

Appendix A - Integrated Impact Assessment Screening Form

Please ensure that you refer to the Screening Form Guidance while completing this form.

Which service area and directorate are you from?

Service Area: Digital & Customer Services

Directorate: Corporate Services

Q1 (a) What are you screening for relevance?

- New and revised policies, practices or procedures
- Service review, re-organisation or service changes/reductions, which affect the wider community, service users and/or staff
- Efficiency or saving proposals
- Setting budget allocations for new financial year and strategic financial planning
- New project proposals affecting staff, communities or accessibility to the built environment, e.g., new construction work or adaptations to existing buildings, moving to on-line services, changing location
- Large Scale Public Events
- Local implementation of National Strategy/Plans/Legislation
- Strategic directive and intent, including those developed at Regional Partnership Boards and Public Services Board, which impact on a public bodies functions
- Medium to long term plans (for example, corporate plans, development plans, service delivery and improvement plans)
- Setting objectives (for example, well-being objectives, equality objectives, Welsh language strategy)
- Major procurement and commissioning decisions
- Decisions that affect the ability (including external partners) to offer Welsh language opportunities and services
- Other

(b) Please name and fully describe initiative here:

The Residents' Reward App is a joint initiative between Swansea Council and the Business Improvement District (BID) to deliver real-time offers, discounts, rewards, and time limited promotions amongst other functionality for residents

Q2 What is the potential impact on the following: the impacts below could be positive (+) or negative (-)

	High Impact		Medium Impact		Low Impact		Needs further Investigation	No Impact
	+	-	+	-	+	-		
Children/young people (0-18)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Older people (50+)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Any other age group	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Future Generations (yet to be born)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disability	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Race (including refugees)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Asylum seekers	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gypsies & travellers	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Religion or (non-)belief	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sex	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sexual Orientation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gender reassignment	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Welsh Language	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Poverty/social exclusion	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Carers (inc. young carers)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community cohesion	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Marriage & civil partnership	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pregnancy and maternity	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Appendix A - Integrated Impact Assessment Screening Form

Human Rights

Q3 What involvement has taken place/will you undertake e.g. engagement/consultation/co-productive approaches? Please provide details below – either of your activities or your reasons for not undertaking involvement

Swansea Council is providing the Swansea Business improvement District (BID) with a one-off development grant. BID has the relationships and communication routes into local businesses. BID is also able to use data and information to further develop the app, e.g. footfall in the city centre, use of the app, and feedback.

In addition the Council will engage with the Poverty Forum and the 50+ Network around the app.

Q4 Have you considered the Well-being of Future Generations Act (Wales) 2015 in the development of this initiative:

- a) Overall does the initiative support our Corporate Plan's Well-being Objectives when considered together?
Yes No
- b) Does the initiative consider maximising contribution to each of the seven national well-being goals?
Yes No
- c) Does the initiative apply each of the five ways of working?
Yes No
- d) Does the initiative meet the needs of the present without compromising the ability of future generations to meet their own needs?
Yes No

Q5 What is the potential risk of the initiative? (Consider the following impacts – equality, socio-economic, environmental, cultural, legal, financial, political, media, public perception etc...)

High risk

Medium risk

Low risk

Q6 Will this initiative have an impact (however minor) on any other Council service?

Yes

No

If yes, please provide details below

Link to discounts on certain Council run events / services where no such scheme exists already and there is no resultant loss in budgeted income to the Council. Assumption will be full cost recovery is maintained

Q7 Will this initiative result in any changes needed to the external or internal website?

Yes

No

If yes, please provide details below

Appendix A - Integrated Impact Assessment Screening Form

Residents will be able to access and sign-up to the app via the Council's website

Q8 What is the cumulative impact of this proposal on people and/or communities when considering all the impacts identified within the screening and any other key decisions affecting similar groups/ service users made by the organisation?

