

# Integrated Impact Assessment (IIA)

## Informing our approach to fairness

<b>Name of proposals</b>	Parking Services – Review of customer offer
<b>Date of assessment</b>	October 2018
<b>Lead officer</b>	Craig Mordue
<b>Assessment team</b>	Russell Nelson, Steven Foster, Lee Thompson, Paul Lant
<b>Planned review date</b>	January 2019

### Version control

<b>Version</b>	1
<b>Date</b>	November 2018
<b>Replaces version</b>	0

This is our assessment of the potential equality and other impacts of this 2019-20 proposal, based on the available evidence. We will review this assessment throughout the consultation period. A formal review will take place of all proposals when consultation closes to consider comments and information from all stakeholders, research or new and emerging policy or announcements.

This is the ninth year of austerity and Government-imposed funding cuts. Coupled with unfunded cost pressures, like increasing demand for services and inflation, this has resulted in us needing to achieve savings of £267 million over the last eight years.

Our financial position remains challenging. Over the next three years we need to save a further £60 million, with £16.9 million required in 2019-20.

The following proposal is put forward within this context and should be read in conjunction with 'Shaping our future together: Our medium-term plan 2019-20 to 2021-22'. This explains how we are responding to the continuing financial challenge, setting out our plans for the three years.

## **Section A: Current service**

### **1. What does the service / function / policy do?**

Parking Services is within the Operations and Regulatory Services Directorate and provides a number of key services to support the city. Our priority is to provide a high-quality parking service that meets the needs of residents, businesses, visitors and staff.

Parking Services is split into the following operational areas:

- Car Parking Infrastructure – Regulating the parking charges to help manage the highway network and demand for car parking, managing on-street parking and off-street car parks.
- Parking/bus lane enforcement and Notice Processing.
- Administration of resident parking schemes.
- Shopmobility – providing access to the city centre amenities for those persons with reduced mobility.
- Travel Office – Provision of a range of sustainable travel initiatives for staff to support personal and business needs.
- Monitoring and enforcement of the Blue Badge scheme.

### **2. Who do you deliver this service for?**

The service helps provide parking for several stakeholders across the city. This includes residents, businesses, shoppers and other visitors attracted to the city.

The service supports those residents with mobility problems who use our Shopmobility scheme to facilitate their access to the city centre.

### **3. Do you have any statutory requirements?**

There is a statutory requirement to allow Blue Badge holder to park free of charge in on-street pay and display bays. This proposal within this IIA relates to off-street parking which is outside the scope of the Blue Badge scheme.

Whilst there is no statutory requirement to introduce parking charges for Blue Badge holders in off street car parks, in order for us to implement this, a legal process is required. A traffic regulation order must be introduced under provisions contained under the Road Traffic Regulation Act.

We also have a duty under the Equality Act to ensure that our buildings are accessible to all members of the public.

There is no statutory requirement for us to operate a Shopmobility Service.

There is no statutory requirement for us to provide unrestricted 24-hour car parking within multi-storey car parks.

#### 4. How much do you spend on this service?

Gross expenditure	Gross income	Net budget	Capital projects
£7,443,460	(£16,001,800)	(£8,558,340)	£0

Budget figures above include all of Parking Services, with the exception of the bus lane team.

#### 5. What workforce delivers this service?

Posts	FTEs	Comments
105	102.84	Figures include all Parking Services staff with the exception of the bus lane team.

### Section B: Change proposal

#### 1. What is the proposal to change the service?

This IIA reviews:

1. The Blue Badge parking charges in council-operated car parks,
2. Grainger Town multi-storey car park opening hours and;
3. Shopmobility opening hours and car parking provision.

#### **Proposal 1 – Introduction of charges for Blue Badge holders in council-operated off-street car parks**

##### **Background**

There are over 10,000 Blue Badge holders in the city with similar numbers across each of the Tyne and Wear authorities. This is a national scheme for on street parking which offers those persons who are disabled and have severe mobility problems priority to park close to their destination.

Through legislation, the scheme allows for all badge holders to park free of charge on the public highway. This includes all pay and display bays, dedicated disabled parking bays and on yellow lines for up to 3 hours, unless a ban on loading or unloading is in force.

Whilst not a statutory requirement Parking Services also allows badge holders to park in resident permit parking zones to improve accessibility across a number of restricted parking areas.

We also currently offer extended free parking in our off street and multi-storey car parks. This is not a legislative requirement. Most private sector operators charge Blue Badge holders on the same basis as other customers. We estimate that 65% of Blue Badge holders who use Newcastle car parks are residents of other council areas.

As part of the car park management, we dedicate around 6% of bays to disabled parking on a car park by car park basis. These bays are generally located close to entrances and exits and in close proximity to amenities.

In car parks, some Blue Badge holders may need to use the accessible disabled spaces, whilst other Blue Badge holders may still be able to park in a standard width pay and display bay. Currently this is free whilst the Blue Badge is on display.

During peak times there is more demand for Blue Badge parking, particularly near the busy Eldon Square shopping centre. Surveys show that at busy times there can be more Blue Badge holders in the car park than dedicated disabled bays. For example, on Friday 14 and Saturday 15 September 2018 at Eldon Square multi-storey car park (MSCP) during a 2pm survey there were 36 Blue Badge holders using the car park which has 33 dedicated bays. Eldon Square is regularly at or near capacity, having more Blue Badge holders in the car park than there are bays during afternoons. It is also evident that during peak times, some Blue Badge holders are parking within pay and display parking bays.

Some car parks such as St James Metro are often close to the maximum capacity, with some days the number of Blue Badge holders in the car park exceeding the number of disabled bays.

Car parks, such as Quayside MSCP and Dean Street MSCP, see less demand from Blue Badge holders owing to their geographical location, topography and wider highway layout.

The "Alive After 5" initiative allows for free parking in our multi-storey car parks (MSCPs) after 5pm Monday to Saturday for all visitors. This is where our largest concentration of fully accessible disabled bays are located. There are no current proposals to amend the Alive After 5 offer.

The statistics also show that Blue Badge holders are staying longer than a pay and display vehicle. Whilst it is accepted that this may be due to their mobility for some people, it means there is less turnover of available bays.

### **Proposal**

It is proposed to introduce charges for Blue Badge holders in our surface and multi-storey car parks to help balance the demand in some locations, particularly where there is a high concentration of shops and amenities. This will also help address potential displacement to other areas.

Through the general provisions of the Blue Badge scheme all 2,000 city centre on street parking spaces will remain free of charge to Blue Badge holders, as will the circa 100 on street disabled parking spaces.

In recognition that it can take Blue Badge holders longer to shop or get to their final destination it is proposed to offer a 1-hour free grace period at the end of their paid parking expiry time. This will ensure that badge holders are not paying higher charges as a result of their mobility and are given additional time to return to their vehicle.

Where car parks have a maximum stay period, Blue Badge holders will still be allocated an additional 1-hour grace period.

The proposed changes are subject to statutory process and new traffic regulation orders. Our cancellation procedure for penalty charge notice appeals will be updated to offer further support for badge holders unfamiliar with the parking restrictions. The policy will be amended to allow for 3 cancellations in any single 12-month period. This is a more flexible and supportive approach than the current arrangement of one single cancellation for Blue Badge holders who fail to display their Blue Badge.

We will review the existing arrangements for ticket machines to ensure that these are fully accessible. Demand will be monitored and a review of the numbers of spaces along with the disabled parking awards (DPA) will be undertaken on an annual basis. The DPA is an independent assessment of our car parks that recognises they are fully accessible for those persons with disabilities.

It is estimated that this will generate a further **£90,000** annually.

## **Proposal 2 – Overnight closure of Grainger Town MSCP between midnight and 6am**

### **Background**

We provide a number of multi-storey car parks across the city that provide safe and secure parking for visitors. All the car parks close at various points during the evening, with the exception of Grainger Town MSCP, which is open 24 hours a day, 364 days a year (closed on 25 December only).

