

APPENDIX 3 - EQUALITY IMPACT ASSESSMENT

Plymouth Highways



STAGE I: WHAT IS BEING ASSESSED AND BY WHOM?

<p>What is being assessed - including a brief description of aims and objectives?</p>	<p>The Implementation of 2022 Parking Fees and Charges Review</p> <p>The review includes:</p> <ul style="list-style-type: none"> • Changes to Parking charges for On-street Parking Sessions • Changes to Parking charges for Off-Street Parking Sessions • Changes to Permit schemes • Increased Parking flexibility (Transferable) • Direct link between Permit charges and the Climate Emergency Action Plan • Increase to Cashless Parking offer across the city • New Improved parking systems across the city <p>Changes to parking charges for both on-street and off-street parking will see an amendment to price and more importantly changes to the tariff / charge times which will see a positive impact on those people visiting Plymouth and staying overnight in our thriving hotelier / leisure sector. The changes will also allow for longer stays. The Changes will allow an increased level of flexibility for motorists to be able to transfer their parking session between like banded car parks and thus gain better value.</p> <p>Changes to Permit schemes will bring some consistency across the city, and linking with the Climate Emergency Action Plan, offer encouragement for residents to own vehicles with lower emission levels.</p> <p>These changes will be subject to a formal public consultation and in addition, further engagement will be undertaken with those sectors of our city who may require further clarification, this includes but not limited to Tourism, Disability, Faith, Business, Residents, and Business Improvement Districts.</p>
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	<p>The changes will ensure that robust, DDA compliant payment systems are installed across the city, to allow us to promote greater channel shift to digital payments, and also provide mini service terminals which are able to be programmed to offer other services both for the local authority, but also for a potential commercial opportunity.</p> <p>Cashless parking was first introduced in Plymouth in 2009 and expanded in 2020 to cover all Plymouth City Council Surface Carparks with the removal of cash as a payment option, in addition to this telephone or app payments are also available and increasing in popularity, the current provider in Plymouth is 'RingGo'. Mobile Phone Payment solutions provides an alternative to the traditional payment machines and offers significant advantages in convenience, environmental benefits and efficiency.</p> <p>Whilst it is accepted that these changes will impact on the general increase to the cost of living in the city, the fees and charges review offers a balance between increased costs and increased flexibility. The review will still leave Plymouth at the lower end of parking charge scale amongst both our local neighbours and across similar local authorities.</p>
Author	Darren Stoneman
Department and service	Plymouth Highways (Parking)
Date of assessment	28/06/2022

STAGE 2: EVIDENCE AND IMPACT

Protected characteristics (Equality Act)	Evidence and information (eg data and feedback)	Any adverse impact See guidance on how to make judgement	Actions	Timescale and who is responsible
Age	<ul style="list-style-type: none"> The average age in Plymouth (39.0 years) is about the same as the rest of England (39.3 years), but less than the South West (41.6yrs). Of the 16 SW authorities we have the third lowest percentage of older people (75), and the fifth highest percentage of children and young people (under 18). 	Plymouth City Council are aware that there will be limited impact on older people with the implementation of the Parking Fees and Charges Review	Increased visibility of payment telephone numbers will be installed at all payment machines and on lamp columns	Mike Artherton Sept 2022

- Children and young people (CYP) under 18 account for 19.8 per cent of our population, within this 88.8 per cent >16.
- In December 2016 it was estimated that 5.5% of young people in our city aged between 16 and 18 were not in Education, Employment or Training (NEET) young people. Of those 457 young people who are NEET, approximately 25 % are known to have specific vulnerabilities.
- The proportion of the working age population (16-64) is higher (66.1 per cent) than regionally (62.8 per cent) and nationally (64.7 per cent).
- Plymouth has the sixth highest percentage of working age people in the South West.
- The latest OFCOM Technology Tracker shows that financial status has little impact on mobile phone ownership as follows

UNDER 10.4K	10.4K-15.59K	15.6K-25.99K	26K+
88%	90%	95%	99%

It is recognised that older people will be less likely to have a mobile phone or ability to set up an online account for online payment options.

It is recognised that older people may experience difficulty with the concept of transferable parking sessions.

It is likely that older customers will be less inclined to make card or online payments, therefore Plymouth City Council will ensure that a link is on its website to alternative parking facilities in the City which will retain cash, these will be privately owned or operated,

New Machines will be different and users may experience some short term difficulties, however all machines will be DDA compliant and have fill 'Plain English Instructions'

All telephone payment options will remain through a local all number to ensure that no additional costs are borne by the customer

Design of car park groups into names and colours which will be easily understood

Civil Enforcement Officers will be supported with additional customer service training to support those experiencing difficulty

All partners within the city, including City Centre Company, Plymouth Waterfront Partnership, Plymouth Area Disability Access Network, AGEUK, and Access Plymouth will be engaged to support increased public awareness.

All Civil Enforcement Officers will undergo enhanced Customer Service Training to include additional content on protected characteristics.

The development of 'Social Care' permit will increase access options to those who receive in-home care and these permits designed for 'Social Care' sector to be promoted accordingly

		<p>The Ofcom 'Adults media use and attitudes report 2018' indicates that 78% of 65-74 year olds use a mobile phone with 72% of the over 74's. Whilst only 39% of the over 65's use a smartphone (up from 28% in 2016) it should be remembered that RingGo payments can be made via text or a phone call.</p> <p>To mitigate the above figures, additional signage and assistance will be provided.</p> <p>A Smartphone is not an essential requirement for using this service.</p> <p>A bank account is an essential requirement for using the service. However, it should be noted that the UK government has helped launch fee-free bank accounts for people on low incomes, including the elderly. Most wages and state benefits are now paid directly into recipients' bank accounts which makes living without one and being able to run a vehicle most unlikely</p> <p>For those with difficulty in walking or consider the pay machines difficult to access or use, phone payments can be made easier</p>		
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		<p>Website https://www.parkopedia.com/ contains details of all car parks in the city with which will accept cash,</p> <p>The Deloitte UK Smart Phone report 2019 shows 80% of over 55 year olds regularly use a Smart Phone</p> <p>The OFCOM Technology Tracker report 2020 shows usage of mobiles phones has increased over 87% of over 55s now regularly use a Mobile Phone increasing to 99% in younger age groups</p> <p>This policy and assessment will be regularly reviewed to ensure the impact is understood and mitigated ongoing, this will be achieved through</p> <p>Attendance at Disability Involvement Group meetings (PADAN)</p> <p>On-street surveys</p> <p>Engagement with customers through the Have Your Say function, Twitter, emails, phone calls, etc.</p> <p>Continue to monitor new accessibility changes from the cashless parking provider and improvements to machine technology.</p>		
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<p>Disability</p>	<ul style="list-style-type: none"> • A total of 31,164 people (from 28.5 per cent of households) declared themselves as having a long-term health problem or disability (national figure 25.7 per cent of households), compared with the total number of people with disabilities in UK (11,600,000). • 10 per cent of our population have their day-to-day activities limited a lot by a long-term health problem or disability. • 1,297 adults registered with a GP in Plymouth have some form of learning disability (2013/14). • Plymouth schools report that of every 1,000 children 17.5 have a learning difficulty. • There are 27166 adults with a disability in work. • There are 23,407 carers aged between 18 and 64 in Plymouth known to our services. • There are 17,937 state pension age people with disability. • There are 3,142 children with disability. • National figures in March 2014, record that 143,400 people were registered as blind, a decrease of 4,400 (three per cent) from March 2011. • Similarly 147,700 people were registered as partially sighted, a decrease of 3,300 (two per cent) from March 2011. Our Translate Plymouth services recorded that BSL is amongst our most requested languages. • Over 13,000 people in our City are currently dependent on ESA. 	<p>Plymouth City Council are aware that there will be limited impact on disabled people with the implementation of the Parking Fees and Charges Review</p> <p>It is recognised that disabled people may be less likely to have a mobile phone or ability to set up an online account for online payment options.</p> <p>There will be no change to the rights which allow disabled persons with Blue Badges will continue to be able to park for free in all on-street parking bays,</p> <p>Reading information notices and paying for parking using a mobile device may cause problems for some, including those with learning difficulties or physical impairments such as hearing loss.</p> <p>Any new parking technology both virtual and physical will be DDA compliant and will be demonstrated through our partners PADAN</p> <p>Mobile phone Technology is continually improving and phones are available for people with a range of disabilities, including voice amplification and</p>	<p>A full range of payment options including the use of Smartphone Apps, Payment by Text, along with Card Payments at machines will ensure the widest possible accessibility for most disabilities</p> <p>We will increase the promotion of the disabled parking accessibility permit, this negating the need for payment, this will be undertaken by seeking engagement through our local partners , PADAN, Age UK and Access Plymouth to advertise this through their newsletters and website.</p> <p>Free disabled parking is available in all on street locations and is not impacted by these proposals</p>	<p>Darren Stoneman (Civil Enforcement Officer) Oct 2022</p>
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		<p>hearing aid compatibility for those who have problems with hearing. One of the UK's largest hearing loss charities 'Action on Hearing Loss' states the following: - “The increasing availability of smartphone apps for parking payments has been beneficial and helps to avoid situations where people with hearing loss are disadvantaged by not being able to make use of voice call payment systems or seeking assistance through help points”</p> <p>There are likely to be some people for whom the existing payment machines are currently considered inaccessible, either in distance or in operation. A cashless alternative may be particularly beneficial for this group of users. The ability to 'top-up' parking fees rather than returning to the vehicle to do this will benefit those with any walking difficulties.</p> <p>This policy and assessment will be regularly reviewed to ensure the impact is understood and mitigated ongoing, this will be achieved through</p>		
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		<ul style="list-style-type: none"> • Attendance at Disability Involvement Group meetings (PADAN) • On-street surveys • Engagement with customers through the Have Your Say function, Twitter, emails, phone calls, etc. • Continue to monitor new accessibility changes from the cashless parking provider and improvements to machine technology 		
<p>Faith/religion or belief</p>	<ul style="list-style-type: none"> • 84,326 (32.9 per cent) of the Plymouth population stated they had no religion. • Those with a Hindu, Buddhist, Jewish or Sikh religion combined totalled less than 1 per cent. • Christianity: 148,917 people (58.1 per cent), decreased from 73.6 per cent since 2001. • Islam: 2,078 people (0.8 per cent), doubled from 0.4 per cent since 2001. • Buddhism: 881 people (0.3 per cent), increased from 0.2 per cent since 2001. • Hinduism: 567 people (0.2 per cent) described their religion as Hindu, 	<p>We have no reason to believe that the Parking fees and charges review would have any greater or lesser effect on people on account of their faith or beliefs.</p> <p>This policy and assessment will be regularly reviewed to ensure the impact is understood and mitigated ongoing, this will be achieved through</p> <ul style="list-style-type: none"> • On-street surveys • Engagement with customers through the Have Your Say function, Twitter, emails, phone calls, etc. • Continue to monitor new accessibility changes from the cashless parking provider and improvements to machine technology 	<p>None</p>	<p>Darren Stoneman (Civil Enforcement Manager)</p> <p>Ongoing</p>

	<p>increased from 0.1 per cent since 2001.</p> <ul style="list-style-type: none"> • Judaism: 168 people (0.1 per cent), decreased from 181 people since 2001. • Sikhism: 89 people (less than 0.1 per cent), increased from 56 people since 2001. • 0.5 per cent of the population had a current religion that was not Christianity, Islam, Buddhism, Hinduism, Judaism or Sikh, such as Paganism or Spiritualism. 			
<p>Gender - including marriage, pregnancy and maternity</p>	<ul style="list-style-type: none"> • Overall 50.6 per cent of our population are women and 49.4 per cent are men: this reflects the national figure of 50.8 per cent women and 49.2 per cent men. • There were 3280 births in 2011. Birth rate trends have been on the increase since 2001, but since 2010 the number of births has stabilised. Areas with highest numbers of births include Stonehouse (142), Whitleigh (137) and Devonport (137). • Of those aged 16 and over, 90,765 people (42.9 per cent) are married. 5,190 (2.5 per cent) are separated and still legally married or legally in a same-sex civil partnership. • In Plymouth in 2017 the mean difference between average hourly earnings (excluding overtime) of men and women as a proportion of average hourly earnings 	<p>We have no reason to believe that the Parking fees and charges review would have a detrimental effect on people on account of their gender, Marital status or Pregnancy status</p> <p>It could offer an increase in the perceived safety for women who, with RingGo, can pay from the comfort and security of their vehicles, rather than walk to a pay machine with cash or a bank card at night or when alone and negate the need to return for any required payment top-ups.</p>	<p>None</p>	<p>N/A</p>

	<p>(excluding overtime) of men was 11.3%, the median difference was 14.9%. (ASHE)</p> <ul style="list-style-type: none"> • Women employed by Plymouth City Council currently earn 97.4% of the average full time hourly wages of their male colleagues. (PCC Data) 	<p>The use of RingGo would negate the need for pregnant women and those with small children, to locate and walk to a payment machine with cash or a bank card and enable payment top-ups without the need to return to the vehicle</p> <p>This policy and assessment will be regularly reviewed to ensure the impact is understood and mitigated ongoing, this will be achieved through</p> <p>On-street surveys</p> <p>Engagement with customers through the Have Your Say function, Twitter, emails, phone calls, etc.</p> <p>Continue to monitor new accessibility changes from the cashless parking provider and improvements to machine technology</p>		
<p>Gender reassignment</p>	<ul style="list-style-type: none"> • Recent surveys have put the prevalence of transgender people between 0.6 and 1% of population (some very recent reports have upped this to 2%). • Over the last 8 years the prevalence of transgendered people in the UK has been 	<p>We have no reason to believe that the Parking fees and charges review would have any greater or lesser effect on people on account of their sexual orientation or Gender position.</p>	<p>None</p>	<p>Darren Stoneman (Civil Enforcement Manager)</p>

