

Guildford Borough Council

Equalities Impact Assessment

Screening/Scoping Pro Forma

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| Section | Parking Services | Officer responsible for the screening/scoping | Derek Trawber | | |
| Name of Policy to be assessed | Pay on Foot (Off-Street Parking) | Date of Assessment | 23/10/08 | Is this a proposed new or existing policy/procedure/practice? | New |
| 1. Briefly describe the aims, objectives and purpose of the policy/procedure/practice? | <p>GBC manages one underground and five multi-storey car parks. At present two are pay and display and four are pay on foot. Within the next eighteen months the pay and display car parks will be converted to pay on foot. The existing pay on foot car parks will have their equipment replaced and updated.</p> <p>At present, customers displaying a valid disabled parking permit (blue badge) can park free of charge in the pay and display car parks. Disabled customers parking in pay on foot car parks pay as normal because of the complexities of exiting through the barrier system if no ticket is purchased.</p> <p>The number and location of disabled parking bays has been agreed over time through experience and customer feedback. The aim is to provide sufficient spaces without a significant number remaining unused to the detriment of other customers. The majority are in Bedford Road Car Park because of ease of access to the town centre. This car park is also the base for Guildford Shopmobility, an organisation offering free use of powered wheelchairs and scooters for those who have mobility problems.</p> | | | | |
| 2. Are there any associated or specific objectives of the policy/procedure/practice? Please explain. | <ul style="list-style-type: none"> • To improve the reliability of parking payment equipment. • To offer more payments methods (i.e. credit / debit cards). • To improve security (number plate recognition). • To provide services more efficiently and effectively. • To improve health and safety. • To ensure equal access to services. | | | | |

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| 3. Who is intended to benefit from this policy and in what way? | <ul style="list-style-type: none"> • All customers (Pay on foot is the preferred payment method. Customers can stay as long as they like without having to worry if their ticket has run out. New machines will be able to take notes and credit and debit cards). • GBC (Improved efficiency, positive publicity). • Staff (Greater job satisfaction). | | |
| 4. What outcomes are wanted from this policy/procedures/practice? | <ul style="list-style-type: none"> • Reliable parking and payment equipment. • Improved customer satisfaction. • Increased use of car parks. | | |
| 5. What factors/forces could contribute/detract from the outcomes? | <ul style="list-style-type: none"> • Location of disabled parking bays. • Access to entry and exit barrier ticket readers. • Access to payment machines. • Design / location of lifts and ramps. • Appropriate signage. • Availability of other facilities such as disabled toilets. • Misuse of the blue badge scheme. • Consultation, communication and publicity. • Systems and procedures. • Staff training. • Reliability of equipment. • Reliability of the contractor. | | |
| 6. Who are the main stakeholders in relation to the policy? | All those who use the car parks (GBC residents, businesses, visitors), Councillors, managers and staff. | 7. Who implements the policy, and who is responsible for the policy? | <ul style="list-style-type: none"> • Head of Operational Services • Parking Manager |
| 8. Are there concerns that the policy <u>could</u> have a differential impact on racial groups? | Yes | Need to consider the effectiveness of communications material (including signage) for those who do not speak English as their first language. Existing material is available in alternative formats upon request. Consider increasing the amount of non-textual information. Those who do not speak English may have difficulty using the 24 hour helpline. | |

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| <p>What existing evidence (either presumed or otherwise) do you have for this?</p> | <p>The experience of other Councils.</p> | |
| <p>9. Are there concerns that the policy <u>could</u> have a differential impact due to gender?</p> | <p>No</p> | <p>All car parks have achieved a Safer Parking award. It is considered that safe car parks encourage female customers to use them.</p> |
| <p>What existing evidence (either presumed or otherwise) do you have for this?</p> | <p>The experience of other Councils and customer feedback.</p> | |
| <p>10. Are there concerns that the policy <u>could</u> have a differential impact due to disability?</p> | <p>Yes</p> | <p>Need to ensure equality of access to services as far as is reasonably practicable. Need to consider: -</p> <ul style="list-style-type: none"> • The loss of free parking because of the change to pay on foot. • The location of disabled parking bays in relation to exits, lifts, ramps, public toilets, local amenities and other services likely to be used by disabled customers. • The design of facilities, including signage, to comply with the requirements of the Disability Discrimination Act. • The design and location of equipment to be used by disabled customers. |
| <p>What existing evidence (either presumed or otherwise) do you have for this?</p> | <p>The experience of other Councils.</p> | |
| <p>11. Are there concerns that the policy <u>could</u> have a differential impact due to sexual orientation?</p> | <p>No</p> | |
| <p>What existing evidence (either presumed or otherwise) do you have for this?</p> | <p>The experience of other Councils.</p> | |
| <p>12. Are there concerns that the policy <u>could</u> have a differential impact due to their age?</p> | <p>No.</p> | <p>Regardless of age, some customers may find the new system confusing. With appropriate signage and the helpline all customers will be able to benefit from advice if required.</p> |

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| What existing evidence (either presumed or otherwise) do you have for this? | The experience of other Councils. | |
| 13. Are there concerns that the policy <u>could</u> have a differential impact due to their religious belief? | No | |
| What existing evidence (either presumed or otherwise) do you have for this? | The experience of other Councils. | |
| 14. Are there concerns that the policy <u>could</u> have a differential impact due to them having dependants/caring responsibilities? | No | <i>Need for 'mother and baby' sized parking bays?</i> |
| What existing evidence (either presumed or otherwise) do you have for this? | The experience of other Councils. | |
| 15. Are there concerns that the policy <u>could</u> have a differential impact due to them have an offending past? | No | |
| What existing evidence (either presumed or otherwise) do you have for this? | The experience of other Councils. | |
| 16. Are there concerns that the policy <u>could</u> have a differential impact due to them being Transgender or transsexual? | No | |
| What existing evidence (either presumed or otherwise) do you have for this? | The experience of other Councils. | |

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| <p>17. Could the differential impact identified in 8-16 amount to there being the potential for adverse impact in this policy/procedure/practice?</p> | <p>Yes</p> | <p>If the new arrangements do not accommodate the needs of the disabled, customer satisfaction will fall and the Council will receive negative publicity.</p> |
| <p>18. Can this adverse impact be justified on the grounds of promoting equality of opportunity for one group? Or any other reason?</p> | | <p>Race: No, however due to the low percentage of BME groups in Guildford, communications material will not automatically be available in different formats. Disability: No.</p> |
| <p>Business improvement</p> <p>19. Is there any concern that there are unmet needs in relation to any of the above groups?</p> | <p>No</p> | <p>There are other parking concessions for disabled customers such as being able to park on yellow lines, resident and dual use on-street parking bays and off-street surface car parks (provided they display a valid blue badge).</p> |
| <p>20. Does differential impact or unmet need cut across the equality strands (e.g. elder BME groups)?</p> | <p>Yes</p> | <p>Potentially both disability and race.</p> |
| <p>21. If yes, should the full EIA be conducted jointly with another service area/contractor/partner/agency?</p> | <p>No</p> | <p>However, relevant partners / agencies / representative groups will need to be consulted as part of the full EIA.</p> |

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| 22. Is there a missed opportunity to improve your business in relation to any of the policies, procedures or practices to promote racial, gender, disability, age, sexual orientation, religion or belief equality? | No | Hopefully, as this assessment is taking place prior to the new arrangements being introduced, there will be an opportunity to influence the development of policies and procedures to promote equality. |
| 23. Should the policy proceed to a full equality impact assessment? | Yes | |
| 24. If No, are there any changes required to the policy to improve it around the equality agenda? | N/A | |

Signed
(completing officer):

Date: 23 October 2008

Signed
(Head of Section):

Date:

Countersigned
(Corporate Diversity/Diversity/Policy Team)

Date: October 2008