

SSA EQUALITY IMPACT AND NEEDS ANALYSIS

Directorate	Environment and Community Services
Service Area	Parking Policy
Service/policy/function being assessed	Pay By Phone Parking
Which borough (s) does the service/policy apply to	Richmond
Staff involved in developing this EINA	Richard Hearle, Mick Potter, Lisa Poole
Date approved by Directorate Equality Group (if applicable)	N/A
Date approved by the Head of Policy and Strategy All EINAs must be signed off by the Head of Policy and Strategy	25/07/24
Date submitted to Directors' Board	N/A

1. Summary

In March 2020 the Council's Transport and Air Quality Committee, Item No 5 'Controlled Parking Zone Policy' (Paragraph 4.21) agreed to phase out the use of pay and display machines by 2025 where possible.

Since 2020, two phases of removals have been carried out, reducing the number of machines in operation from approximately 300 machines to around 200.

This EINA looks at the impact of the remaining part of the programme for the protected characteristic groups.

The key findings from the EINA are:

- A. Motorists of all of the protected characteristic groups may not be able to use/access the pay by phone system if:
 - they do not own a mobile phone (digitally excluded).
 - they do not have a bank account or own a credit or debit card (financially excluded).
 - they are used to and/or feel more comfortable paying for parking in by the more traditional methods, that is, in cash or in person at staffed parking sites.
- B. Older residents' groups could be at particular risk due to the circumstances explained in (A) as they either find it more convenient to pay for parking in cash, have difficulties understanding the technology and processes involved in registering and paying for parking by mobile phone, or not own a mobile device.
- C. Some residents with disabilities and long-term health conditions may be at particular risk as some members of these groups may not understand how 'Pay by Phone' systems work especially those with certain learning disabilities.

The following actions are proposed to mitigate the impact of the policy change:

- Liaise with disability advocacy groups such as RAID and Ruils in Richmond to ensure that implementation plan mitigation is addressing real needs as articulated by these groups.
- Agree/Review all options on providing help/advice to customers on using the mobile phone parking system – Contact Centre during normal office hours and Careline out of hours.
- Alternative options for paying to park without using a mobile phone have been considered but no feasible options have been identified.

2. Evidence gathering and engagement

a. What evidence has been used for this assessment? For example, national/local data

Evidence	Source
Local demographic data	Data Rich https://www.datarich.info/population-explorer/
National Data. Access to telephones (Mobile/Landline): In 2022, an estimated 93% of the UK population own a smartphone. The over 55s are reported as the age group with lowest ownership, but at 82%, the figure still remains high following a rapid increase over the last 5 years.	Statista survey assessment of smartphone penetration rate in the UK (May 2022) https://www.statista.com/statistics/271851/smartphone-owners-in-the-united-kingdom-uk-by-age/
National Data. Bank accounts / Credit cards: Card payments: According to a three-year survey, the "unbanked" population in the UK - or those who did not have access to the services of a bank or another, similar financial organisation - was nearly zero percent by 2021.	Statista survey April 2023. The share of UK respondents who claimed to have no access to a banking account almost disappeared between several surveys held between 2011 and 2021. https://www.statista.com/statistics/1370573/access-to-financial-services-in-uk/#:~:text=According%20to%20a%20three%2Dyear,nearly%20zero%20percent%20by%202021
Socio-economic status data (for data on protected characteristic)	Deprivation measured: https://www.gov.uk/government/statistics/english-indices-of-deprivation-2019

b. Who have you engaged and consulted with as part of your assessment?

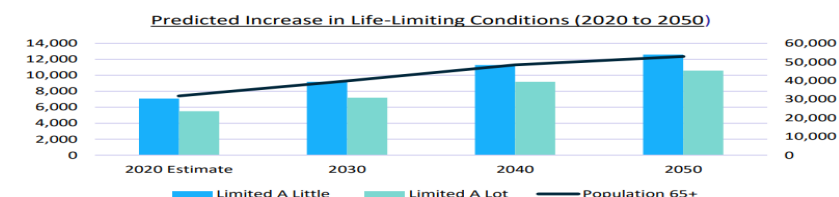
Individuals/Groups	Consultation/Engagement results	Date	What changed as a result of the consultation
Comments received from residents and businesses during phase 1 and 2 started in 2021	<p>Responses to the consultation raised the following key points:</p> <ul style="list-style-type: none"> • What if I don't have a Smartphone/mobile phone and/or credit card? • What if I don't understand how to use the Pay By Phone system? • I have concerns on using an app (security/scamming risks etc) • Who can I speak to, to get help registering/using Ringo? • The system relies on an adequate phone data signal which may not always be available. 	2021 - ongoing	<p>Discussions held with system provider, Ringo, and Council officers to discuss these issues to see what mitigating measures could be put in place.</p> <p>Ringo have a live chat facility. As they don't have a direct telephone helpline, the Council will need to consider providing this through its existing infrastructure.</p> <p>Council officers agreed to look at any measures that could be introduced separate to the</p>

