

Appendix 5 - Proposed PEP 2022-27

Equalities impact assessment (EIA)

October 2022

**London Borough of Hackney
Equality Impact Assessment Form****Title and purpose of this Equality Impact Assessment:**

Parking and Enforcement Plan (PEP) 2022-27 - Equality Impact Assessment

Purpose of this Equality Impact Assessment:

The proposed Parking and Enforcement Plan (PEP) 2022-27 has been developed by the Council's Parking, Markets and Street Trading Service to improve parking conditions in the borough. It will provide a strong policy framework to guide the Council's parking management activities. The proposed PEP 2022-27 (if approved) is set to replace the current PEP 2015-20 and will be the fourth iteration.

The purpose of this Equality Impact Assessment (EIA) is firstly to assess the potential impacts of the PEP on those affected by the plan, including residents (including those that live on estate), people with disabilities, businesses, health workers/NHS, visitors, workers in the borough, Hackney staff and Hackney partners. It also looks at the potential impact on groups with protected characteristics, as set out in the Equalities Act 2010. This EIA also sets out how due regard to the impact of the PEP has been balanced against the Council's other obligations as set out by law, with a focus on practical mitigating action that will be taken forward over the lifespan of the PEP.

In this report vehicle refers to cars, vans and motorcycles.

Officer Responsible: (to be completed by the report author)

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Directorate: Sustainability and Public Realm	Department/Division: Parking, Markets and Street Trading Service

Director: Rickardo Hyatt,
Group Director of Sustainability and Public Realm
Comment : N/A

Date: 12.10.2022

PLEASE ANSWER THE FOLLOWING QUESTIONS:

1. Please summarise the service, function, policy, initiative or saving.

Describe the key objectives and outcomes you expect. Make sure you highlight any proposed changes.

The proposed PEP 2022-27 has been developed by the Council's Parking, Markets and Street Trading Service, (referred to as Parking Services throughout this report) to provide a strong policy framework to guide the Council's parking management activities. The proposed PEP 2022-27 (if approved) is set to replace the current PEP 2015-20 and will be the fourth iteration.

The vision, direction and policies set out within this PEP are largely centred around the Council's "Rebuild a Greener Hackney" strategy and commitment to excellent customer service. The key themes in the PEP are as follows:

- supporting the creation of sustainable streets for everyone, by re-prioritising more of our kerbside space to supporting greening the borough, and sustainable transport
- providing high quality, customer focused services that respond to the needs of our residents, businesses and visitors
- Encouraging motorists to choose active travel and sustainable travel options, a switch to cleaner vehicles with a reduction in private vehicle ownership.
- consolidating a fair, proportionate and transparent enforcement service to deliver high levels of compliance, and robustly tackle fraud
- delivering a consistent approach to parking products and services on all council-managed estates.

The PEP is broken into a number of chapters that cover different areas of parking policy. These chapters also have a number of policy recommendations that aim to help the service achieve the objectives outlined in the paper and adapt to the changing needs and demands of the future. The chapters in the PEP are outlined below:

- supporting sustainable transport
- customer service
- parking zones
- permits and vouchers
- parking provision and services
- compliance and enforcement
- crime, fraud and misuse
- consultations.
- equality and diversity.

Some of the key recommendations in the PEP are as follows:

- The introduction of a 13 band charging structure for permits - increased from five.
- To introduce fees for all electric parking permits that is not cheaper than the price of renting a cycle hangar.
- To increase the diesel surcharge each year, making it progressively more expensive to purchase a parking permit for a diesel vehicle, or to park using pay and display.
- To introduce the DVLA's Real Driving Emission 2 (RDE2) test exemption to compliant diesel vehicles
- To introduce emissions based charging on estates - this works to harmonise estate and on-street parking arrangements
- To introduce an additional vehicle permit surcharge for two or more permits held in one household
- The extension of eligibility and changing the name of the health and social care permit (to be named community support permit)
- The extension of the eligibility of a number of parking products onto estates including: all zone permit, film voucher, dispensation waiver, (proposed) community support permit
- The harmonisation of estate visitor voucher prices so they match on-street visitor voucher prices
- The introduction of variable visitor parking charges for electric vehicles depending on the location.
- To gradually remove pay and display machines in areas where there is little or no demand (and less than 2% of transactions) from customers. We will also still cater for those who may need to pay with coins via a boroughwide network of Paypoint terminals in local businesses.
- The extension of the types of permit bays that Blue Badge holders can park in, to include 'Permit bays'.

In addition, the PEP recommends that Parking Services supports a number of council-wide initiatives that will not be led by the service, but will instead be included in the PEP for clarity purposes. The council-wide recommendations will also provide a complete overview of the work which Parking Services intends to carry out during the lifespan of the PEP.

Key affected groups

The PEP has wide ranging impacts, as parking affects all groups in Hackney. Parking Services have identified the following key groups which will be affected by proposals:

- residents who live in an on-street property
- residents who live on an estate property
- health/ social care/ NHS workers
- businesses
- visitors
- residents with disabilities
- Hackney staff
- partners.
- workers in the borough.

Estate residents are one of the key groups which will be affected by the proposed PEP. The proposed PEP is the first of its kind to include all parking on Hackney estates, and follows the transfer of ownership of parking policy from Housing Services to Parking Services, which occurred in August 2021. Subject to its approval the PEP will seek to harmonise on-street and estate parking policy, which will include many changes to the way in which parking is managed on estates.

Borough-wide consultation

In order to ensure that the policies proposed within the PEP are fit for purpose, Parking Services conducted a full scale consultation with the public and other stakeholders from 16 August 2021 to 15 November 2021. The consultation ran for a period of 13 weeks to allow for a bank holiday and religious festivals and was largely conducted via online and paper versions of a questionnaire, as well as a number of engagement sessions. Groups that were considered most likely to be affected by the proposals were engaged more thoroughly in order to ensure that they had ample opportunity to comment on proposals that affect them. The consultation is also discussed further within section 3 of this report.

PEP permit listening exercise

Following analysis of the feedback received from the borough-wide consultation, the proposed policies for permit prices required further development. The updated proposals were then subjected to a listening exercise, which took place over three weeks in June and July 2022. Like the initial consultation, the listening exercise was conducted via online and paper versions of a questionnaire, engagement sessions were also run. The listening exercise is also discussed further within section 3 of this report.

2. Who are the main people that will be affected? Consider staff, residents, and other external stakeholders.

1. Residents who live in an on-street property

Residents who live at an on-street property are those who reside in Hackney within a property that is not owned or managed by either Hackney Housing or other private housing associations within the borough.

If they do not live in a car free development as stipulated within their section 106 agreement, this group is usually entitled to a resident permit. These are issued to customers whose main home is within a parking zone in Hackney. Residents permit holders are entitled to purchase one on-street parking permit per person for a vehicle and/or one parking permit per person for a motorcycle (once motorcycle permits are launched). In addition, they can apply for up to 40 books of visitor vouchers per household per year, as well as parking suspensions or dispensations where they have a specific need, such as when moving home.

2. Residents who live in a Hackney Council estate, or private estate where parking controls are managed by Hackney Council

Hackney Council manages parking on over 90 Hackney Council-managed estates, together with a handful of estates managed by other housing providers, who have asked Hackney Council to manage parking on their estate on their behalf. Housing estate residents are generally able to purchase one estate permit per household (depending on the estate's availability) and one permit per person on-street. In addition, they are able to purchase up to 2 books of visitor vouchers per month, though this limit again varies based on the availability of parking on each estate, with some estates not able to accommodate any visitor parking.

Hackney Council estates are home to a diverse population of people with different parking needs. The estates residents which fall under protected characteristics (such as estate residents with a disability) will be discussed in the relevant section.

This PEP is the first that includes a breakdown of all the parking policies applicable to estates residents. This follows the transfer of ownership of parking policy in Hackney from Housing Services to Parking Services. Estate residents are likely to be affected by a number of proposals in the PEP as Parking Services are working towards the objective of aligning all parking products and services that are available on-street (and appropriate) to estates. An analysis of how these recommendations could affect estates residents if agreed will be conducted in section 4a and b of this report.

3. Health/ social care/ NHS workers

Health and social care and NHS workers (referred to in the report as “Health and social care workers”) are people who work in the health and social care sector. This covers a variety of professions and services such as adult social care, nursing and general practitioners, and community based staff, such as midwives. Health, social care and NHS workers are one of the largest employment groups in the borough.

During the Covid 19 pandemic, Hackney Council was the first local authority to support key workers on the front line of the borough’s response to the pandemic through the launch of a parking exemption scheme, which operated from spring 2020 until summer 2021. Following the cessation of the key worker exemption list the PEP has attempted to make extra provisions for key health and social care related workers through the community support permit (which will be discussed further in section 4a).

Health and social care workers are also subject to many of the enforcement measures applicable to other groups such as residents and businesses. They must therefore be made aware of how any proposed changes within the PEP may affect them.

Health and social care workers who live within the borough are entitled to the same permits and vouchers as other residents. If their workplace is within the borough through their organisation they can also apply for a health and social care permit as long as they fit the eligibility criteria (30% of their time on the road visiting patients providing care in the community). Hackney Council plans to revise the health and social care permit in this PEP to expand its eligibility and include other organisations that provide key care in the community.

4. Businesses

Businesses in Hackney help to drive the local economy and provide employment for local people. The PEP recognises the need for a fit and sustainable local economy and will support the growth of sustainable transport options for businesses through the implementation of Electric Vehicle Charging parking policy (EVCP).

Businesses that have a premise within the borough are able to apply for business permits. Business permits enable businesses who have essential use of a vehicle for their business practices to park in their home zone. Businesses can apply for five business permits per premise; each permit can have three vehicles on it but can only be used by one vehicle at a time.

5. Visitors to the borough

Hackney continues to encourage visitors to the borough, but to do so sustainably using walking, cycling or public transport wherever possible, with parking prioritised for those who really need it. The Council has recommended that visitor parking is not prioritised over other types of parking within the planned hierarchy of parking needs and parking kerbside space management. This is in order to ensure that parking supply is maintained for groups with greater access needs and for vehicles which will contribute to lower emissions, while leading to an overall reduction in shorter car journeys. Residential parking is also prioritised over short stay and visitor parking.

Visitors to the borough generally use two of our products and services, namely short stay (pay and display) parking and visitor vouchers. This PEP proposes a number of changes to short stay parking, largely in pursuit of the Council's sustainability objectives these include:

- A differential pricing structure for short stay parking based on vehicle emissions and locations including a petrol and diesel surcharge
- To gradually move to cashless parking (with the launch of offering Paypoint as a way for customers who still want to use cash)
- Increasing the price of visitor vouchers to strengthen the incentives to use public transport over cars for a greater number of journeys.

6. Blue Badge holders - and Hackney residents with disabilities

In Hackney, we provide parking for people with disabilities and Blue Badges. All Blue Badge holders (both Hackney residents and non-residents) are given top priority within the Council's hierarchy of parking needs, and Hackney Council enables visiting Blue Badge holders to park in pay and display bays, shared used and general use disabled bays. Blue badge holders can also park up to three hours on yellow lines (single and double), where no loading restrictions are present.

Hackney residents with a Blue Badge can park in the locations mentioned above and are also entitled to a free companion e-badge, for up to three years. The companion e-badge allows Blue Badge holders to park in their home parking zone without a need to display their Blue Badge. If eligible, the companion e-badge also links to the personalised permit bay provided for residents with the greatest mobility needs (subject to external assessment approval arranged by Parking Services).

Policies that directly affected Blue Badge holders are:

- allowing Blue Badge holders to park in 'permit bays'.

7. Hackney Council staff

Hackney Council staff are subject to the same rules in the proposed PEP 2022-27 as all other stakeholders. The hierarchies of parking needs and parking kerbside space management do not support commuter parking and visitor parking within the borough remains Hackney Council's lowest priority. Council staff are encouraged to travel into work sustainably and that service areas that use a vehicle in the day-to-day operations opt for the most sustainable vehicle fleets.

Council officers who are required to drive as part of their role can apply for and use an internal all zone parking permit. In order to prioritise space for residents, all-zone permits issued to Council officers cannot be used in resident-only bays in Parking Zone D surrounding the Council civic campus which includes Eleanor Road, Florfield Road, Penpoll Road, Reading Lane, Royal Oak Road, Sylvester Road, Wilton Way.

8. Hackney Council partners

The Council works to support our partners in delivering key services in the borough, such as the police, fire brigade, 3rd sector organisations, and car club providers.

Currently the police and the fire brigade can apply for an external all zone parking permit for their non-marked vehicles providing essential services in the borough. Liveried police or fire brigade vehicles are exempt from parking controls if they are being used in the line of duty when parked.

In addition, a number of other 3rd sector organisations operate in Hackney, providing valuable services to the public. Consideration of the impact of these proposals on the ability for these groups to support residents and make a valuable contribution to society have also been considered in this EIA, building on knowledge gained during the Covid 19 pandemic.

Car club providers offer either a dedicated bay service where vehicles are picked and returned to the same location or a floating car club which allows a point-to-point pick up and drop off. Parking Services provides parking bays or space across the borough to facilitate this service. As the Council continues to promote sustainable travel options over the use of a private vehicle, proposals are in place to move car club priority above resident parking in the hierarchy of parking needs.

9. Worker in the borough

The Council's policies are aimed at encouraging workers to travel sustainability into or around the borough. The Council will continue not to support commuting by motor vehicles, as the hierarchies of parking needs and parking kerbside space management do not support commuter parking, and visitor parking within the borough remains Hackney Council's lowest priority.

10. Protected characteristics

Protected characteristics	How the new Parking and Enforcement Plan (PEP) would impact them
Age	<p>Older people may be disproportionately likely to have mobility problems and rely on their cars (and therefore the ability to park) for transport. They may also have greater dependence on formal or informal carers/support workers who generate parking needs. Older people residing in care homes (and their visitors) may have additional parking needs. In addition, older people are less likely to be digitally literate, though it is recognised that this is gradually changing.</p> <p>Younger people/children (and their carers) may be differentially affected by parking controls if they require to be transported by car to relevant facilities. Children may also be challenged by the effects of parking stress where that can lead to air quality impacts.</p> <p>In respect of mitigations, Hackney Council offers over 60s a 50% discount on the first 24 books of visitor vouchers bought each year, as we recognise the importance of regular visits from friends, family, and informal and formal carers, in ensuring that older people are able to maintain their independence. In addition, older residents are more likely to be blue badge holders - measures in place to support blue badge holders are outlined below.</p> <p>In respect of access to services, Hackney Council recognises that - while the vast majority of customers prefer to self serve online (97% of customer purchase their permits or vouchers online, and 98% of people parking in short stay bays opt for RingGo over pay and display machines) - it is important that consumers are not disadvantaged through greater digitalisation of services.</p>

	<p>In relation to short stay parking, Hackney’s proposals, which initially proposed to move to 100% cashless, have been revised in light of consultation feedback, with the new aim being to undertake a gradual transition, driven by customer choice, meaning machines that are in high usage will remain. In addition, we will strengthen our offer for those who wish to pay with cash, by partnering via our cashless parking provider with Paypoint, who can take cash payments via a network of terminals in shops across the borough.</p> <p>This alteration ensures there are still alternatives where technological solutions are favoured.</p> <p>In addition, Hackney, unlike many other boroughs, still issue physical voucher scratchcards for those who prefer them over electronic vouchers, and enable all its products to be bought by post, as well as online, so as to not disadvantage those who cannot use, or are not comfortable using, online self service channels.</p> <p>In respect of children, Hackney’s rollout of school streets, junction protection through the rollout of parking zones, and low traffic neighbourhoods, are all designed to make it easier and safer for children to travel in their neighbourhoods, and to reduce the adverse impact of poor air quality on child health.</p>
Disability	<p>Disabled residents (such as those with physical disabilities who face mobility challenges, or mental illness that mean they require close supervision) may be disproportionately reliant upon vehicles to be able to maintain their independence impacted by the amount of parking spaces available for their use or how parking controls are designed. This may cover both vehicles they own themselves, or which are used by formal or informal carers.</p> <p>The PEP 2022-27 will strengthen Hackney’s support for blue badge holders, by extending the range of bay types that blue badge holders can park in to include general use permit bays, in addition to existing provisions for blue badge holders to park in shared use and short stay bays, together with the statutory exemptions for parking on yellow lines set out in the national guidelines. This expansion was generally supported. Two show and tell sessions held with organisations that work with people with disabilities were held for the initial PEP consultation, as a part of the effort to reach out to</p>

