

MID SUSSEX DISTRICT COUNCIL

Equality Impact Assessment

Title of Policy/Service/Contract: Digital On Street Permits

Division: Contract and Services

Lead Officer: Mel Burgess

Date Assessment completed:

1. SCOPING

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

A service which provides a permit to park on a road which can be obtained using a virtual self-serve system. The current system is paper based and requires a customer to contact the Council in advance and make payment.

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

External customers who choose to apply for a permit to park in either a selected Zone or road in Mid Sussex where permit bays are present. The service users may be residents, resident visitors, or non-residents who need to park within the Zone/road.

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

The system has followed the Priority 1 and 2 guidelines relating to accessibility as set out by the World Wide Web Consortium (W3C). All pages on the MiPermit website have been validated for XHTML and CSS, in accordance with the W3C.

MiPermit state "The web pages are designed in order to be accessible to all users, and to comply with the Disability Discrimination Act."

In addition, the system also has a call centre which is able to assist customers who are unable to access a computer or lack the literacy to work within the system.

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

General impact in this instance would be customers who may not be computer literate, or those who do not have access to a computer.

<p>1.5 Are contractors or partnerships used to deliver the service? Y</p> <p>If No go to section 2. If yes, please refer to the guidance notes for completing impact assessments and complete the next three questions.</p>
<p>Identify the contractors/partnerships used to deliver the service.</p> <p>MiPermit</p>
<p>What is their contribution to equality in service delivery and the promotion of equality?</p> <p>MiPermit supplies products that allow people to apply and pay for a variety of permits via the web (available 24/7 for people to self-serve at their convenience) and via a contact centre (for those who require more assistance or prefer to talk to a person when discussing their service).</p>
<p>How are equality issues addressed through contractual arrangements and service level agreements?</p> <p>Not applicable. Co-ordinated by WSCC.</p>

2. Assessment of Impact on People with a Protected Characteristic; 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
Age (older / younger people, children)				
Older generations that do not necessarily have the skillset to manage an online system, or do not have Internet access in order to apply for a permit or renew.	<p>Customers can call for an application form and return it by post or in person/</p> <p>Customer will be contacted by phone for payment to be taken.</p> <p>Alternatively, customer can ring the councils supplier to make payment for the permit once the application has been approved</p>	None	Mel Burgess	N/A
Disability (people with physical / sensory impairment or mental disability, including those with a non-visible disability)				
People with a disability or housebound residents may have difficulties in accessing the service	<p>The new SmartPay system is Web Content Accessibility Guidelines 2.1 compliant, so meets the needs of customers making payments who have disability issues. There is also a call centre to assist those whose disability prevents use of a computer.</p> <p>It is worth noting that a resident with a blue badge may acquire an initial resident permit free of charge.</p> <p>Professional carers of residents within a parking scheme will be</p>	None	Mel Burgess	N/A


	eligible for healthcare permits or a carer permit, in order to ensure that these individuals have access to the residents they are caring and/or providing medical support for.			
Gender reassignment (a transgender person is someone who proposes to, starts or has completed a process to change his or her gender)				
None identified				
Pregnancy & maternity (pregnancy is the condition of being pregnant & maternity refers to the period after the birth)				
None identified				
Race (ethnicity, colour, nationality or national origins & including gypsies, travellers, refugees & asylum seekers)				
None identified				
Religion & belief (religious faith or other group with a recognised belief system or not having a religion)				
None identified				
Sex (male / female non-binary)				
None identified				
Sexual orientation (lesbian, gay, bisexual, queer, questioning, heterosexual)				
None identified				
Marriage & civil partnership (marriage is defined as a 'union between a man and a woman'. Civil partnerships are legally recognised for same-sex couples)				
None identified				
Military families /veterans				
None identified				

People who are disadvantaged by socio-economic factors such as low incomes, skill or living in a deprived area				
Some socially or financially disadvantaged customers may not have access to a computer/ smart phone.	MiPermit operates a call centre which will allow the customer to make contact and purchase the dispensation over the telephone.	None.	Mel Burgess	N/A
People who live in a rural area				
None identified				


3. Mid Sussex District Council Equality Impact Assessment Summary

Key Findings	Future Actions
<ul style="list-style-type: none"> The new SmartPay system is Web Content Accessibility Guidelines 2.1 compliant, so meets the needs of customers making payments who have disability issues. There is also a call centre to assist those whose disability prevents use of a computer. 	<ul style="list-style-type: none"> None required.

4. Signing off this assessment and action plan

Signature 
 Person undertaking the assessment

Date ...2 September 2022.....

Signature 
 Head of Service

Date ...2 September 2022.....

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