

Budget Savings Proposals Full Equality Impact Assessment (EQIA)

Section 1: General Information

1a) Name of the savings proposal

Parking: Driving Change through Enhanced Performance

Item Ref. No: CLC/1

1b) Service area

Parking Services

1c) Service manager

John Chilton

1d) Name and role of the officer/s completing the EQIA

John Chilton

Head of Parking Services

Section 2: Information about changes to services

2a) In brief please explain the savings proposals and the reasons for this change

LBTH is determined to offer a fair and equitable parking service for the residents and businesses of the borough. With that as one of its key drivers a series of measures have been considered that supports the safe and efficient movement of vehicles in, around and through the borough. These measures comprise:-

2011/12 Proposals

Following an independent Value for Money review which was completed in 2009 a Performance Enhancement Programme was initiated which aims to deliver make the service more efficient. The Programme consists of 3 separate but interdependent projects:

Parking Performance Enhancement – . The VFM review recognised that the performance of the Service was generally in the upper half of its peer group but that there was scope for further improvement. In broad terms this will focus on improved operational performance (more structured deployment of resources) via the development and utilisation of performance data.

The Parking Services Review – this is the re-organisation project which will provide a new structure to support a 3 Year Plan that aims to ensure that the service is recognised as a leading Council within the Parking industry meeting both service expectations and offering value for money in its delivery to its customers.

The Integrated ICT Solution for Parking Services – this refers to the procurement and implementation of a new ICT solution for the Service which will replace the service's current multiple applications with a single integrated Parking Management Information System.

All three elements of the programme must be progressed and delivered in order to achieve the desired outcome. In summary the programme is expected to improve efficiency by £ (1,250 k) in 11/12.

2012/13 Proposals. – once the 11/12 enhancement programme is completed it is considered that a solid foundation will exist that

will allow for:

Increasing Income via:

- Improved recovery of penalty charge notices to that of highest London quartile (moving from 68% to 72%)
- Improved efficiency of enforcement operations and in particular enhanced use of CCTV
- Continue to review of fees and charges annually, equalising charges for Pay and Display across the borough and more effective enforcement.
- Encouraging customers to greater use of self-service via the Web (following implementation of the new parking ICT system) and increasing the use of phone payments.

The proposals as outlined above are anticipated to generate additional efficiencies in the region of £1m.

2b) What are the equality implications of your proposals?

We know that these changes will:

Involve charging motorists. The Council's parking policies seek to support its wider development and transportation objectives and are implemented in a way that promotes road safety and residential amenity. A by-product of parking regulation is the generation of income through the use of the pricing mechanism to reduce demand for parking, encourage the switch to smaller less polluting vehicles and encourage compliance through the issue of penalty charge notices.

Access to services - The principle change will be to increase access to services via the web. This is an enhancement to services in line with the Council's channel strategy. No existing access channels are being removed/reduced as part of these proposals and there is no evidence to suggest that those people continuing to access services through traditional channels will achieve less desirable outcomes. Current methods of accessing parking services are post, telephone (av. 8,350 plus calls per month) in person at one Stop Shops (av.6,800 visits per month) or via the internet(av.6,183). The proposal is to increase the number of services (such as parking permit renewal) available over the internet.

Issuing parking permits is one of the most high volume services delivered through our One Stop Shops, involving travel to the shop, queuing and possibly also the inconvenience of taking time off work to do this in normal opening hours. Customer research carried out in support of the Council's Channel strategy indicated that as a group, those wishing to obtain a parking permit have the greatest preference not to attend at a One Stop Shop. Facilitating on-line renewals will make a big difference to customer satisfaction and reduce footfall/queuing in our One Stop Shops.

There has been a steady but significant increase in the number of customers seeking parking services/information via the Web month on month (Sept –Oct 2010 6,319 to 7,309 Dec 2010 –Jan 2011). This supports the view that an increasing number of residents are securing access to the web and finding this a convenient way of doing business/finding information about parking services.

The above change is an addition to the service providing an enhanced level of choice to the public accepting that this choice is dependent on IT access and basic skills not held by all. As no existing access channels are changing the proposed changes are not likely to lead to disadvantage any particular group whilst making services more accessible to people with mobility problems, the elderly and people with care responsibilities.

