



# 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.

Title Budget Proposal	Initial Review of 3 <sup>rd</sup> Party Spend (IC&FS, CE, CE&EI and D&T) - Customer Engagement Contract							
Is this a new or existing policy/ proposal?	New Proposal							
Brief description of policy / proposal (including intended outcomes and purposes)	<p><b>Background -</b> We currently have a contract for a mailing tool - GovDelivery. The current annual costs are £21,887. Our current contract is due to end 24/06/22 and we are required to provide 90 days' notice period. We currently have 100,000 subscribers to our GovDelivery system who are signed up to receive bulletins to a range of topics that they select such as Events at the Art Gallery to Garden Waste Permit information. Our average open rate for these emails is 27%.</p> <p><b>Proposal –</b> To ensure best value, we propose to end our current contract with GovDelivery and will identify and implement alternative free mailing tools (such as GovNotify which is available to public sector organisations and has been used as part of the Council's response to self-isolating citizens) to continue to provide the service to customers.</p> <p><b>Intended Outcomes and Purposes-</b> There are National Standards for Community Engagement which have been designed to improve and guide the process of community engagement. As part of our Customer Transformation Programme of work we will undertake a review of our current engagement model and work with customers to identify challenges. We will use this insight to create a new vision for customer engagement and develop an Aberdeen City Council toolkit for consultation and reporting feedback to customers.</p>							
Do you consider this proposal to have an impact on the:								
a. Human Rights of people?	Yes	<b>No</b>	Unsure					
b. Rights of Children and Young people?	Yes	<b>No</b>	Unsure					
What is your assessment of the impact on groups with: a. Protected characteristics b. Children and young people c. Other	<b>H</b>	High negative impact	<b>H</b>	<b>M</b>	<b>L</b>	<b>N</b>	<b>P</b>	<b>U</b>
	<b>M</b>	Medium negative impact						
	<b>L</b>	Low negative impact						
	<b>N</b>	No impact						
	<b>P</b>	Positive impact						
	<b>U</b>	Unsure						

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.	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					X		
Socio-Economic Inequalities	Yes	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>What considerations did you have when the above selections?</p> <p>We recognise that not all citizens in Aberdeen have access to a digital device or internet to take part in consultations or be aware of service updates. All our local libraries and our customer access points are accessible for individuals who wish to self-serve at no cost.</p> <p>We also look at alternative ways in which we can engage in consultations with citizens.</p> <p>We are actively working with Community Planning Aberdeen specifically around improving how comfortable citizens feel using digital tools. We acknowledge that there are citizens with varying levels of literacy, digital literacy and English is not their first language so we will always work with the customer to ensure we can best meet their needs.</p> <p>We know from local data and recent surveys that a high majority of citizens have access to a digital device. We are involved with many local groups supporting digital literacy initiatives to ensure no one is disadvantaged.</p>								
Internal or existing data <i>Please detail your sources</i>	Analytics from GovDelivery tool on activity and number of subscribers							
Consultations with officers or partner organisations <i>Please list your sources</i>	<p>We have consulted with GovDelivery service admin users internally who currently use the tool to contact customers.</p> <p>We have engaged with the Council's Extended Corporate Management Team as part of the budget process.</p> <p>Upon termination of the GovDelivery contract we would contact any current subscribers to advise in a change of service and subscribers would be provided with an opportunity to opt out.</p>							
Other: <i>Please list your sources</i>								

<p>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?</p>	<p><b>Yes -</b> Through ensuring a robust toolkit for public consultation we ensure that we are taking steps to meet the needs of people from protected groups and encouraging people from protected groups to participate in public consultation.</p>	<p>No</p>	<p>Unsure</p>
<p>Does this proposal contribute to the Council's <a href="#">Equality Outcomes 2021-25</a>?</p>	<p><b>Yes</b> Equality Outcome 3: Older people and younger people have an empowered, actively involved community voice. As part of our review of consultation we will review the way in which we engage with our customers ensuring that no groups of citizens are excluded. Equality Outcome 4: Physical and social barriers are removed for those with a disability to access services and public space. We ensure that consultation can always been done via other channels including face to face and telephone support. We will always work with the customer to ensure we best meet their needs Equality Outcome 5: We have in place support for BSL users to access services, information on services and to be involved in making</p>	<p>No</p>	<p>Unsure</p>

	<p>improvements for the deaf and deaf/blind communities</p> <p>We ensure that we engage with the deaf and blind communities on projects which will impact them.</p>		
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**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 will not impact the customer as they will continue to receive communications from the service area they have chosen to via another supplier. The proposal to end the current contact with GovDelivery makes a financial saving and further work will be undertaken to highlight the areas of improvement to support effective and inclusive customer engagement.

Will a full assessment be required?	Yes	No	Unsure
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Assessment completed by: Name and job title	Emma Shanks, Lead Customer Experience Officer
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. Please tick which areas it might affect and provide a summary of your mitigating actions for the negative impacts identified. You do not need to give a mitigation for each article.

### Human Rights

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

	<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.

Please tick which areas it might affect and provide a summary of your mitigating actions. You do not need to give a mitigating step for each article.

	<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		
<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>	<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>	<b>Mitigations</b> Please state/summarise your mitigating actions for the negative impact(s) identified in stage 1
<b>Low income / income poverty</b> - those who cannot afford regular bills, food, clothing payments.		
<b>Low and/or no wealth</b> - those who can meet basic living costs but have no savings for unexpected spend or provision for the future		
<b>Material deprivation</b> - 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>Area deprivation</b> - consider where people live and where they work (accessibility and cost of transport)		
<b>Socio-economic background</b> - social class, parents' education, employment, income.		

### Consultation and monitoring

Have you undertaken any of form of consultation with any of the affected groups?	Yes	No
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:
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Following completion and approval, please email your completed assessment to:  
[equality\\_and\\_diveristy@aberdeencity.gov.uk](mailto:equality_and_diveristy@aberdeencity.gov.uk)