	<ul style="list-style-type: none"> No or very little on site notice given by Council for removal of machines / lack of consultation 		<p>service/support provided by Ringo.</p> <p>A longer period of notice will be given for the removal of machines, additional communications and further details of how to register for Ringo phone parking. Details will be provided on how to get help registering as well.</p>
--	--	--	--

3. Analysis of need

Potential impact on this group of residents and actions taken to mitigate impact and advance equality, diversity, and inclusion.

Protected group	Findings
Age	<ul style="list-style-type: none"> Richmond has a total population of 195278 published in March 2023. With 32608 (16.7 %) in the 40-49 age groups (higher than the Outer London and London averages). 18180 (45.2%) in the 20-24 age group (lower than both the Outer London and London average). And 31,447 (16.1%) aged 65+ which is broadly comparable with the outer London and London average for this cohort. <p>Hampton Wick & South Teddington ward with a population of 10752, has higher proportions of people in the 60-79 age range than the Richmond average.</p> <p>Source: 2021 census.</p>
Disability	<p>12% of the Richmond population report that their day-to-day activities are limited through the impact of an illness or disability.</p> <p>With the highest levels of disability are the Hampton North 15.7%, Heathfield 14.9% and Whitton 13.6% wards.</p> <p>The gender mix for disability reporting is 43.8% male and 56.2% female, with the highest reporting of health problem/disability in the 65+ age range (38.1%), followed by 50-64 (21.8%) and 35-49 (15.7%).</p>

Figure 25: Predicted increases in population size and in population living with limiting conditions*Source: [Projecting Older People Population Information System](#)

Source: 2021 census.

Gender

The Richmond population is made up 51.8% females and 48% males.

Gender reassignment

In 2021 a total of 610 (0.39%) Richmond residents indicated that they identified with a gender different to their sex registered at birth, with 226 (0.15%) stating their gender identity was different to that of their sex registered at birth but did not provide a write in response to what they identified with. Of the 610 residents who indicated that they identified with a gender different to their sex registered at birth, 53% were female with highest proportion aged 16-34 years; compared to 47% male with highest proportion aged 35-54.

Source: 2021 census.

Marriage and civil partnership

49.5% of the Richmond population are married, with 35.9% single and 0.4% registered in a same sex civil partnership.

East Sheen ward has the highest level of married residents 58.1% with South Twickenham ward the lowest at 45.6%.

Twickenham Riverside ward has the highest proportion of same sex civil partnerships (0.79%) with Heathfield ward the lowest at 0.17%.

Source: 2021 census.

Pregnancy and maternity

In 2021 there were 2,422 conceptions in Richmond borough – an annual conception rate of 65 per 1000 women. This is lower than the conception rate for London (70.8 per 1000) and the rate for England (71.5 per 1000).

Source: 2021 census.

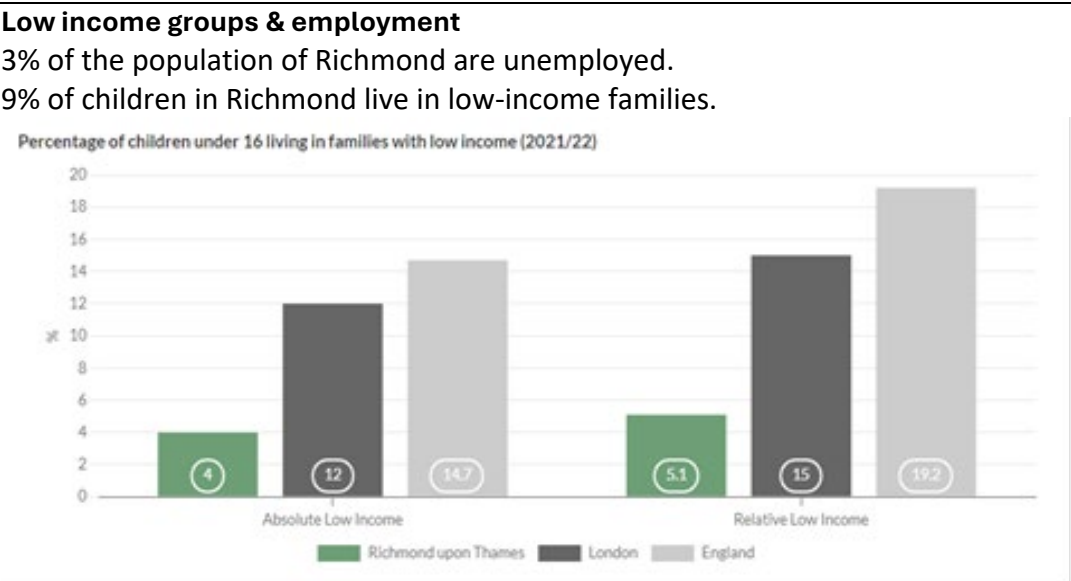
Race/ethnicity

19.5% of people in Richmond identify as an ethnic minority and 89% have English as their main language” and the table below

