

Equality Impact Assessment: Screening Tool

Summary of proposal

| | |
|---|---------------------------------------|
| Name of proposal | Procurement of Debt Recovery Services |
| Reference number (if applicable) | |
| Service Area | Parking |
| Date screening completed | 05/05/22 |
| Screening author name | Sara Bailey |
| Fairness and Equality team sign off | |
| Authorising Director/Head of Service name | Rubena Hafizi |

Before completing the EQIA Screening Tool please read the guidance and FAQs. For further help and advice please contact equalities@islington.gov.uk.

Please provide a summary of the proposal.

Please outline:

- What are the aims/objectives of this proposal?
- Will this deliver any savings?
- What benefits or change will we see from this proposal?
- Which key groups of people or areas of the borough are involved?

This proposal will ensure that the Council is able to continue to recover unpaid penalty charge notice (PCN - parking fine) debts and provides an income stream of C£900K per annum to the Council. It is a no cost to the Council contract. Additional benefits will include social and added value which represents 35% of the evaluation criteria (the tender evaluation being 100% quality based as the fees are set in law). This is likely to include additional goods and services including paying for apprenticeships within the borough, housing and employing the homeless, staff charitable days off, free data analytics, pre-debt cleansing, surveys and electric vehicle charging points.

The successful suppliers will also be appointed based on their environmental credentials including use of technology and green transport to recover debts.

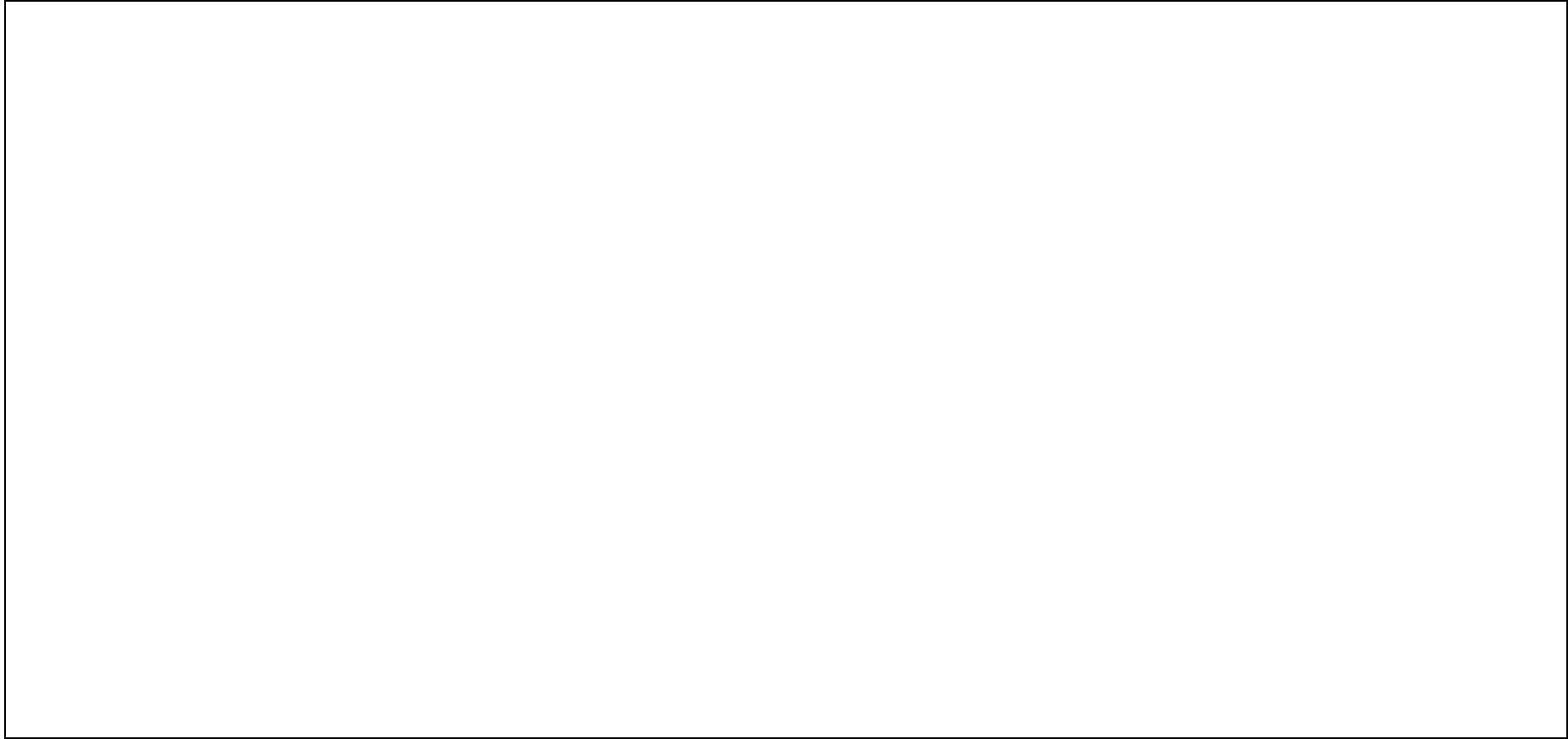
The evaluation criteria will also consider how the suppliers deal with vulnerable debtors although much of this is set out in legislation we will also review how easily a debtor can identify themselves as vulnerable and arrange a payment plan or acquire support from an external agency such as the Citizens Advice Bureau. Payment plans will also be available to set up easily and

quickly via the suppliers portal, with the debtor having the flexibility to set this at a manageable level for them, irrespective of whether they identify as vulnerable.

