

## Equality Impact Assessment – Service Change.

Department	Environment and Community Services
Service	Parking pay and display machines
People involved	Clare O'Connor, Steve Cull, James Marshall

**1. What are the aims of the service and what changes are being proposed?**

Following the successful introduction over two phases since September 2014 of 319 new 'card only' pay & display (P&D) machines, it is now proposed to replace the remainder of the outdated 'coin only' machines. The maintenance of this model of machines is not sustainable with many parts no longer available due to the manufacturer discontinuing production of this model more than ten years ago. It is proposed that the final phase of machine replacements of approximately 800 machines will be split with 75% of machines to be 'card only' and the remaining 25% to accept both card and coin.

Very few complaints have been received from motorists regarding the introduction of 'card only' machines and usage data shows that the machines are being well used with more than 45,000 transactions processed per month for the 2017-18 financial year

A further sum of £3 million from the Council's Renewals Fund has been approved by the Director of Finance for the replacement of the old 'coin only' machines. It is therefore proposed to replace the outdated machines across the borough which are being heavily vandalised and targeted by thieves.

The card machines will offer both chip and pin and contactless payment options which residents and visitors to the borough have come accustomed to. In addition, motorists will have the option to pay by phone which currently accounts for over 75% of parking transactions. It is proposed that prior to installation of the additional 'card only' machines an article will appear in Brightside and on the Councils website advising residents of the further roll out of 'card only' machines and highlighting the crime reduction benefits.

**2. What is the rationale behind these changes?**

The existing 'coin only' machines are mainly between 14 and 20 years old and have exceeded their expected operational life. Even with regular preventative maintenance and prompt repair of machine faults, the number of reported difficulties with these old machines is increasing and as the

model of machines has not been manufactured for some years the availability of some spare parts is becoming an issue. Since 2002, the P&D machines in the borough have been broken into by thieves. Despite additional security devices being designed and fitted, collection frequencies being increased and close liaison with the Metropolitan Police, thefts are still occurring. Both of these issues are having a detrimental effect on the provision of the parking service in terms of this service being an efficient and effective use of available resources.

The Council has since 2004 (in Putney) and 2007 for the rest of the borough offered the option of paying to park using the Parkmobile pay-by-phone solution, avoiding the need for motorists to estimate how long they may need to stay. Uptake of the pay-by-phone solution has been steadily increasing since its introduction and now accounts for more than 75% of the total casual parking income.

Generally, paying for goods and services using credit or debit cards has become the norm for many motorists and with new payment technologies such as 'Contactless' card payment more motorists are expecting to be able to pay for their parking using a credit or debit card especially in London. For a number of years motorists parking in Westminster have been unable to pay to park using coins, instead paying by mobile phone or using a card at a P&D machine. From July 2014 passengers on London busses have been unable to pay their fare using cash, instead paying by Oyster or Contactless card. Similarly, cash can no longer be used by motorists at the Dartford crossing.

This trend towards cashless payments now means that most motorists should have access to either a credit or debit card and in many cases now prefer the convenience of paying using a credit or debit card rather than needing to carry a large amount of cash, particularly 'heavy' coins.

Moving away from needing to put coins into a P&D machine will offer motorists a more convenient and secure way to pay for their parking and reduce the crime activities associated with cash stolen from coin accepting machines in the borough. For those motorists who are unable to pay by card or prefer to use coin will still be able to do so in many locations, as more than 25% of all the P&D machines will still accept coin payments and will be available in most areas especially in Town centres and near shops and small businesses.

