

Adur & Worthing Equality Impact Assessment (EIA)

Please use this template when it is appropriate, for example when making significant decisions that may impact disproportionately on certain protected communities. As part of our Participation Principle we are also seeking to embed these equality impact assessment principles into everyday service planning and delivery. You may therefore only need to complete a template occasionally, but you should always be working to achieve its general principles and intended outcomes.

Our Equality Statement

Adur District and Worthing Borough Councils are committed to increasing inclusion and providing equality of opportunity in all our activities and to ensuring that discrimination does not occur. We will strive for a workforce that reflects the diversity of the local community in order that our services are provided appropriately and the Councils benefit from a wealth of experiences. The Councils will involve the wider community in our decision-making processes and use our influence to progress equality and inclusion issues in the Adur District and Worthing Borough.

To achieve our vision for inclusion and equality we will lead by example, we will listen to our communities and we will seek to work in collaboration with others. The Council has adopted a new corporate plan called Our Plan where we describe our ways of working which includes being inclusive and kind. We will undertake this work with care, support and respect, recognising the reality of disadvantage and discrimination experienced by many communities.

Equality Impact Assessments (EIAs)

EIAs enable us to consider all the information about a service, policy or strategy from an equalities perspective and then identify actions to support delivery towards our equality objectives and our statutory duties. The EIA process specifically aims to:

- Get the best outcomes for our staff and residents
- Analyse how all our work as councils might impact differently on different groups.
- Help us make good decisions and evidence how we have reached these decisions

EIAs are therefore a practical way in which we can achieve our corporate principles, where we have pledged to improve our services and make them accessible to everyone. The EIA template is suitable for a number of settings, including policy development, organization management and service redesign. The template is made up of a series of tables and numbered guidance notes to guide and support you through the approach. We will evaluate the use of the template towards the end of 2021.

Part 1. Equality Impact Assessment (EIA)

First, consider whether you need to complete an EIA. Is an EIA needed and is there another way to evidence assessment of impacts. See guidance note (1) on the legislative context and guidance note (2) on considerations when planning an EIA.

Title of EIA (3)	Change in technology in the Multi-Storey Car Parks (MSCPs)
Team/Department (4)	Parking Services
Focus of EIA (5)	<ul style="list-style-type: none"> • To replace the existing system of Automatic Number Plate Recognition (ANPR) in three Multi-Storey car parks Buckingham Road, Grafton and High Street to a Pay on Arrival system • To provide alternative parking methods for paying for example cards and coins at the machines and to provide an additional method of payment by phone or app, this will ensure the service is accessible to all customers and offers a more flexible way of paying for parking • The pay on arrival solution will be a simpler system for customers to use as well as offering extra flexibility to extend their parking session, there is no requirement to display anything in the windscreen of the vehicle after payment has been made.

Part 2. Update on previous EIA and outcomes of previous actions

If there is no previous EIA, or EIA equivalent or this is an assessment of a new service, then simply write 'not applicable'.

What actions did you plan last time? (List them from the previous EIA)	What improved as a result? What outcomes have these actions achieved?	What <u>further</u> actions do you need to take? (add these to the Action plan below)
Not Applicable	Not Applicable	Not Applicable

Part 3. Review of information, equality analysis and potential actions

In this section we consider the various protected characteristics groups from the Equality Act 2010 (6)

Protected characteristics groups from the Equality Act 2010	What do you know? Summary of data about your service-users and/or staff. (7)	What do people tell you? Summary of service-user and/or staff feedback. (8)	What does this mean? Impacts identified from data and feedback (actual and potential). (9)	What can you do? All potential actions to: advance equality of opportunity, eliminate discrimination, and foster good relations (10)
Age	The new technology maintains all existing payment options (cash, card and contactless) and adds payment by App as an option. In terms of payment by app, it is estimated that 95% of the population will own a smart phone by 2025. There is disparity in terms of age, in 2023 98% of people aged 16-24 owned a smart phone, this was 86% for those aged 55-64 and 80% aged 65 and above.	Not everyone has a smartphone or digitally enabled, particularly the elderly	We need to maintain a range of payment options to minimise barriers to drivers using our car park. Under the new system, customers will still be able to pay at the machine with card, cash or phone, but there will be greater flexibility for payment options and customers will be able to pay using the app or telephone the MIPERMIT contact centre to pay for parking. The phone/app will provide customers the opportunity to extend their parking stay without visiting the machine.	We are maintaining the option to pay by cash or card for people who are not digitally enabled. Introducing mobile phone payment option or by app payment option gives greater flexibility for those who do wish to use Customers will be able to select how long they stay for at the machine or by using the app Customers will not need a ticket to display in their car, once payment has been made at the machine or by phone they can leave their vehicle in the car park.

