

Equality Impact Assessment [version 2.9]



Title: Cashless Parking Contract Extension	
<input type="checkbox"/> Policy <input type="checkbox"/> Strategy <input type="checkbox"/> Function <input checked="" type="checkbox"/> Service <input type="checkbox"/> Other [please state]	<input type="checkbox"/> New <input checked="" type="checkbox"/> Already exists / review <input type="checkbox"/> Changing
Directorate: Growth & Regeneration	Lead Officer name: Sarah Clark
Service Area: MOP/Traffic & Highways Maintenance	Lead Officer role: Parking Services' Business & Permits Manager

Step 1: What do we want to do?

The purpose of an Equality Impact Assessment is to assist decision makers in understanding the impact of proposals as part of their duties under the Equality Act 2010. Detailed guidance to support completion can be found here [Equality Impact Assessments \(EqIA\) \(sharepoint.com\)](https://sharepoint.com).

This assessment should be started at the beginning of the process by someone with a good knowledge of the proposal and service area, and sufficient influence over the proposal. It is good practice to take a team approach to completing the equality impact assessment. Please contact the [Equality and Inclusion Team](#) early for advice and feedback.

1.1 What are the aims and objectives/purpose of this proposal?

Briefly explain the purpose of the proposal and why it is needed. Describe who it is aimed at and the intended aims / outcomes. Where known also summarise the key actions you plan to undertake. Please use plain English, avoiding jargon and acronyms. Equality Impact Assessments are viewed by a wide range of people including decision-makers and the wider public.

Cashless Parking is provided through a contract for the RingGo cashless payments system. The current contract for this service expires at the end of March 2022 and the business want to extend the contract by a further 3 years as allowed under the terms of the contract.

Cashless parking provides an additional method of payment for customers using any Bristol City Council Pay & Display parking facility (including parks). It is an additional payment method on top of the normal Pay & Display machines that are provided in the parking locations.

A customer can create a RingGo account to record their vehicle and payment card details to enable future parking transactions to be made online, via a mobile phone or landline or via SMS or via Smartphone App, rather than using cash in a pay & display machine.

There is no legal requirement to provide additional payment options but the council feels that it offers a beneficial service to users. It does require access to the internet and the ability to make payments using a credit or debit card, and there is a modest 20p charge for each transaction made using the service, but this applies to all users and offsets the cost of providing the service. The service is generally used by customers with mobile phones but this is a practical rather than essential criteria as it can be done using a landline or a computer.

Cashless/telephone parking service provides a number of benefits:

- Convenience of not having to have change to pay for parking.
- Convenience of not having to walk to or queue at a pay & display machine.
- Provides a range of potential benefits for customers with protected characteristics:
 - improve security for vulnerable users
 - improve access to parking for disabled users
 - improve access to parking for parents/carers needing to supervise others whilst paying for their parking.

- Provide voice recognition for users with visual impairments.
- Provide SMS and App options for users with hearing impairments.

1.2 Who will the proposal have the potential to affect?

<input type="checkbox"/> Bristol City Council workforce	<input checked="" type="checkbox"/> Service users	<input type="checkbox"/> The wider community
<input type="checkbox"/> Commissioned services	<input type="checkbox"/> City partners / Stakeholder organisations	
Additional comments:		

1.3 Will the proposal have an equality impact?

Could the proposal affect access levels of representation or participation in a service, or does it have the potential to change e.g. quality of life: health, education, or standard of living etc.?

If 'No' explain why you are sure there will be no equality impact, then skip steps 2-4 and request review by Equality and Inclusion Team.


If 'Yes' complete the rest of this assessment, or if you plan to complete the assessment at a later stage please state this clearly here and request review by the Equality and Inclusion Team.

<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	[please select]
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The service offers a benefit in terms of equalities impact as it increases the range of payment options and is accessibly in many different ways. The tender process for the contract included equalities obligations in terms of the supplier meeting Web Content Accessibility Guidelines and to the best of our knowledge the RingGo system is compatible with assistive technology. In the 4 years of the initial contract, we have received no complaints from users relating to the accessibility of the RingGo service.

Step 5: Review

The Equality and Inclusion Team need at least five working days to comment and feedback on your EqIA. EqIAs should only be marked as reviewed when they provide sufficient information for decision-makers on the equalities impact of the proposal. Please seek feedback and review from the [Equality and Inclusion Team](#) before requesting sign off from your Director¹.

Equality and Inclusion Team Review: <i>Reviewed by Equality and Inclusion Team</i>	Director Sign-Off: 
Date: 18/2/2022	Date: 18/2/2022

¹ Review by the Equality and Inclusion Team confirms there is sufficient analysis for decision makers to consider the likely equality impacts at this stage. This is not an endorsement or approval of the proposal.