

Initial Equality Impact Assessment – Service Change.

Department	Environment and Community Services
Service	Parking Pay and Display Machines
People involved	Clare O'Connor, Wale Adeyoyin, Steve Lane

1. What are the aims of the service and what changes are being proposed?

It is proposed to replace around 100 of the current 1200 (8%) old 'coin only' pay & display (P&D) machines, with new 'card only' machines accepting payment by credit and debit cards either using Chip & Pin or 'Contactless' e.g. Wave & Pay payment technology. This will enable a pilot scheme to be undertaken to determine the suitability of these machines in terms of the usage by customers which will assist with further potential roll out of such units to replace the ageing stock.

2. What is the rationale behind these changes?

The existing machines are mainly between 12 and 18 years old and have exceeded their expected operational life. As the model of machines has not been manufactured for some years the availability of some spare parts is becoming an issue. Since 2002, the P&D machines in the Borough have been broken into by thieves. Despite additional security devices being designed and fitted, collection frequencies being increased and close liaison with the Metropolitan Police, thefts are still occurring. Both of these issues are having a detrimental effect on the provision of the parking service in terms of this service being fully an efficient and effective use of available resources.

The Council has since 2004 (in Putney) and 2007 for the rest of the Borough offered the option of paying to park using the Parkmobile pay-by-phone solution, avoiding the need for motorists to estimate how long they may need to stay. Uptake of the pay-by-phone solution has been steadily increasing since its introduction and now accounts for around 45% of the total casual parking income. In addition, paying for goods and services using credit or debit cards has become the norm for many motorists and with new payment technologies such as 'Contactless' e.g. Wave & Pay, card payments, more motorists are expecting to be able to pay for their parking using a credit or debit card.

Moving away from needing to put coins into a P&D machine will offer motorists a choice of how to pay for their parking and reduce the number of thefts in the Borough.

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3. What information do you have on the service and the potential impact of your service change in relation to the following?

	List information you have.
Race	Census data shows that 39% of BME residents do not own a car as compared to 36% of white residents who do not own a car. Any changes to how car parking charges are paid should therefore not disproportionately impact BME residents as compared to white residents. There is no Census data on bank accounts held etc by ethnicity
Gender	Data on car ownership has not yet been released for gender
Disability	Data on car ownership has not yet been released for disability. It should be noted that disabled Blue Badge holders will not be affected by these proposals as they may park free of charge and without time limit in Wandsworth with a disabled person's Blue Badge.
Age	28% of residents aged 65+ own 1 or more car as compared to 58% of all residents. Any changes to how car parking charges are paid should therefore not disproportionately impact older residents.
Faith	Data not published
Sexual Orientation	Data not collected

4. Thinking about each group below please list the impact that the service change will have.

	Positive impacts	Possible <u>negative</u> impacts
Age	<i>Reduction in crime in local area as new machines will be cashless.</i> <i>Service provision improvements associated with reallocation of council resources.</i>	The pilot machines will be located within walking distance of machines which take cash so if older residents prefer not to use the cashless machines they can use another machine. This is a pilot project and any issues will be incorporated in a review of the machines before any further rollout. P&D machines used in Westminster and some other London Boroughs have only accepted payment by credit or debit card for many years and no equality issues have been identified.

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Disability	<i>As above. Blue Badge holders will not be affected.</i>	As above
Race	As above	As above
Gender	As above	As above
Faith and sexual orientation	As above	As above

5. Is a full EIA required? No.

- Is the service a frontline service? Yes
- Is it clear what impact the service change will have on all the equality groups? Yes
- Overall will the change have a negative impact on any of the equality groups? No.

Comments - Please give the rationale here for not undertaking a full EIA

It is a pilot and any issues will be investigated before scheme is rolled out further.

6. Through the initial EIA have you identified any actions that needed to be implemented to improve access to the service or monitoring of the service? (please list)

It is a pilot and any issues will be investigated before scheme is rolled out further.

The pilot machines will be located within walking distance of existing P&D machines which accept cash payment.

Signed:

Date:

Approved by: