

## Equality Impact Assessment (EIA)

This document demonstrates how the council is meeting its duties under the Equality Act 2010, by giving due regard to the requirement to: eliminate discrimination; advance equality of opportunity; and promote good relations.

### 1. Background

Directorate	Economy, Environment and Infrastructure
Service area	Parking Services
Title of the activity being assessed i.e. the strategy, plan, policy or service	Parking ICT Contracts
Brief outline of the proposal(s)	<p>To deliver the council's parking services obligations a number of ICT systems are required to efficiently operate the service.</p> <p>These contracts deliver the following:</p> <ul style="list-style-type: none"> <li>• Back office PCN Management System, including the parking team correspondence management requirements</li> <li>• Cashless system to enable the public to pay for parking digitally and COVID safe</li> <li>• Parking permit system to manage permits and allow customers to make applications</li> </ul> <p>A contract is currently in place with Chipside Ltd to deliver the above requirements.</p> <p>Parking enforcement promotes Local Transport Plan 2020-2041 policies and supports reducing congestion and improving traffic flow and safety for all road users, while promoting environmentally sustainable transport and active travel.</p> <p>Bus lane enforcement reduces journey times for bus services, promotes public transport and modal shift, reducing congestion and delivering environmental benefits such as carbon dioxide and nitrogen oxide reductions as well as creating a better environment for our villages, towns and cities.</p>

Who is affected by the proposals?	Service users <input checked="" type="checkbox"/> Workforce <input type="checkbox"/> Other, please specify: <input type="text"/>
Decision to be taken and decision maker	Cllr Dom Morris - Cabinet Member for Highways & Flooding
Person(s) responsible for completing this assessment	Andrew Burford – Parking Contract & Procurement Manager
Date of this assessment	29 <sup>th</sup> July 2022

## 2. Information Gathering

Briefly outline your approach to consultation and engagement, together with details of any other information and data sources you have utilised:

Research, Consultation and Engagement	
Service users	Ongoing review of complaints from the enforcement process is undertaken and all feedback is reviewed and changes made to process and policies, if required. GCC has not received any negative feedback in relation to accessibility of the system.
Workforce	The parking team are responsible for overseeing traffic management enforcement activity and have been involved in developing the procurement strategy.
Partners	Discussions have taken place with a number of other local authorities; however, no partnership opportunities were identified.  The councils parking enforcement contractor, currently NSL, are contracted to undertake the issuing of PCNs utilising the parking management system.  Other partners will also be required to interface with the back office system and these include The Traffic Enforcement Centre, the DVLA, the council's ANPR provider and the authorities enforcement agents.

	Extensive internal consultation has been completed with internal stakeholders such as Strategic Procurement, Strategic Finance and Legal Services.
Other	Consultation has taken place with a number of external providers, including soft market testing. This work has helped develop the procurement strategy, how the service will be tendered and the specification moving forward.

### 3. Equality Assessment

Briefly explain your assessment of the impact of the proposed activity on the protected characteristics below. This section evidences how the council is giving due regard to the three aims of the general equality duty, which are to: eliminate discrimination; advance equality of opportunity; and promote good relations.

Protected Characteristic	Service Users	Workforce
Age	<p>Customers who have received a penalty charge notice can pay by the online automated payment system or by cheque, which may be more suitable for older people.</p> <p>The council has PCN discretionary cancellation policy where officers can take into account mitigating circumstances on a case by case basis. Customers wishing to appeal a PCN can do so by submitting a hard copy letter in the post.</p> <p>Parking charges on street, such as pay and display can be paid for by different means.</p>	No member of the workforce will be disadvantaged, excluded, rejected, suffer a lack of opportunity, or be subjected to barriers as a result of this decision.

<p>Disability</p>	<p>Customers who have received a penalty change notice can pay by the online automated payment system or by cheque.</p> <p>The contract in relation to the customer facing ICT systems will meet all government ICT accessibility requirements enabling access to all the community, therefore it is perceived that there is no positive or negative impact on this group.</p> <p>The council has PCN discretionary cancellation policy where officers can take into account mitigating circumstances on a case by case basis. Customers wishing to appeal a PCN can do so by submitting a hard copy letter in the post.</p> <p>Parking charges on street, such as pay and display can be paid for by different means.</p>	<p>The contract in relation to customer facing ICT systems will meet all government ICT accessibility requirements enabling access to those you may require this facility; it is perceived that there is no positive or negative impact on this group.</p>
<p>Sex</p>	<p>No member of this protected characteristic will be disadvantaged, excluded, rejected, suffer a lack of opportunity, or be subjected to barriers as a result of this decision</p>	<p>No member of the workforce will</p>
<p>Race</p>		
<p>Gender reassignment</p>		
<p>Marriage &amp; civil partnership</p>		

Pregnancy & maternity		be disadvantaged, excluded, rejected, suffer a lack of opportunity, or be subjected to barriers as a result of this decision
Religion and/or belief		
Sexual orientation		

#### 4. Completed Actions

Set out how the proposed activity has already been amended following the equality assessment, to maximise the positive impact or minimise the negative impact:

Change	Reason for Change
Inclusion of government accessibility standards for the customer facing ICT	To aid accessibility for all

#### 5. Planned Actions

Set out improvements that will be undertaken, following the equality assessment, to further maximise the positive impact or minimise the negative impact:

Potential impact (positive or negative)	Action	By when	Owner
Positive	Ongoing review of system performance	Monthly internal team meetings	Parking Manager
Positive	Review and implement any new best practice, legislation or government guidance in	Ongoing	Parking Manager


	relation to the PCN or parking process.		
Positive	Review Equality Impact Assessment	September 2023	Parking Manager

## 6. Monitoring and review


The following processes/actions will be put in place to keep this 'activity' under review:
This Equalities Impact Assessment will be reviewed on a regular basis by the Parking Manager. Amendments will be made to this Equality Impact Assessment and either a new or updated version produced should any material changes as a result of the ongoing review be identified.

## 7. Officer / Decision-maker Sign off

Officer: By signing this statement off as complete you are confirming that 'you' have examined sufficient information across all the protected characteristics and used that information to show due regard to the three aims of the general duty. This has informed the development of the activity

Signature of Senior Officer	
Name of Senior Officer	Colin Chick – Executive Director of Economy, Environment and Infrastructure
Date	15 <sup>th</sup> August 2022

Decision maker: I am in agreement that sufficient information and analysis has been used to inform the development of this 'activity' and that any proposed improvement actions are appropriate and I confirm that I, as the decision maker, have been able to show due regard to the needs set out in section 149 of the Equality Act 2010.

Signature of decision maker	
Name of decision maker	Clr Dom Morris - Cabinet Member for Highways & Flooding
Date	7.9.22

## 8. Publication

If this document accompanies a Cabinet report or an Individual Cabinet Member (ICM) decision report it will be published, as part of the report publication process, on the GCC website. If this statement is not to be submitted with a Cabinet report or an Individual Cabinet Member (ICM) decision report, please maintain a copy for your own records that can be retrieved for internal review and also in case of future challenge.

## Appendix 1 – Service User Data

Details of service users affected by the proposed activity

Protected Characteristic	Service User Data and Information																				
Age <i>percentage/profile of service user ages</i>	<p data-bbox="505 1697 1508 1803">Below are the numbers of driving license holders, by postcode that reside in Gloucestershire.</p> <table border="1" data-bbox="505 1843 1501 1973"> <thead> <tr> <th data-bbox="505 1843 624 1973"></th> <th data-bbox="624 1843 775 1973">Provisional Licences - Male</th> <th data-bbox="775 1843 938 1973">Provisional Licences - Female</th> <th data-bbox="938 1843 1086 1973">Provisional - Total</th> <th data-bbox="1086 1843 1219 1973">Full Licences - Male</th> <th data-bbox="1219 1843 1390 1973">Full Licences - Female</th> <th data-bbox="1390 1843 1501 1973">Full - Total</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table>								Provisional Licences - Male	Provisional Licences - Female	Provisional - Total	Full Licences - Male	Full Licences - Female	Full - Total							
								Provisional Licences - Male	Provisional Licences - Female	Provisional - Total	Full Licences - Male	Full Licences - Female	Full - Total								
Disability <i>percentage/profile of service users who have a disability</i>																					
Sex <i>percentage/profile of service users who are male and who are female</i>																					
Race <i>percentage/profile of service users who are from black and minority ethnic backgrounds</i>																					



<b>Gender reassignment percentage/profile of service users who have indicated they are transgender</b>	GL01	3691	3723	7414	11160	7971	19131
	GL01D	0	0	0	0	1	1
	GL02	2339	2896	5235	22318	21247	43565
	GL03	1434	1839	3273	12694	11866	24560
	GL04	2626	3316	5942	16950	15105	32055
	GL05	1696	1766	3462	11343	10826	22169
<b>Marriage &amp; civil partnership percentage/profile of service users who are married or in a civil partnership</b>	GL06	933	1027	1960	9869	9820	19689
	GL07	1906	2143	4049	17300	16715	34015
	GL08	307	401	708	3586	3658	7244
	GL09	66	66	132	1096	1051	2147
	GL10	668	667	1335	5911	5562	11473
	GL11	671	850	1521	7401	6977	14378
<b>Pregnancy &amp; maternity percentage/profile of service users who are female and who are pregnant or on a maternity leave</b>	GL12	561	554	1115	6316	6067	12383
	GL13	169	186	355	2534	2338	4872
	GL14	801	931	1732	5776	5068	10844
	GL15	830	978	1808	8517	7893	16410
	GL16	528	636	1164	5313	5000	10313
	GL17	400	550	950	4592	4344	8936
	GL18	326	394	720	3407	3153	6560
<b>Religion and/or belief percentage/profile of service users religious beliefs</b>	GL19	251	231	482	3757	3646	7403
	GL20	1181	1323	2504	11337	10542	21879
	GL50	1443	1638	3081	7547	6365	13912
	GL51	3070	3687	6757	18232	15746	33978
	GL52	2299	2621	4920	17449	16725	34174
<b>Sexual orientation percentage/profile of service users who are lesbian, gay, bisexual, heterosexual</b>	GL53	926	952	1878	7840	7776	15616
	GL54	884	976	1860	10012	9671	19683
	GL55	205	201	406	2369	2410	4779
	GL56	362	422	784	3809	3859	7668
It is not possible to break down the numbers by the protected characteristics used in this EIA.							

## Appendix 2 – GCC Workforce Data

Details of Gloucestershire County Council staff affected by the proposed activity

Protected Characteristic	Total number of GCC staff affected:
Age	

Disability	No member of the workforce will be disadvantaged, excluded, rejected, suffer a lack of opportunity, or be subjected to barriers as a result of this decision
Sex	
Race	
Gender reassignment	
Marriage & civil partnership	
Pregnancy & maternity	
Religion and/or belief	
Sexual orientation	