	<p>increasing at an average rate of 20%+ per annum in adults and 50% for children.</p>	<p>This policy and assessment will be regularly reviewed to ensure the impact is understood and mitigated ongoing, this will be achieved through</p> <ul style="list-style-type: none"> • On-street surveys • Engagement with customers through the Have Your Say function, Twitter, emails, phone calls, etc. • Continue to monitor new accessibility changes from the cashless parking provider and improvements to machine technology 		<p>Jan 23</p>
<p>Race</p>	<ul style="list-style-type: none"> • 92.9% of people living in the city identify themselves as White British • 7.1% identify themselves as Black and Minority Ethnic • in 2019, 90.8% of people aged 16 and over had used the internet in the 3 months prior to being surveyed (making them 'recent internet users') • The Indian and White ethnic groups had the lowest percentages of recent internet users (at 90.4% and 90.5%) and the Chinese ethnic group had the highest (98.6%) <p>Full data sets can be found</p>	<p>We have no reason to believe that the Parking fees and charges review will generate an increased impact on individuals based on Race</p> <p>Anyone who does not speak English as a first language may have difficulty using the pay by phone parking system.</p> <p>Visitors will not necessarily have a RingGo account set-up (although this is a national system and has accounts all over the UK)</p> <p>Difficulties reading signage</p>	<ul style="list-style-type: none"> • The RingGo website offers information on how to use the system in over 80 different languages. This is more accessible for both visitors and non-English speakers than using the existing payment machines. • Existing pay machines will still be in place within the City Centre for those who use credit/debit cards. 	<p>Darren Stoneman (Civil Enforcement Manager)</p> <p>Jan 23</p>

	<p>https://www.ethnicity-facts-figures.service.gov.uk/culture-and-community/digital/internet-use/latest</p>	<p>This policy and assessment will be regularly reviewed to ensure the impact is understood and mitigated ongoing, this will be achieved through</p> <ul style="list-style-type: none"> • Unify Plymouth • On-street surveys • Engagement with customers through the Have Your Say function, Twitter, emails, phone calls, etc. • Continue to monitor new accessibility changes from the cashless parking provider and improvements to machine technology 	<ul style="list-style-type: none"> • There are issues with legislative requirements in relation to street/road signage in order to provide information in other languages. The Department for Transport does not currently provide statutory road signs in languages other than in Wales and Cornwall and by application exception • The impact overall is likely to be negligible given that it is increasingly difficult to obtain a licence, legally buy a car, obtain annual insurance and pay car tax etc. in the UK by persons for whom English or reading is difficult. 	
<p>Sexual orientation - including civil partnership</p>	<ul style="list-style-type: none"> • There are no definitive data on sexual orientation at a local or national level. A recent estimate from the 2015 ONS Annual Population Survey (APS) suggests that 1.7 per cent of the UK population is LGB: if this figure was applied to Plymouth it would mean that there are approximately 3,649 LGB people in the city. 	<p>We have no reason to believe that the Parking fees and charges review would have any greater or lesser effect on people on account of their sexual orientation.</p> <p>This policy and assessment will be regularly reviewed to ensure the impact is understood and mitigated ongoing, this will be achieved through</p>	<p>None</p>	<p>N/A</p>

		<ul style="list-style-type: none"> • On-street surveys • Engagement with customers through the Have Your Say function, Twitter, emails, phone calls, etc. • Continue to monitor new accessibility changes from the cashless parking provider and improvements to machine technology 		
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STAGE 3: ARE THERE ANY IMPLICATIONS FOR THE FOLLOWING? IF SO, PLEASE RECORD ACTIONS TO BE TAKEN

