<b>Mitigations</b> Please state/summarise your mitigating actions for the negative impact(s) identified in stage 1
<b>Article 6</b> Right to a fair and public hearing		
<b>Article 7</b> No punishment without law		
<b>Article 8</b> Right to respect for private and family life, home and correspondence		
<b>Article 9</b> Freedom of thought, conscience and religion		
<b>Article 10</b> Freedom of expression		
<b>Article 11</b> Freedom of assembly and association		
<b>Article 12</b>		

Right to marry and to found a family		
<b>Article 14</b> Right not to be subject to discrimination		
<b>Article 1 of Protocol 1</b> Protection of property		
<b>Article 2 of Protocol 1</b> Right to education		
<b>Article 3 of Protocol 1</b> Right to free elections		

## Children and Young People's Rights

The United Nations Convention has 54 articles that cover all aspects of a child's life and set out the civil, political, economic, social and cultural rights that all children everywhere are entitled to. It also explains how adults and governments must work together to make sure all children can enjoy all their rights.

Children's rights apply to every child/young person under the age of 18 and to adults still eligible to receive a "children's service" (e.g. care leavers aged 18 - 25 years old).

Identify all Articles of the United Nations Convention on the Rights of the Child ([UNCRC](#)) and [Optional Protocols](#) which are relevant to your proposal and record the relevant impact and describe the mitigating steps.

	<b>High / Medium Negative impact</b>	<b>Mitigations</b> Please state/summarise your mitigating actions for the negative impact(s) identified in stage 1
<b>Article 1</b> definition of the child		
<b>Article 2</b> non-discrimination		
<b>Article 3</b> best interests of the child		
<b>Article 4</b>		

implementation of the convention		
<b>Article 5</b> parental guidance and a child's evolving capacities		
<b>Article 6</b> life, survival and development		
<b>Article 7</b> birth registration, name, nationality, care		
<b>Article 8</b> protection and preservation of identity		
<b>Article 9</b> separation from parents		
<b>Article 10</b> family reunification		
<b>Article 11</b> abduction and non-return of children		
<b>Article 12</b> respect for the views of the child		
<b>Article 13</b> freedom of expression		
<b>Article 14</b> freedom of thought, belief and religion		
<b>Article 15</b> freedom of association		
<b>Article 16</b> right to privacy		
<b>Article 17</b>		



access to information from the media		
<b>Article 18</b> parental responsibilities and state assistance		
<b>Article 19</b> protection from violence, abuse and neglect		
<b>Article 20</b> children unable to live with their family		
<b>Article 21</b> adoption		
<b>Article 22</b> refugee children		
<b>Article 23</b> children with a disability		
<b>Article 24</b> health and health services		
<b>Article 25</b> review of treatment in care		
<b>Article 26</b> social security		
<b>Article 27</b> adequate standard of living		
<b>Article 28</b> right to education Item 29		
<b>Article 29</b> goals of education		
<b>Article 30</b>		

children from minority or indigenous groups			
<b>Article 31</b> leisure, play and culture			
<b>Article 32</b> child labour			
<b>Article 33</b> drug abuse			
<b>Article 34</b> sexual exploitation			
<b>Article 35</b> abduction, sale and trafficking			
<b>Article 36</b> other forms of exploitation			
<b>Article 37</b> inhumane treatment and detention			
<b>Article 38</b> war and armed conflicts			
<b>Article 39</b> recovery from trauma and reintegration			
<b>Article 40</b> juvenile justice			
<b>Article 41</b> respect for higher national standards			
<b>Article 42</b> knowledge of rights			
<b>Optional</b> Protocol on a Communications Procedure			

## Protected Characteristics

Aberdeen City Council wants to ensure everyone is treated fairly. Identify the [protected characteristics](#) that your policy/ proposal affects and record the relevant impact and describe the mitigating steps.

	<b>High / Medium Negative impact</b> (provide detail)	<b>Mitigations</b> Please state/summarise your mitigating actions for the negative impact(s) identified in stage 1
<b>Age</b> A person belonging to a particular age (for example 32-year-olds) or range of ages (for example 18 to 30year olds).		
<b>Disability</b> people with disabilities / long standing conditions		
<b>Race (including Gypsy / Travellers)</b> people from minority ethnic communities and different racial backgrounds		
<b>Religion or belief</b> people with different religion and belief to include those with no beliefs		
<b>Sex - Gender identity</b> men or women, boys and girls		
<b>Pregnancy and maternity</b> women who are pregnant and / or on maternity leave		
<b>Sexual orientation</b> lesbian, gay, bisexual, heterosexual / straight		

<b>Gender reassignment</b> anybody whose gender identity / expression is different to the sex assigned to them at birth		
<b>Marriage and civil partnership</b> people who are married or in a civil partnership		

### Socio-Economic Inequalities

Not every person / family has access to regular income or savings. You should therefore consider the impact of your proposal on people who might be unemployed, single parents, people with lower education or literacy, looked after children, those with protected characteristics are just some examples.

Identify the group that your policy/ proposal affects and record the relevant impact and describe the mitigating steps.

	<b>High / Medium Negative impact</b> (provide detail)	<b>Mitigations</b> Please state/summarise your mitigating actions for the negative impact(s) identified in stage 1
<b>Low income / income poverty - those who cannot afford regular bills, food, clothing payments.</b>		
<b>Low and/or no wealth - those who can meet basic living costs but have no savings for unexpected spend or provision for the future</b>		
<b>Material deprivation - those who cannot access basic goods and services, unable to repair/replace broken electrical goods, heat their homes or access to leisure or hobbies</b>		

<b>Area deprivation - consider where people live and where they work (accessibility and cost of transport)</b>		
<b>Socio-economic background - social class, parents' education, employment, income.</b>		

### Consultation and monitoring

	<b>Yes</b>	<b>No</b>
Have you undertaken any of form of consultation with any of the affected groups?		
Describe the consultation processes/methods undertaken and the number of participants/respondents		
Summarise the changes or improvements that have been made to the policy because of the consultation.		
Set out what suggested changes or improvements that have not been made and why		
What impact(s) has the consultation had upon your proposal?		
How will this policy be monitored		
Use this section to justify why your proposal should go ahead despite the negative impacts identified.		

### Authorisation and sign off: for Stage 2:

<b>Title of Policy / proposal:</b>		
<b>Directorate and Cluster:</b>		
<b>Policy and assessment author (s)</b>	Name: Job title: Date:	Name: Job title: Date:
<b>Authorised and approved by Director or Chief Officer</b>	Name: Job title: Date:	Name: Job title: Date:

Following completion and approval, please email your completed assessment to:  
[equality\\_and\\_diveristy@aberdeencity.gov.uk](mailto:equality_and_diveristy@aberdeencity.gov.uk)