The reason for the 24-hour opening time is to allow nearby residents access to their parking spaces as per the existing lease arrangements which were agreed during 2007. The lease comprises of 76 of the 433 car parking spaces within the car park.

The charging periods for Grainger Town MSCP are:

Monday to Saturday 8am – 5pm

Sunday 8am – 6pm

Outside of these hours car parking is free of charge.

### **Proposal**

The proposal is to close Grainger Town MSCP between the hours of midnight and 6am.

Unrestricted access will be retained for the leaseholders by way of a fob access to the car park which will be subject to discussion with the appointed management company (on behalf of the residents City Quadrant) and risk assessment. A similar arrangement was introduced at Quayside MSCP (relating to businesses) 3 years ago and this has worked well without complaint or incident.

There is a call out arrangement currently in place in the event of a driver requiring their car to be removed from the car park for an emergency when the car park is closed.

Experience has shown that the car parks are quieter in the period midnight to 6am. A recent survey of Grainger Town MSCP has shown that on a typical weekday, 17 cars accessed the car park between midnight and 6am with 29 cars leaving the car park during this time period.

On a typical Saturday night/Sunday morning, 17 cars accessed the car park with around 87 cars leaving the car park during this period. This included permit holders who would be eligible for an access fob under the new arrangements.

A further survey was carried out on a typical Saturday evening in October which showed that no cars entered the car park between midnight and 6am with around 59 cars leaving the car park during this period. Two residents left the car park during the same period.

A review and replacement of existing signage will be undertaken to ensure drivers are fully aware of any changes to the revised opening times. We will also write to all residents who are eligible for a fob so they are aware of the revised opening hours in advance of the changes being introduced. We will also liaise with the adjacent Holiday Inn hotel to help manage customer parking and ensure all customers are aware of the opening hours.

Drivers will be able to leave the car overnight free of charge but will be restricted as to when it can be recovered. The charges do not apply until 8am in the morning leaving adequate time for drivers to be able to make arrangement to recover their vehicle. They are also able to pay remotely using the PaybyPhone service should they wish to leave their car in the car park beyond 8am.

We currently operate a total of 7 multi-storey car parks with all car parks (except Grainger Town) closing between 10pm and midnight, until 7am the following morning. This applies Monday-Saturday.

Eldon Square, Eldon Garden and Manors close at 6pm on a Sunday.

This arrangement has been in place a number of years and there have been no concerns raised by stakeholders.

There are a number of off street car parks and on street parking bays that provide free evening and overnight parking as detailed in Appendix 1.

This will remove the need for overnight staffing levels and will help reduce overnight energy consumption within the car park. This will impact on the shift patterns of 28 members of staff.

It is estimated this will save **£100,000** through reduced energy costs (£30,000) and staffing savings (£70,000)

### **Proposal 3 – Revising the shop mobility service to 3 days from the current 6 and removing free parking for Shopmobility members**

#### **Background**

We currently provide a Shopmobility service, where those with mobility problems are able to hire a scooter to enable them to go shopping in the city centre. It costs members £25 per year to join the scheme, and for that price they are then able to hire the scooters for free as many days as they want within the 12-month period.

The Shopmobility scheme is available to any resident from across the region.

Level 4 of Eldon Garden car park is dedicated for Shopmobility members, meaning that they have free parking whilst using the scheme. We currently estimate that on any given day, of the dedicated 20 Shopmobility bays, approximately 10 are used by members of the scheme, but not necessarily all at the same time. Therefore at least 10 bays on any given day are used less frequently. This information is from Civil Enforcement Officer patrols, and from Shopmobility staff meeting customers at their vehicles.

The service is staffed by three members of staff and is open 6 days per week (Mon-Sat)

There are currently 410 members (as at October 2018) with monthly average bookings of approximately 550. In addition, approximately 5 customers per month use the service who are not members and pay a one-off fee.

The current membership of 410 brings an annual income of £10,250, which is substantially lower than the cost of running the service. Staff costs alone are £53,000 per year. In addition, there are equipment costs, energy costs and buildings costs. To cover just the staff costs alone, each of the 410 members would need to pay £130 per year – a 420% increase on current costs.

### **Proposal**

The proposal is to retain the Shopmobility service and reduce the service to 3 days per week. It is proposed to have the service open on Tuesday, Thursday and on Saturday each week. The decision for selecting these days is based on:

- The care bus operates on a Tuesday,
- Saturday to support weekend shopping due to members potentially working during the week,
- Thursday to spread the 3 days evenly throughout the week.

Whilst this would affect the 3 staff members involved and would reduce the number of days available for members to use the service, it helps ensure the service remains and that members are able to utilise the equipment 3 days per week. This would save **£20,000** on staff costs based on current rates. It would ensure the service was delivered in the same way it currently is, albeit over only 3 days. There would also be additional energy savings.

It is also proposed to rationalise the underutilised Shopmobility bays and bring this into general parking. This would bring in approx. **£15,000** additional income based on increased parking opportunities for the general public.

It is also proposed to no longer provide free parking for the remaining 10 bays – the ones used by members of the scheme whilst using the equipment. Based on the charges proposed for Blue Badge parking within this IIA, it is estimated that this would bring in approx. **£15,000** additional income based on 10 vehicles paying for 3 hours each per day in addition to their one-hour free grace period. It should be noted that this is over and above the potential income received from general Blue Badge parking charges across the city (covered in a separate budget proposal).

Members of the scheme will therefore continue to have 3 days to use the service instead. Members will also be required to pay for parking. Working hours of the 3 staff members will be affected as their hours will reduce from 37 to 22.5.

The Shopmobility offer will be extended during the Christmas period to ensure all members have access to the service during the higher demand period.

The service will be reviewed and prioritised around the more popular days and also those days when the community service bus is in operation.

## 2. What evidence has informed this proposal?

Information source	What has this told you?
<b>Proposal 1 – Charges for Blue Badge holders in council-operated car parks</b>	
The existing Blue Badge scheme	This was developed to support badge holders and specifically relates to on street parking.
Other local authorities	Some authorities currently charge for Blue Badge holders in public car parks. They range from charging the same rate as other users, a buy one hour get one hour free offer, and an hours free grace period at the end of parking charges paid. The majority that charge use the same model has proposed in this IIA – that being one hour free grace period. Some of the authorities that charge – either in all their car parks, or some of their car parks can be found in appendix 2
Private operators	All private operators charge Blue Badge holders the same rate as other drivers. This is consistent across the city centre.
Previous research by Department for Transport (Faber Maunsell)	Identified that the main benefit of the Scheme was thought to be independence, followed by being able to park close to destination. Being able to park for free was rated at 7%.
Blue Badge holders in Newcastle	There are circa 10,000 badge holders in Newcastle with similar numbers across other authorities.
Blue Badge Reform Survey by Department for Transport	Identified benefits of the scheme for existing badge holders. The reform was published during 2011.
Department for Transport Guidance	Regulations around Blue Badge on/off street parking
Disabled Motoring UK	Advises that concessions should be made for Blue Badge holders. A disabled parking award can be granted for accessible car parks
Nexus guidelines	The services available for those with disabilities
Disabled Parking Award handbook	The purpose of the award which outlines that considerations needed to win the award, of which free parking is not considered a high rating

