

MID SUSSEX DISTRICT COUNCIL

Equality Impact Assessment

Title of Policy/Service/Contract: Car parking and enforcement

Division: Leisure and Sustainability

Lead Officer: Sue Rees

Date Assessment completed: January 2014

1. SCOPING

1.1 What are the aims of the policy, service/service change or contract?

For the car parking service:

- Provide an effective and efficient parking service;
- Manage the council's assets effectively and cost efficiently;
- Serve the requirements of the community by providing an appropriate level and range of car parks;
- Apply strategic planning to ensure that the needs of the community are met through development and implementation of parking measures;
- Support the local economy, local businesses and town centre vitality through the provision of a quality parking service;
- Recognise the importance of car parking charges in influencing travel choices and promoting sustainable transport choices;
- Communicate regularly and effectively with customers in order to promote and improve services and inform future management and provision;
- Through close working with key partners, provide parking services, which are appropriate to the main population centres and rural locations by identifying the specific needs and expectations of all communities in Mid Sussex

For parking enforcement:

- To encourage a high level of compliance by motorists with the parking controls and waiting and loading restrictions.
- To integrate traffic management policies with effective on-street enforcement.
- To ensure the equitable distribution and management of the availability of parking space.
- Provide dedicated on-street enforcement.
- Be responsive to changing priorities, local factors and demand.
- Provide parking permits, exemptions, dispensations and waivers for residents and businesses and others as appropriate.

1.2 Who does the service/policy/contract affect? Who are the main customers (internal or external)?

Anyone wishing to park either on street or within the Mid Sussex District car parks.

1.3 What equality information is available, including any evidence from engagement and analysis of use of services?

Engagement was undertaken for the development of the Car Parking Strategy, which was adopted in December 2010. Feedback was gathered through a survey, customer

interviews and focus group. Groups consulted included the Disability Access Group and Mid Sussex Older Persons Council. Information is also drawn from data provided by external consultants e.g. Cohesia. Feedback is also received from users of parking facilities to the parking inspectors and in challenges to penalty charge notices.

1.4 What does this information tell us about the equality issues associated with the service and implications for the protected groups?

We need to give consideration to the following:

- Provision of parent and toddler bays in the Council's car parks.
- Provision, location and associated signage of disabled parking bays.
- Amount of lighting and security in car parks at night, particularly for females and vulnerable people.
- People on low incomes or in a vulnerable situation in respect of car park charges, penalty charge notices and further recovery costs.

1.5 Are contractors or partnerships used to deliver the service? Y/N

If No go to section 2.

If yes, please refer to the guidance notes, particularly Appendix One of the MSDC Guidance "Integrating Equality and Diversity into Procurement", and complete the next three questions.

Identify the contractors/partnerships used to deliver the service.

- The on-street parking service is delivered in conjunction with West Sussex County Council
- 2 x bailiff companies provide debt recovery services with regard to outstanding penalty charge notices.
- Various contractors provide maintenance services to car park facilities and equipment.

What is their contribution to equality in service delivery and the promotion of equality?

Arrangements for dealing with vulnerable people are included as part of the SLAs with Bailiffs and in MSDC's Debt/Warrant Enforcement Policy and Procedures.

How are equality issues addressed through contractual arrangements and service level agreements?

Equalities section or equivalent is where relevant included as part of the SLA, formal agreement or contract tender process.

2. Assessment of Impact: Analysis and Action Planning

Any gaps in information or provision, opportunities to promote equalities and good relations identified above need to be translated into SMART actions and recorded here. These actions need to be delivered and monitored through the service planning process.

Opportunity to promote equality, good relations and/or address barriers to service/differential impact	Current action taken to address these	Further actions required and timescales	Lead Officer	How will impact be measured
<p>The needs of different ethnic groups including possible language barriers with understanding parking regulations and documentation.</p>	<p>Use of the interpreting service where possible. Member of staff/friend can help with completing appeals forms etc.</p>	<p>None identified.</p>	<p>Sue Rees</p>	
<p>The needs of men and women. Including Families have difficulty getting buggies and children out of their vehicles. Females may feel vulnerable in the car parks if visibility is poor.</p>	<p>Parent and toddler bays have been introduced in the main town centre car parks. Review of their number has been undertaken. CCTV has been installed in the main car parks of Orchards, Hazelgrove, Railway Approach and Martlets. 17 car parks have received the Park Mark Safer Parking Award.</p>	<p>None identified at present, but need to review as part of any future developments. Monthly H&S inspections and yearly reassessments to ensure that these car parks continue to reach the safer parking standards.</p>	<p>Sue Rees</p>	<p>Park Mark Safer Parking Award continues to be awarded.</p>
<p>The needs of disabled people Special requirements may be needed for those with a disability to fully utilise the car parks, for example in respect of location of bays and space required around vehicles. Misuse of blue badge scheme can limit the number of disabled spaces available. Dyslexic people, those who are visually impaired or those with colour blindness may have difficulty reading the signs.</p>	<p>70 designated disabled parking bays are provided in our pay and display car parks. Review of their number has been undertaken and found adequate provision. Disabled access to car parks provided. Close monitoring of blue badge misuse with the Police and County Council Ticket machines are DDA compliant. Guidelines used for the design of</p>	<p>Continue to review provision when taking out any major resurfacing/refurbishment of car parks. Roll out of new enforcement powers in conjunction with WSCC during 2014-15.</p>	<p>Sue Rees</p>	<p>Feedback provided by disabled bay users/groups. Feedback or data provided by CEOs/Police/WSCC</p>

