

Equality Impact Assessment Form

1. Document Control

1. Control Details

Title:	Cashless Payment Mechanism review
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2. Document Amendment Record

Version	Author	Date	Approved
200714-v0.1	Heather Owden	15.07.20	
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3. Contributors/Reviewers

Name	Position	Date
Heather Owden	Project Officer	01.07.20
Karen Day	Parking Manager	22.07.20
Matt Ralfe	Innovation & Change Manager	21.08.20
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4. Glossary of Terms

Term	Description

2. Assessment

1. Brief description of proposal / policy / service being assessed

Parking Services are responsible for the management and maintenance of on-street parking facilities and undertakes regular reviews to ensure it continues to provide a fit for purpose service, which accommodates the needs of its customers and local businesses and supports the economic growth and environmental well-being of the city.

The existing pay and display machine infrastructure consists of aging stock (purchased in 2011) with high maintenance and running costs; slow cash and card payments and has been subject to acts of theft and vandalism. A pay by phone facility runs alongside, allowing customers to pay for parking using a mobile phone and a bankcard to obtain a virtual electronic ticket.

This review proposal is to continue to provide adequate means for taking on-street parking payments but, by reducing the number and type of payment machines, better use of Council resources can be made.

- 1) A reduction in the use of machines taking cash payments will reduce the costs incurred for cash collections and reduce the risk of theft of cash from machines. The remaining machines will take card payments only but with an added contactless facility.
- 2) A reduction in the overall number of machines will save on capital investment and on-going maintenance costs.
- 3) The pay by phone facility will continue to run and with the proposed reduction in pay machine infrastructure, an increase in its use will be expected.

Pay by phone cashless parking was first introduced in Nottingham in 2011 and the current provider is 'RingGo'. Cashless parking provides an alternative to the traditional payment machines and offers the following advantages:-

- Can provide 'reminder' messages when parking is about to expire
- Allows an extension to parking without having to return to the vehicle
- Environmentally friendly – reduces the number of paper tickets, use of batteries and clears street clutter.
- Hassle free – no need to have the correct change, find and walk to pay machines
- The app allows customers to see when their parking session ends rather than remembering. Helps avoid penalty charge notices

- Convenient – pay for parking while sat in the car with inclement weather or when alone at night

The decision as to which pay and display machines will be left in place has been taken based on the number of transactions on the current machines and also the services (such as health centres) in the vicinity.

2. Information used to analyse the effects on equality:

Ofcom - ‘Adults media use and attitudes report 2018’ (www.ofcom.org.uk)

Action on Hearing Loss - www.actiononhearingloss.org.uk

Qualitative information taken from ongoing discussions with groups including:

- Individual customers
- Disability Involvement Group
- Nottingham BID
- Creative Quarter
- Derby Road Steering Group
- Nottingham Cathedral
- British Parking Association

3. Impacts and Actions:

	Could particularly benefit	May adversely impact X
People from different ethnic groups.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Men	<input type="checkbox"/>	<input type="checkbox"/>
Women	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Trans	<input type="checkbox"/>	<input type="checkbox"/>
<u>Disabled people or carers.</u>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

<u>Pregnancy/ Maternity</u>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
People of different faiths/ beliefs and those with none.	<input type="checkbox"/>	<input type="checkbox"/>
Lesbian, gay or bisexual people.	<input type="checkbox"/>	<input type="checkbox"/>
<u>Older</u>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Younger	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Other (e.g. marriage/ civil partnership, looked after children, cohesion/ good relations, vulnerable children/ adults).	<input type="checkbox"/>	<input type="checkbox"/>
<i>Please underline the group(s) /issue more adversely affected or which benefits.</i>		

How different groups could be affected (Summary of impacts)	Details of actions to reduce negative or increase positive impact (or why action isn't possible)
<p>Different Ethnic Groups</p> <p>Anyone who does not speak English as a first language may have difficulty using a 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 prefer to pay by cash or with credit/debit cards, including contactless. • There are issues with legislative requirements in relation to street/road signage in order to provide

	<p>information in other languages. To help overcome this, we include symbols on the street which refer to the zone the vehicle is in (e.g. Z1 for Zone 1). Also, consistency is maintained in the style of signage</p> <ul style="list-style-type: none"> • 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>Gender</p> <p>We have no reason to believe that the reduction in pay machines or the use of a pay by phone system would have a detrimental effect on people on account of their gender.</p> <p>It could offer an increase in the perceived safety for males and females 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>	<ul style="list-style-type: none"> • None required
<p>Trans, lesbian, gay or bisexual</p> <p>We have no reason to believe that the reduction in pay machines or the use of a pay by phone system would have</p>	<ul style="list-style-type: none"> • None required

