

Equality Impact Assessment (EIA)

Parking Services/ City Centre Car Parking Charges on
Sunday

Equality impact, needs and requirements assessment form

Please use this form to record your findings, proposed actions, equality objectives and targets. Use the guidance notes to help you do the assessment or contact the Equality Standard Project Manager if you need some advice

About the policy, practice, service or function you are assessing

Name of policy, practice, service or function: Parking Services/ City Centre Car Parking Charges on Sunday

Assessment team leader name: David Gartside, Head of Traffic

Date of assessment: 27 October 2008

Department responsible: Regen and Community Service Area: Parking Services

Other members of assessment team:

Name	Position	Area of expertise	Comments
Mathew Deakin	Snr Projects Technician	Traffic and Transportation Projects	Attends City Centre church Disabled person
Rizwana Shaheen	Snr Traffic Regulation and Parking Services Technician	Traffic regulation and parking matters	Resident of the city centre Worshipper
Ann Webster	Equality and Diversity Manager	Equality and Diversity	Disabled driver

Question	Response/ findings
<p>What are the main aims and objectives or purpose of the policy, practice, service or function that you are assessing?</p>	<p>The assessment will focus on the proposed introduction of Sunday parking charges.</p> <p>The purpose of introducing Sunday parking charges is needed to respond to changing patterns of behaviour within the city centre on Sundays. Since the opening of the Westfield Centre Sunday activity has increased and demand for parking in some areas of the city centre is now as high on Sundays as it is on other days.</p> <p>Sunday charging will assist in ensuring regular turnover of valuable parking locations improving accessibility for some people.</p> <p>The introduction of Sunday charges will address the current imbalance in cost of travel for those who do not have access to a car.</p>
<p>Who implements, carries out or delivers the policy, practice, service or function? Please state where this is more than one person, team, department, or body – and include any outside organisations who deliver under procurement arrangements</p>	<p>The service is proposed to be delivered by Regeneration and Community and the Parking Services Team.</p> <p>Enforcement of parking is undertaken by the services in house team of Civil Enforcement Officers.</p>
Question	Response/ findings

<p>Who is affected by the policy, practice, service or function, or by how it is delivered? Such as, who are the external and internal customers, groups, or communities?</p>	<p>Everyone who travels to or through the city centre:-</p> <ul style="list-style-type: none"> • Visitors, • shoppers, • businesses, • employees and employers, • users of leisure centres and other city centre facilities, • bus companies and other transport providers, • low income families, • residents, • worshippers, • Civil Enforcement Officers
<p>What outcomes do we want to achieve, why and for whom? For example, what do you want to be providing, how well, what changes or improvements, and what should the benefits be for customers, groups or communities?</p>	<ul style="list-style-type: none"> • Regular and improved turnover of parking spaces to ensure better access and more parking opportunities for people visiting the city centre. • More opportunity to park where and when you want to. • Longer stay parking transferred to car parks rather than in high demand on-street parking places. • Increased income to support essential Council services. • Improvements to the security and safety of parking areas through more regular and frequent patrols.
<p>Question</p>	<p>Response/ findings</p>

<p>What existing or previous inspections of the policy, practice, service or function are there? For example, Best Value Inspections, policy reviews, research into the effects of a policy or practice.</p> <p>What did they tell you?</p>	<p>Introduction of charges for Monday through Saturday in 2002. Evidence from before and after studies indicating that charges created an additional 1400 parking opportunities every day through increased turnover and improved compliance.</p> <p>Anecdotal evidence, from Civil Enforcement Officers and others about level of demand for Sunday parking and current difficulties with some vehicles parked all day.</p> <p>National guidance recommends that authorities charge for services.</p>
<p>Identifying potential equality issues and factors</p>	
<p>Question</p>	<p>Response/ findings</p>

<p>What do you already know about the equality impact or need? For example, from research, feedback, consultation or any performance monitoring</p>	<p>Objections received to consultation include:</p> <ul style="list-style-type: none"> • impact on Sunday worshippers, • impact on residents and their visitors where a limit on the length of stay permitted is likely to be an issue • will impact on the quality of life particularly for lower income families who can't afford to pay for parking. • Long walking distance to 'cheaper' car parks could be more of a problem for older people and for those visiting the area of Castleward. <p>Blue badge holders may find it easier to find an appropriate parking space.</p> <p>More regular patrols by Civil Enforcement Officers could improve personal safety and reduce the fear of crime.</p> <p>No perceived impact on LGBT community</p>
<p>Question</p>	<p>Response/ findings</p>
<p>Is there any evidence of higher or lower take up under the policy or practice, or of the service or function for any particular groups? For example, who uses the service, who doesn't and why not?</p>	<p>Evidence from 2002 indicates the approach is likely to have the desired impact.</p> <p>The operation of Sunday charges will need to be monitored and assessed after a period to ensure that it is meeting its objectives and to consider any emerging issues. This will take the form of surveys of parking behaviour, examination of levels of transactions and income.</p>

<p>Have there been any important demographic changes or trends locally? For example is the population changing, and if so, how and what might that mean for the service or function?</p>	<p>The opening of Westfield Shopping Centre in 2007</p> <p>Increased activity in the city centre on Sundays and more shops open.</p> <p>Changes to the make up of the community with new communities joining us, particularly from Eastern Europe.</p> <p>Increases in demand for parking on key city centre streets.</p>
<p>Question</p>	<p>Response/ findings</p>
<p>Is there an indication that any of the policies or practices involved with the service or function creates particular problems or difficulties for any groups of customers or communities?</p>	<p>Those potentially affected include</p> <ul style="list-style-type: none"> • Sunday worshippers, • Households with low incomes, • City centre residents • older people <p>Derby is a very diverse city and within our community are people with a range of faiths and also non believers. Not all faiths have Sunday as their day of religious observance. So, those individuals who for example observe Friday or Saturday as a religious day have to pay for parking and by introducing Sunday charges we are not treating one religious group more favourably than another.</p>

<p>What information or data exists? For example, statistics, customer feedback, complaints, research, monitoring – who keeps it and can you get hold of it?</p>	<p>Information is held by Parking Services</p> <p>Consultation response from the public consultation process.</p> <p>Anecdotal evidence from Parking Services staff and others</p> <p>Parking studies to be undertaken before and after implementation.</p>
<p>Question</p>	<p>Response/ findings</p>
<p>Does any equality or diversity objectives already exist? If so, what are they and what is current performance like against them?</p>	<p>Objective to provide accessible and convenient parking for blue badge holders. Blue badge holders are exempt from charges.</p> <p>Resident parking policy allows residents to buy an annual parking permit which exempts them from restrictions on parking duration and from charges. 20 visitor parking permits provided for residents to issue to their visitors.</p>

Is the service having a positive or negative effect on particular people in the community, or particular groups or communities?

Positive

- Evidence of increased parking turnover is positive and indicates people can park where they need to more readily especially beneficial for short stay visits by shoppers and visitors.
- Blue badge holders benefit from easier access to convenient parking locations.
- Business and traders benefit from easier access for some customers/shoppers.
- Benefits for public transport by encouraging bus travel and ensuring services more viable.

Negative

- potential impact on low income households who can not afford parking charges.
- Potential impact on city centre workers who will be displaced from some current parking areas.
- impact on local residents and their visitors.

Collecting the information and data about how the policy, practice, service or function, impacts on communities

Please record your information and data in this table and think about:

what information or data you will need

using both quantitative and qualitative data

making sure that where possible there is information that allows all perspectives to be considered

identifying any gaps in the information/ data and what it can tell you

Data or information	When and how was it collected?	Where is it from?	What does it tell you? You need to consider all six equality strands where you can	Gaps in information
<p>Customer feedback and complaints</p> <p>Consultation and community involvement</p>	<p>The proposals have been advertised in local media including DET and Ram FM/ Radio Derby. Public notices provided in all parking areas giving people three weeks to raise comment. Direct consultation with city centre business through City Centre Management and Cathedral Quarter Bid Company.</p>	<p>Residents, businesses, church goers</p>	<p>Impact of the proposals will be felt by city centre worshippers, residents and their visitors and people on low income</p>	<p>No obvious gaps exist and consultation has been extensive.</p>

