

MID SUSSEX DISTRICT COUNCIL

Equality Impact Assessment

Title of Policy/Service/Contract: Introducing a new flexible Season ticket offer and increasing pay and display charges

Division: Commercial Services & Contracts (Parking Services)

Lead Officer: Claire Onslow

Date Assessment completed: 27 October 2021

1. SCOPING

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

To introduce a new flexible season ticket offer and an increase in parking charges to take account of inflation with effect from March 2022

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

Members of the general public who choose to park in the pay and display car parks in the three towns in Mid Sussex

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

There is no equality information available about users of the car parks. Further understanding customer needs and behaviours will form part of the Parking Strategy delivery.

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

As detailed above, there is no specific information for this.

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 for completing impact assessments and complete the next three questions.

Yes, the mechanism to pay for parking is provided by third party operators. Payment options are provided via cash and card (Chip & Pin and cashless) and via a pay by phone provider.

Identify the contractors/partnerships used to deliver the service.

MiPermit – The Council's pay by phone provider

Flowserve – The Councils at machine payment processor

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

MiPermit – Providing a range of options to access the service – web, app, contact centre and text- in line with industry standards.

Flowbird – All machines take payment by cash, debit / credit card via either a chip / pin pad or cashless option (cashless includes apple and android pay)

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

Regular service review and continuous improvements in line with developing technology, using data from service delivery and industry standards.

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
The needs of different ethnic groups including white minorities, but also established white communities				
Possible language barriers with understanding the changes and/or how to purchase a ticket or new flexible season ticket	Use of pictorial signage where possible to aid interpretation Clear promotion of the contact centre where assistance can be provided. Clear website information	None identified	Claire Onslow	Customer data / feedback indicating barriers to use due to languages to be reviewed and changes made as appropriate
The needs of men and women. Including taking account of pregnancy and maternity.				
There is no reason to suggest that men and women would be adversely impacted by an increase in parking charges or a new flexible season ticket option	None identified	None identified	Claire Onslow	
The needs of disabled people				
Blue badge holders are currently exempt from charges in MSDC car parks.	Continue with free parking for blue badge holders and communicate this message on site and in communications / website promoting the service. Mipermit offer text, app and website options for customers with hearing impairments	None identified	Claire Onslow	Customer data / feedback indicating barriers to use due to languages to be reviewed and changes made as appropriate
The needs of people with a religion or belief				

There is no reason to suggest that people with religion or beliefs would be adversely impacted by an increase in parking charges or a new flexible season ticket option	None identified	None identified	Claire Onslow	
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Opportunity to promote equality and/or barriers to service/differential impact	Current action taken to address these	Further actions required and timescales	Lead Officer	How will impact be measured
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The needs of gay men, lesbians, bisexuals and heterosexual people

There is no reason to suggest that gay men, lesbians, bisexuals, and heterosexual people would be adversely impacted by an increase in parking charges or a new flexible season ticket option	None identified	None identified	Claire Onslow	
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Issues from marriage and civil partnership

There is no reason to suggest that marriage or civil partnerships would be adversely impacted by an increase in parking charges or a new flexible season ticket option	None identified	None identified	Claire Onslow	
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The needs of different age groups, for example older and younger people

Older People: There is no reason to suggest that older and younger people would be adversely impacted by an increase in parking charges or a new flexible season ticket option	Alternative free or time restricted on street parking or public transport options may be available as an alternative to paying for parking in a car park. Flexible season ticket provides a new option for part time working.	None identified	Claire Onslow	
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The needs of transgender communities

There is no reason to suggest that transgender communities would be	None identified	None identified		
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adversely impacted by an increase in parking charges or a new flexible season ticket option			Claire Onslow	
The needs of people who are disadvantaged by socio-economic factors such as low incomes, skill or living in a deprived area				
People disadvantaged by social economic factors such as low income may be adversely impacted by a rise in pay and display charges or a new flexible season ticket option	<p>Alternative free or time restricted on street parking and public transport may be available as an alternative to choosing to pay for parking in a car park.</p> <p>Season tickets do offer a reduced cost on the price of daily parking and the new flexible range provides some budgeting options, acknowledging that up front purchase may be a barrier</p>	None identified	Claire Onslow	Usage data and customer feedback to be monitored
The needs of people who live in a rural area				
There is no reason to suggest that people who live in a rural area would be adversely impacted by an increase in parking charges or a new flexible season ticket option	None identified	None identified	Claire Onslow	

3. Mid Sussex District Council Equality Impact Assessment Summary

Key Findings	Future Actions
<ul style="list-style-type: none">• Blue Badge Holders are exempt from current charges and can park for free• There may be access barriers for people impacted by age or socio economic factors but alternative free on street options or public transport options may be available.	<ul style="list-style-type: none">• Regular review of car park operations and customer feedback are undertaken to identify if service changes / improvements need to be made• As part of the Parking Strategy delivery customer research will be carried out to ensure service developments consider the needs of all customers.

4. Signing off this assessment and action plan

SignatureClaire Onslow
Person undertaking the assessment

Date27/10/21.....

SignatureJudy Holmes
Head of Service

Date28/10/21.....

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