<p>any greater or lesser effect on people on account of their sexual orientation.</p>	
<p>Pregnancy/Maternity</p> <p>We have no reason to believe that the reduction in pay machines or the use of a pay by phone system would have a detrimental effect on people on account of pregnancy or maternity.</p> <p>The use of a pay by phone system 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 parking payment top-ups without the need to return to the vehicle</p>	<ul style="list-style-type: none"> • None required
<p>Disabled People</p> <p>Disabled People may have difficulty walking to/from the reduced number of payment machines.</p> <p>While disabled persons with Blue Badges will continue to be able to park for free in all on-street parking bays, consideration has been given to those who do not hold a badge but do have disabilities.</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>	<ul style="list-style-type: none"> • Parking remains free of charge for Blue Badge Holders. • The parking website provides details of locations of payment machines. • A Nottingham City Council Parking Services hotline number enables customers to call for details of locations of payment machines. • The pay by phone system allows people to park without having to walk from their vehicle to make payments. • Mobile phone technology is continually improving and phones are available for people with a range of disabilities, including voice amplification and hearing aid

<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>compatibility for those who have problems with hearing.</p> <p>One of the UK's largest hearing loss charities 'Action on Hearing Loss' states the following: -</p> <p><i>"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."</i></p> <ul style="list-style-type: none"> Existing pay machines will still be in place within the City Centre for those who prefer or are only able to pay by cash or direct credit/debit cards. A full range of payment options, including the use of smartphone apps and payments by text message will ensure the widest possible accessibility for most disabilities.
<p>People of different faiths or beliefs</p> <p>We have no reason to believe that the reduction in payment machines or the use of a pay by phone system would have any greater or lesser effect on people on account of their faith or beliefs.</p>	<ul style="list-style-type: none"> None required
<p>Older People</p> <p>It is recognised that older people will be less likely to have a mobile phone or ability to set up an online account.</p> <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</p>	<ul style="list-style-type: none"> Existing pay machines will still be in place within the City Centre for those who prefer or are only able to pay by cash or direct credit/debit cards. For those with difficulty in walking or consider the pay machines difficult to access or use, phone payments

<p>use a smartphone (up from 28% in 2016) it should be remembered that RingGo payments can be made via text or a phone call. 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>can be made easier and safer from the comfort and convenience of a vehicle</p>
<p>Younger People</p> <p>It is recognised that younger people may be less likely to have money for a smartphone or large data package and may not have access to a bank account or debit/credit cards.</p> <p>The Ofcom's 'Adult Media use and attitudes report 2018' Indicates that 96% of 16-24 year old use a mobile phone. RingGo does not require a smartphone to enable parking as phone calls and text messages are available from any phone.</p>	<ul style="list-style-type: none">Existing pay machines will still be in place within the City Centre for those who prefer or are only able to pay by cash or direct credit/debit cards.

<p>A bank account is an essential requirement for using the RingGo service. However, it should be noted that the UK government has helped launch fee-free bank accounts for people on low incomes, including younger people.</p>	<ul style="list-style-type: none"> • 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.
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4. Outcome(s) of equality impact assessment:

<input checked="" type="checkbox"/>	No major change needed	<input type="checkbox"/>	Adjust the policy/proposal
<input type="checkbox"/>	Adverse impact but continue	<input type="checkbox"/>	Stop and remove the policy/proposal

5. Arrangements for future monitoring of equality impact of this proposal / policy / service:

<p>Ongoing monitoring to be undertaken through regular communication with groups, including:</p> <ul style="list-style-type: none"> • Attendance at Disability Involvement Group meetings • Discussions with Elders • 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
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6. Approved by (manager signature) and Date sent to equality team for publishing:

<p>Approving Manager: Karen Day, Parking Manager.Tel:8764682 karen.day@nottinghamcity.gov.uk</p>	<p>Date sent for scrutiny: 22nd July 2020 Send document or Link to: equalityanddiversityteam@nottinghamcity.gov.uk</p>
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<p>The assessment must be approved by the manager responsible for the service/proposal. Include a contact tel & email to allow citizen/stakeholder feedback on proposals.</p>	
SRO Approval:	Date of final approval:

- Before you send your EIA to the Equality and Community Relations Team for scrutiny, have you:**
1. Read the guidance and good practice EIAs
<http://intranet.nottinghamcity.gov.uk/media/1924/simple-guide-to-eia.doc>
 2. Clearly summarised your proposal/ policy/ service to be assessed.
 3. Hyperlinked to the appropriate documents.
 4. Written in clear user-friendly language, free from all jargon (spelling out acronyms).
 5. Included appropriate data.
 6. Consulted the relevant groups or citizens or stated clearly, when this is going to happen.
 7. Clearly cross-referenced your impacts with SMART actions.