Survey of Blue Badge parking in Newcastle	The Numbers of Blue Badge parking within a particular week per location. See section 1 for further details			
<b>Proposal 2 – Overnight closure of Grainger Town MSCP between midnight and 6am.</b>				
overnight survey undertaken by parking Services September 2018 and October 2018	There is reduced demand for overnight parking within the car park (other than residents with dedicated spaces)			
Assessment of adjacent parking options	There is free on street parking on Waterloo Street overnight and on Blandford Street. There are also free surface car parks at Blandford Square for any drivers wishing to park beyond the closing times. It is estimated that there are approximately 113 spaces available.			
Overnight parking	Overnight parking will still available free of charge. Call out arrangements (for emergency situations) are in place should a driver need to recover the vehicle during the proposed closing times. There is a £100 charge for this service. All other MSCPs close overnight to the general public.			
Private operators	Other private operators close car parks overnight			
<b>Proposal 3 - Revising the shop mobility service to 3 days from the current 6 and removing free parking for Shopmobility members</b>				
Membership list	Number of current members and their address (81% from an NE postcodes) (38.5% from Newcastle)			
Number of scooters and other equipment	The equipment needed to run the service			
Number of bookings per month	How popular the service is			
Day of the care bus visits	The day during the week the bus comes			
Number of one off visits	Numbers of additional customers using the service			
<b>3. How much will you spend on this service?</b>				
	<b>Gross expenditure</b>	<b>Gross income</b>	<b>Net budget</b>	<b>Capital projects</b>
<b>2019-20</b>	£7,323,460	(£16,671,800)	(£9,348,340)	£0
These spend figures take into account the three proposals detailed above, as well as further income savings that will have no impact on the service delivered.				
<b>4. What will the net savings be of this proposal?</b>				
	<b>Gross Saving</b>	<b>Implementation Cost</b>	<b>Net Saving</b>	
<b>Proposal 1 – Introduce charges for Blue Badge holders in council-operated car parks</b>				
<b>2019-20</b>	(£90,000)	£0	(£90,000)	
<b>Proposal 2 – Overnight closure of Grainger Town MSCP</b>				
<b>2019-20</b>	(£100,000)	£0	(£100,000)	

**Proposal 3 – Changes to the opening times and car parking charges for Shopmobility Members**

<b>2019-20</b>	(£50,000)	£0	(£50,000)
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The net savings listed here are for the three proposals detailed in this document.

**5. What impact will this have on the workforce?**

	<b>No. FTEs</b>	<b>% workforce</b>	
<b>2019-20</b>	3 post deletions	2.92%	The proposal will see a reduction on the number of Civil Enforcement Officers (3 FTEs) and also the remaining 25 CEOs will see a shift allowance reduction of 6% (from 16% to 10%). The saving will be a direct reduction in staffing costs required for the car park (£c. £66,000) and £34,000 through reduced shift allowance across MSCP enforcement due to revised shift arrangements.

6. Who have you engaged with about this proposal?			
Date	Who	No. of people	Main issues raised
<b>Proposal 1 – Charges for Blue Badge holders in council-operated car parks</b>			
	Residents/staff via Let's Talk		
	Newcastle Disability Forum		This was previously discussed with the Forum during 2014. The forum did not oppose the introduction of charges – the main issue was accessibility to and from the car park
	Elders Council		This was previously discussed with the Elders Council during 2014. The Elders Council did not oppose the introduction of charges – the main issue was accessibility to and from the car park
	Disability Groups Engagement		
	Disability Motoring UK		This was previously discussed with group during 2014. The DM- UK group did not oppose the introduction of charges – the main issue was accessibility to and from the car park
	Car Park users via press notice		
<b>Proposal 2 – Overnight closure of Grainger Town MSCP between midnight and 6am.</b>			
	Welbeck Property Group (as per lease agreement)		
	Adjacent Premier Inn hotel		
	General public via notices within car park		
7. What are the potential impacts of the proposal?			
Specific group / subject	Impact (actual / potential disadvantage, beneficial outcome or none)	Detail of impact	How will you address or mitigate disadvantage?

<b>Proposal 1 – Charges for Blue Badge holders in council-operated car parks</b>			
<b>People with protected characteristics</b>			
Age	Actual/Potential disadvantage for older people	<p>Introduction of Blue Badge parking charges, may result in higher costs if Blue Badge holders park use off-street parking in the city centre when coming to the city.</p> <p>Older people are more likely to require the services.</p> <p>Children and young people and/or parents or guardians of children or young people may be less likely to come into the city.</p>	<p>Free parking at all on street pay and display and on street disabled bays. There are over 2,000 spaces in the city centre</p> <p>Blue Badge holders will be exempt from the maximum stay period that applies to all other drivers at on street pay and display spaces.</p> <p>Dedicated parking bays will continue to be provided closest to services (Civic Centre or shops).</p> <p>One-hour grace period in recognition of mobility problems.</p> <p>Cheaper than market rate.</p> <p>Accessible ticket machines at strategic locations.</p> <p>Free parking after 5pm Mon-Sat and after 6pm on Sundays in the MSCPs Income raised will support accessible parking and increase resources to deal with Blue Badge misuse thereby safeguarding spaces for those with mobility problems.</p>