Ethnicity	Total	% of total population
Asian/Asian British / Asian Welsh	17,467	8.9
Black/ Black British / Black Welsh / Caribbean or African	3,687	1.9
Mixed /multiple ethnic group	10,662	5.5
White	157,111	80.5
Other ethnic group	6,350	3.3

	<p>80.5% of the borough population is recorded as White. This is significantly higher than the London average.</p> <p>Source: 2021 census.</p>
Religion and belief, including non-belief	<p>Christian 45.4%, with East Sheen ward (49%) and Barnes (50.1%) having the largest proportions.</p> <p>37.9% residents have no religion, with Hampton Wick & South Teddington ward the highest proportion at 44%.</p> <p>4.3 % of the population of Richmond are Muslim with Heathfield ward the highest proportion at 12.9%.</p> <p>2.1 % of the population are Hindu, Heathfield ward the highest level at 7%.</p> <p>1% of the population are Sikh with Heathfield ward the highest proportion at 5.6%.</p> <p>0.8% of the population are Buddhist with Kew ward having the highest population at 1%.</p> <p>0.6% of the population are Jewish with East Sheen ward having the highest level at 1.4%.</p> <p>Source: 2021 census.</p>
Sexual orientation	<p>In Richmond, 3.4% of the population identify as Lesbian, Gay Bisexual or 'Other', compared to 3.16% of the population in England and Wales.</p> <p>Source: 2021 census.</p>
Across groups i.e., older LGBT service users or Black, Asian & Minority Ethnic young men.	No data available.
Socio-economic status (To be treated as a protected characteristic under Section 1 of the Equality Act 2010) Include the following groups: <ul style="list-style-type: none"> Deprivation (measured by the 2019 English Indices of Deprivation) Low-income groups & employment 	<p>Care experienced people</p> <p>At the end of 2023, there were 233 care leavers aged 18-25 years in Richmond. The data that was collected as part of the catchment analysis did not include data on care status.</p> <p>Single parents</p> <p>In Richmond, 8.8% of households are a lone parent family – equating to 14,041 households. This is lower than London (13.3%) and England (11.1%). Nearly half (49%) of children in lone-parent families were in relative poverty – defined as having an income of less than 60% of median incomes adjusted for household size. This is almost double the rate among children living in two-parent families (25%).</p>

- Carers
- Care experienced people
- Single parents
- Health inequalities
- Refugee status



Health inequalities:

Life expectancy at birth in Richmond is 85.9 years for females and 82.7 for males while healthy life expectancy at birth is 68.9 years and 70.2 years for females and males, respectively.

In Richmond there is a 9.6% gap in employment rate between those with a long-term health condition and overall employment compared to 8.8% in London and 9.9% in England in 2021/22 (Data Rich).

Life expectancy interconnects with people’s socio-economic situations. Characteristically, lower decile people will live shorter lives as they are subject to greater health inequalities. Among other factors, inequalities range from a lack of access to quality health services, the wider environments such as poor-quality housing, work settings, education, or access to green space, and behavioural risks to health such as drinking, smoking, physical inactivity, or poor diet. In turn, these inequalities can lead to long term health conditions and mental illness.

Refugee status - There are 842 people with refugee status outside of the Hong Kong BNO scheme currently living in Richmond (04/2024).

Scheme	Richmond
Richmond Syrian Resettlement scheme (2015- date)	Six families (32 people)
Afghan Resettlement scheme (2021 – date)	Four families (19 people)
Homes for Ukraine scheme (2022 – Date)	765
Unaccompanied Asylum- Seeking Children	26
Hong Kong BNO scheme	No exact data available, but proxy data shows 497 School Applications from Hong Kongers

		and 985 people indicated they were born in Hong Kong in the 2021 Census
Source: 2019 English Indices of Deprivation		

Data gaps

Data gap(s)	How will this be addressed?
Number of car owners in borough matched to digitally excluded and residents with no bank account by ward or LSOA.	Survey data.

