




# Equality Impact Assessment/ Analysis (EqIA)

Change from paper-based on-street permit parking system to  
online virtual permit system



*Working for  
Warwickshire*

Equality Impact Assessment/ Analysis (EqIA)

|   |   |
|---|---|
| Group   | Traffic and Road Safety   |
| Business Units/Service Area   | Communities   |
| Plan/ Strategy/ Policy/ Service being assessed  | Changes from paper-based permit parking system to virtual online system               |
| Is this is a new or existing policy/service?<br><br>If existing policy/service please state date of last assessment   | New   |
| EqIA Review team – List of members  | Philippa Young<br>Paul Taylor   |
| Date of this assessment   | 25/1/19   |
| Signature of completing officer (to be signed after the EqIA has been completed)  |   |
| Are any of the outcomes from this assessment likely to result in complaints from existing services users and/ or members of the public?<br>If yes please flag this with your Head of Service and the Customer Relations Team as soon as possible. | NO  |
| Name and signature of Head of Service (to be signed after the EqIA has been completed)  |  |
| Signature of GLT Equalities Champion (to be signed after the EqIA is completed and signed by the completing officer)  |  |

A copy of this form including relevant data and information to be forwarded to the Group Equalities Champion and the Corporate Equalities & Diversity Team



*Working for Warwickshire*

# Form A1

## INITIAL SCREENING FOR STRATEGIES/POLICIES/FUNCTIONS FOR EQUALITIES RELEVANCE TO ELIMINATE DISCRIMINATION, PROMOTE EQUALITY AND FOSTER GOOD RELATIONS



**Note:**

1. Tick coloured boxes appropriately, and depending on degree of relevance to each of the equality strands
2. Summaries of the legislation/guidance should be used to assist this screening process

| Business Unit/Services:   | Relevance/Risk to Equalities |      |            |                    |                 |     |                     |                      |  |   |   |   |   |   |   |   |   |   |   |    |
|---|------------------------------|------|------------|--------------------|-----------------|-----|---------------------|----------------------|--|---|---|---|---|---|---|---|---|---|---|----|
|   | Gender                       | Race | Disability | Sexual Orientation | Religion/Belief | Age | Gender Reassignment | Pregnancy/ Maternity | Marriage/ Civil Partnership (only for staff) |   |   |   |   |   |   |   |   |   |   |    |
| State the Function/Policy /Service/Strategy being assessed:   |                              |      |            |                    |                 |     |                     |                      |  |   |   |   |   |   |   |   |   |   |   |    |
| Change from paper-based to virtual online parking permit system   | ✓                            | ✓    | ✓          | ✓                  | ✓               | ✓   | ✓                   | ✓                    | ✓  | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓  |
|   |                              |      |            |                    |                 |     |                     |                      |  |   |   |   |   |   |   |   |   |   |   |    |
|   |                              |      |            |                    |                 |     |                     |                      |  |   |   |   |   |   |   |   |   |   |   |    |
|   |                              |      |            |                    |                 |     |                     |                      |  |   |   |   |   |   |   |   |   |   |   |    |
|   |                              |      |            |                    |                 |     |                     |                      |  |   |   |   |   |   |   |   |   |   |   |    |
| Are your proposals likely to impact on social inequalities e.g. child poverty for example or our most geographically disadvantaged communities? <b>If yes please explain how.</b> |                              |      |            |                    |                 |     |                     |                      |  |   |   |   |   |   |   |   |   |   |   | NO |
| Are your proposals likely to impact on a carer who looks after older people or people with disabilities? <b>If yes please explain how.</b>  |                              |      |            |                    |                 |     |                     |                      |  |   |   |   |   |   |   |   |   |   |   | NO |

**Form A2 – Details of Plan/ Strategy/ Service/ Policy**

**Stage 1 – Scoping and Defining**

|  |  |
|--|--|
| (1) What are the aims and objectives of Plan/Strategy/Service/Policy?  | To update and improve the current paper-based parking permit system to a fully digital online system.  |
| (2) How does it fit with Warwickshire County Council's wider objectives?   | The scheme is in alignment with Warwickshire's Parking Policies and fits in with the objectives of road network management in Warwickshire's LTP3.   |
| (3) What are the expected outcomes?  | The proposal will enable Warwickshire's parking permit users to access the new system, apply and renew permits promptly and efficiently in line with central government's drive towards paper-less online systems. |
| (4) Which of the groups with protected characteristics is this intended to benefit? (see form A1 for list of protected groups) | No intention to benefit specifically any of the groups with protected characteristics.   |

**Stage 2 - Information Gathering**

|  |  |
|--|--|
| (1) What type and range of evidence or information have you used to help you make a judgement about the plan/ strategy/ service/ policy? | Research into internet accessibility shows that some 90% of households have access in 2018. This means that the vast majority of users will be able to access the new service. |
| (2) Have you consulted on the plan/ strategy/ service/policy and if so with whom?  | A report has been prepared for cabinet.  |

(3) Which of the groups with protected characteristics have you consulted with? None (see answer to Stage 1 (4)).

**Stage 3 – Analysis of impact**

(1) From your data and consultations is there any adverse or negative impact identified for any particular group which could amount to discrimination?

If yes, identify the groups and how they are affected.

| RACE                       | DISABILITY          | GENDER              |
|----------------------------|---------------------|---------------------|
| NO                         | NO                  | NO                  |
| MARRIAGE/CIVIL PARTNERSHIP | AGE                 | GENDER REASSIGNMENT |
| NO                         | YES                 | NO                  |
| RELIGION/BELIEF            | PREGNANCY MATERNITY | SEXUAL ORIENTATION  |
| NO                         | NO                  | NO                  |
|                            | YES                 |                     |

(2) If there is an adverse impact, can this be justified?

|   |  |
|---|--|
| <p>(3) What actions are going to be taken to reduce or eliminate negative or adverse impact? (this should form part of your action plan under Stage 4.)</p> | <p>It is anticipated that some criticism of the proposal may be received from older users of the current system, especially those who do not currently use the internet to make purchases or have no access. Increase in online purchasing is most marked among older people. This suggests an increasing familiarity with online systems in this generation but also indicates that there is still room for expansion compared with younger people and that some older people may still have no internet access. As a result, our service provider will maintain a limited phone and paper application and renewal process specifically for those who have no internet access. In effect, an account will be created for the user without internet access by the service provider and this will ensure that no group is disadvantaged as a result of the new online permit process.</p> <p>The scheme will apply equally to all motorists and road users.</p> |
| <p>(4) How does the plan/strategy/service/policy contribute to promotion of equality? If not what can be done?</p>  | <p>N/A</p>   |
| <p>(5) How does the plan/strategy/service/policy promote good relations between groups? If not what can be done?</p>  | <p>Inability to access the internet. See response to question 3 in this section. Provision will be retained for users with no internet to access the permit application and renewal process by phone and/or post. It is anticipated that no barriers to accessing the service will remain.</p>   |
| <p>(6) Are there any obvious barriers to accessing the service? If yes how can they be overcome?</p>  | <p>Inability to access the internet. See response to question 3 in this section. Provision will be retained for users with no internet to access the permit application and renewal process by phone and/or post. It is anticipated that no barriers to accessing the service will remain.</p>   |

**Stage 4 – Action Planning, Review & Monitoring**

If No Further Action is required then go to – Review & Monitoring

(1) Action Planning – Specify any changes or improvements which can be made to the service or policy to mitigate or eradicate negative or adverse impact on specific groups, including resource implications.

(2) Review and Monitoring  
State how and when you will monitor policy and Action Plan

### EqIA Action Plan

| Action            | Lead Officer  | Date for completion | Resource requirements              | Comments   |
|-------------------|---------------|---------------------|------------------------------------|--|
| Customer feedback | Jon Rollinson | Ongoing             | None beyond usual role commitments | Specific attention to complaints from older users. |
|                   |               |                     |                                    |  |
|                   |               |                     |                                    |  |
|                   |               |                     |                                    |  |

Customer feedback is a regular feature of civil parking enforcement. We have robust systems in place to keep track of complaints, comments and enquiries. While we do not intend to carry out any specific directed monitoring of the proposed changes, feedback from all customers is monitored for any potential improvements to service, or instances of discrimination towards any of the protected groups.

