

SSA EQUALITY IMPACT AND NEEDS ANALYSIS

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| Directorate | Environment and Community Services |
| Service Area | Parking Operations |
| Service/policy/function being assessed | Pay By Phone Parking |
| Which borough (s) does the service/policy apply to | Wandsworth |
| Staff involved in developing this EINA | Sally Grimshaw, Richard Hein, Steve Cull |
| Date approved by Directorate Equality Group (if applicable) | N/A |
| Date approved by Policy and Review Manager All EINAs must be signed off by the Policy and Review Manager | TBA |
| Date submitted to Directors' Board | N/A |

1. Summary

In 2023, the pay and display machine supplier, Flowbird, informed the Parking Operations team that 2G and 3G delivered through the Vodaphone network will be decommissioned in early 2025 to allow themselves and other networks to focus on developing their 4G and 5G network.

Prior to this, WBC had already upgraded to using roaming SIM cards in the existing machines, however due to the impending decommission, all pay and display machines in WBC will shortly be required an upgrade to allow for 4G and 5G capabilities and to enable effective operation. All machines upgraded will incur a considerable cost of approximately £300 each. The total cost to upgrade all machines will cost the Council £358,800.

It is also now the case that most people now prefer to pay for their parking using their mobile phones and the RingGo app.

Given the costs to upgrade the parking machines and the shift by people parking to using the RingGo app, approximately 25% of the pay and display machines can be removed. The direct saving would be approximately £170K per year, reducing upgrade costs and annual maintenance charges.

Motorists will be able to still make payment for their parking by using the RingGo cashless parking service by telephone or app, using their mobile phone.

This EINA looks at the impact of the remaining part of the programme for the protected characteristic groups.

The key findings from the EINA are:

- A. Motorists of all of the protected characteristic groups may not be able to use/access the pay by phone system if:
 - they do not own a mobile phone (digitally excluded).
 - they do not have a bank account or own a credit or debit card (financially excluded).
 - they are used to and/or feel more comfortable paying for parking by the more traditional methods, that is, in cash or by card at a physical pay and display machine.

- B. Older residents' groups could be at particular risk due to the circumstances explained in (A) as they either find it more convenient to pay for parking in cash, have difficulties understanding the technology and processes involved in registering and paying for parking by mobile phone, or do not own a mobile device.
- C. Some residents with disabilities and long-term health conditions may be at particular risk as some members of these groups may not understand how 'Pay by Phone' systems work especially those with certain learning disabilities.

The following actions are proposed to mitigate the impact of the policy change:

- Ensure there is an alternative machine available approximately 500ft away from any removed machine.
- Agree/Review all options on providing help/advice to customers on using the mobile phone parking system – Contact Centre during normal office hours and Careline out of hours.
- Alternative options for paying to park without using a mobile phone have been considered such as 'pay point'.

2. Evidence gathering and engagement

a. What evidence has been used for this assessment? For example, national/local data

| Evidence | Source |
|--|---|
| Local demographic data | Data Wand https://www.datawand.info/population-explorer/ GLA housing led population (2020). GLA 2020-based population and household projections – London Datastore |
| Access to telephones (Mobile /Landline): As of 2023, an estimated 93% of the UK population own a smartphone. The over 55s are reported as the age group with lowest ownership, but at 86%, the figure still remains high following a rapid increase over the last 5 years. | Statista survey assessment of smartphone penetration rate in the UK (May 2022) https://www.statista.com/statistics/271851/smartphone-owners-in-the-united-kingdom-uk-by-age/ |
| Bank accounts / Credit cards: Card payments: According to a three-year survey, the "unbanked" population in the UK - or those who did not have access to the services of a bank or another, similar financial organisation - was nearly zero percent by 2021. | Statista survey April 2023. The share of UK respondents who claimed to have no access to a banking account almost disappeared between several surveys held between 2011 and 2021 https://www.statista.com/statistics/1370573/access-to-financial-services-in-uk/#:~:text=According%20to%20a%20three%20year,nearly%20zero%20percent%20by%202021 |

b. Who have you engaged and consulted with as part of your assessment?

| Individuals/Groups | Consultation/Engagement results | Date | What changed as a result of the consultation |
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| <p>Comments received from Councillors in 2024</p> | <p>Responses to the consultation raised the following key points:</p> <ul style="list-style-type: none"> • What if a resident does not have a Smartphone to be able to use apps? • What is the impact of removing machines near to primary schools? • Has consideration been given to motorists, such as the older generation who may not be as familiar with phone technology? | <p>2024 - ongoing</p> | <p>Residents will still be able to activate parking rights by telephoning the RingGo parking service.</p> <p>Very few pay and display machines near schools are being removed, however parents/guardians will be able to walk to an alternative pay and display machine approximately 500ft away.</p> <p>Discussions held with system provider, Ringo, and Council officers to discuss these issues to see what mitigating measures could be put in place.</p> <p>Ringo also have a live chat facility. As they don't have a direct telephone helpline, the Council will need to consider providing this through its existing infrastructure. Council officers agreed to look at any measures that could be introduced separate to the service/support provided by Ringo.</p> |

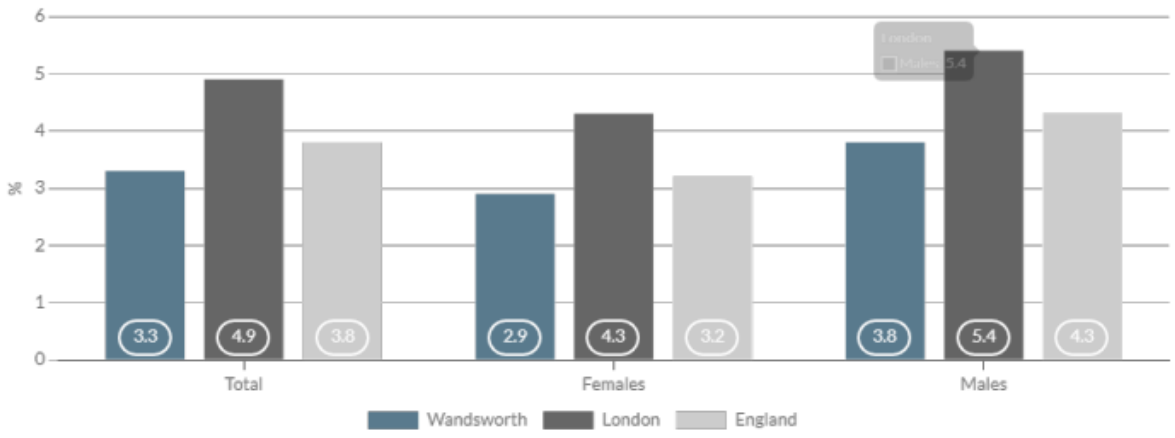
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| | <ul style="list-style-type: none"> • What if an alternative machine is too far away? | <p>A longer period of notice will be given for the removal of machines, additional communications and further details of how to register for Ringo phone parking. Details will be provided on how to get help registering as well.</p> <p>Motorists will have the option of walking to an additional machine approximately 500ft away.</p> |
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3. Analysis of need

Potential impact on this group of residents and actions taken to mitigate impact and advance equality, diversity, and inclusion.

| Protected group | Findings |
|----------------------------|--|
| Age | <p>Wandsworth has a total population of 327,506 in 2023. (source 2021 census)</p> <ul style="list-style-type: none"> • With 67,900 in the 45-64 age groups (higher than the Outer London and London averages). • There are 163,900 in age group 20-44. • And 31,300 in the 65 + age group which is broadly comparable with the outer London and London average for this cohort. <p>According to Datawand based on Census 2021, St Mary’s Park, West Putney and East Putney are the wards that have higher proportions of people in the 65-84 age range (8%). Both East and West Putney wards include pay and display machines proposed for removal.</p> |
| Disability | <p>From the 2021 Census, 14.8% of the population of Wandsworth report that they are disabled and 6.5% say that they have a disability that limits their activities a lot.</p> |
| Gender | <p>The Wandsworth population is made up 53% females and 47% males.</p> |
| Gender reassignment | <p>2021 is the first time Census has collected data on gender identity.</p> <p>The question was voluntary and only asked of people aged 16+ (n=273, 565). 254,037 (92.86%) said their gender identity was the same as their sex registered at birth, higher than London and England. In total, 1,691 (0.62%) Wandsworth residents indicated a change in gender identity with 713 (0.26%) stating their gender identity was different to that of birth but did not provide a write in response to what they identified with.</p> |