			<p>Many public transport routes come into the city centre, with free travel for over 65s</p>
Disability	Actual disadvantage	All Blue Badge holders will be affected by the proposal	<p>Free parking at all on street pay and display and on street disabled bays. There are over 2,000 spaces in the city centre.</p> <p>Blue Badge holders will be exempt from the maximum stay period that applies to all other drivers at on street pay and display spaces.</p> <p>Dedicated parking bays will continue to be provided closest to services (Civic Centre or shops).</p> <p>One hour grace period in recognition of mobility problems.</p> <p>Cheaper than market rate.</p> <p>Accessible ticket machines at strategic locations.</p> <p>Free parking after 5pm Mon-Sat and after 6pm on Sundays in the MSCPs Income raised will support accessible parking and increase resources to deal with Blue Badge</p>

			<p>misuse thereby safeguarding spaces for those with mobility problems.</p> <p>Many public transport routes come into the city centre, with free travel for over 65s</p>
Sex	No impact other than what's mentioned above under the protected characteristics disability		
Marriage and civil partnership	No impact other than what's mentioned above under the protected characteristics disability		
Pregnancy and maternity	No impact other than what's mentioned above under the protected characteristics disability		
Race and ethnicity	No impact other than what's mentioned above under the protected characteristics disability		
Religion and belief	No impact other than what's mentioned above under the protected characteristics disability		
Sexual orientation	No impact other than what's mentioned above under the protected characteristics disability		
Gender reassignment	No impact other than what's mentioned above under the protected characteristics disability		
<b>Other potential impacts</b>			
People vulnerable to socio-economic impacts	Actual/Potential disadvantage – for carers	Service users who require a Blue Badge parking permit across the city	Free parking at all on street pay and display and on street disabled bays.

		<p>in order to carry out caring responsibilities for those with a disability may now be faced with a charge.</p>	<p>There are over 2,000 spaces in the city centre</p> <p>Blue Badge holders will be exempt from the maximum stay period that applies to all other drivers at on street pay and display spaces.</p> <p>Dedicated parking bays will continue to be provided closest to services (Civic Centre or shops).</p> <p>One hour grace period in recognition of mobility problems.</p> <p>Cheaper than market rate.</p> <p>Accessible ticket machines at strategic locations.</p> <p>Free parking after 5pm Mon-Sat and after 6pm on Sundays in the MSCPs Income raised will support accessible parking and increase resources to deal with Blue Badge misuse thereby safeguarding spaces for those with mobility problems.</p> <p>Many public transport routes come into the city centre, with free travel for over 65s</p>
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<p>People vulnerable to socio-economic impacts</p>	<p>Actual/Potential disadvantage – People in low paid employment or in households with low incomes</p>	<p>The introduced charge for Blue Badge holders may be too expensive for some badge holders to afford.</p>	<p>Free parking at all on street pay and display and on street disabled bays. There are over 2,000 spaces in the city centre</p> <p>Blue Badge holders will be exempt from the maximum stay period that applies to all other drivers at on street pay and display spaces.</p> <p>Dedicated parking bays will continue to be provided closest to services (Civic Centre or shops).</p> <p>One hour grace period in recognition of mobility problems.</p> <p>Cheaper than market rate. Accessible ticket machines at strategic locations.</p> <p>Free parking after 5pm Mon-Sat and after 6pm on Sundays in the MSCPs. Income raised will support accessible parking and increase resources to deal with Blue Badge misuse thereby safeguarding spaces for those with mobility problems.</p>
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			Many public transport routes come into the city centre, with free travel for over 65s
Businesses	Actual/Potential disadvantage	Blue Badge holders may opt to shop outside of the city centre at locations that provide free parking – e.g. the Metrocentre although badge holders may also choose to parking during the free parking periods such as after 5pm in MSCPs as part of the Alive After 5 initiative.	<p>Free parking at all on street pay and display and on street disabled bays. There are over 2,000 spaces in the city centre</p> <p>Blue Badge holders will be exempt from the maximum stay period that applies to all other drivers at on street pay and display spaces.</p> <p>Dedicated parking bays will continue to be provided closest to services (Civic Centre or shops).</p> <p>One hour grace period in recognition of mobility problems.</p> <p>Cheaper than market rate.</p> <p>Accessible ticket machines at strategic locations.</p> <p>Free parking after 5pm Mon-Sat and after 6pm on Sundays in the MSCPs Income raised will support accessible parking and increase resources to deal with Blue Badge</p>

