

# Equalities Impact Assessment: Full Assessment

Before completing this form you should have completed an Equalities Screening Tool and had sign off from your Head of Service and the Fairness and Equality Team.

This Equality Impact Assessment should be completed where the Screening Tool identifies a potentially negative impact on one or more specific groups but it can also be used to highlight positive impacts.

## Summary of proposal

|                                  |                                      |
|----------------------------------|--------------------------------------|
| Name of proposal                 | Renewal of the Main Parking Contract |
| Reference number (if applicable) |                                      |
| Service Area                     | Parking Services                     |
| Date assessment completed        | 16/6/23                              |

Before completing the EQIA please read the guidance and FAQs. For further help and advice please contact [equalities@islington.gov.uk](mailto:equalities@islington.gov.uk).

# 1. Please provide a summary of the proposal.

## Please provide:

- **Context on how the service currently operates (if relevant) and the scope of suggested changes**
- **The intended beneficiaries and outcomes of the proposal**
- **Reference to any savings or income generation**

The Council has a legal obligation to enforce parking and moving traffic contraventions under the Traffic Management Act 2004 (TMA) with the aim of reducing congestion and road danger.

There are a number of services in Parking including: On street & CCTV Enforcement, Cashless parking, Blue Badge team and the infrastructure team.

There are currently 3 bases in Islington in which Civil Enforcement Officers (CEOs) are deployed from, to enforce against parking contraventions via Penalty Charge Notices (PCNs). One of the bases also has a CCTV team in which the team reviews CCTV clips of parking infringements and either accepts or rejects the clip as a PCN. 60% of Parking's income is generated by parking enforcement, this sector will make up for a majority of the new parking contract and the service will continue. However, the possible new supplier will apply innovation to improve the efficiency and effectiveness of the enforcement service. This innovation may include (but is not limited to) the use of ANPR cars and deployment from home.

Presently there are multiple suppliers providing a variety of services (mentioned above), this will change in the new parking contract as there will be a single source supplier. One benefit of a single source supplier is that the contract managing of all these subcontracts will reduce as the supplier manages on behalf of Islington Council. Any potential issues with the subcontractors will be resolved by the supplier. The services will continue as usual- BAU will not change however communication channels may differ.

The project will encourage the delivery of innovation which will achieve manpower savings over the course of the contract. The project is not optional, we must go to market. Projected savings may be affected by the current economic inflationary rates although it is still envisaged, we will achieve efficiencies over the contract duration.

**Please provide:**

- **Context on how the service currently operates (if relevant) and the scope of suggested changes**
- **The intended beneficiaries and outcomes of the proposal**
- **Reference to any savings or income generation**

## 2. What impact will this change have on different groups of people?

### Please consider:

- **Whether the impact will predominantly be external or internal, or both?**
- **Who will be impacted – residents, service users, local communities, staff, or others?**
- **Broadly what will the impact be – reduced access to facilities or disruptions to journeys for example?**

#### Whether the impact will predominantly be external or internal, or both?

-The impact of this change will predominantly affect internal groups as there will be a single source supplier, this may result in a change of communication. Currently, staff interact directly with the supplier however this will change as the contractor will liaise with the sub-contractor (s) on Islington's behalf; resulting in smoother contract management. The KPIs and contract will be more robust, allowing Islington to financially default the contractor for poor performance, creating a more efficient service.

-As the renewal of the main parking contract is a continuous service there will be little impact to external groups as many services will remain as business as usual, with the objective of the service to be more user friendly. However, there may be a slight impact if the IT supplier (currently Taranto) changes as individuals applying for permits, paying PCNs and contacting about enforcement issues etc may find the system differs to how it previously operated. Similarly, this may occur if the cashless parking contract changes hand as customer may need to re-register to pay for parking sessions; this is a very simple and quick process.

#### Who will be impacted – residents, service users, local communities, staff, or others?

-With having a more robust contract, there is an expectation of increased road safety and increased air quality as due to better measures of enforcement, compliance should improve. This will have a positive effect on residents, service users and local communities.

-Due to the more streamline contract management, staff will also be impacted positively as the internal system will run more smoothly, efficiently and an increase in productivity.

