

Policy and Sustainability Committee

10.00am, Tuesday – 11th March 2025

International Travel – Customer Services

Executive/routine
Wards

1. Recommendations

- 1.1 It is recommended that Committee agree international travel for two officers in Corporate Services.

Dr Deborah Smart

Executive Director of Corporate Services

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Policy and Sustainability Committee, 11 March 2025

Report

International Travel Dublin– Customer Services

2. Executive Summary

- 2.1 This report details international travel for two officers in Corporate Customer Service, to attend and present at a customer experience and digital conference in Dublin in April 2025. All costs, including travel are being met by the conference organiser.

3. Background

- 3.1 On 21 November 2019, the Council approved a process for International Travel and Conferences. The Council:
- agreed that all international travel by officers or elected members (in their role as a representative of City of Edinburgh Council) should be considered and approved by the Policy and Sustainability Committee.
 - agreed that preference be given to rail travel except where time considerations made it impossible.

4. Main report

- 4.1 Two members of Customer Services in Corporate Services have been invited to present at a conference in Dublin on 30 April. Edinburgh's representatives will highlight the Council's omni channel/customer transformation journey, whilst also exploring new opportunities. The two officers who have been asked to present at this conference are well positioned to explore digital transformation opportunities for citizen facing transactions.

- 4.2 All expenses will be covered by the conference host, including return flights to Dublin and a one-night stay. Due to the distance and existing work commitments, which do not allow for any longer than a one-night stay, flying to the conference is the only feasible option for travel.

5. Next Steps

- 5.1 The carbon impacts associated with this travel will be submitted as part of the Council's Public Bodies Duties Climate Change Reporting, which is completed annually. Emissions will also be reported annually to Committee as part of the carbon impact of international travel report

6. Financial impact

- 6.1 There is no financial impact arising from this report, with all costs covered by the Conference.

7. Equality and Poverty Impact

- 7.1 There is no direct impact associated with this report.

8. Climate and Nature Emergency Implications

- 8.1 The international travel request form, Appendix 1, includes an estimate of carbon emissions anticipated as a result of the proposed journeys. When assessing the invitation consideration was given to appropriate travel arrangements and this concluded that due to time constraints flying would be the only viable option.

9. Risk, policy, compliance, governance and community impact

- 9.1 These arrangements have been progressed in line with the international travel procedure. The urgent request process has also been followed.

10. Background reading/external references

- 10.1 None

11. Appendices

Appendix 1 International Travel form

Appendix 1

INTERNATIONAL & ELECTED MEMBER TRAVEL APPROVAL FORM

Section to complete before the trip	
Passenger(s) name(s): Karin Hill, Jean Inglis	
Directorate/Division: Customer and Digital Services, Corporate Services	
Once complete all forms must be submitted to your line manager for approval; all forms must then be submitted to the relevant Service Director and Executive Director with Committee approval required for all International or Elected Member Travel.	
Event name and location: Customer Experience Conference, Dublin	
Event organisers: Verint	
Nature of event eg conference /seminar, civic event. Conference	Start date: 30/04/2025 End date: 01/05/2025
Anticipated costs associated with attending i.e. travel, accommodation, conference fees	£500 (paid for by organiser)
Purpose of attending: Two members of Customer Services team have been invited to present at the conference to highlight the Council's digital customer journey, whilst also gathering Information from other organisations to assist and inform our own customer engagement practices. The team members who will represent the Council have been materially involved with the Council's customer transformation activity and are well positioned to speak around digital transformation for citizen facing transactions.	

Link with [Business Plan](#) strategic priorities:

Priorities	Please briefly explain how the event is linked with this priority (if relevant):
Create good places to live and work	Identify best practice for citizen engagement and customer channel transformation
End poverty in Edinburgh	Click or tap here to enter text.
Become a net zero city	Click or tap here to enter text.
Link with other civic duties	Click or tap here to enter text.

Travel mode ([2023 emissions factors](#)):

Travel mode	Emission factor (kgCO2e/passenger.km)	Tick relevant box	Travel mode	Emission factor (kgCO2e/passenger.km)	Tick relevant box
Flight (domestic)	0.27258	<input type="checkbox"/>	Flight (short-haul, economy)	0.18287	<input checked="" type="checkbox"/>

If travelling by plane – please explain what other alternatives have been considered and why these have not been retained: Due to the location of the conference other means of travel are limited and would require at least two forms of transport, adding significantly to travel time. Due to the distance and existing work commitments, which do not allow for any longer than a one-night stay, flying to the conference is the only feasible option for travel

Note: Domestic air travel is only allowed in exceptional circumstances, for example if it's not practical to travel by train. In order to ensure we reduce our carbon footprint as much as possible, flights are restricted for environmental reasons, no air travel is allowed when there is a direct rail connection. All flight tickets must be Economy class or equivalent to ensure it is the most "carbon efficient" and approval is required by the relevant Service Director and Executive Director.

*The emission factors for cars assume the passenger is driving on its own. The same factor should be used if there are several passengers in the car (no need to multiply with the number of passengers in the next question). Similarly for the taxi emission factor, no need to multiply with the number of passengers.

Estimated carbon emissions (in kgCO₂e) = Distance (in kms) x Emission factor (see above table) x number of travellers

142.6 kgCO₂e

Other requirements: Please ensure that you have arranged the following travel requirements.

Make sure that you meet the entry requirements for any country that you visit on Council business, including any visas needed.

Get pre-approval from your line manager and other relevant Senior Officers (The Chief Executive is required to authorise international travel for Service Directors); and the reasons recorded in an email.

Request approval from IT that you will be using CEC devices from abroad (InformationSecurity@edinburgh.gov.uk)

All travel involving Elected Members has appropriate approval

Section to complete after the trip

Final costs: £[Click or tap here to enter text.](#)

Funded by:

Service area budget

Externally funded, please specify Verint

Other, please specify: