

## MID SUSSEX DISTRICT COUNCIL

### Equality Impact Assessment

**Title of Policy/Service/Contract:** Virtual parking dispensation system

**Division:** Commercial Services and Contracts

**Lead Officer:** Mel Burgess

**Date Assessment completed:** 31<sup>st</sup> May 2022

#### 1. SCOPING

##### **1.1 What are the aims of the policy, service/service change or contract?**

A service which provides a dispensation to park on a road which can be obtained using a virtual self-serve system. The current system is paper based and requires a customer to contact the Council in advance and make payment.

##### **1.2 Who does the service/policy/contract affect? Who are the main customers (internal or external)?**

External customers who choose to apply for a dispensation to park on a selected road in Mid Sussex where their vehicle would not normally be permitted. The service users may be residents purchasing them on a contractor's behalf or contractors themselves working on a property within the area.

##### **1.3 What equality information is available, including any evidence from engagement and analysis of use of services?**

The system has followed the Priority 1 and 2 guidelines relating to accessibility as set out by the World Wide Web Consortium (W3C). All pages on the MiPermit website have been validated for XHTML and CSS, in accordance with the W3C.

MiPermit state "The web pages are designed in order to be accessible to all users, and to comply with the Disability Discrimination Act."

In addition, the system also has a call centre which is able to assist customers who are unable to access a computer or lack the literacy to work within the system.

##### **1.4 What does this information tell us about the equality issues associated with the service and implications for the protected groups?**

General impact in this instance would be customers who may not be computer literate, or those who do not have access to a computer/ smart phone.

**1.5 Are contractors or partnerships used to deliver the service? Y**

If No go to section 2.

If yes, please refer to the guidance notes for completing impact assessments and complete the next three questions.

**Identify the contractors/partnerships used to deliver the service.**

MiPermit

**What is their contribution to equality in service delivery and the promotion of equality?**

MiPermit supplies products that allow people to apply and pay for a variety of permits via the web (available 24/7 for people to self-serve at their convenience) and via a contact centre (for those who require more assistance or prefer to talk to a person when discussing their service).

**How are equality issues addressed through contractual arrangements and service level agreements?**

Not applicable. Co-ordinated by WSCC.

## 2. Assessment of Impact on People with a Protected Characteristic; Analysis and Action Planning

Any gaps in information or provision, opportunities to promote equalities and good relations identified above need to be translated into SMART actions and recorded here. These actions need to be delivered and monitored through the service planning process.

Opportunity to promote equality, good relations and/or address barriers to service/differential impact	Current action taken to address these	Further actions required and timescales	Lead Officer	How will impact be measured
<b>Age (older / younger people, children)</b>				
Older generations that do not necessarily have the skillset to manage an online system, or do not have Internet Access.	MiPermit operates a call centre which will allow the customer to make contact and purchase the dispensation over the telephone.	None.	Mel Burgess	N/A
<b>Disability (people with physical / sensory impairment or mental disability, including those with a non-visible disability)</b>				
People with a disability may have difficulties in accessing the service	The new SmartPay system is Web Content Accessibility Guidelines 2.1 compliant, so meets the needs of customers making payments who have disability issues. There is also a call centre to assist those whose disability prevents use of a computer.	None.	Mel Burgess	N/A
<b>Gender reassignment (a transgender person is someone who proposes to, starts or has completed a process to change his or her gender)</b>				
None identified.				
<b>Pregnancy &amp; maternity (pregnancy is the condition of being pregnant &amp; maternity refers to the period after the birth)</b>				
None identified				

Opportunity to promote equality and/or barriers to service/differential impact	Current action taken to address these	Further actions required and timescales	Lead Officer	How will impact be measured
<b>Race (ethnicity, colour, nationality or national origins &amp; including gypsies, travellers, refugees &amp; asylum seekers)</b>				
None identified				
<b>Religion &amp; belief (religious faith or other group with a recognised belief system or not having a religion)</b>				
None identified				
<b>Sex (male / female non-binary)</b>				
None identified				
<b>Sexual orientation (lesbian, gay, bisexual, queer, questioning, heterosexual)</b>				
None identified				
<b>Marriage &amp; civil partnership (marriage is defined as a 'union between a man and a woman'. Civil partnerships are legally recognised for same-sex couples)</b>				
None identified				
<b>Military families /veterans</b>				
None identified				
<b>People who are disadvantaged by socio-economic factors such as low incomes, skill or living in a deprived area</b>				
Some socially or financially disadvantaged customers may not have access to a computer/ smart phone.	MiPermit operates a call centre which will allow the customer to make contact and purchase the dispensation over the telephone.	None.	Mel Burgess	N/A
<b>People who live in a rural area</b>				
None identified				

### 3. Mid Sussex District Council Equality Impact Assessment Summary

Key Findings	Future Actions
<ul style="list-style-type: none"><li>The new SmartPay system is Web Content Accessibility Guidelines 2.1 compliant, so meets the needs of customers making payments who have disability issues. There is also a call centre to assist those whose disability prevents use of a computer.</li></ul>	<ul style="list-style-type: none"><li>None required</li></ul>

### 4. Signing off this assessment and action plan

Signature  .....  
Person undertaking the assessment

Date: 9 June 2022

Signature  .....  
Head of Service

Date: 14 June 2022

Please send your completed impact assessment to Neal Barton for publication on the website.