-Management can focus on BAU and pay closer attention to operational needs whilst the single source supplier will contract manage.

-In addition, the contract is contributing to corporate adjectives including working towards the 2030 Net Zero Carbon aims.

Broadly what will the impact be – reduced access to facilities or disruptions to journeys for example?

-If we obtain a contract with a new IT supplier, the system must continue to be accessible for service users; this system should not discriminate. For example, all language must be simple, clear and concise for example FPR in the bailiff contract as Islington is a very diverse borough.

-The continuation of cashless parking will have a positive effect on residents as there is no need to carry money and is simple and easy to use. However, this may affect the elderly in a negative way as access to a mobile phone is required. Currently, paper vouchers can be utilised as an alternative. In addition, if there is a change of cashless parking supplier, this may cause a minor inconvenience for the user to re-register.

### 3. What impact will this change have on people with protected characteristics and/or from disadvantaged groups?

This section of the assessment looks in detail at the likely impacts of the proposed changes on different sections of our diverse community.

#### 3A. What data have you used to assess impacts?

Please provide:

- Details of the evidence used to assess impacts on people with protected characteristics and from disadvantaged groups (see guidance for help)
- A breakdown of service user demographics where possible
- Brief interpretation of findings

Parking's main contract is for the enforcement of the borough of Islington. Any enforcement action needs to take into consideration claims of vulnerability, mitigating circumstances and the ability of the customer to pay once being investigated internally. Enforcement contraventions are incurred by all sections of the community, both locally and nationally, and effective internal recovery processes are also crucial and in place from an equality point of view.

With regards to safeguarding, all enforcement contraventions are registered in the name of adults – normally in line with keeper details supplied by the DVLA. As above, internal enforcement action and processes, by law, are expected to consider claims of vulnerability, and will consider basic Human Rights and Data Protection legislation. The Data Protection legislation ensures that enforcement contraventions will not be discussed with children or anyone other than the registered keeper, unless authorised in writing and a signed document by the registered keeper.

According to Travel London: understanding our diverse communities 2019, (TFL 2019)-' *Whilst private cars, taxis, and private hire vehicles can be an important*

Please provide:

- Details of the evidence used to assess impacts on people with protected characteristics and from disadvantaged groups (see guidance for help)
- A breakdown of service user demographics where possible
- Brief interpretation of findings

*means of transport for disabled people, the main means of transport used by disabled Londoners at least once a week are walking (81%), bus (58%), car as passenger (42%) and car as driver (24%).'*

The continuance of the blue badge is vital as the number of vehicle usage by disabled people in London accumulates to 66%.

There are no adverse impacts identified as the procurement of the contract will continue to manage the availability of parking space throughout the borough for all residents and businesses alike and impact all those who wish to park on the public highway in Islington. The continuity of service benefits all road users by encouraging safer parking, as well as ensuring traffic restrictions are adhered to, i.e. banned turns. This promotes safety on the highway and ensures, for example, areas for pedestrian crossings are kept clear, increasing accessibility for any vulnerable pedestrians, and especially those with disabilities.

A number of positive examples are shown below:

- discouraging pavement parking to give full access to pedestrians.
- helping buses keep to their timetable, benefitting pedestrians who do not have access to vehicles, including those with disabilities.
- assisting delivery vehicles.
- allowing pedestrians to feel safer crossing the road without illegally-parked cars causing obstruction.
- keeping parking places reserved for Blue Badge holders for those who need to use them.
- Enforcement of Dedicated Disabled Bay
- helping traffic to flow more freely.
- allowing residents, businesses and shoppers a better opportunity to park, including those with blue badge holders.

Please provide:

- Details of the evidence used to assess impacts on people with protected characteristics and from disadvantaged groups (see guidance for help)
- A breakdown of service user demographics where possible
- Brief interpretation of findings

The evidence suggests that there is a low or if any negative equality impacts for any protected

characteristic or any human rights or safeguarding risks.

#### Breakdown of service user demographics

The continuation of the Main Parking contract is for the enforcement of the whole borough, it is more appropriate to compare the resident demographic of Islington against London-wide demographic data. The table below provides a demographic breakdown of Islington, compared to London as a whole.