Performance information including Best Value	Information gathered as part of 2002 implementation of city centre pay and display. Information from Parking Services team including anecdotal evidence of usage and demand.		Evidence of the impact arising from introduction of charges and benefits for some users	Further data collection required before the introduction of Sunday charges to complement anecdotal evidence. Need to examine current usage levels and lengths of stay.
Take up and usage data				This will need to be gathered after implementation. Will include usage levels, transactions and income.
Comparative information or data where no local information	Not relevant/ applicable			
Census, national or regional statistics	Not relevant/ applicable			
Access audits or assessments such as DDA assessments			Disabled people with blue parking badges will not be affected by the proposals as they can park for free anyway	

Workforce profile	Workforce monitoring	Employment statistics	Parking Services workforce, particularly Civil Enforcement Officers, are diverse in their composition and include representatives from most groups	
Where service delivered under procurement arrangements – workforce profile for deliverers	Not applicable. No procurement involved.			
Monitoring and scrutiny outcomes	Not applicable although the operation of Sunday charges will be reviewed to ensure it meets objectives.			

Analysing the information and data and setting equality objectives and targets

Please give your detailed findings in this table

Service or function	Policy or practice	Findings	Which groups are affected and how	Whose needs are not being met and how?
Impact on low income families particularly arising from lack of cheap long stay parking in Castleward areas		Nearest long stay car park where Sunday parking will be just £1 is some distance for those visiting Castleward area. Long stay parking is readily available but at a cost.	Will affect those visiting Castleward including worshippers and older people.	People on low income are affected most.
Parking for residents and visitors.	Residents Parking Policy aims to ensure that residents and their visitors are given priority for parking	Some evidence that visitors of residents could incur additional costs through Sunday charging although likelihood of being able to park will increase.	Residents and their visitors	Residents and their visitors needs are being met but at a cost.

Objectives - process, impact or outcome based

Please give your proposed objectives/ targets in this table

Objective/Target:	Improve the guidance and advice regarding alternative travel and parking options.
Specific	Yes - A fact sheet produced in advance of Sunday charges being introduced. The fact sheet to give advice and guidance for people visiting the city centre setting out alternative travel options and opportunity for alternative parking options.
Measurable	We can measure the number of fact sheets issued and the sheet will also be provided on the internet.
Achievable	Fact sheet to be produced in house by Parking Services and PR team.
Relevant	Ensure that those visiting the city centre, including worshippers, have all the information they need to plan their journey in a way that suits their needs.
Timed	To be available before the introduction of charges
Objective/Target:	Improve advantage of the charge system for residents and their visitors
Specific	Yes - increasing the number of visitor permits residents can have, from 20 to 40 per year.
Measurable	Yes – resident feedback can be sought
Achievable	Yes
Relevant	Will directly address the concerns expressed by people
Timed	To be available at the introduction of Sunday parking charges

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Monitoring and reviewing - incorporating into performance management

Please summarise your objectives and targets in this table with your proposed monitoring and reporting arrangements

Objective	Planned action	Target performance			Responsible lead officer	Reporting cycle, for example, quarterly
		2008/9	2009/10	2007/11		
Improve the guidance and advice regarding alternative travel and parking options.	A fact sheet produced in advance of Sunday charges being introduced. The fact sheet to give advice and guidance for people visiting the city centre setting out alternative travel options and opportunity for alternative parking options.				Parking Services Rizwana Shaheen	

Improve advantage of the charge system for residents and their visitors	increasing the number of visitor permits residents can have, from 20 to 40 per year.				Parking Services Lynn Ferguson	
Assess and review the effects of introducing Sunday charges within one year.	measure parking activity, duration of stay and level of transactions / income and assess and review the results				Parking Services Rizwana Shaheen	