Involve the redesign of the roles of some staff – the Parking Services Review is being managed in accordance with the Council's Handling Organisational Change Procedure.

Data for service take up:

At the present time parking Services are frequently accessed via the Customer Contact Centre. Equalities data is routinely sought from CCC customers, 24% of whom report that they are disabled.

Section 3: Equality Impact Assessment

With reference to the analysis above, for each of the equality strands in the table below please record and evidence your conclusions around equality impact in relation to the savings proposal.

<p>Race</p> <p><i>Identify the effect of the policy on different racial groups.</i></p>	<p>Will the change in your policy/service have an adverse impact on specific ethnic groups? No</p> <p>None of the proposed service enhancements will have a disproportionate adverse impact on any one specific ethnic group. The new ICT systems will be better placed to generate data specific to ethnic group than existing ones allowing the development of a more accurate picture of enforcement patterns by ethnicity than can currently be compiled.</p>
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Disability

Identify the effect of the policy on different disability groups

Will the change in your policy/service have an adverse impact on disabled people? No

The Council does not generally charge blue badge holders for permit/parking services.

In respect of the requirement to comply with parking and traffic regulations enforced by the local authority, the law makes certain exemptions for blue badge holders, principally that the authority is not able to remove their vehicle in any circumstances. The greater accessibility to services on line is likely to improve service access for disabled people as will more effective enforcement via CCTV. This technology is able to quickly identify blue badge fraud and unauthorised parking in bays reserved for people with disabilities.

<p>Gender</p> <p><i>Identify the effect of the policy on different gender groups (inc Trans) groups</i></p>	<p>Will the change in your policy/service have an adverse impact on men or women? Slight impact.</p> <p>Public transport for parents and families with young children can be more difficult to navigate. Therefore, there is an increased need for car usage for families, particularly affecting women. The proposals that are subject to this EqIA however are unlikely to impact significantly on this group. Equalisation of charges across the Borough may have some limited impact but this could be offset by the banded charges linked to smaller engine cars.</p>
<p>Sexual Orientation</p> <p><i>Identify the effect of the policy on members of the LGB community</i></p>	<p>Will the change in your policy/service have an adverse impact on lesbian, gay or bisexual people? No</p> <p>There is no data available on access to parking services by orientation. It is unlikely that any of the proposals have a bias for this equality strand.</p>

**Religion
and Belief**

*Identify the
effect of the
policy on
different
**religious
and faith
groups***

Will the change in your policy/service have an adverse impact on people who practice a religion or belief? No.

Some places of worship attract high numbers of car born worshipers and can also attract visits from people who live outside the Borough. The Parking Service always seeks to be sensitive and pragmatic in such circumstances and work with the place of worship to reduce disruption and in particular encourage worshipers to travel by more sustainable methods such as public transport. The disruption to residents living nearby and to traffic can be considerable. More targeted resources will ensure that better and more consistent relations can be built with the faith communities that seek to come by car and a greater and more sustained focus can be maintained to bring about lasting behaviour change to more sustainable travel modes.

<p>Age</p> <p><i>Identify the effect of the policy on different age groups using the prompts above</i></p>	<p>Will the change in your policy/service have an adverse impact on specific age groups? No</p> <p>There is no evidence to suggest an adverse impact by age. Younger adults are likely to be more computer literate and benefit proportionately more from the proposed on line service enhancements. Families with young children and the elderly, particularly those with mobility problems are also likely to benefit.</p>
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Socio-economic

Identify the effect of the policy in relation to socio-economic inequalities

Will the change in your policy/service have an adverse impact on people with low incomes? Yes, possibly.

Penalty charges are set throughout London by the Mayor in consultation with the Secretary of State. They are fixed at the same rate for all and will always have a bigger impact on people with lower incomes. Penalty charges can however be avoided by complying with the regulations.

Increased liaison with advice agencies, closer working arrangements via the corporate collection forum and the development of a corporate debt policy will help develop a consistent, effective and fair approach to debt collection in this area. These work areas fall outside the remit of the parking service.

