

Appendix one - Equality Impact Assessment Template

Please read Guidance on Completing EIA alongside this form

Name of Policy/Service/Function being assessed.

Parking Services

Directorate:

**Environmental Services
Street Services
Low Hall Depot
Argall Avenue
Leyton
E10 7AS**

Head of Service:

Keith Weir

Lead Officer:

Steve Leftwich

Names and Roles of people carrying out the EIA

Steve Leftwich: Interim Parking Group Manager

Keith Weir: Head of Street Services

Section 1 - Introduction

Identify the aims of the Policy

The policy seeks to support strategic objectives for integrated land use and transport planning, environment, social inclusion, economic prosperity and regeneration

- The policy is delivered by two sections of the Environmental Department Street Services and Planning additionally the Councils Parking Contractor, currently National Car Parks. Outside agencies such as TfL and ALG also work in partnership with the Council.
- The implementation of this policy will contribute significantly to the Councils vision for Waltham Forest 2012 "Waltham Forest a better place to live, work and visit"

What is the rationale behind the policy and its delivery?

- The purpose of this policy is to help create a street scene which is safer for pedestrian, motorists and other road users, to reduce congestion, to reduce commuter travel within the borough and reduce airborne pollution in Waltham Forest.
- Refer to Local implementation plan EIA 2005

Is the policy aimed at a particular client group?

- The stakeholders affected by this policy are every person who lives, works or travels through the borough:
- Motorists
- Road users – cyclists, bus passengers
- Pedestrians

How is the policy/service delivered

- The policy is delivered by:
 - Design of schemes
 - Implementation of schemes
 - Parking enforcement
 - Bus lane enforcement
- There is a statutory requirement to undertake parking enforcement
- In accordance with the Road Traffic Act 1991 local authorities have to manage parking at zero charge to the Council Tax/Non Domestic Business Rate (NDBR) payers, therefore payments have to be made by the service users.

Section 2 - Broad Needs Analysis of the Service Area

Please set out your understanding of the needs of your clients and their barriers to having these needs met and theirs and you barriers to accessing/delivering your service. This needs to be broken down into the 6 equality areas. In completing this exercise ask and answer the following questions.

- Parking Group staff are trained in equality awareness and are aware cultural awareness relevant to the needs of the service users:
 - Customer care – all staff (04/5)
 - Data protection – all staff (04/5)
 - Equality and Diversity Induction – all new starters (ongoing)
 - DDA awareness - all senior staff (05/06)
 - NCP staff receive the above as part of their induction training.
- Are there any factors about the way the service is delivered that could have an equalities impact? Consider opening times; physical access; translation and interpretation services
 - All representations (appeals) must be sent in writing due to legal reasons
 - WFD, and NCP parking shop staff will write an appeal on behalf of the appellant, and this signed and witnessed by a third party if the person has difficulties in writing.
 - NCP parking shops are wheelchair accessible, and the counter is stepped for people using a wheelchair to have easier access to customer care.
 - Free parking is offered to vehicles displaying a valid blue badges in the borough's car parks, and voucher parking areas.
- The Parking Group is currently redesigning the parking pages of the Council's web site to

comply with E Government directives. This includes:

- Online payments
- Representations
- Full and detailed information of parking services in the borough.
- We are also creating a leaflet that will be readily available at all Council offices. The document will be a guide to parking in Waltham Forest inform readers about our service.
- The needs of traditionally excluded communities are taken into consideration when parking related schemes are designed. For example:
 - Around places of worship parking enforcement is relaxed on certain religious days i.e. Eid.
 - Around health centre's schemes are designed taking into account the needs of patients. For instance having a balance between resident holder parking bays and visitor parking.
- To date the only complaints received by the Parking Group which have involved equality issues are:
 - I. from motorists who claim that they have only received a penalty because they are from a particular group.
 - II. From staff and contracted Parking Attendants who have been racially abused.
- Currently the Council are consulting on the boroughs Local Implementation Plan this document includes a Parking Enforcement Plan.
 - Lip consultation
 - Each time a scheme is proposed a public consultation is undertaken.

Section 3 - Data collection and analysis

- Parking services enforcement affects everybody – residents, workers, visitors to the borough, and those travelling through the borough.
- Profile of staff delivering the service – council and voluntary and independent sector

Section 4 - Consultation

- Consultation remains ongoing currently on the Parking Enforcement Plan and when parking/traffic related schemes are proposed.
- All sections of community are included in consultations around schemes.
- Community Councils

Section 5 - Assessment

- The service is universal and available to all sections of the community

Section 6 - Adverse Impact

- There are no adverse impacts caused by this policy
- However there is widespread abuse of the disabled person's blue badge scheme. Waltham

Forest like many neighboring boroughs are looking at ways to combat this in 2006/7.

- Ability to pay:
 - There are no concessions for permits
 - Installment payment arrangements are considered if a person has difficulty in paying a fine in one lump sum.

Section 7 - Monitoring and Review of policy

- The policy will be reviewed following the results of the current consultation on the Local Implementation Plan, furthermore there will be continual monitoring and review to meet the needs of the service users and to ensure the policy complies with changes in legislation.

Section 8 - Conclusions and Recommendations

- This policy complies with equalities legislation, including the duty to promote race equalities.
- The Parking Group is currently involved in a benchmarking exercise with other north London boroughs.
- Key recommendation:
 - To implement E Government directives and make information more readily available on the Internet around parking facilities.
 - To resolve concerns around blue badge misuse.

Section 9 - Publish the Results

- Any changes to the policy would be subject to consultation and ratification by the Cabinet and Full Council.