	<p>disability groups to ensure that they were consulted regarding proposals. In addition, Hackney’s programme of installing personalised disabled bays for those with the highest levels of need, ensures that we can provide safe and accessible parking close to the homes of those who rely on their vehicle to be able to play an active part in society.</p> <p>As a result of the changes that will be made, there could be some positive impacts for disabled drivers, who will benefit from being able to park using their blue badge in a wider range of locations. In addition, a greater focus on tackling Blue Badge fraud and misuse will mean that genuine blue badge holders will find it easier over time to find parking in a range of locations provided for blue badge holders.</p>
Gender reassignment	It is not anticipated that the rules governing parking in Hackney, together with the proposals to be implemented over the lifespan of this PEP, will have any particular impact on this characteristic.
Marriage and civil partnership	It is not anticipated that the rules governing parking in Hackney, together with the proposals to be implemented over the lifespan of this PEP, will have any particular impact on this characteristic.
Pregnancy and maternity	It is not anticipated that the rules governing parking in Hackney, together with the proposals to be implemented over the lifespan of this PEP, will have any particular impact on this characteristic.
Race	<p>During the listening exercise, there were responses that raised their concerns that the proposals, specifically in relation to permit price proposals, would adversely affect people who were minority ethnic, “due to likely being in a low-income demographic”.</p> <p>Hackney traditionally has a significant minority ethnic population living in the borough, therefore any policy introduced will likely impact the minority ethnic community in Hackney.</p> <p>Hackney Council acknowledges that the policies developed to reduce the use of high polluting vehicles over time, with pricing being a major driver in delivering this, will affect the affordability of driving for some residents, with those who are on low incomes most affected, due to being least able to afford to pay more. As a result, the changes may have an indirect impact upon people from certain</p>

	<p>backgrounds that are on average poorer than other groups.</p> <p>Hackney Council has given due regard to this, by proposing a number of mitigations to help people to transition to less polluting vehicles, or away from owning a car entirely. These include:</p> <ul style="list-style-type: none"> - Implementing a phased transition to the new charging structures, with most permit types seeing new prices phased in over 5 years (and estate permits over 7 years, in recognition of the larger scale of the pricing transition), to give drivers plenty of time to consider whether their vehicle is affordable in the long term, and whether or not to change their vehicle for a cleaner, less polluting model, or move towards more sustainable modes of transport, such as car clubs, public transport, or bicycles. - Early communication with drivers to inform them in year 1 of what the proposals will mean for them, so that they can make early, informed choices, based on their own circumstances. - A 13 band charging structure, meaning that drivers can continue to obtain parking permits at a much lower annual cost, by choosing to move to a greener vehicle. <p>For visitor vouchers, Hackney Council has mitigated the impact of its desire to reduce the overall level of vouchers used, by ensuring that those who purchase high numbers of vouchers pay a premium for doing so, which will suppress demand where, for example, vouchers are being used for home refurbishments, while keeping prices low for those who purchase relatively low numbers of vouchers each year.</p>
<p>Religion/belief (including non-belief)</p>	<p>Hackney's population has a wide range of different beliefs, and includes a large Christian, Orthodox Jewish and Muslim community. The religious practices and needs of these communities and potential differential impacts on persons with these protected characteristics have been given due regard in the development of these policies.</p> <p>The main impact of parking controls in religious groups relates to the ease with which people can visit places of worship, particularly when parking controls are in operation, and the ability of friends and families to come together to celebrate religious festivals.</p>

	<p>In addition, the Orthodox Jewish community is limited from using vehicles or technology to pay for parking during religious celebrations.</p> <p>Under the PEP 2022-27, Hackney Council has announced that it will no longer offer non-enforcement or parking suspensions to facilitate religious festivals in future.</p> <p>In reaching this decision, Hackney Council have carefully considered our public sector equalities duties in respect of parking, together with the other legislative considerations we are required to consider which are outlined in the PEP 2022-27.</p> <p>In doing so, Hackney Council has determined that the previous policy of suspending enforcement for religious holidays would make it more difficult for all residents in any area to find parking near their homes, and resulted in inequalities in how and where it was implemented, and who was affected by its use.</p> <p>Following analysis of feedback from religious organisations, we have concluded that the provision of visitor vouchers adequately addresses the needs of residents wishing to welcome visitors from outside the borough that drive in for a variety of reasons, including the celebration of religious festivals. These can be activated or placed in a vehicle prior to it commencing. As such, visitor vouchers provide a flexible and easy-to-use approach to parking over religious holidays, that does not adversely affect people’s ability to observe festivals or prayers in accordance with their faith.</p> <p>In respect of attending places of worship, Hackney Council has and will continue to seek to ensure that visitor parking is available near places of worship, with an emphasis on providing convenient access for blue badge holders who need access to convenient parking nearby.</p>
Sex	It is not anticipated that the rules governing parking in Hackney, together with the proposals to be implemented over the lifespan of this PEP, will have any particular impact on this characteristic.
Sexual orientation	It is not anticipated that the rules governing parking in Hackney, together with the proposals to be implemented over the lifespan of

	this PEP, will have any particular impact on this characteristic.
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3. What research or consultation(s) have been carried out? Please provide more details, together with a summary of what you learned.

1. Pre-consultation

Engagement within Parking Services

A key part of the formation of the Parking and Enforcement Plan (PEP) included engaging with Hackney Council stakeholders and staff members who could provide effective knowledge to help formulate the proposals in the plan.

The Parking Policy Team within Parking Services held many internal “PEP project board meetings” with senior managers and staff members in Parking Services to get their input into the plan. They covered the following areas:

- ULEV
- footway parking
- CCTV and enforcement
- hierarchy of kerbside space
- engaging the community
- parking provisions and services
- visitor vouchers
- sustainable transport
- permits
 - health and social care
 - business
 - market trader
 - car club
 - doctor’s
 - all zone
 - resident
- estates
- parking zones
- parking supply and charges
- PEP objectives
- PEP recommendations.

From these meetings, the Parking Policy Team were able to refine the proposals in the PEP to ensure that they were fit for purpose. This was achieved by utilising the knowledge base within Parking Services and was especially important when chapters in the PEP contained technical details which needed consultations with staff who possess the relevant knowledge.

Engagement with internal stakeholders (outside parking services)

Parking Services also engaged with other internal stakeholders who would be directly impacted by the proposals in the PEP. These included:

- Streetscene Service.
- Land, Water and Air Service.
- Housing Services
- Adult Social Care Services.

Streetscene, and Land Air and Water Services were consulted during the drafting of the objectives and recommendations of the PEP and were given draft copies and draft chapters of the PEP to review. Feedback was received as comments on these documents and also through a monthly meeting held between Streetscene, Land, Water and Air and Parking Services.

Two meetings were held with Housing Services and the Housing Participant Engagement Team to determine how best to engage with Hackney Housing estate residents. This group is anticipated to be one of the most affected by the proposals in the PEP following the proposed transfer of Housing estate parking policy to Parking Services. The Housing participant engagement team also provided some key avenues to access housing resident group leads and suggested methods of engagement.

The Parking Policy Team approached Adult Social Care Service to enquire about their parking needs, particularly following the changes that have happened over the past year and throughout the coronavirus pandemic. This group informed Parking Services about some key elements of their own service that work within the community and spend much of their time on the road. This also directly impacted the proposal to change the Health and Social Care Permit into the Community Support Permit.

2. Borough-wide consultation

Consultation approach

Parking Services carried out a borough-wide consultation in order to receive the views of key internal and external stakeholders. These include residents, businesses, local communities, visitors and workers in the borough.

The consultation process started on 16 August 2021 for a period of 13-weeks. Its aim was to reach as many individuals and organisations as possible during the consultation, with the quality of responses taking precedence over the number of responses received. The consultation received 4889 responses. The breakdown of the consultation participants was as follows: (please note that participants can select more than one option).

- 61% were Hackney resident
- 12% commuters
- 11% worker in the borough
- 3.76% business owner
- 3.15% Blue Badge holder
- 2% Health and social care worker
- 1% visitors

22% of respondents also indicated that they lived on a Hackney estate.

Stakeholder consultation

Stakeholders and key partners were offered an online meeting to discuss the proposals and provide feedback during the consultation. These included but were not limited to:

- Hackney borough police
- Hackney Housing
- London Councils
- Members
- NHS Primary Trust
- Streetscene
- The Department for Transport
- Transport for London.

Key internal and external stakeholders were sent an email or letter detailing the proposed recommendations. They were asked for their feedback and offered a chance to discuss the draft proposals in person in a one to one meeting or focus group (for hard to reach groups). All the findings from these stakeholder consultations were used to shape the final proposal.

Public consultation

The consultation was available through the Council's online feedback portal (citizen space). All permit holders in the borough were sent a consultation pack by email or otherwise were sent one by post if they previously applied by post for products and services and requested it. Additional consultation packs were also available on request.

