


Equality Impact Assessment / Analysis (EqIA)

Change from paper-based on-street permit parking system to
online virtual permit system
V2 – 31/10/19



*Working for
Warwickshire*

Equality Impact Assessment / Analysis (EqIA)

Group	Traffic and Road Safety
Business Units/Service Area	Communities
Plan/Strategy/ Policy/Service being assessed	Changes from paper-based permit parking system to virtual online system
Is this a new or existing policy/service? If existing policy/service, please state date of last assessment	New
EqIA Review team – List of members	Philippa Young Paul Taylor
Date of the original assessment	25/01/19
Signature of completing officer (to be signed after the EqIA has been completed)	
Are any of the outcomes from this assessment likely to result in complaints from existing services users and / or members of the public? If yes, please flag this with your Head of Service and the Customer Relations Team as soon as possible.	YES
Name and signature of Head of Service (to be signed after the EqIA has been completed)	
Signature of GLT Equalities Champion (to be signed after the EqIA is completed and signed by the completing officer)	

A copy of this form including relevant data and information to be forwarded to the Group Equalities Champion and the Corporate Equalities & Diversity Team.



Working for Warwickshire

Form A1

INITIAL SCREENING FOR STRATEGIES/POLICIES/FUNCTIONS FOR EQUALITIES RELEVANCE TO ELIMINATE DISCRIMINATION, PROMOTE EQUALITY AND FOSTER GOOD RELATIONS



High relevance/priority



Medium relevance/priority



Low or no relevance/priority

Note:

1. Tick coloured boxes appropriately, and depending on degree of relevance to each of the equality strands
2. Summaries of the legislation/guidance should be used to assist this screening process

Business Unit/Services:	Relevance/Risk to Equalities																											
State the Function/Policy /Service/Strategy being assessed:	Gender			Race			Disability			Sexual Orientation			Religion/Belief			Age			Gender Reassignment			Pregnancy/ Maternity			Marriage/ Civil Partnership (only for staff)			
Change from paper-based to virtual online parking permit system	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
<p>Are your proposals likely to impact on social inequalities e.g. child poverty for example or our most geographically disadvantaged communities? If yes, please explain how.</p> <p>The proposal is likely to have a negative impact on our most disadvantaged communities who may not have access to the internet. However, research into internet accessibility shows that some 90% of households have access in 2018. This means that the vast majority of users will be able to access the new service. Where users may not have</p>																								YES				

<p>access to the internet, we will provide a phone contact service for those wishing to apply for, renew and pay for permits and those who wish to register their visitors without using the internet option. We do not anticipate the use of the internet option or phone approach to have a significant impact on internet or phone usage costs.</p> <p>ONS data indicates that 94% of households have mobile phone access. Smartphones may be used to apply for, renew and pay for permits. This approach may also be used to log visitors. Those without mobile phones may use a landline to access our service provider to carry out the same application, renewal and payment procedure and to record their visitors.</p>	
<p>Are your proposals likely to impact on a carer who looks after older people or people with disabilities? If yes, please explain how.</p> <p>The changes to virtual permitting will not affect the ability of carers to visit. They currently qualify for carer's permits and will continue to do so. Despite what may have been misreported elsewhere, they are not part of the proposal to limit visitor's parking allowance. This is made clear in the documentation associated with the consultation. Carers will continue to apply for a permit in broadly the same way that residents currently do and will switch to virtual permits in the same way too.</p>	<p>NO</p>

Form A2 – Details of Plan/ Strategy/ Service/ Policy

<u>Stage 1 – Scoping and Defining</u>	
(1) What are the aims and objectives of Plan/Strategy/Service/Policy?	To update and improve the current paper-based parking permit system to a fully digital online system.
(2) How does it fit with Warwickshire County Council's wider objectives?	The scheme is in alignment with Warwickshire's Parking Policies and fits in with the objectives of road network management in Warwickshire's LTP3.
(3) What are the expected outcomes?	The proposal will enable Warwickshire's parking permit users to access the new system, apply and renew permits promptly and efficiently in line with central government's drive towards paper-less online systems.
(4) Which of the groups with protected characteristics is this intended to benefit? (see form A1 for list of protected groups)	<p>The proposal is intended to benefit all groups with protected characteristics. Where there may be a negative impact for a certain group, WCC will look at alternatives to ensure everyone can access the service confidently and with ease. Actions to address this will be outlined in stage 4.</p> <p>Moving to a fully digital online system will most likely be a positive impact on the younger generation who tend to use online a lot more.</p>
<u>Stage 2 - Information Gathering</u>	
(1) What type and range of evidence or information have you used to help you make a judgement about the plan/strategy/service/ policy?	Office of National Statistics research into internet accessibility shows that some 90% of households have access in 2018. This means that the vast majority of users will be able to access the new service. Nevertheless, we know that for some of our most disadvantaged communities who may not have access to the internet, this will be a barrier to access. Action to address this is set out in stage 4.