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| | <p>Of the 1,690 residents who indicated a change in gender identity, there was an even split between males and females. 3 in 5 were aged under 44 years of age. Locally, 347 identified as trans woman and 304 identified as trans man; the proportions were lower to that of London but higher than England. 182 Wandsworth residents identified as non-binary.</p> <p>In England, 16-24 were most likely age group to have said their gender identity was different from their sex registered at birth and proportion declined in older age groups</p> |
| Marriage and civil partnership | 33% of the Wandsworth population are married/in a civil partnership, with 55.8% single and 0.4% registered in a same sex civil partnership. |
| Pregnancy and maternity | The ONS Birth Characteristics dataset shows that in 2020 there were a total of 4258 live births in Wandsworth. The live birth rate was 12.9 per 1,000 women aged 15-44 years in the borough which is predicted to remain fairly stable over the next ten years |
| Race/ethnicity | 67.8% of the population are white with 32.2% black, asian and minority ethnic. Wandsworth's black, Asian and minority ethnic population at almost 30%, is lower than London's average of 43% (based on the GLA housing led population 2020). |
| Religion and belief, including non-belief | <p>Christian 42.6%, with Battersea park (50%) and Putney Embankment & Lower Common (50.7%) having the largest proportions.</p> <p>36.2% residents have no religion, with Tooting Bec Common having the highest proportion at 45.1 %.</p> <p>9.9% of the population of Wandsworth are Muslim with Roehampton North the highest proportion at 19.6%.</p> <p>2% of the population are Hindu, Tooting North the highest level at 8.4%.</p> <p>0.3% of the population are Sikh with both Tooting North and Upper Tooting the highest proportion at 0.7%.</p> <p>0.7% of the population are Buddhist with Nine Elms having the highest population at 1.2%.</p> <p>0.5% of the population are Jewish with Nightingale Lane having the highest level at 2.1%.</p> |
| Sexual orientation | The 2021 census found that 236,553 people (83.5% of the Borough population) identified as heterosexual, 8,342 (3%) identified as gay/lesbian, 472 identified as bisexual, 1080 (0.04%) identified as 'other' and 22,821 (8.3%) did not answer. |
| Across groups i.e., older LGBT service users | No data available. |

| <p>or Black, Asian & Minority Ethnic young men.</p> | | | | | | | | | | | | | | | | | |
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| <p>Socio-economic status (To be treated as a protected characteristic under Section 1 of the Equality Act 2010) Include the following groups:</p> <ul style="list-style-type: none"> • Deprivation (measured by the 2019 English Indices of Deprivation) • Low-income groups & employment • Carers • Care experienced people • Single parents • Health inequalities • Refugee status | <p>2019 English Indices of Deprivation</p> <ul style="list-style-type: none"> • Wandsworth is within the least deprived third of London Boroughs across all deprivation indices. • As of 2019, Wandsworth maintains a rank within the 10% least deprived Local Authorities (LAs) in England. • Wandsworth ranks amongst the lowest deprived LAs in England for four of the seven Education, Skills & Training; income; Employment and Health Deprivation & Health. • Wandsworth ranks amongst the least deprived 3% of LAs in England for two of seven deprivation domains (Education, Skills & Training; Employment). • Wandsworth Borough has no LSOAs ranked amongst the 10% most deprived in England • Wandsworth had three LSOAs that ranked amongst the 10% most deprived in London. • The LSOAs that ranked amongst the 10% most deprived in London were in Latchmere (2) and Tooting (1). • Locally and nationally, Shaftsbury had the most LSOAs moving up into a less deprived decile. <p>Low income groups & Employment.</p> <p>The table below identified the number of Wandsworth residents claiming out of work benefits, both overall and by gender.</p>  <table border="1"> <caption>Percentage of residents claiming out of work benefits</caption> <thead> <tr> <th>Category</th> <th>Wandsworth (%)</th> <th>London (%)</th> <th>England (%)</th> </tr> </thead> <tbody> <tr> <td>Total</td> <td>3.3</td> <td>4.9</td> <td>3.8</td> </tr> <tr> <td>Females</td> <td>2.9</td> <td>4.3</td> <td>3.2</td> </tr> <tr> <td>Males</td> <td>3.8</td> <td>5.4</td> <td>4.3</td> </tr> </tbody> </table> | Category | Wandsworth (%) | London (%) | England (%) | Total | 3.3 | 4.9 | 3.8 | Females | 2.9 | 4.3 | 3.2 | Males | 3.8 | 5.4 | 4.3 |
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| Males | 3.8 | 5.4 | 4.3 | | | | | | | | | | | | | | |

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| | <p>Carers</p> <ul style="list-style-type: none"> • The proportion of Wandsworth’s population providing unpaid care (6.8%) is lower than the average for SW London (7.8%) and London as a whole (8.5%), and lower than the average in England (10.2%). • 3.6% of Wandsworth’s population reported providing up to 19 hours of unpaid care each week. <p>Economically inactive as at 12/2022 (16-64) 6% Students 4.6 % family carer 2.7% Long term sick 10% retired</p> <p>Out of work benefits (05/2024) 8650 claimants (16 +), broken down into 4,020 females and 4,625 males</p> |
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4. Impact

