

Annex 1 – Equality Impact Assessment

1. Topic of assessment

EIA title:	On Street Parking Reviews - Consultation Process
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EIA author:	David Curl, Parking Strategy and Implementation Team Manager
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2. Approval

	Name	Date approved
Approved by¹	Richard Bolton	28 April 2015

3. Quality control

Version number	1	EIA completed	
Date saved	28/4/15	EIA published	

4. EIA team

Name	Job title (if applicable)	Organisation	Role
David Curl	Parking Strategy and Implementation Team Manager	SCC	Author
Rikki Hill	Parking Projects Team Leader	SCC	Contributor
Michelle Caines	Traffic Orders Team Leader	SCC	Contributor

¹ Refer to earlier guidance for details on getting approval for your EIA.

5. Explaining the matter being assessed

Page 20

<p>What policy, function or service is being introduced or reviewed?</p>	<p>The Council is reviewing the way it carries out on street parking reviews. These are carried out by the Surrey County Council (SCC) parking team in all the districts and boroughs (except Guildford) on a 15 month rolling programme and are intended to make changes to parking restrictions in response to safety, obstruction, congestion, convenience and other development related issues.</p> <p>The review process is partly governed by statute and regulation as it involves amending or creating a Traffic Regulation Order (TRO). The process we follow enhances the statutory minimum obligation in order to maximise publicity for any changes we are making. The highway has many uses and understanding what is needed in an area helps us provide more useful parking restrictions.</p> <p>We receive requests for changes to parking restrictions from many sources and bundle these up into a district wide parking reviews which are taken forward together to help save money.</p>
<p>What proposals are you assessing?</p>	<p>The traffic order regulation amendment process is governed by the Local Authorities' Traffic Order (Procedure) (England and Wales) Regulations 1996.</p> <p>The Council is assessing how some aspects of this process are carried, particularly how the Council engages with residents and highway users.</p> <p>In terms of engagement with the public, the key stages in the process are:</p> <ol style="list-style-type: none"> 1) Receiving and assessing requests for new or changes to existing restrictions

2) Publicising the Council's intention to make the changes and accepting objections and comments.

The decision whether to implement a particular restriction can be influenced by responses to the publicity and other factors relating to the lawful and convenient use of the highway.

The Council collects requests for changes to parking restrictions through a number of sources:

- phone call direct to the parking team or via the contact centre
- by email
- via the 'parking reviews' web page on the web site
- by letter

In most cases safety and obstruction problems are prioritised where there is a solution, however requests are also received for residents parking schemes and to stop nuisance parking.

The requests are held on a list until it is time to start progressing the review in a particular area at which point all the requests are assessed and if appropriate taken forward to the local committee for approval to proceed with advertisement and statutory consultation (eg with emergency services).

The publicity must, by law, include a notice in a locally circulating newspaper and such other steps as we may consider appropriate to ensure that people likely to be affected by the proposed changes are aware of them. The Council also has to place copies of the proposals 'on deposit' at local libraries and civic centres.

As not many people are likely to see the newspaper notice, to help ensure better publicity for proposals the Council also:

- Put up street notices in locations where new restrictions are planned.

Annex 1 – Equality Impact Assessment

	<ul style="list-style-type: none"> • Make all the information available on our web pages. • Write to residents if a major change (eg a permit parking scheme) is proposed. <p>As part of the Council’s updated review process, all frontages who will have yellow lines or any other changes directly outside their property will be written to.</p> <p>The Council is also going to send letters to properties that could be directly affected as part of the parking review publicity process.</p> <p>In the past the Council has assessed all requests but the plan is to ask residents (or other members of the public who request significant changes to parking restrictions) to provide a clearer indication of support for their suggestion. For example the Council would require residents to provide a petition or similar showing more than 50% support in order to initiate a review of parking restrictions in their road.</p>
<p>Who is affected by the proposals outlined above?</p>	<p>All users of the public highway could be affected.</p>

6. Sources of information

Engagement carried out
<p>The Council has carried out customer satisfaction surveys for the application process for new disabled bays.</p> <p>There has been no specific engagement process in the preparation of this EIA. Parking reviews have been carried out for a number of years and the changes we are proposing are in response to feedback we have received during this time.</p>
Data used
<ul style="list-style-type: none">• Service monitoring reports.• User feedback and/or complaints data.