<p>(2) Have you consulted on the plan/strategy/ service/policy and if so with whom?</p>	<p>A report has been prepared for cabinet. To ensure people living or working in Warwickshire feel that their voices are heard and they have influence in decision making, public consultation ran from 22 July to 22 September. Over 17,000 permit eligible residents were contacted, together with guesthouse proprietors, business representatives and local authorities. In addition, an online survey tool was provided for feedback and those without internet were able to respond via paper questionnaires. Alternative language needs were also provided.</p>		
<p>(3) Which of the groups with protected characteristics have you consulted with?</p>	<p>As part of the public consultation, the diversity data of respondents will be collected to ensure we've reached and heard from all groups / communities.</p>		
<p><u>Stage 3 – Analysis of impact</u></p>			
<p>(1) From your data and consultations is there any adverse or negative impact identified for any particular group which could amount to discrimination?</p> <p>If yes, identify the groups and how they are affected.</p>	<p style="text-align: center;">RACE</p> <p>It is anticipated that there may be potential language barriers for individuals from different cultural backgrounds.</p> <p>Action: Communications and instructions to be delivered in simple, plain English to address any potential language barriers. Alternative language provision was available on request.</p>	<p style="text-align: center;">DISABILITY</p> <p>It is anticipated that individuals with certain disabilities may find accessing the online service difficult.</p> <p>Action: Our service provider will maintain a limited phone and paper application and renewal process specifically for those who are unable to use the online service and / or have no internet access.</p>	<p style="text-align: center;">GENDER</p> <p>No impact identified. To be monitored and reviewed as part of the public consultation.</p>

	<p style="text-align: center;">MARRIAGE/CIVIL PARTNERSHIP</p> <p>No impact identified. To be monitored and reviewed as part of the public consultation.</p>	<p style="text-align: center;">AGE</p> <p>It is anticipated that the older generation are less likely to feel confident with using online services and / or have easy access.</p> <p>Action: Our service provider will maintain a limited phone and paper application and renewal process specifically for those who are unable to use the online service and / or have no internet access.</p> <p>With regard to the consultation itself, paper versions of the questionnaire and all information were available.</p>	<p style="text-align: center;">GENDER REASSIGNMENT</p> <p>No impact identified. To be monitored and reviewed as part of the public consultation.</p>
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	RELIGION/BELIEF	PREGNANCY MATERNITY	SEXUAL ORIENTATION
	The existing traffic regulations make provision for certain religious ceremonies to be carried out by prior agreement through suspension of parking places.	No impact identified. To be monitored and reviewed as part of the public consultation.	No impact identified. To be monitored and reviewed as part of the public consultation.
(2) If there is an adverse impact, can this be justified?	Where it has been identified that there may be an adverse impact on a particular group, we will act to mitigate / remove the negative impact as much that is reasonable. These actions can be seen at stage 4.		
(3) What actions are going to be taken to reduce or eliminate negative or adverse impact? (this should form part of your action plan under Stage 4.)	Please see actions at stage 4.		
(4) How does the plan/strategy/service/policy contribute to promotion of equality? If not, what can be done?	The switch to a digital permitting scheme will apply equally to all users of the permit scheme. Where there are potential access barriers for particular groups, action has / will take place to mitigate / remove them to ensure the service provides everyone with an equal opportunity.		
(5) How does the plan/strategy/service/policy promote good relations between groups? If not, what can be done?	N/A		
(6) Are there any obvious barriers to accessing the service? If yes how can they be overcome?	All barriers to accessing the service have been identified as part of stage 3, question 2. Actions to address these barriers can be found at stage 4.		

Stage 4 – Action Planning, Review & Monitoring

If No Further Action is required then go to – Review & Monitoring

(1)Action Planning – Specify any changes or improvements which can be made to the service or policy to mitigate or eradicate negative or adverse impact on specific groups, including resource implications.

EqlA Action Plan

Action	Lead Officer	Date for completion	Resource requirements	Comments
Review public consultation to identify any potential concerns and additional barriers for particular groups of people.	Jon Rollinson	Ongoing	None beyond usual role commitments	Paper questionnaires made available to those without internet
Service to carry on providing a limited phone and paper application and renewal process specifically for those who are unable to use the online service and / or have no internet access.	Service provider	Ongoing	None beyond usual role commitments	
Communications and instructions to be delivered in simple, plain English to address any potential language barriers.	All	Ongoing	None beyond usual role commitments	

(2) Review and Monitoring
State how and when you will monitor policy
and Action Plan

Customer feedback is a regular feature of civil parking enforcement. We have robust systems in place to keep track of complaints, comments and enquiries. While we do not intend to carry out any specific directed monitoring of the proposed changes, feedback from all customers is monitored for any potential improvements to service, or instances of discrimination towards any of the protected groups.

In parking management, we have received no direct complaints that the consultation process and the proposed changes to parking management have discriminated against any particular group other than those without use of the internet, who we have identified already and propose to cater for via the phone and postal response service.