

EQUALITY IMPACT ASSESSMENT - CCC589214182

Which service and directorate are you submitting this for (this may not be your service and directorate):

Directorate	Service	Team
Place and Sustainability	Parking Enforcement	Parking Enforcement

Your name: Ian Read

Your job title: Operations and Contracts Officer

Your directorate, service and team:

Directorate	Service	Team
Place and Sustainability	Parking Enforcement	Parking Enforcement

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Proposal being assessed: Parking Enforcement & Permits System Procurement

Business plan proposal number: Cambridgeshire County Council

Key service delivery objectives and outcomes: The objectives of Civil Parking Enforcement (CPE) are to manage parking to: · Reduce congestion · Support business and the communities by addressing inappropriate parking · Encourage correct, sensible and safe parking · Improve compliance with parking restrictions · Ensure designated parking spaces are used only by those they are intended for · Enable buses to operate more effectively · Improve air quality, health and the general environment · Reduce delays for emergency services · Keep Cambridgeshire moving

What is the proposal: The service is looking to procure a new parking enforcement services contract. We already have a contract in place, however this is due to expire in June 2025. The procurement for the renewal of the service is due to go before committee for approval due to the value of the contract.

What information did you use to assess who would be affected by this proposal?: The service will affect the general public so potentially includes all areas identified as protected characteristics. Internally by the council it will only be used by a small subset of employees within the parking services department and associated Contractors.

Are there any gaps in the information you used to assess who would be affected by this proposal?: No

Does the proposal cover: Specific teams

Which particular employee groups/service user groups will be affected by this proposal?: In terms of employee groups the Parking Services department will have access to the back-office

system, along with a few members of contracted enforcement staff. Additionally the general public will be affected as the service affects users of the highway.

Does the proposal relate to the equality objectives set by the Council's EDI Strategy?:Yes

Will people with particular protected characteristics or people experiencing socio-economic inequalities be over/under represented in affected groups: About in line with the population

Does the proposal relate to services that have been identified as being important to people with particular protected characteristics/who are experiencing socio-economic inequalities?: No

Does the proposal relate to an area with known inequalities?:Don't know

What is the significance of the impact on affected persons?:The impact of the service on the general public is very significant. Without the service in place many people will be disadvantaged as the objectives and outcomes of the service are not met, negatively impacting the everyday life of both residents in the City of Cambridge and South Cambridge District Area, along with users of the highway in these areas. Consequences of not meeting these objectives would also potentially disproportionately affect users with mobility issues, or other issued with a Blue Badge

Category of the work being planned: Procurement

Is it foreseeable that people from any protected characteristic group(s) or people experiencing socio-economic inequalities will be impacted by the implementation of this proposal (including during the change management process)?: Yes

Please select: Age, Disability, Socio-economic inequalities

Research, data and /or statistical evidence:

[https://assets.publishing.service.gov.uk/media/60080f728fa8f50d8f210fbe/Transport_and_inequality_](https://assets.publishing.service.gov.uk/media/60080f728fa8f50d8f210fbe/Transport_and_inequality)

The above link is to a research paper which explores the links between socio-economic groups and the usage of public transport and how it affects them accordingly. Through this document it is shown that those of differing socio-economic classes are more reliant on public transport which is "an important facilitator of social inclusion and wellbeing which can affect economic and social outcomes, and therefore inequality". Additionally the document touches on how certain groups, especially "women, students and older people" are more at risk of suffering from 'transport poverty'.

Through this procurement we are looking to procure devices which will directly aid the council in the management of the public transport network and therefore lead to positive outcomes. In addition to this census data has been used to see how Cambridge fairs in regards distributions of residents with protected characteristics and whether they are represented fairly or disproportionately in Cambridgeshire. For example based on a report relating to blue badge issuance, it is shown that Cambridgeshire has on average a higher proportion of blue badge holders compared with the rest of the country <https://www.gov.uk/government/statistics/disability-accessibility-and-blue-badge-statistics-2021-to-2022/disability-accessibility-and-blue-badge-statistics-2021-to-2022>

Consultation evidence: N/A

Based on all the evidence you have reviewed/gathered, what positive impacts are anticipated from this proposal?: The primary positive benefits are listed in our objectives and aims of the service as such it will bring about the following benefits: · Reduce congestion ·

Support business and the communities by addressing inappropriate parking · Encourage correct, sensible and safe parking · Improve compliance with parking restrictions · Ensure designated parking spaces are used only by those they are intended for · Enable buses to operate more effectively · Improve air quality, health and the general environment · Reduce delays for emergency services · Keep Cambridgeshire moving This will provide benefit for a range of the protected characteristics. For example for those with a poor socio-economic background they may be more reliant on public transport which this procurement aims to help. Additionally as previously mentioned in this report disabled people of Cambridge benefit not only through the improved public transport where they may have issues arranging their own transport, but for those who do have their own personal transport this enables them to park closer to potential destinations by ensuring that the relevant areas are kept clear for them through enforcement, as outlined in the 5th bullet point.

Based on consultation evidence or similar, what negative impacts are anticipated from this proposal?: The primary negative impact of parking enforcement would be the issuance of penalty charge notices to those of a poor socio-economic background which may cause undue financial stress. However separately to this procurement, the service as a whole does have measures in place to mitigate this effect through programs such as repayment programs to make the debt more manageable. Additionally where a penalty charge notice reaches the enforcement agent stage of its lifecycle there are various relief programs available through the council's Enforcement Agent contract such as debt workshops.

How will the process of change be managed?: The process of change will be managed through the procurement process. Working in line with and receiving advice from the procurement team we have already identified approximate timelines for major events to ensure that there is ample time to ensure a smooth transition of the service if there is to be a change of provider. Additionally, ahead of the go live date we will arrange for several meetings with any potential new providers to ensure that there are no disruptions to the service so that the general public is not adversely affected through the service not being able to deliver its goals and objectives.

How will the impacts during the change process be monitored and improvements made (where required)?: Due to the nature of the service and the way the procurement is due to be handled there should be no direct impact on the service due to continuous operation. Where there is a perceived impact on the service, we may receive correspondence from the general public either by telephone or email, at which point we review the resources in place and adapt appropriately to any perceived issues. If there is a change in provider and this results in downtime during the changeover process, officers will work closely with both the current provider and any potential new provider to mitigate the impact.

Equality Impact Assessment Action Plan:

Details of negative impact (e.g. worse treatment/outcomes)	Groups affected	Severity of impact	Action to mitigate impact with reasons/evidence to support this or justification for retaining negative impact	Who by	When by
As mentioned previously within this report the primary negative impacts of procurement issues with this service, relate to the service not being able to achieve its planned outcomes and goals; as such this primarily disbenefits the disabled community and those of a poor socio-economic background due to the impact on availability of parking, and the potential degradation of the public transport offerings.	Age, Disability, Socio-economic inequalities	Medium	Through the constant monitoring of the service during the potential transitional period if there is a new supplier any issues may be identified and engaged with to reduce the impact(s); additionally if a new supplier is awarded to frequent meetings and updates shall be provided during the implementation period.	Philip Hammer	31/08/2025

Head of service: David Allat

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Confirmation: I confirm that this HoS is correct