There is a lower percentage of BME residents in Islington at 13.3%, compared to the London average of 13.5%.

20.4% of people living in Islington identify themselves as having a disability compared to the London average of 15.6%.

15.2% of Islington are under the age of 16, therefore it is important to reduce road danger and work towards multiple of Islington Together 2030 Plan: Child-friendly Islington: By 2030, Islington is a place where all children and young people are rooted in a community where they feel safe, can thrive and are able to be part of and lead change. Greener, healthier Islington: By 2030, communities in Islington can access and enjoy London's greenest, cleanest and healthiest neighbourhoods and are able to live healthy, fulfilling and independent lives. A safe place to call home: By 2030, everyone in Islington has a safe, decent and genuinely affordable place to call home.



Please provide:

- Details of the evidence used to assess impacts on people with protected characteristics and from disadvantaged groups (see guidance for help)
- A breakdown of service user demographics where possible
- Brief interpretation of findings

|   | London<br>Total: 8,799,728 | Islington<br>Total: 216,589 |
|---|----------------------------|-----------------------------|
| Gender: Female  | 51.5%                      | 52.3%                       |
| Gender: Male  | 48.5%                      | 47.7%                       |
| Age: under 16   | 19.2%                      | 15.2%                       |
| Age: 16-24  | 11.1%                      | 12.6%                       |
| Age: 25-49  | 40.8%                      | 47.3%                       |
| Age: 50-64  | 16.9%                      | 15.5%                       |
| Age: 65+  | 11.9%                      | 9.4%                        |
| Disabled  | 15.6%                      | 20.4%                       |
| Ethnic Group: Asian, Asian British or Asian Welsh                     | 20.7%                      | 9.9%                        |
| Ethnic Group: Black, Black British, Black Welsh, Caribbean or African | 13.5%                      | 13.3%                       |
| Ethnic: Mixed or Multiple ethnic groups                               | 5.7%                       | 7.5%                        |
| Ethnic: White   | 53.8%                      | 62.2%                       |
| Ethnic: Other   | 6.3%                       | 7.1%                        |

3B: Assess the impacts on people with protected characteristics and from disadvantaged groups in the table below.

Please first select whether the potential impact is positive, neutral, or negative and then provide details of the impacts and any mitigations or positive actions you will put in place.

Please use the following definitions as a guide:

Neutral – The proposal has no impact on people with the identified protected characteristics

Positive – The proposal has a beneficial and desirable impact on people with the identified protected characteristics

Negative – The proposal has a negative and undesirable impact on people with the identified protected characteristics

| Characteristic or group | Positive/Neutral/Negative | What are the positive and/or negative impacts?   | How will potential benefits be enhanced or negative impacts be eliminated or reduced?  |
|-------------------------|---------------------------|--|--|
| Age                     | Neutral                   | Enforcement is a large part of the renewal of the Main Parking Contract, in a bid to improve driving compliance. The expectation of improved driving compliance will reduce road danger, encourage active transport and the impact from vehicle emissions and congestion on air quality will improve. These aspects have a positive effect on all age groups | The positive effects mentioned will be enhanced by schemes such as School Streets, cycle lanes, bike hangars and Low Traffic Neighbourhoods. |

| Characteristic or group        | Positive/Neutral/Negative | What are the positive and/or negative impacts?  | How will potential benefits be enhanced or negative impacts be eliminated or reduced? |
|--------------------------------|---------------------------|---|---|
| Disability<br>(include carers) | Neutral                   | This is a continuation of the service Parking provides, Blue Badges will still be provided. |   |

| Characteristic or group               | Positive/Neutral/Negative | What are the positive and/or negative impacts?                                      | How will potential benefits be enhanced or negative impacts be eliminated or reduced? |
|---------------------------------------|---------------------------|---|---|
| Race or ethnicity                     | Neutral                   | There are no aspects that will advantage/disadvantage certain races or ethnicities. |   |
| Religion or belief (include no faith) | Neutral                   | There are no aspects that will advantage/disadvantage certain races or ethnicities. |   |