Economic and social sustainability will be managed by way of robust vulnerable customer management offering achievable and affordable payment plans via web portal and app. Vulnerable debtors will be given the opportunity to seek independent advice before cases proceed to recovery. Upon making contact for the first time, the enforcement agent will seek to identify whether a debtor is vulnerable which may involve ongoing mental illness/severe depression, allegations of attempted suicide, long standing health conditions, learning disabilities, terminally ill, recently bereaved, elderly (where the person is unable to deal with their affairs), people with severe physical or mental disabilities, where the debtor or partner is in the final weeks of pregnancy (to be reviewed after the birth), where severe social deprivation is evident or communication difficulties where an interpreter would be useful (profound deafness, blindness or language difficulties).

It is a very small minority of people within the borough affected. In 21/22 c380,000 PCN's were issued, of which approximately 10% reach the debt recover stage (c38,000) of this only about 20-30% is recovered (c7,600 – c11,400) of which approximately 50% reside outside of the borough (c3,800 – c5,700). These are people that have had several opportunities to make payment of the PCN but have been unable to pay.

The ultimate seizing of goods to recover the unpaid parking debt is a very rare occurrence happening in just 0.5% of the 10% of cases passed to the debt recovery agent (c190).



On whom will the proposal impact? Delete as appropriate.

| Group of people | Impacted? |
|-----------------------------------|-----------|
| Service users | Yes |
| Residents | Yes |
| Businesses | Yes |
| Visitors to Islington | Yes |
| Voluntary or community groups | No |
| Council staff | No |
| Trade unions | No |
| Other public sector organisations | No |

| Group of people | Impacted? |
|-----------------|-----------------|
| Others | Please specify: |

What consultation or engagement has taken place or is planned?

Please outline:

- Which groups or communities you have consulted/plan to consult
- Methods used/will use to engage (for example, focus groups)
- How insight gained from engagement or consultation has been/will be fed into decision making or proposal design

If you have not completed any engagement activity and do not plan to, you should outline why this decision has been made.

This is a contract renewal to ensure continuity of service and income to the Council. There is no requirement to consult with any groups or communities as they are not affected. Two supplier days have been held with the industry.

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

Of the groups you have identified above, please now indicate the likely impact on people with protected characteristics within these groups by checking the relevant box below. Use the following definitions as a guide:

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

You should then assess whether the negative impact has a low impact, medium impact or high impact. Consider the level and likelihood of impact. Please also think about whether the proposal is likely to be contentious or

perceived as a negative change by certain groups, as this could justify the completion of a full EQIA. See the guidance for help.

| Protected characteristic | Positive impact | Neutral impact | Negative impact | Description of the impact (if applicable) |
|---|--------------------------|---------------------------------------|-----------------|---|
| Age | <input type="checkbox"/> | <input checked="" type="checkbox"/> X | Choose an item. | |
| Disability (include carers) | <input type="checkbox"/> | <input checked="" type="checkbox"/> X | Choose an item. | |
| Race or ethnicity | <input type="checkbox"/> | <input checked="" type="checkbox"/> X | Choose an item. | |
| Religion or belief (include no faith) | <input type="checkbox"/> | <input checked="" type="checkbox"/> X | Choose an item. | |
| Gender and gender reassignment (male, female or non- binary) | <input type="checkbox"/> | <input checked="" type="checkbox"/> X | Choose an item. | |
| Maternity or pregnancy | <input type="checkbox"/> | <input checked="" type="checkbox"/> X | Choose an item. | |

| Protected characteristic | Positive impact | Neutral impact | Negative impact | Description of the impact (if applicable) |
|---|--------------------------|-------------------------------------|-----------------|---|
| Sex and Sexual Orientation | <input type="checkbox"/> | <input checked="" type="checkbox"/> | Choose an item. | |
| Marriage or Civil Partnership | <input type="checkbox"/> | <input checked="" type="checkbox"/> | Choose an item. | |
| Other (e.g. people living in poverty, looked after children, people who are homeless or refugees) | <input type="checkbox"/> | <input checked="" type="checkbox"/> | Choose an item. | |

How do you plan to mitigate negative impacts?

Where there are disproportionate impacts on groups with protected characteristics, please outline:

- The other options that were explored before deciding on this proposal and why they were not pursued
- Action that is being taken to mitigate the negative impacts

| Action | Lead | Deadline | Comments |
|--------|------|----------|----------|
| | | | |
| | | | |
| | | | |

| Screening Decision | Outcome |
|--|---------|
| Neutral or Positive – no full EQIA needed*. | Yes |
| Negative – Low Impact – full EQIA at the service director’s discretion*. | Yes/No |
| Negative – Medium or High Impact – must complete a full EQIA. | Yes/No |
| Is a full EQIA required? Service decision: | No |

| Screening Decision | Outcome |
|--|---------|
| Is a full EQIA required? Fairness and Equality recommendation: | Yes/No |

* If a full EQIA is not required, you are still legally required to monitor and review the proposed changes after implementation to check they work as planned and to screen for unexpected equality impacts.

Please send this completed EQIA Screening Tool to equalities@islington.gov.uk for quality checking by the Fairness and Equality Team.