**3. What information do you have on the service and the potential impact of your service change in relation to the following?**

	<b>List information you have.</b>
Race	Census data shows that 39% of BME residents do not own a car as compared to 36% of white residents who do not own a car. Any changes to how car parking charges are paid should therefore not

	<p>disproportionately impact BME residents as compared to white residents.</p> <p>There is no Census data on bank accounts held etc by ethnicity</p>
Gender	<p>Data on car ownership has not yet been released for gender.</p> <p>There is no Census data on bank accounts held etc by gender.</p>
Disability	<p>Data on car ownership has not yet been released for disability.</p> <p>There is no Census data on bank accounts held etc by disability.</p> <p>It should be noted that disabled Blue Badge holders will not be affected by these proposals as they may park free of charge and without time limit in Wandsworth with a disabled person's Blue Badge displayed.</p>
Age	<p>28% of residents aged 65+ own 1 or more car as compared to 58% of all residents. Any changes to how car parking charges are paid should therefore not disproportionately impact older residents.</p> <p>There is no Census data on bank accounts held etc by age.</p>
Faith	Data not published
Sexual Orientation	Data not collected

**4. Thinking about each group below please list the impact that the service change will have.**

	<u>Positive</u> impacts	Possible <u>negative</u> impacts
Age	<p>Reduction in crime in local area as new machines will be cashless.</p> <p>Cashless payments are safer and more convenient than needing to have the correct coins for the required length of stay.</p> <p>Card only machines have a 20 pence minimum payment and allow users to select their payment in 5p or £1 increments providing greater flexibility than the coin only machines which do not accept 5p and 10p coins.</p> <p>The new machines provide a receipt ticket allowing users</p>	<p>The additional P&amp;D machines to be replaced as this next phase of the pilot scheme will in most cases be located within reasonable walking distance of machines which take cash so if motorists prefer not to use the cashless machines they can use another nearby machine.</p> <p>Fewer than 10 complaints have been received since the previous completed EIA completed in January 2015 in respect of the new 319 P&amp;D machines.</p> <p>Two of the complaints received have felt the technology</p>

	<p>to check the payment on their card statement. The receipt can also be used by those needing to reclaim the parking fee from their employer.</p> <p>All new machines are connected to a back-office monitoring system enabling any faults to be quickly identified / resolved and allowing any payment queries to be investigated.</p> <p>The machines use clear colour screens to guide the user through the purchase process and have been revised to improve the customer experience. A Council telephone number is provided should motorists need to request assistance or report a fault.</p> <p>The new machines will be more reliable than the coin only machines which in most cases are more than 12 years old.</p> <p>Service provision improvements associated with reallocation of council resources.</p> <p>P&amp;D machines used in Westminster and some other London Boroughs have only accepted payment by credit or debit card for many years and no equality issues have been identified.</p>	<p>discriminates against the elderly as it 'involves too many components'.</p> <p>Another complainant felt that directions to the nearest coin operated machine should be given for those who bot carrying a debit/credit card.</p> <p>A phone call was received from a café owner who said customers prefer to pay by coin and a nearby card only machine was detracting footfall from his business.</p>
Disability	<p><i>As above.</i></p> <p><i>Blue Badge holders will not be affected.</i></p>	<p><i>Blue Badge holders will not be affected.</i></p>
Race	<p>As above</p>	<p>n/a</p>
Gender	<p>As above</p>	<p>n/a</p>

Faith and sexual orientation	As above	n/a
------------------------------	----------	-----

**5. Is a full EIA required? No.**

- Is the service a frontline service? Yes
- Is it clear what impact the service change will have on all the equality groups? Yes
- Overall will the change have a negative impact on any of the equality groups? No.

**Comments - Please give the rationale here for not undertaking a full EIA**

No negative impacts for any of the equality groups have been identified. Card/contactless payments are more widely acceptable since the last phase of installations. More than 25% of P&D machines that remain will continue to accept payment by cash providing motorists with a choice of payment methods.

**6. Through the initial EIA have you identified any actions that needed to be implemented to improve access to the service or monitoring of the service? (please list)**

A need for the machines accepting coin to be positioned near shops has been identified so that customers to these small businesses can use small change where desired to cover them for a short stay to carry out a quicker transaction.

Prior to the introduction of the additional 'card only' machines an article will appear in Brightside and on the Council's website advising motorists of the further roll out of 'card only' machines highlighting the security and convenience benefits.

Signed:

Date:

Approved by: