

Equality Analysis



<p>What are the proposals being assessed?</p>	<p>To modernise the existing parking infrastructure within the Borough in order to provide additional payment options for residents and enable the digitisation of parking payments in line with other boroughs and the changing way people are choosing to make payments.</p> <p>Option 1 –</p> <p>To replace the existing dumb terminals with intelligent payment systems and continue the trend to reduce on street payment infrastructure with a transition to online app (application) and mobile phone payments, allied to a network of PayPoint outlets for cash payments.</p> <p>In Option 1, some of the new payment terminals in high cash areas will be replaced with coin, chip and contactless, some will be replaced with chip and contactless only (in medium cash areas) and some will be removed altogether with RingGo (electronic payment) and PayPoint (cash) at local businesses, being the payment options available to motorists.</p> <p>Option 2 –</p> <p>To adopt a machine-less approach for the future where the existing on street payment terminals are removed and replaced with signage directing users to the mobile and on line apps for payment, allied to a network of PayPoint outlets for cash payments</p> <p>Cash alternative for both Options 1 & 2.</p> <p>To help facilitate the above options, all customers who may have no other means of paying for their parking other than by cash would be able to use a network of PayPoint outlets across the borough. There are 55 Pay Point retailers in Merton near to machine locations (which has the highest number of PayPoint providers in</p>
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	<p>London). A map setting out the distribution and location of these PayPoint locations is attached as Appendix 1 to this report.</p> <p>PayPoint retailers provide an alternative cash payment infrastructure. When a customer enters a PayPoint location the customer would pay the shopkeeper in cash and their session would be uploaded to the RingGo solution. This is a payment option that is already in use across other London Boroughs, however with the migration to cashless options the uptake remains very low</p>
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Which Department/ Division has the responsibility for this?	Parking Services, Environment and Regeneration
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Stage 1: Overview	
Name and job title of lead officer	Ben Stephens, Head of Parking
1. What are the aims, objectives and desired outcomes of your proposal? (Also explain proposals e.g. reduction/removal of service, deletion of posts, changing criteria etc.)	<p>Background</p> <p>The age of digital parking is with us and will continue to be more widespread in the coming years. Already 'contactless' parking exists at thousands of payment terminals around the country.</p> <p>The use of pay by phone and on-line applications has transformed the way in which customers can pay for their parking sessions and permits. Councils have been moving to more digital payment solutions for many years. This scheme affords Merton an opportunity to review the payment options and infrastructure available to residents and customers.</p> <p>Almost all Council's across the UK have chosen to implement different pay options throughout on and off street locations and in private sector locations such as train stations and hotels. The introduction of the new payment methods has proven to be popular with a significant shift from cash only to digital and phone based</p>

payments. Covid has also seen a further reduction of the use of cash and more emphasis on digital payments.

In reviewing the infrastructure investment going forward, it is worth noting that a number of the major parking payment suppliers are now working with car manufacturers to develop in car payment systems, where a charge can be registered based on the GPS location of the vehicle and payment made automatically. The proposed infrastructure options that are being suggested in this report strike a balance between current needs and trends and the ability to transition to more intelligent payment systems in the future.

With the development of new payment terminal technology, open data and digital, more accurate data can be used by companies to find drivers a space near to their destination, reducing travel and time required to find a space. Indeed RingGo already do this on their APP in Merton,

Nationally, over 95% of the UK population own at least one mobile phone and 96% have a bank card. Given the requirements to register, insure, and run a vehicle, it is very likely that a motorist will have access to a bankcard.

Proposals detail.

The infrastructure review has also considered a number of options including the transition towards alternative payment options, including the use of local retail outlets and the uptake of card payments in recent years. Covid has also added in a further dimension in terms of the use of terminals during the Covid pandemic.

At present in Merton, approximately 80% of all payments are made through the RingGo system with only 20% of transactions involving the use of cash at machines.

Key opportunities for consideration (Option 1) include the replacement of dumb terminals with machines that incorporate keyboards, the potential for added functionality such as chip and contactless and the establishment of a network of PayPoint retail outlets, which could serve as the cash mechanism from the autumn.

Modern Payment Terminals now offer a range of service options and have the ability to link to 'cloud based' services. Screens are now larger and brighter and have touch screen options. The information does not just need to only display the parking charge, for example, local information could also be displayed.

	<p>The modern Payment Terminal now offers a range of payment methods, including 'contactless', 'chip' and cash (coin). There are options to have one or all. Other options include the ability to remove or keep the dispensing of pay and display tickets or for the information from vehicle registrations to link directly to the Civil Enforcement Officers enforcing on street, in the same way RingGo currently works. One of the advantages of having no tickets is the use of less paper rolls and the need to drive round and restock the machines.</p>
<p>2. How does this contribute to the council's corporate priorities?</p>	<p>The proposal will make a vital contribution towards Merton's strategic objectives and policies as set out in the Transport Strategy (LIP3), Health and Wellbeing Strategy, Air Quality Action Plan, and the Climate Strategy and Action Plan.</p> <p>Covid-19 Transport Impacts</p> <p>The Covid-19 crisis developed in March 2020 and has since had a significant impact on work and travel patterns as well as the availability and capacity of public transport. The initial complete lockdown resulted in a reduction in travel by all modes and a dramatic fall in car use. As the roads became quieter, the levels of cycling and walking increased. Provisional air quality monitoring data indicated a significant improvement in air quality across the borough during the full lockdown period, with levels at most sites reducing to within legal limits. An early study estimated that across the UK, 1,752 premature deaths attributable to air pollutant exposure were avoided during the 1st month of lockdown alone.</p> <p>However, this dramatic decline in car use was only temporary and as the lockdown has eased, car use and congestion have increased again and it has been reported to exceed pre Covid levels in outer London. The associated rise in air pollutants recorded is particularly concerning in light of emerging reports that high levels of local air pollutants can worsen the health impacts of Covid-19. 35% of UK COVID deaths occur in those with a pre-existing respiratory or cardiovascular medical condition.</p> <p>This has reinforced the need to act robustly and quickly to ensure that any changes to transport behaviour as a result of Covid do not further contribute to the transport challenges we face, particularly in relation to air quality. Whilst public transport has been adversely affected during the pandemic this is not expected to be a permanent change and we expect public transport use to return to pre Covid levels over time during 2021.</p>

	<p>The reduction in the use of cash and coins can assist to reduce the transmission rate of Covid, particularly if the RingGo option is used.</p>
<p>3. Who will be affected by this proposal? For example who are the external/internal customers, communities, partners, stakeholders, the workforce etc.</p>	<p>All residents, businesses, workers and visitors across the borough are potentially affected.</p> <p>The proposals to modernise the payment infrastructure will have either a positive or neutral effect on most of the stakeholders set out above. It may negatively affect age and disability groups although all other protected groups are unaffected. Mitigation to reduce the impact of this is set out in the action plan contained within this document.</p> <p>The existing provisions for free parking for Blue Badge holders and free Carer permits will be unaffected by these proposals.</p> <p>In some areas, additional upgraded facilities will be provided including chip and contactless payment options as well as the current coin option, RingGo option and PayPoint option (explained below).</p> <p><u>Current Payment Options</u></p> <p>Pay and display machine</p> <p>There are 434 pay and display machines which accept coin only and do not require vehicle registration mark entry. In some areas where coin usage remains high, these will be upgraded to coin, chip and contactless, providing an additional (and more Covid safe) method of payment.</p> <p>RingGo</p> <p>Over 76% of payments are currently through the mobile payment service and it is by far the most dominant of payment options. Customers choose this option because;</p> <p>It allows the flexibility of paying by phone, text or APP Parking time can be 'topped up' remotely without the need to return to a machine or the vehicle</p>

There is the option for a reminder text to be sent to ensure the customer returns to their vehicle in time or 'tops up' remotely
There is the option for a confirmation text to be sent
Electronic receipts can be downloaded and parking history viewed
It negates the need to carry change
It negates the need to walk to a machine and return to the vehicle, particularly in inclement weather
100% Covid safe option

PayPoint

This service is available at local retailers and allows customers to make a range of payments (such as utilities but also parking via RingGo) in cash.

Merton has the highest number of PayPoint locations (55 near to machine locations) of all of the London boroughs and it is a viable alternative option for customers, although there are varying walking distances to these, the average is 0.22 miles, which could pose problems for those with impaired mobility, although recognising that these people will likely be eligible for a disabled drivers Blue Badge.

Current usage for parking payments at PayPoint is low across London due to the popularity of cashless payment options.

It should be noted that Merton have experimented with removal of some pay and display machines in very low coin areas and there are some cashless only areas at the moment. This has had no impact on the motorist behaviour or compliance levels. No formal or informal complaints have been received.

Those affected by the proposal to remove pay and display machines or in areas where the new payment terminals will only accept card include those without access to a mobile phone or bank card. Note that a smart phone is not required and a standard mobile phone can be used to access the RingGo service by phone or text.

Over 96% of the population have a bank card and over 95% own at least one mobile phone. It is highly likely that this % will increase when applied to the motoring demographic and when next updated as it is from 2017.

	<p>(Source - 3 Source: "Percentage of households with mobile phones in the United Kingdom (UK) from 1996 to 2017", https://www.statista.com/statistics/271851/smartphone-owners-in-the-united-kingdom-uk-by-age</p> <p>Source: "Debit Cards Set To Overtake Cash in 2018, Three Years Earlier Than Expected", Payments UK, https://www.paymentsuk.org.uk/ 2 Source</p>
<p>4. Is the responsibility shared with another department, authority or organisation? If so, who are the partners and who has overall responsibility?</p>	<p>Responsibility is shared with the following departments, organisations and partners: Public Health, Future Merton, Planning, Environmental Health. Department for Transport, NHS, Mayor of London, TfL, Transport Operators.</p>

Stage 2: Collecting evidence/ data

5. What evidence have you considered as part of this assessment?

Provide details of the information you have reviewed to determine the impact your proposal would have on the protected characteristics (equality groups).

Merton's profile

Merton has a diverse and growing population.

Data from the housing-led population projections for London which are produced by GLA Demography estimate the future trajectory of London's population at local authority level. Merton has a projected resident population of 211,787 for 2020 which is projected to increase to 224,502 by 2030. The Female population slightly exceeds the male population, particularly in the over 75 age groups.



Date: 2020 Source: GLA

2020 population projection for all persons by 5 year age group are shown in the chart above. Merton's 2020 projected ethnic makeup is shown in the following chart.



Date: 2020 Source: GLA

Consultation with Equalities Groups– Steps taken

The list below shows the organisations that we have contacted and consulted with on the payment infrastructure changes.

Wimbledon Guild
Age UK Merton
Polish Family Organisation
BAME voice
Carers Support Merton
Ethnic Minority Centre
Mitcham and Morden Guild
Merton CIL
Merton Seniors Forum
Merton Vision
Merton Mencap
Merton CAB
Wimbledon and District NCT Group
South London Tamil Welfare Group :

West Indian Friends and Families Association :
Wimbledon Mosque ,
RHEMA Church Ministries
Shree Ghanapathy Temple -
Morden Islamic Community Centre -

Webinars were held on 17th June 2021 an attended by the Polish Family Organisation (PFO), Merton Citizens Advice Bureau (CAB, the Centre for Independent Living (CIL) and the Chair of Merton Seniors Forum and BAME voice (same representative).

The following positive comments were received;

It's good to see the old machines being upgraded

We're glad there is no change for blue badge holders.

The following issues were raised;

Issue Raised	Council Response
General walking distance to a PayPoint location – in some instances this may be too far	76% of transactions will be made at the same location and will be unaffected because RingGo usage is very high and is the payment method of choice for the vast majority of people. Customers will continue to have the RingGo App.
	At the moment, a grace period is allowed in which to purchase a parking ticket from the machine. This will continue to be allowed. In the event a PCN is issued we will review by

What will happen if someone receives a Penalty Charge Notice when they have walked to a PayPoint location, will they be allowed more time.	exception and take into account the time the PayPoint transaction was made in relation to the time the PCN was issued.
What happens if the RingGo system is out of order?	This is extremely rare but under the legislation if it is not possible to take a payment then we would not issue a PCN.
How can a motorist extend their parking session via PayPoint?	The motorist would need to return to the PayPoint location. This is no different from the current situation paying at pay and display machines. The only way to top up parking time remotely is via RingGo.
What happens if English is not the motorists first language?	The new payment terminals will have the facility to operate in the most commonly used languages, similar to cash points. RingGo is available in the following languages; English -Spanish -Polish -Welsh -Portuguese -Simplified Chinese -Romanian -Italian Google Chrome can be set to read websites in alternative languages

Stage 3: Assessing impact and analysis

6. From the evidence you have considered, what areas of concern have you identified regarding the potential negative and positive impact on one or more protected characteristics (equality groups)?

Protected characteristic (equality group)	Tick which applies		Tick which applies		Reason Briefly explain what positive or negative impact has been identified																				
	Positive impact		Potential negative impact																						
	Yes	No	Yes	No																					
Age	X		X		<p>Positive Impact</p> <p>The introduction of additional (more Covid safe) options of contactless and chip payments in some high cash areas.</p> <p>The introduction of new DDA compliant payment terminals with bigger easier to read screens in some high cash areas</p> <p>The retention of telephone, text and app payments providing the convenience and additional benefits set out in section 3</p> <p>The retention of a cash option at over 55 PayPoint locations</p> <p>Negative Impact</p> <p>There may be some accessibility issues with PayPoint locations as the average walking distance is 0.22M from the parking area/former machine location. In addition to this, they may not be open correlating times to the parking restrictions. However, all town centres with later parking charges will have payment terminals installed and in most cases there are no charges after 6.30pm. Most PayPoint locations are at convenience stores with extended opening hours, e.g. 7am – 10pm.</p> <p>Data from TfL for London on car ownership by age (Travel in London report 12, 2019) indicates that younger adults (20-29) and the elderly (80 +) are the groups will the lowest levels of car ownership, so will be less likely as a group to be subject to any negative implications.</p> <table border="1"> <thead> <tr> <th></th> <th>No car</th> <th>One car</th> <th>Two or more cars</th> </tr> </thead> <tbody> <tr> <td>20-29</td> <td>47.4%</td> <td>32.5%</td> <td>20.0%</td> </tr> <tr> <td>30-39</td> <td>39.6%</td> <td>46.5%</td> <td>13.9%</td> </tr> <tr> <td>40-49</td> <td>31.0%</td> <td>47.2%</td> <td>21.8%</td> </tr> <tr> <td>50-59</td> <td>29.0%</td> <td>41.2%</td> <td>29.8%</td> </tr> </tbody> </table>		No car	One car	Two or more cars	20-29	47.4%	32.5%	20.0%	30-39	39.6%	46.5%	13.9%	40-49	31.0%	47.2%	21.8%	50-59	29.0%	41.2%	29.8%
	No car	One car	Two or more cars																						
20-29	47.4%	32.5%	20.0%																						
30-39	39.6%	46.5%	13.9%																						
40-49	31.0%	47.2%	21.8%																						
50-59	29.0%	41.2%	29.8%																						

60-69	29.3%	44.7%	25.9%
70-79	35.2%	47.5%	17.4%
80+	56.8%	38.1%	5.1%

However, elderly residents may be more likely to be subject to digital exclusion because they do not own a mobile phone and/or online banking so would be unable to make a payment via this method. Whilst Smart phone usage is increasing and is currently at 96% of the adult population, it falls to 80% for those aged over 65 and is likely to be significantly less for those over 80. A non-digital alternative will continue to be available at PayPoint locations although some of these may pose accessibility issues for elderly people with impaired mobility that are not eligible for a blue badge.

Disability	X		X	<p>Positive Impact</p> <p>The introduction of additional (more Covid safe) options of contactless and chippayments in some high cash areas.</p> <p>The introduction of new DDA compliant payment terminals with bigger easier to read screens in some high cash areas</p> <p>The retention of telephone, text and app payments providing the convenience and additional benefits set out in section 3</p> <p>The retention of a cash option at over 55 PayPoint locations</p> <p>The blue badge scheme has recently been extended to allow for those with hidden disabilities including brain disorders and anxiety to be eligible for a badge.</p> <p>Removal of machines and signs can improve the street environment for those with visibility and mobility issues, particularly wheelchair users, by blocking crossing opportunities and reducing pavement widths.</p> <p>Negative Impact</p> <p>There may be a small number of people with temporary disabilities, for example, a fracture making walking difficult, that will not be eligible for a disabled badge because of the temporary nature of their ailment. These users may find it difficult to access a PayPoint location however,</p>
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				<p>they would also have found it more difficult to walk to a pay and display machine and return to display the ticket in the vehicle, so in all likelihood would use RingGo.</p> <p>Merton is committed to supporting its residents that have mobility issues and is a member of the national Blue Badge scheme, which provides a range of parking and other motoring concessions for people who are registered blind or have severe mobility problems. In 2019 The Blue Badge eligibility scheme was further extended to those with a wide range of hidden health issues that affect their mobility.</p> <p>5564 Merton residents currently hold a Blue Badge. Residents with mobility issues and complex needs who reside in a CPZ and require regular support and care are also entitled to apply for a free carer's permit. This is a free, annual permit that is not vehicle specific, and can be used by carers, relatives, and tradespeople visiting the Blue Badge holder.</p> <p>Blue Badge holders are unaffected by these proposals and can continue to park free of charge in any Merton disabled parking bay, pay & display and shared use bay or permit holder bay. Carers permits are also unaffected by these proposals as they are eligible for a permit so do not need to make on site payment. Those with disabilities are also able to apply for the creation of a dedicated disabled bay in proximity their home.</p> <p>Disabled residents are also eligible for the freedom pass that enables them to travel free on all public transport services in London during off-peak hours, which is a significant benefit that supports the use of sustainable transport modes. Other transport schemes including dial a ride, Merton Community Transport and Personalised Transport Services are also available to assist Merton residents who have a substantial and permanent physical or sensory disability that affects their mobility and means they are unable to use public transport without extreme difficulty.</p>
Gender Reassignment	X		X	<p>Positive Impact</p> <p>The introduction of additional (more Covid safe) options of contactless and chip payments in some high cash areas.</p> <p>The introduction of new DDA compliant payment terminals with bigger easier to read screens in some high cash areas</p>

				<p>The retention of telephone, text and app payments providing the convenience and additional benefits set out in section 3</p> <p>The retention of a cash option at over 55 PayPoint locations</p> <p>Negative Impact</p> <p>None identified</p>
Marriage and Civil Partnership	X		X	<p>Positive Impact</p> <p>The introduction of additional (more Covid safe) options of contactless and chip payments in some high cash areas.</p> <p>The introduction of new DDA compliant payment terminals with bigger easier to read screens in some high cash areas</p> <p>The retention of telephone, text and app payments providing the convenience and additional benefits set out in section 3</p> <p>The retention of a cash option at over 55 PayPoint locations</p> <p>Negative Impact</p> <p>None identified</p>
Pregnancy and Maternity	X		X	<p>Positive Impact</p> <p>The introduction of additional (more Covid safe) options of contactless and chip payments in some high cash areas.</p> <p>The introduction of new DDA compliant payment terminals with bigger easier to read screens in some high cash areas</p> <p>The retention of telephone, text and app payments providing the convenience and additional benefits set out in section 3</p> <p>The retention of a cash option at over 55 PayPoint locations</p> <p>Potential Negative Impact</p>

					It is not considered that new parents may be particularly subject to digital exclusion, although for those that are, walking to a PayPoint location with a buggy may pose accessibility issues depending on the distance. However, the same could be applied for walking to and from a pay and display machine and in reality this group would likely have a mobile phone and or bank card.
Race	X			X	<p>Positive Impact</p> <p>The introduction of additional (more Covid safe) options of contactless and chip payments in some high cash areas.</p> <p>The introduction of new DDA compliant payment terminals with bigger easier to read screens in some high cash areas</p> <p>The retention of telephone, text and app payments providing the convenience and additional benefits set out in section 3</p> <p>The retention of a cash option at over 55 PayPoint locations</p> <p>Negative Impact</p> <p>Those affected by the proposal to remove pay and display machines or in areas where the new payment terminals will only accept card include those without access to a mobile phone or bank card, this may disproportionately affect BAME residents. Note that a smart phone is not required and a standard mobile phone can be used to access the RingGo service by phone or text.</p> <p>Over 96% of the population have a bank card and over 95% own at least one mobile phone. It is highly likely that this % will increase when applied to the motoring demographic and when next updated because it is from 2017.</p>

				<p>(Source - 3 Source: "Percentage of households with mobile phones in the United Kingdom (UK) from 1996 to 2017", https://www.statista.com/statistics/271851/smartphone-owners-in-the-united-kingdom-uk-by-age)</p> <p>Source: "Debit Cards Set To Overtake Cash in 2018, Three Years Earlier Than Expected", Payments UK, https://www.paymentsuk.org.uk/ 2 Source: "Debit Cards Set To Overtake Cash in 2018, Three Years Earlier Than Expected",</p> <p>It should be noted that Merton have experimented with removal of some pay and display machines in very low coin areas and there are some cashless only areas at the moment. This has had no impact on the motorist behaviour or compliance levels. No formal or informal complaints have been received.</p> <p>Additionally, as a result of the COVID pandemic, there have been campaigns to encourage increased use of debit cards to prevent to transfer of illness via coins, with some businesses refusing to accept cash payments altogether. The use of contactless technology, either through use of card or via a mobile device is at an all time high across all age groups.</p> <p>This specific group, unless also affected by one of the other protected characteristics, is considered to be able bodies and thus able to utilise one of the 55 plus PayPoint locations within a maximum half mile walking distance.</p>
Religion/ belief	X		X	<p>Positive Impact</p> <p>The introduction of additional (more Covid safe) options of contactless and chip payments in some high cash areas.</p> <p>The introduction of new DDA compliant payment terminals with bigger easier to read screens in some high cash areas</p> <p>The retention of telephone, text and app payments providing the convenience and additional benefits set out in section 3</p> <p>The retention of a cash option at over 55 PayPoint locations</p> <p>Negative Impact</p>

					The PayPoint opening times may not correlate with worshipping times, for example, Sunday mornings, Friday evenings.
Sex (Gender)	X			X	<p>Positive Impact</p> <p>The introduction of additional (more Covid safe) options of contactless and payments in some high cash areas.</p> <p>The introduction of new DDA compliant payment terminals with bigger easier to read screens in some high cash areas</p> <p>The retention of telephone, text and app payments providing the convenience and additional benefits set out in section 3</p> <p>The retention of a cash option at over 55 PayPoint locations</p> <p>Negative Impact</p> <p>None identified</p>
Sexual Orientation	X			X	<p>Positive Impact</p> <p>The introduction of additional (more Covid safe) options of contactless and chip payments in some high cash areas.</p> <p>The introduction of new DDA compliant payment terminals with bigger easier to read screens in some high cash areas</p> <p>The retention of telephone, text and app payments providing the convenience and additional benefits set out in section 3</p> <p>The retention of a cash option at over 55 PayPoint locations</p> <p>Negative Impact</p> <p>None identified</p>
Socio-economic status	X		X		<p>Positive Impact</p> <p>The introduction of additional (more Covid safe) options of contactless and chip and pin payments in some high cash areas.</p>

				<p>The introduction of new DDA compliant payment terminals with bigger easier to read screens in some high cash areas</p> <p>The retention of telephone, text and app payments providing the convenience and additional benefits set out in section 3</p> <p>The retention of a cash option at over 55 PayPoint locations</p> <p>Negative Impact</p> <p>Those affected by the proposal to remove pay and display machines or in areas where the new payment terminals will only accept card include those without access to a mobile phone or bank card. Note that a smart phone is not required and a standard mobile phone can be used to access the RingGo service by phone or text.</p> <p>Over 96% of the population have a bank card and over 95% own at least one mobile phone. It is highly likely that this % will increase when applied to the motoring demographic and when next updated because it is from 2017.</p> <p>(Source - 3 Source: "Percentage of households with mobile phones in the United Kingdom (UK) from 1996 to 2017", https://www.statista.com/statistics/271851/smartphone-owners-in-the-united-kingdom-uk-by-age</p> <p>Source: "Debit Cards Set To Overtake Cash in 2018, Three Years Earlier Than Expected", Payments UK, https://www.paymentsuk.org.uk/ 2 Source: "Debit Cards Set To Overtake Cash in 2018, Three Years Earlier Than Expected",</p> <p>It should be noted that Merton have experimented with removal of some pay and display machines in very low coin areas and there are some cashless only areas at the moment. This has had no impact on the motorist behaviour or compliance levels. No formal or informal complaints have been received.</p> <p>Additionally, as a result of the COVID pandemic, there have been campaigns to encourage increased use of debit cards to prevent to transfer of illness via coins, with some businesses</p>
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				<p>refusing to accept cash payments altogether. The use of contactless technology, either through use of card or via a mobile device is at an all time high across all age groups.</p> <p>This specific group, unless also affected by one of the other protected characteristics, is considered to be able bodies and thus able to utilise one of the 55 plus PayPoint locations within a maximum half mile walking distance.</p>
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7. If you have identified a negative impact, how do you plan to mitigate it?

The mitigations for disability, age, pregnancy and maternity, and socio-economic status are set out in the Action Plan below.

Stage 4: Conclusion of the Equality Analysis

8. Which of the following statements best describe the outcome of the EA (Tick one box only)

Please refer to the guidance for carrying out Equality Assessments is available on the intranet for further information about these outcomes and what they mean for your proposal

- Outcome 1** – The EA has not identified any potential for discrimination or negative impact and all opportunities to promote equality are being addressed.
- Outcome 2** – The EA has identified adjustments to remove negative impact or to better promote equality.
- Outcome 3** – The EA has identified some potential for negative impact or some missed opportunities to promote equality and it may not be possible to mitigate this fully.
- Outcome 4** – The EA shows actual or potential unlawful discrimination.

Stage 5: Improvement Action Pan

8. Equality Analysis Improvement Action Plan template – Making adjustments for negative impact

Negative impact/ gap in information identified in the Equality Analysis	Action required to mitigate	HOW WILL YOU KNOW THIS IS ACHIEVED? E.G. PERFORMANCE MEASURE/ TARGET)	By when	Existing or additional resources ?	Lead Officer	Action added to divisional/ team plan?
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<p>Age It is recognised that the proposals to remove some machines may have a detrimental impact on the elderly that may be more likely to suffer from both social isolation and digital exclusion.</p>	<p>Option 1 recommends a replacement/upgrade of 60 – 95 machines at which a coin option will remain along with an enhanced contactless facility which will service approx. 80% of all transactions within the borough</p> <p>Option 2 recommends the removal of all machines in the borough and a move to cashless. Currently 80% of transactions are through RingGo and the PayPoint option will cater for the remaining customers.</p> <p>Promote and advertise existing transport and parking schemes to support older residents including the freedom pass, dial a ride etc.</p> <p>Continue to engage in ongoing dialogue with relevant equalities groups including Age UK</p> <p>Ensuring we have suitable accessibility and customer service options (channels) for older users who wish to make payments and access customer service assistance. Engage with equality groups via workshops, promo campaigns My Merton press etc</p>	<p>Customer feedback Uptake in RingGo, card and PayPoint payments</p>	<p>Current</p>	<p>Existing</p>	<p>Ben Stephens</p>	<p>Yes</p>
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	<p>CEO /parking team training to assist RingGo uptake via a series of promotional demonstration of ease of use</p> <p>Merton has the highest number of Paypoint locations in London where payment for parking can be made by cash. However, we will continue to work to develop additional PayPoint locations in borough</p> <p>Communications campaigns repeated at regular intervals to explain alternative payment options, including engagement with affected groups, e.g. Age UK</p>					
<p>Pregnancy and Maternity</p> <p>Given the age demographic, these customers are highly likely to have a bank card and/or mobile phone so will benefit from additional payment options</p>	<p>Merton has the highest number of PayPoint locations in London where payment for parking can be made by cash. However, we will continue to work to develop additional PayPoint locations in borough</p> <p>Communications campaigns repeated at regular intervals to explain alternative payment options</p>	<p>Customer Feedback</p>				
<p>Socio-economic status</p> <p>Access to bank card and phone</p>	<p>Merton has the highest number of PayPoint locations in London where payment for parking can be made by cash. However, we will continue to work to develop additional PayPoint locations in borough and promote</p>	<p>Customer Feedback</p>				