7. Impact of the new/amended policy, service or function

a. Impact of the proposals on residents and service users with protected characteristics

Page 24

Protected characteristic ²	Potential positive impacts	Potential negative impacts	Evidence
<p>Age</p>	<p>Under the new policy the Council will be writing to all frontages if they are directly affected by new waiting restrictions. This should help alert them to proposals.</p> <p>Where a resident (or someone acting on their behalf) is unable to send written comments to comments will be accepted over the phone.</p>		<p>The Council occasionally receives feedback from residents who claim they know nothing about new parking restrictions until the road marking crew arrived to carry out the work. Complaints and delays at this stage can be very frustrating and costly to resolve. Street notices are put up in locations where new restrictions are planned but these sometimes go unnoticed.</p> <p>In order to reduce the likelihood of this happening and increase awareness of work, the Council will also write to properties that are directly fronting on to new restrictions (or others we think will be significantly impacted).</p> <p>The Local Authorities’ Traffic Order (Procedure) (England and Wales) Regulations 1996 require that objections to advertised new or amended traffic orders are made in writing. This is because it is part of a statutory process and objections need to be evidenced.</p> <p>It is relatively rare that residents or service users are completely unable to respond in writing, either via web pages, email or traditional letter. If they do have difficulty it is often the case that a friend, relative or carer can do this for them.</p> <p>In extreme circumstances, where there is no way</p>

² More information on the definitions of these groups can be found [here](#).

			<p>an objector can send a written response, the Council will accept an objection over the phone. The Council will take reasonable steps to ensure our record of the objection is as accurate as possible. This would be time consuming and bureaucratic to do on a large scale so would only be done when there is no other option.</p>
<p>Disability</p>	<p>Disability will not necessary prevent residents from sending objections in writing but if there is no other option the Council can accept objections over the phone as described above.</p>		<p>Disabled bay applications are assessed in a separate process to parking reviews. The reviews often include changes that are picked up by the disabled bay application process.</p> <p>In customer feedback surveys we have had strong support for our disabled bay application process.</p> <p>Disabled bays are introduced or amended as part of the parking review process if they require a change to a TRO.</p> <p>It is felt that street notices are easy to read and have larger text as well as QR codes for quick links to Council web pages. Feedback from the Disability Network Alliance is that Council notices are clear and provide good links to finding other information.</p>

Annex 1 – Equality Impact Assessment

Gender reassignment	N/A		
Pregnancy and maternity	N/A		
Race	N/A		
Religion and belief	N/A		
Sex	N/A		
Sexual orientation	N/A		
Marriage and civil partnerships	N/A		
Carers³	N/A		

Page 26

7b. Impact of the proposals on staff with protected characteristics

Protected characteristic	Potential positive impacts	Potential negative impacts	Evidence
Age	N/A		

³ Carers are not a protected characteristic under the Public Sector Equality Duty, however we need to consider the potential impact on this group to ensure that there is no associative discrimination (i.e. discrimination against them because they are associated with people with protected characteristics). The definition of carers developed by Carers UK is that ‘carers look after family, partners or friends in need of help because they are ill, frail or have a disability. The care they provide is unpaid. This includes adults looking after other adults, parent carers looking after disabled children and young carers under 18 years of age.’

Annex 1 – Equality Impact Assessment

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Sexual orientation	N/A		
Marriage and civil partnerships	N/A		
Carers	N/A		

8. Amendments to the proposals

Change	Reason for change
None	

9. Action plan

Potential impact (positive or negative)	Action needed to maximise positive impact or mitigate negative impact	By when	Owner
Accept objections by phone in some circumstances.	Communicate new process with contact centre.	June 2015	DC

10. Potential negative impacts that cannot be mitigated

Potential negative impact	Protected characteristic(s) that could be affected

11. Summary of key impacts and actions

Information and engagement underpinning equalities analysis	The EAI has been carried out to consider how we communicate and take objections when the Council carries out statutory consultations for parking reviews.
Key impacts (positive and/or negative) on people with protected characteristics	Overall the changes should raise awareness of parking proposals during the consultation process. It is a requirement that responses to a statutory consultation must be made in writing, but where this is not possible (and this means there is no-one to act on the respondents behalf) we will accept an objection on the phone.
Changes you have made to the proposal as a result of the EIA	None

Annex 1 – Equality Impact Assessment

Key mitigating actions planned to address any outstanding negative impacts	None
Potential negative impacts that cannot be mitigated	None

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