There were a range of engagement tools used to maximise both stakeholder and community engagement. This included:

Communications campaign

The proposed Parking and Enforcement Plan (PEP) 2022-27 was subject to a varied and far-reaching communications campaign. An inventory of actions and activities are detailed with dates below:-

Print (including digital)

- Press release on Hackney website - 26/07/2021. The Hackney website parking pages were used from the start of the consultation to advertise the consultation. It stated where copies of the consultation booklet and questionnaire could be obtained, announced public events and encouraged the reader to respond online.
- JCDecaux - Signs located around the borough. These were advertised to a wide range of stakeholders who travel in the borough from 05/10/2021 to 19/10/2021.
- Banners - 2 banners were placed in the HSC from 20/08/2021 to 16/11/2021.
- Posters (660 both internal and external). These were placed both on-street and in public buildings from 15/08/2021. Other posters were provided for Hackney housing estates in late August 2021.
- Digital notice boards (in Hackney housing estates). These were placed across 5 locations from 12/10/2021.
- Consultation packs consisting of a booklet and questionnaire – these explained why we were consulting and the options available. 639 of these were dispatched to residents and businesses who applied via post and requested a paper consultation on 14/09/2021.
- Staff headlines - council staff were notified of the start of the consultation on 18/08/2021 through the council-wide email newsletter; a second notification reminding them of how they could take part was sent out via the newsletter a few days before the consultation closed.

Newspaper advertisements

- Hackney life/Hackney today - Two editorials were published as part of the 'Have your say' section of the publication on 13/09/2021 and 15/10/2021. Both editorials featured details of the consultation, including the closing date and where to fill in the survey and contact details of the Parking Policy Team.
- Hackney Gazette - Adverts were published on 19/08/2021, 16/09/2021, and 04/11/2021. These included details of the consultation, including the closing date and where to fill in the survey and contact details of the Parking Policy Team.
- Londra Gazette - Adverts published on 19/08/2021 and 09/09/2021 in Turkish speaking newspaper. These were followed by the publication of an editorial on 07/10/21. Both adverts and the editorial published details in Turkish of the consultation, including the closing date and where to fill in the survey and contact details of the Parking Policy Team.
- Jewish Tribune - Adverts published on 01/09/2021 and 15/09/2021 in Haredi Jewish newspaper. These were followed by the publication of an editorial on 25/10/2021. Both adverts and the editorial published details of the consultation to the Haredi Jewish community, including the closing date and where to fill in the survey and contact details of the Parking Policy Team.

Social media and online advertising

- Twitter posts were made to announce the opening of the consultation and engagement sessions. Posts were also used to announce engagement session reminders and the consultation closing. A total of 24 posts were made for these purposes between 16/08/2021 and 15/11/2021.
- Facebook posts were made to announce the opening of the consultation and engagement sessions. Posts were also used to announce engagement session reminders and the consultation closing. A total of 22 posts were made for these purposes between 16/08/2021 and 15/11/2021.
- Adverts were also run on the Hackney Gazette website on 02/09/2021, 30/09/2021, 14/10/2021, and 28/10/2021. These included details of the consultation, including the closing date and where to fill in the survey and contact details of the Parking Policy Team.

Email communication

- Email responses to queries regarding the consultation totalled 112 between 16/08/2021 - 15/11/2021.
- On 16/08/2021, an email was sent to 30,632 Hackney permit holders informing them of the consultation and details of how to provide their feedback online.

30,427 of the emails were delivered successfully, 4 were delayed in sending, and 201 of the email addresses were returned and failed to deliver.

- On 27/09/2021 an email was sent to 26,957 Hackney permit holders informing them of the consultation and details of how to provide their feedback online. The email was sent as a reminder to permit holders who had not yet completed a questionnaire response. The text also contained an invitation to the online drop-in session on 05/10/2021. 26,761 of the emails were delivered successfully, while 196 of the email addresses were returned and failed to deliver.

Face-to-face engagement

- A face-to-face drop-in session was held at the Assembly Rooms, Hackney Town Hall, Mare Street, London E8 1EA on 05/10/2021. The session informed and raised awareness of the consultation, explained the proposals in full, and was attended by a total of 46 people where a link to the online questionnaire was also provided.
- Tenant and Resident Associations were also engaged at two meetings; one to the Rhodes Estate Community Centre on 6 October 2021 attended by 15 people, and the other to the Stamford Hill Panel on 19 October 2021 attended by 14 people. Attendees to both meetings were signposted to the online consultation and encouraged to submit their views.

Online and phone call engagement

- Online drop-in, call-in, and question and answer sessions were held as part of the consultation process. These events were hosted remotely online or via telephone over the course of the consultation (due to the pandemic) and provided valuable forums where the public and other Council officers were able to discuss the proposals with Parking Policy Officers. These occurred on the following dates:-

Online drop in sessions dates:-

- **Drop-in session 1 (public):** 07/09/2021 from 11:00-12:00
- **Drop-in session 2 (public):** 30/09/2021 from 14:00-15:00
- **Drop-in session 3 (public):** 08/10/2021 from 12:00-13:00
- **Drop-in session 1 (estate residents):** 04/11/2021 from 17:00-18:00
- **Drop-in session 2 (estate residents):** 04/11/2021 from 18:30-19:30

Call in session dates

- **Call-in session 1 (public):** 24/08/2021 from 14:00-18:00
- **Call-in session 2 (public):** 20/09/2021 from 12:00-16:00
- **Call-in session 3 (public):** 08/10/2021 from 12:00-18:00

Online 'show and tell' meetings for specific groups

- **Disability group session 1:** 27/08/2021 from 11:00-12:00
- **Estate residents group session:** 01/09/2021 from 14:00-15:00
- **Health and social care group session:** 12/10/2021 from 11:00-12:00
- **Disability group session 2:** 24/11/2022 from 17:30-18:30

Online 'show and tell' meetings for Hackney staff

- **Corporate session 1:** 19/08/2021 from 12:30-13:00
 - **Parking session 1:** 07/10/2021 from 11:00-12:00
 - **Parking session 2:** 13/10/2021 from 11:00-12:00
 - **Parking session 3:** 14/10/2021 from 10:00-11:00
 - **Parking session 4:** 17/11/2021 from 10:00-11:00
- Member's consultation packs:- To ensure all councillors were informed of the proposals and could advise their constituents accordingly, they were provided with packs that outlined the proposals.
 - Customer contact team – Frequently asked questions and a fact sheet were provided for front line staff who may have been approached about the PEP, together with details of how to pass over any enquiries requiring further investigation to the parking policy team, who would then respond to them.

Post- consultation focus group

The focus group took place online on 30 March 2022. The focus group consisted of volunteers from the public. The group was asked for feedback on certain proposals from the PEP.

- Hierarchy of parking needs
- Parking kerbside space management
- Additional vehicle household surcharge
- Variable visitor voucher limits
- Short stay parking differential parking structure
- Estate resident visitor voucher prices and allocations
- Estate business permit

The feedback from the focus group was analysed and used to inform the PEP.

PEP permit listening exercise

The PEP permit listening exercise was available through the Council's online feedback portal (citizen space). All permit holders in the borough were sent a consultation pack by email or sent one by post if they previously applied by post for products and services. Additional consultation packs were also available on request. 3135 responses were received for the PEP permit listening exercise. The breakdown of the consultation participants was as follows: (please note that participants can select more than one option):

- 66% of the responses came from Hackney residents,
- 9% for workers in the boroughs and commuters.
- 3.61% of respondents held a blue badge.
- 34% of participants live on a Hackney estate.

There was a range of engagement tools used to maximise both stakeholder and community engagement. These included:

Print (including digital)

- Posters advertising the details of where stakeholders could have their say including signposting to where this could be done online. These were distributed around the borough in various locations on 17/06/2022.
- A post in the 'Staff Headlines' email which notified staff members of the start of the three week period offered to obtain views on newly proposed parking permit prices. This was sent 17/06/2022.
- A press release which contained details of the three week period offered to obtain views on newly proposed parking permit prices. This included the reasons for the proposals and details of call-in and drop-in sessions. This was released 20/07/2022.
- A pack consisting of a booklet, letter, and questionnaire – explaining the reason for the additional feedback period and the options available. 830 of these were produced and dispatched to those residents and businesses who applied via post and requested a paper consultation on 24/06/2022.

Newspaper advertisements

- Jewish Tribune - Adverts published on 15/06/2022 in Haredi Jewish newspaper. The adverts published details of the additional feedback period to the Haredi Jewish community, including the closing date and where to fill in the survey and contact details of the Parking Policy Team.

- Hackney Gazette - Advert published on 16/06/2022. This included details of the additional feedback period, including the closing date and where to fill in the survey and contact details of the Parking Policy Team.
- Londra Gazette - Advert published on 16/06/2022 in a Turkish speaking newspaper which gave details in Turkish of the additional feedback period including the closing date and where to fill in the survey and contact details of the Parking Policy Team.

Social media and online advertising

- Twitter posts were made to announce the opening of the additional feedback period and engagement sessions. Posts were also used to announce engagement session reminders and the consultation closing. A total of 4 posts were made for these purposes on 16/06/2022, 24/06/2022, 27/06/2022, 04/07/2022
- Facebook posts were made to announce the opening of the additional feedback period and engagement sessions. Posts were also used to announce engagement session reminders and the consultation closing. A total of 4 posts were made for these purposes on 16/06/2022, 24/06/2022, 27/06/2022, 04/07/2022
- Adverts were also run on the Hackney Gazette website on 24/06/2022. These included details of the additional feedback period including the closing date and where to fill in the survey and contact details of the Parking Policy Team.

Email communication

- Email responses to queries regarding the consultation totalled 112 between 15/06/2022 - 06/07/2022.
- On 16 June 2022 an email was sent to 28,891 Hackney permit holders informing them of the opportunity for them to provide additional feedback over a three week period and details of how to provide their feedback online. The text also contained an invitation to the online drop-in session. 28,747 of the emails were delivered successfully, while 144 of the email addresses were returned and failed to deliver.
- On 27 June 2022 an email was sent to 28,878 Hackney permit holders informing them of the opportunity for them to provide additional feedback over a three week period and details of how to provide their feedback online. The text also contained an invitation to the online drop-in session 29/06/2022. 28,739 of the emails were delivered successfully, while 139 of the email addresses were returned and failed to deliver.

- Staff headlines is a weekly email sent out to staff where staff can place messages. A post in the staff headlines on 17/06/2022 notified staff members of the start of the additional feedback period.

Online and phone call engagement

- Online drop-in, and call-in sessions have been held as part of the additional feedback process. These events were hosted remotely over the course of the additional feedback period and were held online and via telephone where the public were able to discuss the proposals with Parking Policy Officers. These occurred on the following dates:-

- Drop-in session 1 (staff): 27/06/2022 from 10:00-12:00
- Drop-in session 2 (public): 29/06/2022 from 18:30-20:00

Call in session dates

- Call-in session 1 (public): 24/08/2021 from 09:00-17:00

Emails to stakeholders

On 16 June 2022 an email was sent to 28,891 Hackney permit holders informing them of the opportunity for them to provide additional feedback over a three week period and details of how to provide their feedback online. The text also contained an invitation to the online drop-in session. 28,747 of the emails were delivered successfully, while 144 of the email addresses were returned and failed to deliver.

On 27 June 2022 an email was sent to 28,878 Hackney permit holders informing them of the opportunity for them to provide additional feedback over a three week period and details of how to provide their feedback online. The text also contained an invitation to the online drop-in session 29/06/2022. 28,739 of the emails were delivered successfully, while 139 of the email addresses were returned and failed to deliver.

4. Equality impacts

This section requires you to set out the positive and negative impacts that this decision or initiative will have on equalities.

Detailed information on how to consider the impacts on equalities is included in 'Guidance on equalities based planning and decision making' which can be downloaded from the intranet [here](#).

4 (a) What positive impact could there be overall, on different equality groups, and on cohesion and good relations?

Many of the recommendations and changes in the Parking and Enforcement Plan (PEP) may affect a number of the groups that were identified in section 1 and also some more specific groups. To prevent repetition the proposals that have positive impacts will be assessed individually with the groups they affect bulleted or mentioned below.

Hierarchy of parking need and parking kerbside space management

The PEP proposes to revise the hierarchy of parking space and parking kerbside space management (formally hierarchy of kerbside space). This is what Parking Services uses to inform policy decisions and who to prioritise in them.

- Residents who live in an on-street property and residents who live on a Hackney Housing estate - Residents feature on our hierarchy of parking needs unlike commuters who do not feature on the list and above visitors to the borough. This is a benefit to residents as we prioritise the parking needs for those who live in the borough.
- Businesses - feature on our hierarchy of parking needs above short stay shoppers and visitors. This will benefit businesses as we seek to as we prioritise parking in our town centres for local businesses over visitors, thereby enabling them to operate efficiently, and grow..
- Ultra low emission vehicle owners - Ultra low emission vehicles and electric parking bays are both featured high in their relevant tables. This could benefit all members of groups who own these types of vehicles.
- Visitors - feature on our hierarchy of parking needs. Although at the bottom of the hierarchy they do have priority over groups not located on the hierarchy such as commuters.
- Disabled residents - Blue Badge holders are the top of the hierarchy of parking needs and the hierarchy of kerbside space with personalised bays (bays registered to one companion e-badge), registered disabled bays and general use disabled bays as the top three rated uses of kerbside space. This benefits residents with disabilities as their parking needs are prioritised.
- Partners - Parking Services is recommending car clubs to move up in priority, as they represent a sustainable alternative to owning a private car. This change in prioritisation, and our wider commitment to growing car clubs in Hackney, should make access to a vehicle for those who need it, but who may not be able to afford to lease or own one, more affordable. There are no proposed changes to other partnerships with the Council.

- Public or third sector organisations delivering essential services - the hierarchy of parking needs recognises the requirement to support organisations that need to drive to provide operational services on behalf of Hackney residents. Public and third sector organisations have been separated from local business, service operational parking and servicing, as the priority is deemed greater and requires consideration on its own merit.

13 band charging structure

Parking Services have proposed to increase the amount of bands in the emissions based permit structure from five to 13.

- Motorists with vehicles with engines under 125cc- Additional layers of under 50cc and 51cc to 124cc have been included in the parking permit price structure.
- Businesses- there is no longer a zone A & B band for business permits. This is beneficial to businesses in zone A & B as they do not have to pay more for a business permit than businesses located in other parking zones in Hackney.
- Council staff - departments wanting to go green will be incentivised to do so by a lowering of the Internal All Zone Permit price from its current base price of over £1000 a year, to only £50.
- All groups (apart from visitors) - residents moving to electric or low polluting vehicles will pay substantially less than those driving high-polluting vehicles.

Proposed customer service improvements

Parking Services have also proposed a commitment to find new ways to inform customers of parking updates and information that may affect them.

- Residents (estate and on-street), businesses, disabled residents: - Our proposed customer service improvements will make Parking Services more accessible to residents in regard to receiving communication updates about parking, and getting a helping hand when using Parking services. .

Parking zones

The focus of the recommendations in the parking zone chapter are to decrease parking stress, improve road safety, the street environment, and air quality in Hackney housing estates. The PEP proposes a number of recommendations about parking zones which will be discussed below.

- Residents on estates - The PEP proposes to assess the parking stress of all uncontrolled estates and consult on estates where there is high parking stress of potential safety issues. Estate residents may benefit from this scheme due to increased safety and the option of purchasing a permit where controls are introduced, thereby providing a much higher likelihood of finding parking close to their homes than may currently be the case. Parking Services have also

proposed that if there is a consultation in relation to an on-street parking zone, that another simultaneous consultation will be conducted in any estate that falls within the boundary of that new zone. This provides a positive impact on estate residents as having an uncontrolled estate within the boundary of a controlled parking zone can cause displacement parking. This gives estate residents a choice in how they control parking in their area, and also works to mitigate the potential effects of a further recommendation, namely to carry out parking zone consultations in all uncontrolled on-street areas. Furthermore, Parking Services has proposed to follow the same approach applied to on-street consultations during the lifespan of the PEP. This would again work to equalise the process between on-street and estate residents.

Parking permit fees for all-electric vehicles

The PEP proposes to introduce a fee for all electric parking permits that is not cheaper than the price of renting a cycle hangar.

- All groups- This recommendation benefits all groups as parking permits at a higher price point will encourage motorists to switch away from motor vehicles to more sustainable transport, which could potentially improve air quality and road safety.

Car sharing permit

The PEP proposes the introduction of a car sharing permit. The permit would offer flexibility to residents who need access to a car but do not see the advantage or are in a situation where they cannot solely own their own vehicle.

- Residents (estate and on-street) - This recommendation could work to promote community cohesion by promoting the sharing of personal assets for a joint purpose and taking cars off of the road.

Additional motorcycle permit bandings

This PEP proposes the addition of two extra bands at the bottom of the price scale in addition to the five existing bands to ensure that bikes with smaller engines are being incentivised.

- All groups (not partners and visitors) - This recommendation may provide a positive impact on estate residents on low incomes, or who use their low cc motorcycles for “gig-economy” work such as deliveries as they would be charged a lower rate for permits.

Demand-led enforcement

Demand-led enforcement is being proposed by Parking Services. This means that enforcement will be targeted based on the demand in an area rather than a set number of visits each day.

- All groups - Demand-led enforcement would benefit all groups as it would potentially reduce parking stress and improve road safety by reducing the number of vehicles that may be parking in contravention.

Footway parking and motorcycle permit campaign

The PEP recommends two awareness campaigns, one to raise awareness of footway parking and another for the implementation of motorcycle permits. These are designed to assist motorcycle riders with the rules around parking when motorcycle parking permits are introduced.

- All groups - The footway parking campaign and motorcycle permit campaign would benefit all residents, businesses and other sector employees who ride a motorcycle in Hackney as it would communicate the relevant information that they need to park in compliance and safely in Hackney.

Blue Badge holders to park in permit and resident bays

- All who hold a Blue Badge - The PEP proposes that Blue Badge holders are able to park in permit and resident bays. This will be a positive impact as it will provide disabled residents with more choice of parking that may be closer to the disabled residents location.

Parking changes on estates

All of the below changes affect residents on estates.

Emissions-based charging on estates

- The PEP proposes to gradually introduce emissions based charging for estates residents. This would positively affect community cohesion and good relations between residents on-street and on-estates as each group would be charged the same amount for a very similar product where previously estate residents were charged much less.

Three and six month permits

- Parking Services also propose that three and six month permits are introduced for estate residents on a prorated basis. This would provide estate residents who may not be able to easily afford a year in one payment the option to pay in smaller instalments. This will provide access to permits for a greater group of

people. Estate residents would also benefit from greater choice and equality with on-street residents.

Short stay parking on estates

- The PEP also proposes the introduction of short stay parking (pay and display) on estates where there is local demand and sufficient available parking space. In areas that request short stay parking this may have positive effects providing estate residents more options for when they have visitors who drive. It also would provide parity with what is available on-street.

Extending dispensation waivers to estates

- Furthermore, the PEP proposes to extend the eligibility of dispensation waivers to include estates. This would provide an equitable offering on-street and on estates, and also a service that enables free dispensation waivers for key life events such as weddings and funerals.

Variable visitor parking charges for electric vehicles

The PEP proposes to introduce variable visitor parking charges for electric vehicles depending on the location.

All groups- This recommendation benefits all groups as like with parking permits for electric vehicles at a higher price point, variable visitor parking charges for electric vehicles will encourage motorists to switch away from motor vehicles to more sustainable transport, which could potentially improve air quality and road safety, and the availability of parking for permit holders in shared use bays.

Changes to visitor parking

All of the below changes affect anyone who uses short stay parking in the borough, but mostly affect visitors to the borough.

Changes to waiting times

- It is possible that amendments to the short stay and visitor parking structure could positively impact residents within its newly identified visitor locations. The identified locations which are suggested to encompass areas of high density visitor parking could therefore be managed with shorter and more stringent waiting times which would protect shared use parking space for residents. The new locations which are proposed to carry a surcharge for all petrol and diesel vehicles could also reduce pollution of PM2.5. This could in turn positively impact those most at risk to illness and death from PM2.5 pollution such as children, older people, and those with heart and lung conditions.

15% visitor voucher price increase

- The recommended price increase of 15% for visitor parking could positively affect local visitors as an incentive towards adopting active travel alternatives for shorter journeys such as walking and cycling. This could encourage better health outcomes particularly within groups such as those on family visits with children or older people within the first stages of active retirement.

Maximum stay restrictions in car parks

- Maximum stay restrictions in car parks are also suggested which is aimed at reducing commuter parking from known pollutants of PM2.5. This would positively impact at-risk groups such as children, older people, and those with heart and lung conditions by reducing the number of polluting vehicles travelling into Hackney.

Community support permit

The PEP proposes to change the existing health and social care to the community support permit. This permit would expand the eligibility of the existing health and social care permit beyond the three organisations that can currently access it to a wider pool of organisations that provide key support work in the community (and spend more than 30% of their time on the road). This permit would also be extended to allow users to park on estates.

- Health and social care staff - This recommendation would provide parking options for more organisations who need to travel around the borough to meet clients. The extension to estates would allow support workers to park on estates when visiting patients/ clients. This could be a very positive change as it would limit the distance needed to travel between the car and the patient, which is essential if heavy equipment is also required.

Market trader permit

The PEP proposes a permit specifically for traders at Hackney's markets.

- Businesses (specifically market trader permits)- Markets are essential in providing inexpensive and affordable provisions to low income groups, and to those who live locally and without access to a private car. The Council by supporting both street markets and market traders with this proposed permit is therefore working to foster good community cohesion locally and is adequately supporting the interests of the equality groups mentioned.

Maximum stay for EVCPs

The PEP is proposing having variable maximum stay limits in dedicated electric vehicle charging point bays depending on the type of EVCP.

- Visitors: - A positive impact on perceived fairness between short stay and visitor parking user groups, (IE both ULEV and petrol and diesel groups). This would create better cohesion between the two groups and would also work towards normalising ULEVs in the eyes of other road users.
- All other groups: - Provides access to EVCPs for only the time necessary so they can be used by all.

Enforcement checks

The PEP proposes two recommendations to enhance the Council's ability to deal with Blue Badge fraud and misuse. These recommendations will affect disabled residents. They are to use I.T to assist with civil enforcement officers checks of Blue Badges and enhance efficiency and to review the impact of changes in Blue Badge parking permissions and address any potential misuse to ensure parking spaces are available for those most in need. If successful, this would reduce pressure on disabled parking, enabling those with a genuine use for the parking space to access it.

Diesel surcharge permits

Permit holders with new diesel vehicles that meet Real Driving Emissions 2 (RDE2) standards, will positively benefit from the proposed PEP policy, as they will not be required to pay the diesel surcharge. The cost of their permit will be cheaper than older diesel vehicles in the equivalent band.

4 (b) What negative impact could there be overall, on different equality groups, and on cohesion and good relations?

Where you identify potential negative impacts, you must explain how these are justified and/or what actions will be taken to eliminate or mitigate them. These actions should be included in the action plan.

Many of the recommendations and changes in the Parking and Enforcement Plan (PEP) may affect a number of the groups that were identified in section 1 and also some more specific groups. To prevent repetition the proposals that have positive impacts will be assessed individually with the groups they affect bulleted or mentioned below.

Hierarchy of parking need and parking kerbside space management

- Businesses - Parking for businesses is planned to be slightly deprioritised within the PEP's proposed hierarchy of parking needs in order to accommodate parking for Ultra Low Emission Vehicles (ULEV). This could negatively impact on

sections of the local economy who are not in a position financially to upgrade their petrol or diesel service or delivery fleets to ULEVs in a time when trading opportunities are scarce due to the impact of the coronavirus pandemic . Proposals within the PEP not to highly prioritise business parking within the hierarchy of kerbside space also risks negatively impacting on businesses who are required to maintain vehicles as an essential aspect of their operational remit. In order to mitigate these impacts, Parking Services have proposed:

- implementing the changes over 5 years, and
 - removing the additional charge for businesses in Zones A and B, which will lower the cost of purchasing a business permit for most businesses driving mid or low emitting vehicles.
- Visitors - Hackney Council will continue not to prioritise visitor parking over other types of parking. Although this could conceivably be considered as a negative impact, there is little evidence available that points to the provision of visitor parking benefiting local businesses in the long term. This, in addition to the fact that this policy remains the same as it has been since 2015, means that no mitigations are deemed necessary.

13 point charging structure

- All groups: All permit holders will be subjected to a price increase (except all zone permits). If any member of any group has a higher polluting vehicle they will be negatively impacted the most by the 13 point permit band pricing structure as they will be charged more, with those driving the most polluting vehicles, and owners of older diesel vehicles, seeing the biggest price increases. The cost of living crisis was a recurring concern in the PEP consultation responses, affecting all groups. The Council would like people to consider if they need to drive and have implemented the following mitigations to help those who do:
 - Implementing a phased transition to the new charging structures, with most permit types seeing new prices phased in over 5 years (and estate permits over 7 years, in recognition of the larger scale of the pricing transition), to give drivers plenty of time to consider whether their vehicle is affordable in the long term, and whether or not to change their vehicle for a cleaner, less polluting model, or move towards more sustainable modes of transport, such as car clubs, public transport, or bicycles.
 - Early communication with drivers to inform them in year 1 of what the proposals will mean for them, so that they can make early, informed choices, based on their own circumstances.
 - A 13 band charging structure, meaning that drivers can continue to obtain parking permits at a much lower annual cost, by choosing to move to a greener vehicle.

Additional vehicle surcharge

The PEP proposes to introduce an additional vehicle surcharge for houses with more than one vehicle.

- Residents (on-street and estate) - There will be an increased financial burden on homes with more than one vehicle. This may disproportionately affect larger families, or houses of multiple occupancy. This policy may lead to some challenges for households affected by this policy, in respect to the affordability of continuing to own or lease 2 or more vehicles.

However, when balanced against the Council's wider responsibilities to tackle poor air quality, reduce CO2 emissions, together with the council's manifesto commitment to reduce the number of vehicle miles driven in Hackney, the plan to introduce a surcharge for homes with more than one vehicle is proportionate. Nevertheless, the following mitigations will be introduced to support those households that are affected by this policy:

- The additional vehicle surcharge will be introduced as a £25 charge, with its value rising to £50 in 2024/25, £150 in 2025/26, and £200 from 2026/27, giving 3 full years for drivers to make informed choices about what they wish to do.
- Early communication with drivers to inform them in year 1 of what the proposals will mean for them, so that they can make early, informed choices, based on their own circumstances.

Proposed customer service improvement

Parking Services have also proposed a commitment to find new ways to inform customers of parking updates and information that may affect them.

No negative impacts on the different equalities group from this policy have been identified.

Parking zones

The focus of the recommendations in the parking zone chapter are to decrease parking stress, improve road safety, the street environment, and air quality. The PEP proposes a number of recommendations about parking zones which will be discussed below.

No negative impacts on the different equalities group from this policy have been identified.

Car sharing permit

The PEP proposes the introduction of a car sharing permit. The permit would offer flexibility to residents who need access to a car but do not see the advantage or are in a situation where they cannot solely own their own vehicle.

No negative impacts on the different equalities group from this policy have been identified.

Additional motorcycle permit bandings

This PEP proposes the addition of two extra bands at the bottom of the price scale in addition to the five existing bands to ensure that bikes with smaller engines are being incentivised.

No negative impacts on the different equalities group from this policy have been identified.

Demand-led enforcement

Demand-led enforcement is being proposed by Parking Services. This means that enforcement will be targeted based on the demand in an area rather than a set number of visits each day.

No negative impacts in general on the different equalities group from this policy have been identified.

However, if there is an specific enforcement issue, e.g. parking in a personalised permit bay for a blue badge holder or blocked driveway, customers can request parking enforcement by email or if urgent by phone. There is no disadvantage to customers being in a low contravention area to receive support from parking enforcement as all areas will receive regular visits, and the information captured on local compliance used to determine any change in deployment over the next period.

Footway parking and motorcycle permit campaign

The PEP recommends two awareness campaigns, one to raise awareness of footway parking and another for the implementation of motorcycle permits. These are designed to assist motorcycle riders with the rules around parking when motorcycle parking permits are introduced.

No negative impacts on the different equalities group from this policy have been identified.

Blue Badge holders to park in permit bays

No negative impacts on blue badge holders from this policy have been identified.

This policy will be monitored to ensure that there is potentially no negative impact to other equalities groups.

Changes to estates policy

All of the below may impact estate residents only

Emissions based charging on estates

The PEP proposes to introduce the same emissions based charging system on estates as it will introduce on-street (13 point band).

- Estates residents: The proposed introduction of emissions-based charging for estates rising to match on-street prices may negatively impact estate residents, particularly those with low incomes as prices would rise. While on balance this change is necessary in order to meet the council's sustainability objectives, and to move towards more equitable charging in respect of the price paid for parking permits between residents living on Hackney Council managed estates and on-street properties, a number of mitigations have been identified that will limit the impact:
 - Implementing a phased transition to the new charging structures, with estate resident permits types seeing new prices phased in over 7 years, in recognition of the larger scale of the pricing transition, which will give drivers plenty of time to consider whether their vehicle is affordable in the long term, and whether or not to change their vehicle for a cleaner, less polluting model, or move towards more sustainable modes of transport, such as car clubs, public transport, or bicycles.
 - The introduction of 3 and 6 month estate permits, which will give residents greater flexibility to purchase a cheaper permit over a shorter duration, where they are unable to afford a 12 month permit.
 - Early communication with drivers to inform them in year 1 of what the proposals will mean for them, so that they can make early, informed choices, based on their own circumstances.
 - A 13 band charging structure, meaning that drivers can continue to obtain parking permits at a much lower annual cost, by choosing to move to a greener vehicle.

Increase visitor voucher prices and changes to limits

The PEP proposes to raise the prices of visitor vouchers on estates so that they match visitor voucher prices on-street after a seven year transition period.

- Estate residents: In the PEP there is a proposal to change visitor voucher prices and allocations on estate so that it harmonises with on-street. This may negatively impact estate residents as they would be charged more for their vouchers (although still at a lower rate than their on-street neighbours are charged for a similar service). To mitigate this Parking Services have proposed:
 - a seven year transition period for the vouchers to come into place to prepare residents.
 - Monthly voucher limits will also be changed to an annual limit per estate, in order to give estate residents more flexibility about how often they want to purchase vouchers.
 - 2 hour vouchers will be introduced at the end of the transitional period, which will give estate residents a more cost effective way to enable those visiting for a short period to be able to park, when compared to one-day vouchers.

Extend film voucher eligibility to estates

Proposal to extend the eligibility of film vouchers so film companies can use them to park on estates

- Estate residents - There is the potential for another negative impact from the extension of film vouchers to include parking on estates. This may cause increased parking stress limiting the parking options for estate residents. To mitigate this:
 - the process that is in place within the Council for parking on estates only in estates where parking stress is deemed sufficiently low and space is available will production companies be able to park on the estate.

Increase in visitor voucher prices

The PEP proposes to increase the price of visitor vouchers by 15%.

- Residents (on-street and estate):- This may have a negative impact on residents, as it would cost more to have visitors, and the amount of visitors may be reduced if they themselves are reliant on travelling by car. In particular, disabled and / or elderly residents, who are more reliant on visits from family, friends, and informal or formal carers, may not be able to afford as many visitors. To mitigate this:
 - Over 60s and blue badge holders will continue to benefit from 50% off the first 24 books of visitor vouchers bought each year.
 - Prices will be scaled, with prices kept low for those buying relatively small numbers of vouchers each year (1-10 books) with prices rising the greatest amount for those buying the highest number of vouchers.

Zonal limits and allowances for visitor vouchers in different areas

The PEP has recommended a change to its parking structure for short stay and visitor parking and to introduce zonal rules limits and allowances for visitor vouchers in different areas in order to protect parking supply, or improve local air quality.

- Residents - This could negatively impact upon the residents who need to frequently use visitor vouchers as their limits will be decreased. However, on balance, it has been deemed that the negative impact of high levels of visitors, who make parking very difficult for residents, is a greater concern than the maximum number of visitor vouchers that can be purchased by any particular household, and therefore no additional mitigation measures are necessary beyond the measures set out in the PEP 2022-27, in respect of parking stress and air quality being the two indicators that variable voucher limits may need to be considered.

Community support permit

The PEP proposes to change the existing health and social care to the Community Support Permit. This permit would expand the eligibility of the existing health and social care permit beyond the three organisations that can currently access it to a wider pool of organisations that provide key support work in the community (and spend more than 30% of their time on the road). This permit would also be extended to allow users to park on estates.

No negative impacts on the different equalities group from this policy have been identified.

Market trader permit

The PEP proposes a permit specifically for traders at Hackney's markets.

No negative impacts on the different equalities group from this policy have been identified.

Maximum stay for EVCPs

The PEP is proposing having variable maximum stay limits in dedicated electric vehicle charging point bays depending on the type of EVCP.

No negative impacts on the different equalities group from this policy have been identified.

Enforcement checks

No negative impacts on the different equalities group from this policy have been identified.

Diesel surcharge permits

The PEP proposes a diesel surcharge on all permits that will rise year on year. Although this is designed to eliminate harmful gases from the air it will also have negative impacts on groups particularly from a financial standpoint.

- All groups:- If any group member has a diesel vehicle that does not meet RDE2 emissions, they would be charged a diesel surcharge that would rise year on year. This may affect lower income residents and businesses. To mitigate the negative effects of this:
 - Implementing a phased transition to the new charging structures, with estate resident permits types seeing new prices phased in over 5 or 7 years, which will give drivers plenty of time to consider whether their vehicle is affordable in the long term, and whether or not to change their vehicle for a cleaner, less polluting model, or move towards more sustainable modes of transport, such as car clubs, public transport, or bicycles.
 - Early communication with drivers to inform them in year 1 of what the proposals will mean for them, so that they can make early, informed choices, based on their own circumstances.
 - A 13 band charging structure, meaning that drivers can continue to obtain parking permits at a much lower annual cost, by choosing to move to a greener vehicle.
 - Introduction of an exemption for new diesel vehicles passing the RDE2 tests, which the DVLA conducts in order to identify which new vehicles meet much more stringent tests on NO_x, based on real driving emissions.

Gradual transition towards cashless short stay parking

The PEP proposes to gradually remove pay and display machines around the borough in areas where demand for them accounts for less than 2% of all payments.

- Residents, disabled residents, businesses, visitors - The proposed transition towards cashless visitor parking could also negatively impact some more financially excluded residents (on-street and on estates) and the customer bases of local businesses. These financially excluded groups may not have access to bank cards or smartphones but may also be central and integral customer bases for some businesses. However, there are many alternative modes of travel available to get into Hackney and in Hackney itself which are more affordable, and for the people who most need it (namely disabled drivers) the PEP has increased their parking options by proposing to allow them to park in all resident and shared use bays for free.
- To mitigate the impacts of this change:

- Parking Services will partner with PayPoint via RingGo, ensuring that drivers wanting to pay by cash have a wide range of locations around Hackney where they can do so.
- In areas where pay and display machine usage remains above 2%, or in any areas where a PayPoint terminal is insufficiently conveniently located, P&D machines will be kept in situ.
- Drivers will be signposted towards their nearest cash payment option where necessary.

Seccession of parking suspensions for religious festivals

The PEP proposes to stop suspensions around places of worship for religious festivals.

- Residents (particularly religious people) - Care would be made to inform religious leaders and communities about the changes to the policy. This policy is proposed based on considerations of the people who live around the places of worship where these festivals are held. Worshipers still have the option of using public transport to get to these events.

Equality and Cohesion Action Planning

Please list specific actions which set out how you will address equality and cohesion issues identified by this assessment. For example,

- Steps/actions you will take to enhance positive impacts identified in section 4 (a)
- Steps/ actions you will take to mitigate against the negative impacts identified in section 4 (b)
- Steps/ actions you will take to improve information and evidence about a specific client group, e.g. at a service level and/or at a Council level by informing the policy team (equality.diversity@hackney.gov.uk)

All actions should have been identified already and should be included in any action plan connected to the supporting documentation, such as the delegated powers report, saving template or business case. You need to identify how they will be monitored. The Assistant Director is responsible for their implementation.

No	Objective	Actions	Outcomes highlighting how these will be monitored	Time-scales / mile-stones	Lead Officer
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1	<p>Phased rollout of 13 band emission-based charging structure across all permit types</p>	<p>The move to a 13 band charging structure will be phased, with most permit types seeing new prices phased in over 5 years (and estate permits over 7 years, in recognition of the larger scale of the pricing transition), to give drivers plenty of time to consider whether their vehicle is affordable in the long term, and whether or not to change their vehicle for a cleaner, less polluting model, or move towards more sustainable modes of transport, such as car clubs, public transport, or bicycles.</p> <p>Early communication with drivers to inform them in year 1 of what the proposals will mean for them, so that they can make early, informed choices, based on their own circumstances. Messages highlighting other transport options (eg car clubs / cycle hangars etc) promoted. Messages reinforced in permit-related comms (eg permit reminder emails)</p> <p>A 13 band charging structure, meaning that drivers can continue to obtain parking permits at a much lower annual cost, by choosing to move to a greener vehicle.</p> <p>On estates, permits will also be offered in three and six month options to ensure that poorer residents are able to spread the cost of their permit.</p>	<p>Owners of polluting vehicles move towards less polluting vehicles, or move to more sustainable forms of transport over the lifespan of the PEP.</p> <p>This will be measured by monitoring:</p> <ul style="list-style-type: none"> - % of permits held by diesel vehicles - % of electric vehicles - % of permits issued to high polluting vehicles <p>Ongoing analysis of complaints data regarding the affordability of driving</p>	2023-2027	Head of Parking Services
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2	<p>Phased rollout of changes to resident and estate resident voucher prices</p>	<p>Estate voucher price changes will be introduced over a 7 year period to provide time for adaptation to higher prices.</p> <p>Commitment to introduce e-vouchers for estate residents to ensure parity of access to services.</p> <p>Introduction of variable pricing for resident vouchers, which will keep prices low for those who use vouchers infrequently.</p> <p>Maintenance of 50% discount for over 60s and blue badge holders on the first 24 books bought each year.</p> <p>Commitment to continuing the issuance of physical voucher scratchcards for those who prefer them over electronic vouchers, and enabling vouchers to be bought by post, as well as online, so as to not disadvantage those who cannot use, or are not comfortable using, online self service channels.</p> <p>Monthly voucher limits will also be changed to an annual limit per estate, in order to give estate residents more flexibility about how often they want to purchase vouchers.</p> <p>2 hour vouchers will be introduced at the end of the transitional period, which will give estate residents a more cost effective way to enable those visiting for a short</p>	<p>The objective is to see overall levels of voucher sales decrease by 15% by 2026 vs 2019 figures, with most of this reduction coming from a decline in purchases of high volumes of vouchers from some households through the introduction of variable pricing.</p> <p>Monitoring of complaints data</p>	2023-2027	Senior Service Area Manager, Customer Services
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		period to be able to park, when compared to one-day vouchers.			
3	To transition gradually toward cashless payment option for short stay parking,	<p>Customers preferring to pay with cash will be directed to where their nearest cash payment option is (P&D machine, or Paypoint terminal</p> <p>Launch of a network of Paypoint terminals that will enable cash payees to pay for parking sessions at the same rate as RingGo users, based on their vehicle's emissions.</p> <p>Monitoring of short stay parking payment preferences will commence, so that P&D machines in areas where they remain well used (5.1% of all payments and above) are retained.</p> <p>Drivers will be signposted towards their nearest cash payment option where necessary.</p>	<p>The desired outcome is a reduction in the number of P&D machines, undertaken in a way that is driven by customer payment preferences.</p> <p>This will be measured by regular analysis of payment trends by location, to help us identify which machines are popular, and which need to be removed due to underutilization.</p>	2023-2027	Service Area Manager, Parking Operations
4	Extension of eligibility of parking permits to cover estates.	<p>Eligibility of film vouchers (products used by film companies to park on estates) to estates.</p> <p>A limit of two vehicles per film company will be adopted for film companies using film vouchers on estates. Only estates that have been deemed appropriate due to a low enough level of parking stress will be eligible for film vouchers to be used.</p>	If the proposal goes ahead the limit of two vehicles will be reviewed annually to ensure the limit remains appropriate.	2023-2027	<p>Head of Parking Services.</p> <p>Hackney Film office lead.</p>

5	Additional vehicle surcharge pricing strategy.	<p>The additional vehicle surcharge will be introduced as a £25 charge, with its value rising to £50 in 2024/25, £150 in 2025/26, and £200 from 2026/27, giving 3 full years for drivers to make informed choices about what they wish to do.</p> <p>Early communication with drivers to inform them in year 1 of what the proposals will mean for them, so that they can make early, informed choices, based on their own circumstances.</p>	<p>This will be measured by monitoring:</p> <p>Number of households owning more than one parking permit</p>	2023-2027	Head of Parking Services.
6	Diesel surcharge pricing strategy.	<p>Implementing a phased transition to the new charging structures, with estate resident permits types seeing new prices phased in over 5 or 7 years, which will give drivers plenty of time to consider whether their vehicle is affordable in the long term, and whether or not to change their vehicle for a cleaner, less polluting model, or move towards more sustainable modes of transport, such as car clubs, public transport, or bicycles.</p> <p>Early communication with drivers to inform them in year 1 of what the proposals will mean for them, so that they can make early, informed choices, based on their own circumstances.</p> <p>A 13 band charging structure, meaning that drivers can continue to obtain parking permits at a much lower annual cost, by choosing to move to a</p>	<p>Owners of polluting vehicles move towards less polluting vehicles, or move to more sustainable forms of transport over the lifespan of the PEP.</p> <p>This will be measured by monitoring:</p> <ul style="list-style-type: none"> - % of permits held by diesel vehicles <p>Ongoing analysis of complaints data regarding the affordability of driving</p>	2023-2027	Head of Parking Services.

		<p>greener vehicle.</p> <p>Introduction of an exemption for new diesel vehicles passing the RDE2 tests, which the DVLA conducts in order to identify which new vehicles meet much more stringent tests on NOX, based on real driving emissions.</p>			
7	Investigate new proactive ways of informing customers of the latest parking updates and information that may affect them.	We will ensure that all our customers continue to be offered a non-digital route to be able to apply for parking products and services, so that those who cannot , or don't want, to use online self service tools can choose the right method for them.	Use customer feedback to gauge success of communication channels and adapt to hard to reach groups.	2023-2027	Service Improvement manager.
8	Seccession of parking bay suspensions for religious events	<p>We will engage with religious leaders to advise them of the proposals and the reasons why they have been made.</p> <p>We will emphasise the alternative options available for those who still wish to travel by car (RingGo, P&D, visitor vouchers, blue badges for those who qualify).</p> <p>We will continue to seek to ensure that visitor parking is available near places of worship, with an emphasis on providing convenient access for blue badge holders who need access to convenient parking nearby.</p>	Review communications with religious leaders.	2023-2027	<p>Parking Policy manager</p> <p>Parking Operations Manager</p>

Remember

- Assistant Directors are responsible for ensuring agreed Equality Impact Assessments are published and for ensuring the actions are implemented.
- Equality Impact Assessments are public documents: remember to use at least 12 point Arial font and plain English.
- Make sure that no individuals (staff or residents) can be identified from the data used.