| Characteristic or group                                      | Positive/Neutral/Negative | What are the positive and/or negative impacts?                                      | How will potential benefits be enhanced or negative impacts be eliminated or reduced? |
|--|---------------------------|---|---|
| Gender and gender reassignment (male, female, or non-binary) | Neutral                   | There are no aspects that will advantage/disadvantage certain races or ethnicities. |   |
| Maternity or pregnancy                                       | Neutral                   | There are no aspects that will advantage/disadvantage maternity and pregnancy.      |   |

| Characteristic or group | Positive/Neutral/Negative | What are the positive and/or negative impacts? | How will potential benefits be enhanced or negative impacts be eliminated or reduced? |
|-------------------------|---------------------------|--|---|
|                         | Neutral                   |  |   |

| Characteristic or group       | Positive/Neutral/Negative | What are the positive and/or negative impacts?   | How will potential benefits be enhanced or negative impacts be eliminated or reduced? |
|-------------------------------|---------------------------|--|---|
| Sex and sexual orientation    | Neutral                   | There are no aspects that will advantage/disadvantage certain sexes or sexual orientation. |   |
| Marriage or civil partnership | Neutral                   | There are no aspects that will advantage/disadvantage certain sexes or sexual orientation. |   |



| Characteristic or group   | Positive/Neutral/Negative | What are the positive and/or negative impacts?   | How will potential benefits be enhanced or negative impacts be eliminated or reduced? |
|---|---------------------------|--|---|
| Other Age (e.g. elderly)<br>(e.g. people living in poverty, looked after children, people who are homeless or refugees) | Neutral                   | There are no aspects that will advantage/disadvantage certain sexes or sexual orientation. |   |

## 4. How do you plan to mitigate negative impacts?

Please provide:

- An outline of actions and the expected outcomes
- Any governance and funding which will support these actions if relevant

Not applicable as the impacts of this contract are neutral

## 5. Please provide details of your consultation and/or engagement plans.

Please provide:

- Details of what steps you have taken or plan to take to consult or engage the whole community or specific groups affected by the proposal
- Who has been or will be consulted or engaged with
- Methods used or that will be used to engage or consult
- Key findings or feedback (if completed)

It is not necessary for the whole community to be consulted as the service provided by the Council will continue. However, internal workshops and regular meetings take place as staff will be most affected by the change and updates are important to ensure a smooth transition.

The workshops and specification review meetings provide valuable opportunities for staff to contribute their suggestions aimed at enhancing the service, as well as to raise any potential concerns they may have.

External groups do not have to be consulted on this Contract, therefore there will not be any consultation/engagement however we have undertaken industry consultation to ensure best fit for the Council.

Please provide:

- Details of what steps you have taken or plan to take to consult or engage the whole community or specific groups affected by the proposal
- Who has been or will be consulted or engaged with
- Methods used or that will be used to engage or consult
- Key findings or feedback (if completed)

## 6. Once the proposal has been implemented, how will impacts be monitored and reviewed?


Please provide details in the table below.

| Action   | Responsible team or officer             | Deadline   |
|--|---|--|
| There will be ongoing reviews and constant feedback to monitor any changes | All Parking teams and Contact Islington | There is no deadline as this is an ongoing process for the duration of the whole contract. |

| Action | Responsible team or officer | Deadline |
|--------|-----------------------------|----------|
|        |                             |          |
|        |                             |          |
|        |                             |          |

Please send the completed EQIA to [equalities@islington.gov.uk](mailto:equalities@islington.gov.uk) for quality checking by the Fairness and Equality Team. All Equality Impact Assessments must be attached with any report to a decision-making board and should be made publicly available on request.

This Equality Impact Assessment has been completed in accordance with the guidance and using appropriate evidence.

| Member                            | Name             | Signed   | Date                 |
|-----------------------------------|------------------|--|----------------------|
| Staff member completing this form | Charissa Darkwah | DocuSigned by:<br><br>F431D6AD39FE4A7... | 09-11-23   15:34 GMT |
|                                   | Millie Denney    | DocuSigned by:<br><br>A173B0B834B6445... | 09-11-23   15:32 GMT |
| Fairness and Equality Team        | Monika Milewska  | Monika Milewska  | 09.11.2023           |
| Director or Head of Service       | Rubena Hafizi    | DocuSigned by:<br><br>565317E51768479... | 10-11-23   12:28 GMT |