| Protected group | Positive | Negative |
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| Age | <p>The removal of machines will provide a reduction in street clutter and are likely to improve accessibility of footways.</p> <p>Wandsworth has ensured that an additional a pay and display machine is available to residents within walking distance.</p> | <p>With half of Wandsworth’s population aged between 20-44 there could be less of an impact as less likely to be digitally excluded due to most people being younger and are likely to be able to use the system.</p> <p>There could be a potential impact for older people without bank accounts, or who are digitally excluded in accessing the cashless payment service, particularly in some of the wards with an older age profile, for example Putney. However it is very unlikely that people driving cars would not have a bank account.</p> |
| Disability | <p>The removal of machines will provide a reduction in street clutter and are likely to improve accessibility of footways.</p> <p>Wandsworth has ensured that an additional a pay and display machine is available to residents within walking distance.</p> | <p>The possible impact for this group could be mostly mitigated by those who have a blue badge as parking is free in paid for parking bays.</p> <p>For those who have a disability but do not have a blue badge, they could contact the Council (Customer Services / Parking Operations) or RingGo to seek assistance when trying to park on site.</p> |

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| Sex | <p>None.</p> <p>Wandsworth has ensured that an additional a pay and display machine is available to residents within walking distance.</p> | No known negative impacts, however, the Council welcomes any feedback it receives regarding potential or identified impacts on this group. |
| Gender reassignment | <p>None</p> <p>Wandsworth has ensured that an additional a pay and display machine is available to residents within walking distance.</p> | No known negative impacts, however, the Council welcomes any feedback it receives regarding potential or identified impacts on this group. |
| Marriage and civil partnership | <p>None.</p> <p>Wandsworth has ensured that an additional a pay and display machine is available to residents within walking distance.</p> | No known negative impacts, however, the Council welcomes any feedback it receives regarding potential or identified impacts on this group. |
| Pregnancy and maternity | <p>None.</p> <p>Wandsworth has ensured that an additional a pay and display machine is available to residents within walking distance.</p> | Dependent on the location of changes the proposal could impact on this group in providing ease of access to relevant services (midwives /clinics / playgroups etc) . |
| Race/ethnicity | <p>None.</p> <p>Wandsworth has ensured that an additional a pay and display machine is available to residents within walking distance.</p> | No known negative impacts, however, the Council welcomes any feedback it receives regarding potential or identified impacts on this group. |
| Religion and belief, including non-belief | <p>None.</p> <p>Wandsworth has ensured that an additional a pay and display machine is available to residents within walking distance.</p> | No known negative impacts, however, the Council welcomes any feedback it receives regarding potential or identified impacts on this group. |
| Sexual orientation | <p>None.</p> <p>Wandsworth has ensured that an additional a pay and display machine is available to residents within walking distance.</p> | No known negative impacts, however, the Council welcomes any feedback it receives regarding potential or identified impacts on this group. |
| Socio-economic status (To be treated as a protected characteristic under Section 1 of the Equality Act 2010) | <p>According to the Datawand indices of deprivation 2019, Wandsworth is within the 50% lowest deprived LAs in England and within the least 40% deprived LAs in London.</p> | From a social economic perspective Roehampton and Putney Heath, Latchmere, Queenstown and Furzedown wards are likely to be most impacted by this proposal. |

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| <p>Include the following groups:</p> <ul style="list-style-type: none"> • Deprivation (measured by the 2019 English Indices of Deprivation) • Low-income groups & employment • Carers • Care experienced people • Single parents • Health inequalities • Refugee status | <p>Wandsworth has ensured that an additional a pay and display machine is available to residents within walking distance.</p> | <p>For those aged over 18 on low incomes with little or no internet access can apply for free mobile phone data, texts and calls. More details are provided here: DataWand – Population Explorer and here: What Is The National Databank Free Mobile Data For Digital Inclusion :: Good Things Foundation</p> <p>To mitigate this, Council officers will review the assistance that can be provided by the Contact Centre/Customer Services Teams and what appropriate improvements can be made to the Council’s website.</p> |
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Actions to advance equality, diversity, and inclusion

| Action | Lead Officer | Deadline |
|---|--|-----------------|
| Explore/Review all channels of communication on providing help/advice to customers on using the mobile phone parking system. | Sally Grimshaw / Simon Batchelor / Customer services | Ongoing |
| Consideration of alternative options for paying to park without using a mobile phone (such as Pay Point) to ascertain if any other possible options can be identified and explored. | Richard Hein | August 2024 |

5. Further Communication (optional section – complete as appropriate)

| Communication planned | Date of Communication |
|---|------------------------------|
| Councillors of affected wards will be informed in advance of the removal of the machines. | March 2024 |
| Wandsworth Council website will be updated with planned proposal and include a list of FAQs for residents/motorists to refer to. | October 2024 |
| Pay and display machines will be stickered at each location providing advance notice of the removal, also with information on how to get help/advice on registering for and using the mobile phone system. The information will be displayed at each site after the machine has been decommissioned and will remain in place for a minimum of two months. | December 2024/January 2025 |
| Pay and display machines will be covered afterwards, prior to removal. | February 2025 |