

Service being assessed	Parking Services
Who will be involved in completing this assessment?	Michael Chillingworth, Service Manager Parking Services
Date of Review	16 June 2011
Date of Next Review	16 June 2012
What is the purpose of the service?	To provide suitably located, safe and reasonably priced parking for residents, visitors and businesses. To carry out enforcement to ensure use of facilities is fair for all users
Is this assessment being undertaken because of changes to the service? If so what are they?	Assessment being undertaken as part of Council's annual review of equalities information, not because of change to service/policy.
The purpose of this review is to understand how services can help the Council to meet its duties under Equalities legislation. The duties can be summarised as 1. Eliminate discrimination 2. Advance equality of opportunity	A lot of the work carried out by the team is shaped by the Road Traffic Regulation Act 1984 and national policy set by central government. Local policies and procedures are based around these requirements. A major review of the provision of disabled parking on off-street Council run car parks was held in 2005. After extensive consultation with local groups for the disabled, councillors and other groups, it was agreed to introduce charging for spaces in return for the Council installing

3. Foster good relations between different parts of the community

How does this service help the Council to do this, in particular in relation to the categories specifically mentioned in legislation - Race, Gender/Sex, Disability, Age, Religion/Belief, Gender Reassignment, Sexual Orientation, Pregnancy & Maternity and in respect of Duty 1 only – Marriage and Civil Partnerships?

larger size parking bays on all of its pay and display car parks at a ratio of 5% of the total number of spaces, this policy has been in place since that date. Signage is posted at each car park to ensure that disabled drivers are aware that charging is in operation. This compliments the guidance given in the Blue Badge handbook issued by Norfolk County Council/national government. There have been a few complaints since that date but none from groups / fora who represent the disabled locally, regionally or nationally.

Fees/charges for parking as a whole are reviewed annually and the need to generate income for the Borough is balanced against what is thought reasonable to charge residents, visitors and businesses for spaces. Season tickets offer discounts for those who need to park in a Council car park on a regular basis.

A Car Parking Strategy Steering Group, led by the Norfolk County Council, shapes policy across the County with local provisions made for the needs of Great Yarmouth.

Excess charge notices (“tickets”) are issued by this team. On each ticket it shows why the ticket has been issued, how to pay and how to appeal against the ticket. All appeals made are considered on a case-by-case basis. The ticket states that appeals have to be made in writing, however, staff at the Town Hall reception will assist people to fill in an appeal form if they are unable to do so.

Following a full consultation process with the residents and businesses within the proposed area a Resident’s Parking Zone was set up in 2008 to help these residents who had problems with parking near to their properties as they live between the Town Centre and the Seafront and visitors took advantage of this onstreet free parking rather than using the car parks available close by. Residents, on payment of £25.00 (current cost) per annum per permit, likewise for businesses at £100.00 per permit per annum are entitled to park anywhere in the zone between 8am to 6pm. Anyone without a permit is at risk of receiving a ticket.

<p>How will you know that service is working as it should?</p>	<p>Public comments / compliments and complaints. The team is very responsive to public comments – for example, in an appeal against an excess charge notice, the driver had written that he had not seen the sign warning him of parking restrictions as it was hidden in a tree. The team went out and inspected the site and found the driver was right. The excess charge was cancelled and the sign was moved. This was all carried out within a few days of the notice being issued initially.</p>
<p>What data have you used to help you make this assessment?</p>	<ul style="list-style-type: none"> • Public comments / compliments and complaints. The team do not have a system for recording responses to comments / requests but act on information as appropriate (see information above). • Appeals and responses (these are kept for six years) • Annual review of tariffs – To determine charging rates, budget information and statistics around how parking facilities have been used over a period of time are used. As well as consultation with the Town Centre Partnership and Tourist Authority, who provide information about the current economic climate in the Borough. • National policy / legislation • Regional policy / legislation • Council policy / procedures
<p>Is there any additional data that you need to collect to help in continuous improvement?</p>	<p>The service responds to the customer as issues arise. If particular comments or issues seem to be occurring regularly, the team discuss how to respond and change their way of working / resolve the issue to prevent future problems.</p>

<p>How have you ensured that this service has been designed from a customer's perspective and how have you involved customers in that process?</p>	<p>Major changes to any part of the service involve consultation with the public. If this involves On Street parking, this is usually run by Norfolk County Council as they are responsible for the highways. For our own car parks, we would use surveys, local media and community groups to gather information before taking a report to Members (full Council) for approval or rejection of the proposed changes.</p> <p>For example, Civil Parking Enforcement starts in Norfolk on 1 October 2011. Norfolk County Council and Local Councils involved have designed a publicity campaign to let people know about these changes – that all parking will be monitored and enforced by local Councils instead of by the Traffic Warden service – and they will be working with each local authority to respond to public comments.</p> <p>Tourism, as part of their service, ask customers who use the Tourist Information Centre about various services on offer in the town. Any comments on car parking are fed back to the team.</p> <p>Neighbourhood managers and other community groups send questions and comments to the Parking Services Manager who investigates / responds to queries as they occur.</p>
<p>Has any other consultation been carried out, including to ensure that we have taken into consideration the needs of those not currently using the service?</p>	<p>No.</p>
<p>What is, or what do you expect to be the impact of the way you work on different parts of the community, including those covered by equality legislation?</p>	<p>Who benefits? Residents, visitors and businesses in the Borough. The Borough as it generates income for Council to run their services.</p>

	<p>Who should be expected to benefit but don't – Why not? There is currently only one Residential Parking Zone in the Borough and requests have been made by some residents / Councillors to set up further zones in areas adjacent to the existing zone. Further zones have not been moved forward at present in light of budget constraints, also the processes for this are slow and costly as consultation with the residents and businesses within the proposed zone has to take place and approval has to be gained from Norfolk County Council as they are responsible for the highway.</p>
<p>On the basis of what you have found out, which of these options will you now follow</p>	<ul style="list-style-type: none"> • No major changes • Adjust the policy • Continue the policy • Stop and remove the policy <p>This is a review – not a new policy or service. As and when it is proposed to change the service or policies, new assessments will be completed.</p>
<p>What now needs to be done and by who?</p>	<p>Consultation with the public (by Norfolk County Council) about the forthcoming Civil Parking Enforcement system will be appearing over the next few months.</p> <p>The team will complete an equality impact assessment over any elements which are at the discretion of the Council as policies are developed.</p>
<p>Signed off by</p>	<p>Michael Chillingworth, Service Manager Parking Services</p>