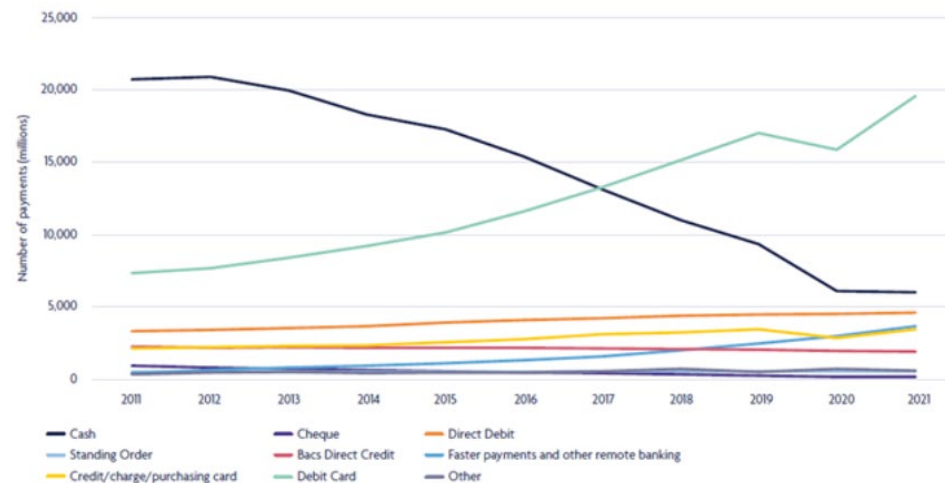
Local priorities	Implications	Timescale and who is responsible
Eliminate discrimination and tackle prejudice	There are no implications	NA
Advance equality of opportunity.	There are no implications	N/A
Foster good relations and promote understanding	There are no implications	NA
Meet the needs of people within the protected characteristics	<p>Whilst this Equality Impact Assessment focuses on the service provided by Plymouth City Council owned or operated car parks there are currently 4031, privately operated parking spaces within walking distance of the City Centre which currently accept cash. (Data June 2020, https://en.parkopedia.co.uk/parking/locations/pll_2aa_plymouth_plymouth_england_united_kingdom_gbv99x0hun/?country=uk&arriving=202006101130&leaving=202006101330)</p> <p>The Financial Conduct Authority report (financial lives across the UK 2019) https://www.fca.org.uk/publication/research/financial-lives-consumers-across-uk.pdf shows that only 3% of the UK population do not have or use a bank account, and over 18% have a credit card, in the South West there is a 75% propensity to use online banking and 16% bank using the telephone. The report also highlights that less than 10% of the population have never used the</p>	Mike Artherton Ongoing

internet, this is key in the motoring industry with high take up of online insurance and vehicle excise duty.

The regional banking uptake figures again show that 98% of people in the south west have a bank account and in the Devon, Cornwall, Somerset, Dorset, Bristol & Avon only 90,000 do not have access to an account (7%) of the national total.

UKFinance.org. data for February shows that there are 165million contactless debit and credit cards in use across the UK, of which 1.8bn transactions were undertaken. This shows a continual rise of 2%.

[Contactless makes up a third of all payments, while cash use falls again in 2021 | Insights | UK Finance](#)



Card payments

The Healthier Finance Report, Does show that lower income households rely less on card transactions, however this sector of society with the increase in basic bank accounts for all shows and average 14% increase in usage.

	<p>All nine major banks offer a contactless card for all basic bank accounts, thus removing the obstacle to a cashless option.</p> <p>The following data sources have been considered in this equality Impact Assessment - 'Adults media use and attitudes report 2018' (www.ofcom.org.uk)</p> <p>Action on Hearing Loss - www.actiononhearingloss.org.uk</p> <p>Plymouth City Council Parking Teams' knowledge of parking.</p> <p>Access to Cash Review 2019 https://www.accesstocash.org.uk/media/1087/final-report-final-web.pdf</p> <p>Car Parking in Plymouth https://en.parkopedia.co.uk/parking/locations/pll_2aa_plymouth_plymouth_england_united_kingdom_gbv99x0hun/?country=uk&arriving=202006101130&leaving=202006101330</p> <p>Deloitte Smart phone report https://www2.deloitte.com/content/dam/Deloitte/uk/Documents/technology-media-telecommunications/deloitte-uk-plateauing-at-the-peak-the-state-of-the-smartphone.pdf</p> <p>Ofcom Technology Tracker 2020 https://www.ofcom.org.uk/research-and-data/data/statistics/stats20</p> <p>The Healthier Finance Report, https://financialhealthexchange.org.uk/wp-content/uploads/2015/11/Low_Income_Consumers_and_Electronic_Payments_Final_Report.pdf</p> <p>UK Finance.org Contactless makes up a third of all payments, while cash use falls again in 2021 Insights UK Finance</p>	
<p>Encourage participation in public life/activities</p>	<p>There are no implications</p>	<p>N/A</p>
<p>Human rights Please refer to guidance</p>	<p>There are no implications</p>	<p>N/A</p>

STAGE 4: PUBLICATION

Responsible Officer Darren Stoneman, Civil Enforcement Manager

Date 03/10/2022