4. Impact

Protected group	Positive	Negative
Age	Removal of machines will result in reduced street clutter and may improve accessibility of footways.	Potential impact for older people without bank accounts who are digitally excluded in accessing the new model service, particularly in some of the wards with an older age profile (i.e., Hampton Ward). To mitigate this risk, officers have explored and will continue to explore all potential payment options other than using a mobile phone to pay for parking, e.g. Pay Point. Officers will review what assistance can be provided by the Contact Centre/Customer Services Teams and what appropriate improvements can be made to the Council's website.
Disability	Removal of machines will result in reduced street clutter and may improve accessibility of footways.	We expect blue badge holders to be aware of the national concessions on parking. However, some may not be aware that parking charges do not apply when using their blue badge as this information will no longer be displayed on street (Car parks not affected). To mitigate this, officers will review what assistance can be provided by the Contact Centre/Customer Services Teams and what appropriate improvements can be made to the Council's website. Officers will contact the disability advocacy groups such as RAID and Ruils to explore any options to communicate/remind blue badge

		holders of the parking concessions in Richmond. Potentially impact with high numbers of people in the Hampton North and Heathfield wards who are more likely to be impacted due to disabilities and long-term health conditions.
Sex	None.	No known negative impacts, however, the Council welcomes any feedback it receives regarding potential or identified impacts on this group.
Gender reassignment	None.	No known negative impacts, however, the Council welcomes any feedback it receives regarding potential or identified impacts on this group.
Marriage and civil partnership	None.	No known negative impacts, however, the Council welcomes any feedback it receives regarding potential or identified impacts on this group.
Pregnancy and maternity	None.	Depending on the location of changes the proposal could impact on this group in providing ease of access to relevant services (midwives/clinics/playgroups etc). The existing provision of resident visitor parking permits is expected to provide a suitable alternative to those who have normally paid at a machine.
Race/ethnicity	None.	No known negative impacts, however, the Council welcomes any feedback it receives regarding potential or identified impacts on this group.
Religion and belief, including non-belief	None.	No known negative impacts, however, the Council welcomes any feedback it receives regarding potential or identified impacts on this group.
Sexual orientation	None.	No known negative impacts, however, the Council welcomes any feedback it receives regarding potential or identified impacts on this group.
Socio-economic status (To be treated as a protected characteristic under Section 1 of the Equality Act 2010) Include the following groups:	Generally, Richmond is less impacted for this characteristic as nationally the borough is the least deprived borough in London and in the 10% least deprived Local Authorities in England. (source: 2023 English Indices of Deprivation)	From a social economic perspective Heathfield and Hampton North wards are likely to be most impacted by this proposal. For those aged over 18 on low incomes with little or no internet access can apply for free mobile phone data, texts

<ul style="list-style-type: none">• Deprivation (measured by the 2023 English Indices of Deprivation)• Low-income groups & employment• Carers• Care experienced people• Single parents• Health inequalities• Refugee status		<p>and calls. More details are provided here: https://www.datarich.info/population-explorer/</p> <p>To mitigate this, officers will review what assistance can be provided by the Contact Centre/Customer Services Teams and what appropriate improvements can be made to the Council’s website.</p>
--	--	---

Actions to advance equality, diversity, and inclusion

Action	Lead Officer	Deadline
Liaise with disability advocacy groups such as RAID and Ruils in Richmond to ensure that implementation plan mitigation is addressing real needs as articulated by these groups.	Mick Potter	31 August 2024
Keep the consideration of alternative options for paying to park without using a mobile phone (such as Pay Point) to see if any feasible options can be identified and explored.	Mick Potter	31 August 2024
Explore/Review all channels of communication on providing help/advice to customers on using the mobile phone parking system such as the Contact Centre/Customer Services and the Joint Control Centre (for enquiries outside normal working hours).	Martin Burke / Simon Batchelor / Anthony Carter	31 August 2024

5. Further Communication (optional section – complete as appropriate)

Communication planned	Date of Communication
<p>Councillors of affected wards will be informed in advance of the removal of the machines with a longer period provided than that provided in previous ticket machine removals.</p> <p>At each location of a machine removal, a letter drop will be carried out to all frontages/nearby properties. The letter will provide a period of advance notice of the removal along with information on how to get help/advice on registering for and using the mobile phone system.</p> <p>In addition, notices will be erected at each location providing advance notice of the removal, also with information on how to get help/advice on registering for and using the mobile phone system. The information will be displayed at each site after the machine has been decommissioned and will remain in place for a minimum of two months.</p>	<p>4 June 2024: For the latest batch of machines (16) in advance of removal in late August/September 2024.</p> <p>25 June 2024: For the latest batch of machines (16) in advance of removal in late August/September 2024.</p> <p>26 July 2024: For the latest batch of machines (16) in advance of removal in late August/ September 2024.</p>