			Paying by app also mitigates the need to go to a payment machine, which may help people with reduced mobility.	
Disability	The 2021 census identified that 19.1% of residents have a disability as defined by the equality act, with 7.8% having their day to day activities significantly limited.	<p>Some disabilities, particularly those affecting mobility may make it harder for people to go to payment machines.</p> <p>Other disabilities affecting physical dexterity may make it more difficult for people to use mobile phones. People with mental health conditions, including anxiety, may also struggle more with mobile phones.</p>	<p>We need to maintain a range of payment options to minimise barriers to drivers using our car park.</p> <p>There is no requirement to have a smartphone or use the app, customers can telephone the MIPERMIT number to pay for parking if they wish to do so</p>	<p>Customers will be able to select how long they stay for at the machine or by using the app or by telephoning the MIPERMIT contact centre</p> <p>Unlike the previous system, customers with a blue badge will not be limited to a 3 hour stay</p> <p>There will be clear signage around the car park advising it is a pay on arrival car park and where to pay and how to pay by phone/app</p> <p>Customers will not need a ticket to display in their car, once payment has been made at the machine or by phone they can leave their vehicle in the car park</p> <p>Customers with a disability will not need to to display a pay and display ticket after making payment at the machine or by phone, all machines are compliant with the Equality Act</p>

Gender reassignment	There is no data to suggest this group is affected by the change.	No specific disproportionate negative impact identified for this group at this time.	No specific disproportionate negative impact identified for this group at this time.	N/A
Pregnancy and maternity	Customers use the Multi-Storey car parks already and use the payment machines where they are required to enter their vehicle registration number into the machine.	Pregnant women and parents with buggies and push chairs may find it harder to move through multi storey car parks to get to payment machines.	People with reduced mobility will have the full range of options available to them: cash, card or contactless at the machine, or payment by App which does not require going to a machine.	<p>The option to pay by phone may assist as customers will not need to queue for the payment machine</p> <p>There will be clear signage around the car park advising it is a pay on arrival car park and where to pay and how to pay by phone/app</p> <p>Customers will not need a ticket to display in their car, once payment has been made at the machine or by phone they can leave their vehicle in the car park</p>
Race/ethnicity Including migrants, refugees and asylum seekers	There is no data to suggest this group is affected by the change.	No specific disproportionate negative impact identified for this group at this time.	No specific disproportionate negative impact identified for this group at this time.	N/A
Religion or belief	There is no data to suggest this group is affected by the change.	No specific disproportionate negative impact identified for this group	No specific disproportionate negative impact identified for this group at this time.	N/A

		at this time.		
Sex/Gender	There is no data to suggest this group is affected by the change.	No specific disproportionate negative impact identified for this group at this time.	No specific disproportionate negative impact identified for this group at this time.	N/A
Sexual orientation	There is no data to suggest this group is affected by the change..	No specific disproportionate negative impact identified for this group at this time.	No specific disproportionate negative impact identified for this group at this time.	N/A
Marriage and civil partnership	There is no data to suggest this group is affected by the change..	No specific disproportionate negative impact identified for this group at this time.	No specific disproportionate negative impact identified for this group at this time.	N/A
Community Cohesion	There is no data to suggest this group is affected by the change..	No specific disproportionate negative impact identified for this group at this time.	No specific disproportionate negative impact identified for this group at this time.	N/A