Any proposals to increase fees and charges set by the Council will be the subject of a specific EqIA when the final proposals are known. The impact of increased charges will have a greater impact on users with lower incomes.

<p>Other</p> <p><i>Identify if there are groups, other than those already considered, that may be adversely affected by the policy?</i></p>	<p>Will the change in your policy/service have an adverse impact on any other people (e.g. carers)? No</p> <p>Enhanced on line access to parking services is likely to benefit carers.</p> <p>Better targeting of services will ensure enforcement activities are focused where they are needed most. This will be dictated mainly by road layouts, land use, traffic and pedestrian volume and type. Safety and traffic flow is a key factor in parking planning and the proposed changes will facilitate more effective joint tasking with other agencies like the police to protect children near schools etc.</p>
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<p>Staff</p> <p><i>Identify if there are any staff groups, , that may be adversely affected by the policy?</i></p>	<p>Will the change in your policy/service have an adverse impact on staff? No</p> <p>All staff issues have been managed through the Council's handling organisational change procedure.</p>
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Section 4: Equality Impact Assessment Action Plan

Please list in the table below any adverse impact identified and, where appropriate, steps that could be taken to mitigate this impact.

If you consider it likely that your proposal will have an adverse impact on a particular group (s) and you cannot identify steps which would mitigate or reduce this impact, you will need to demonstrate that you have considered at least one alternative way of delivering the change which has less of an adverse impact.

Adverse impact	Please describe the actions that will be taken to mitigate this impact
Gender	Targeted messages to families promoting the cost advantages of lower emission cars.
Impact of enforcement and increased charges on low income groups	Continue to link permit charges to vehicle's engines emissions/size. Engage community in drive to more sustainable modes and publicise how to avoid penalty charges and what to do if you get one (as the penalty increases over time). The overall policies and objectives apply equally to all of the Borough's residents and ratepayers. Parking will engage with other service areas to support increased liaison with advice agencies, closer working arrangements via the corporate collection forum and the development of a corporate debt policy.

If an adverse impact cannot be mitigated please describe an alternative option, its costs and the equality impact.

Section 5: Future Review and Monitoring

Please explain how and when the actual equality impact of these changes will be reviewed and monitored.

Monitor postbag and take up of services

Compliance rates

Equalities based review of enforcement and compliance data by equalities strand.



APPENDIX A: Equality Impact Assessment Test of Relevance

TRIGGER QUESTIONS	YES / NO	IF YES PLEASE BRIEFLY EXPLAIN.....
<p>Does the change reduce resources available to address inequality?</p>		<ul style="list-style-type: none"> • What outcome did the previous intervention seek to achieve? • What evidence do you have about how effective the previous intervention was?
<p>CHANGES TO A SERVICE</p>		
<p>Does the change alter access to the service?</p>		<ul style="list-style-type: none"> • Is there evidence that access will be more difficult or costly for some people?
<p>Does the change involve revenue raising?</p>		<ul style="list-style-type: none"> • What evidence do we have about who will pay? • What impact will this have on the income available for these people?
<p>Does the change alter who is eligible for the service?</p>		<ul style="list-style-type: none"> • What evidence do we have about who will no longer be eligible for the service? • Is this likely to lead to poorer outcomes for those who cannot access the service?

Does the change involve a reduction or removal of income transfers to service users?		<ul style="list-style-type: none"> • What evidence do we have on who has benefits from these transfers? • What is the likely impact of the removal of the income to current beneficiaries?
Does the change involve a contracting out of a service currently provided in house?		<ul style="list-style-type: none"> • Is there a need to include promotion of equality in the new contract arrangements?
CHANGES TO STAFFING		
Does the change involve a reduction in staff?		<ul style="list-style-type: none"> • What evidence do we have about the composition of the current workforce? • Are there some groups who are likely to be disproportionately affected by the proposed reduction?
Does the change involve a redesign of the roles of staff?		<ul style="list-style-type: none"> • What evidence is there that this could have an impact on equal pay? • Does the change reduce the ability of staff to work flexibly?