(You may need to discuss this with your Service Head or Cabinet Member to consider more widely if this proposal will affect certain groups/ communities more adversely because of other decisions the organisation is making. For example, financial impact/poverty, withdrawal of multiple services and whether this is disadvantaging the same groups, e.g., disabled people, older people, single parents (who are mainly women), etc.)

The app has dynamic constantly changing information contained within it, therefore is best suited to being an online medium. The team is working on ways to support those residents who do not currently have access to a smart phone. Digital inclusion is high in Swansea, however it is important all residents can access the app. The team is exploring:

- A process where residents can call the Council's contact centre. Staff would register residents on the app and refer them through to the Lifelong Learning team who can explore options for devices and / or provide training
- A process where friends, family and carers can support those residents without a smart phone
- Physical cards as part of a later phase, although this would be a different scheme as it could not replicate the app functionality, e.g. reporting suspect packages.

In addition, the app will be bilingual however some content / discounts will be added directly by English businesses.

The Council will continually monitor this screening as the project develops, engaging with the Poverty Forum and 50+ Network to assess digital inclusion.

Q9 Please describe the outcome of your screening using the headings below:

- **Summary of impacts identified and mitigation needed (Q2)**
- **Summary of involvement (Q3)**
- **WFG considerations (Q4)**
- **Any risks identified (Q5)**
- **Cumulative impact (Q7)**

Overall the project is assessed as medium risk. A summary of impacts identified the following risks and mitigations:

- A low positive impact on children / young people 0-18 as some offers or discounts may need to be accessed through a parent or guardian
- A low negative impact on older people. The team is working on ways to support those residents who do not currently have access to a smart phone. Digital inclusion is high in Swansea, however it is important all residents can access the app. The team is exploring:
 - A process where residents can call the Council's contact centre. Staff would register residents on the app and refer them through to the Lifelong Learning team who can explore options for devices and / or provide training
 - A process where friends, family and carers can support those residents without a smart phone

Appendix A - Integrated Impact Assessment Screening Form

- Physical cards as part of a later phase, although this would be a different scheme as it could not replicate the app functionality, e.g. reporting suspect packages.
- A low negative impact with regard to the Welsh Language. The app will be bilingual however some content / discounts will be added directly by English businesses.

Summary of Involvement:

BID has the relationships and communication routes into local businesses. Take-up and feedback from residents and businesses will inform how the app develops. In addition the Council will engage with the Poverty Forum and the 50+ Network around the app.

This project supports the Council's Corporate Plan through the Transformation and Future Council priority.

Well-being of Future Generations:

With regard to the well-being and future generations' considerations, the Council and BID are working together on a range projects and initiatives that support Swansea residents, now and into the future. The app will provide real-time information and offers which will benefit families and individuals. Where people do not have access to smartphone technology the team is exploring ways to support those residents. Research shows that being online can significantly improve people's life chances by:

- Helping people find work;
- Offering improved learning opportunities;
- Getting access to cheaper goods and services online;
- Reducing loneliness and isolation, especially for the most vulnerable; and
- Being part of digital communities, which improve local outcomes through co-ordinated activities and initiatives.

Cumulative Impact:

The app has the opportunity to positively impact Swansea residents by offering a range of useful features including discounts and rewards. The team is exploring ways to support those residents with no access to a smartphone so they can access the app and also take advantage of other online services.

This is a new project and concept and will therefore take time to evolve and mature.

The Council will continually monitor this screening as the project develops, engaging with the Poverty Forum and 50+ Network to assess digital inclusion.

(NB: This summary paragraph should be used in the '**Integrated Assessment Implications**' section of corporate report)

Full IIA to be completed

Do not complete IIA – please ensure you have provided the relevant information above to support this outcome

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NB: Please email this completed form to the Access to Services Team for agreement before obtaining approval from your Head of Service. Head of Service approval is only required via email.

Screening completed by:
Name: Sarah Lackenby
Job title: Head of Digital & Customer Services
Date: 5th September 2022
Approval by Head of Service:
Name: Mark Wade
Position: Interim Director of Place
Date: 5th September 2022

Please return the completed form to accesstoservices@swansea.gov.uk