<p>Need to park close to facilities, which means there is a need to park on restrictions. Different enforcement guidelines required.</p>	<p>signage. Flexibility in applying enforcement rules for disabled drivers who need to park on a restriction. Exemptions are in place. 3 hours free parking on street. Free parking in designated disabled bays in car parks. Work has been carried out with the Burgess Hill Speak Up Group for people with learning disabilities to review parking restrictions and enforcement impacts.</p>			
<p>The needs of people with a religion or belief</p> <p>Different faith groups putting pressure on parking requirements during specific hours of worship. Could cause ill feeling within the local community.</p>	<p>Prior to the introduction of a new Mosque in Haywards Heath, Meetings were held with the Mosque and local community to reduce risk. Positive media coverage. Information given on best/legal places to park.</p>	<p>None identified.</p>	<p>Sue Rees</p>	
<p>The needs of gay men, lesbians, bisexuals and heterosexual people</p> <p>None identified.</p>				
<p>Issues from marriage and civil partnership</p> <p>None identified.</p>				
<p>The needs of different age groups, for example older and younger people</p> <p>Elderly users of car parks may not have blue badge, but may have special requirements. Anti-social behaviour in car parks, which could impact on the sense of security for older and other vulnerable car park users.</p>	<p>No specific actions being taken for the elderly but we do ensure that car parks are regularly inspected for health and safety issues. 17 car parks have received the Park Mark safer parking award and there is a plan in place to</p>	<p>Yearly reassessments to ensure that these car parks continue to meet the safer parking standards</p>		<p>Retention of Park mark safer parking awards.</p>

	improve others to the same standard. Specific arrangements made with Police or caretakers to close identified car parks at night.			
The needs of transgender communities				
None identified.				
The needs of people who are disadvantaged by socio-economic factors such as low incomes, skill or living in a deprived area				
Any issues from level of charges and difficulties in paying Penalty Charge Notices (PCNs). Possible use of car parks to provide local employment opportunities.	Payment plans are available in certain circumstances (however, the person will not be exempt from payment altogether as they have contravened the law). The importance of contacting the Council early on if they have payment issues is emphasised in our notices and correspondence. Car wash services operate from some of the town centre car parks.	Further emphasis on the importance of paying promptly to avoid additional penalties in Penalty Charge Notices. Consider further provision of car wash services in the Council's car parks.	Sue Rees	
The needs of people who live in a rural area				
None identified for car parking provision at present as car parks provided in town and rural areas. However, will need to ensure that the car parks can cater for the ever increasing number of cars on the road and for town development. Town centre car park charges subsidise rural car parking, which some people do not agree with and could affect the amount of money spent on rural car park maintenance. People with electric vehicles living outside the neighbourhood may feel concerned that the charge capacity of their vehicles is insufficient to visit our town centres.	Working closely with town centre development projects to ensure that car parking is an integral part of the town centre redevelopment plans. Disc parking introduced at some rural car parks in partnership with Parish Councils. Electric vehicle charging points have been installed in 3 town centre car parks.	Continue to work with Towns and Parishes to ensure there is adequate parking provision and enforcement. Consider introducing disc parking schemes in additional rural car parks.	Sue Rees	

3. Mid Sussex District Council Equality Impact Assessment Summary

Key Findings	Future Actions
<ul style="list-style-type: none"> The car parking service manages and maintains 33 Council car parks, as well as enforcing off and on-street car parking and administering any resident parking schemes. Extensive consultation took place in the preparation of the Council's Parking Strategy 2011-2020, including with the Disability Access Group and Older Persons Council. Particular provisions made for the protected groups by the car park service include designated disabled parking bays, preventing misuse of the blue badge scheme and provision of parent and toddler bays. Work carried out with the Burgess Hill Speak Up Group for people with learning difficulties to review parking restrictions and enforcement impacts. Also progress has been made to improve the safety of car parks through the use of CCTV, annual safety inspections and Park Mark Safer Parking accreditations. In terms of enforcement, the service operates within the specific on street parking guidelines for blue badge holders. Payment plans are available in certain circumstances for those having difficulty in paying Penalty Charge Notices. 	<ul style="list-style-type: none"> Continue to work with Towns and Parishes to ensure there is adequate parking provision and enforcement. Working with parish councils regarding the possibility of introducing more disc parking schemes or amending existing ones. Explore uses of car parks for local employment opportunities, e.g. car wash service. Further work to improve the safety of the Council's car parks and ensure retention of Park Mark Safer Parking accreditations.

4. Signing off this assessment and action plan

Signature *S.S. Noor*
 Person undertaking the assessment

Signature *[Signature]*
 Head of Service

Date *29-1-14*
 Date *30/1/2014*

Please send your completed impact assessment to Neal Barton for publication on the website.