Language	The 2021 census data shows that 3.1% of households do not have anyone who speaks English and 0.7% of households only have at least one person aged 3-15 who speaks English	We need to learn more about the barriers and solutions for drivers who do not speak English.	Rather than paying on exit, customers will be required to pay on arrival at the machine or by phone/app There will be no change for customers who do not wish to use the phone/app to pay for parking	Customers will be able to select how long they stay for at the machine or by using the app or by telephoning the MIPERMIT contact centre. There will be clear signage around the car park advising it is a pay on arrival car park and where to pay and how to pay by phone/app Customers will not need a ticket to display in their car, once payment has been made at the machine or by phone they can leave their vehicle in the car park
Cumulative impacts including socio economic impacts	There is no data to suggest there are cumulative impacts resulting from the change	No specific disproportionate negative impact identified for this group at this time.	No specific disproportionate negative impact identified for this group at this time.	N/A

Assessment of overall impacts and any further recommendations. 11)

The council will have the following in place:

1. Customers who are not digitally enabled will be able to continue to pay for their parking by using card or coins at the payment machines in the car park, the machines are compliant with the Equality Act
2. There will be more signage around the car park explaining that it is a pay on arrival car park rather than pay on exit
3. There will be more signage advising customers where the payment machines are situated and how to pay by phone/app if

they wish to use the phone/app method

4. More staff will be on site to assist customers under the new system
5. Customers will have the flexibility to pay for parking by phone/app or be able to extend their parking session by this method
6. Customers will not need to display a ticket in their vehicle once payment has been made either at the machine or by phone/app they will be able to leave their vehicle
7. Customers will still be able to purchase town centre worker permits/hotel guest permits at Grafton or High Street MSCP
8. The new system will provide a seamless and better customer experience, customers will not be faced with their number plates not being read or being stuck at barriers (as there will no longer be barriers at the car parks) being overcharged due to the cameras not recognising that the vehicle has left the car park
9. Whilst customers with blue badges are required to pay for parking, they will not be limited to the 3 hour stay (which is currently the case)
10. The town centre worker concession will be cheaper for those who enter and reenter the car park as they will not be charged an extra 20p for every re-entry into the car park on the same day
11. The new technology accepts all payment methods, including cash
12. The new machines are more straightforward to use for people who struggle with technology
13. The new technology avoids the need for people to go to payment machines if they want to pay by Ap

Part 4. Prioritised Action Plan

The Equality Duty is an ongoing duty which means policies must be kept under review. The actions identified below should be incorporated into service or business plans and monitored to ensure they achieve the outcomes identified.

Impact identified and group(s) affected	Action planned	Expected outcome	Measure of success	Timeframe

<p>Age</p>	<p>There will be clear signage around the car park advising it is a pay on arrival car park and where to pay and how to pay by phone/app</p> <p>Customers will not need a ticket to display in their car, once payment has been made at the machine or by phone they can leave their vehicle in the car park</p>	<p>Customers will have an additional choice under the new system whether to pay at the machine or by phone/app</p>	<p>Initial period of warning notices will be issued before live penalty charge notices are issued, this will give customers the opportunity to become familiar with the new system</p>	<p>Engagement plan will be launched before technology switch.</p>
<p>Disability</p>	<p>There will be clear signage around the car park advising it is a pay on arrival car park and where to pay and how to pay by phone/app</p> <p>Customers will not need a ticket to display in their car, once payment has been made at the machine or by phone they can leave their vehicle in the car park</p>	<p>Customers will have an additional choice under the new system whether to pay at the machine or by phone/app</p>	<p>Initial period of warning notices will be issued before live penalty charge notices are issued, this will give customers the opportunity to become familiar with the new system</p>	<p>Engagement plan will be launched before technology switch.</p>

Race/Ethnicity	<p>There will be clear signage around the car park advising it is a pay on arrival car park and where to pay and how to pay by phone/app</p> <p>Customers will not need a ticket to display in their car, once payment has been made at the machine or by phone they can leave their vehicle in the car park</p>	<p>Customers will have an additional choice under the new system whether to pay at the machine or by phone/app</p>	<p>Initial period of warning notices will be issued before live penalty charge notices are issued, this will give customers the opportunity to become familiar with the new system</p>	<p>Engagement plan will be launched before technology switch.</p>
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EIA sign-off:

For the EIA to be final an email must be sent from the relevant people agreeing it or this section must be signed.

<p>Staff member competing Equality Impact Assessment:</p> <p>Jason Passfield</p>	<p>Date: September 2024</p>
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Assistant Director:

Jan Jonker

Date: November 2024

Please share this EIA once signed off with: richard.tuset@adur-worthing.gov.uk