	the location of these via regular communications campaigns	Increased use of contactless technologies to make payments as a result of COVID pandemic				
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Note that the full impact of the decision may only be known after the proposals have been implemented; therefore, it is important the effective monitoring is in place to assess the impact.

Stage 6: Reporting outcomes

10. Summary of the equality analysis

This section can also be used in your decision-making reports (CMT/Cabinet/etc.) but you must also attach the assessment to the report, or provide a hyperlink

This Equality Analysis has resulted in an Outcome **3** Assessment

Please include here a summary of the key findings of your assessment.

There are both negative and positive impacts identified by the EA. Officers have reviewed the equity of the proposals and accept that there will be some residents who may be negatively impacted. However, in light of the mitigation set out above the level of impact is assessed as likely to be low. The council considers that the impact is proportionate to the legitimate aim sought to be achieved through the policy that will have positive impacts for all residents.

Positive Impact

- The introduction of additional (more Covid safe) options of contactless and chip and pin payments in some high cash areas.
- The introduction of new DDA compliant payment terminals with bigger easier to read screens in some high cash areas
- The retention of telephone, text and app payments providing the convenience and additional benefits set out in section 3
- The retention of a cash option at over 55 PayPoint locations
- increased uptake of active travel modes

- Improve road safety outcomes

The proposals enhance improvements in technology which improve convenience for users by enabling parking to be paid for remotely and without cash.

In addition, by moving away from traditional pay and display machines and encouraging the use of cashless payments, whether they are through RingGo, debit cards and mobile devices, or via cash payments at local businesses, there will be a reduction in the councils carbon footprint as less cash collections will need to take place, and in addition, pay and display machines are less likely to be criminally damaged to access the cash they contain, this reducing the councils costs.

Neutral Impact

There are no implications for Blue Badge Holders or Carer's permits.

Negative Impact

It is recognised that the proposals for changing the payment terminal infrastructure for visitors may have a particularly detrimental impact on the elderly, that may be more likely to suffer from both social isolation and digital exclusion. TRace and those with low socio-economic status may also be negatively affected and to a lesser extent (because they do not tend to be a group subject to digital exclusion) pregnant and maternal citizens. The action plan endeavours to mitigate against the negative impact as best as possible.

Monitoring

The original equalities assessment has been updated following the recent engagement with equalities groups. (October 2020), further engagement will take place during June 2021. The Improvement Action Plan in Section 5 of the document sets out the actions and timescales proposed to be undertaken and the EA plan will be signed off and monitored by the Director of Environment and Regeneration and the Head of Parking Services.

The EA Plan and the policy would be kept under review and representatives of the affected groups will be consulted with to assess ongoing impacts and further mitigations.

There is a commitment that the EA Plan will be reviewed in 12 months' time and will be published on the Council's website.

What course of action are you advising as a result of this assessment?

Section 5 – Improvement Action Plan sets out the actions and timescales proposed to be undertaken.

Stage 7: Sign off by Director/ Head of Service

Assessment completed by	Ben Stephens – Head of Parking Services	Signature: <i>Ben Stephens</i>	Date: 30/06/2021
Improvement action plan signed off by Director/ Head of Service	Chris Lee – Director of Environment and Regeneration	Signature: <i>Chris Lee</i>	Date: 30/06/2021

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