			<p>misuse thereby safeguarding spaces for those with mobility problems.</p> <p>Many public transport routes come into the city centre, with free travel for over 65s</p>
Geography	No impact other than what's mentioned above under the protected characteristics disability		
Community cohesion	No impact other than what's mentioned above under the protected characteristics disability		
Community safety	No impact other than what's mentioned above under the protected characteristics disability		
Environment and air quality	No impact other than what's mentioned above under the protected characteristics disability		
<b>Proposal 2 – Overnight closure of Grainger Town MSCP</b>			
<b>Specific group / subject</b>	<b>Impact</b> (actual / potential disadvantage, beneficial outcome or none)	<b>Detail of impact</b>	<b>How will you address or mitigate disadvantage?</b>
Community Safety	Potential disadvantage	Those with fobs entering the car park between midnight and 6am may feel vulnerable without staff presence	<p>Sensor lights, CCTV and well-lit entrances.</p> <p>Fob activation means restricted access which is not currently in force.</p>

Community Safety	Potential advantage	Those with fobs entering the car park between midnight and 6am may feel more secure knowing that entrance is restricted to fob access only and that people who sometimes enter the car park at night for non car parking purposes will now no longer be able to do so	
Community Safety	Potential disadvantage	Those without fobs, wishing to park their car in a staff patrolled car park with the intention of returning to their car between midnight and 6am will now have to park elsewhere and may feel vulnerable without staff presence	Alternative car parks in the city available.  CCTV throughout the city.  Busy city centre so often people in circulation.  Well-lit city centre.
<b>Proposal 3 –Revising the shop mobility service to 3 days from the current 6 and removing free parking for Shopmobility Members</b>			
<b>People with protected characteristics</b>			
Age	Actual/Potential disadvantage for older people	A high proportion of the members are elderly and therefore impacted by the proposals	The service will still remain 3 days per week, including one day at a weekend  The user will still receive the same service with the equipment and staff numbers etc, albeit on reduced days  Guaranteed members bays

			The price will remain at £25 per annum
Disability	Actual disadvantage for those with a disability	As all users of the Shopmobility scheme have mobility issues the proposal will impact on them.	<p>The service will still remain 3 days per week, including one day at a weekend</p> <p>The user will still receive the same service with the equipment and staff numbers etc, albeit on reduced days</p> <p>Guaranteed member bays</p> <p>The price will remain at £25 per annum</p>
<b>Other potential impacts</b>			
People vulnerable to socio-economic impacts	Actual/Potential disadvantage – People in low paid employment or in households with low incomes	As members will no longer receive free parking while using the service this may impact on those on low income	<p>One hour free grace period at end of paid parking time</p> <p>Guaranteed disabled bay to park in</p> <p>City centre location</p>
Businesses	Actual/Potential disadvantage	Current members may opt to leave the scheme or shop online or elsewhere such as the metro centre which may impact on city centre businesses	<p>Service still provided for 3 days per week</p> <p>One hour free grace period at end of paid parking time</p> <p>As only 410 members, the effect is very small</p>

## Appendix 1

### Number of spaces by car park

#### On Street Parking

		No of Spaces
1	AKENSIDE HILL	4
2	ARCHIBOLD STREET	15
3	BACK NEWBRIDGE STREET	6
4	BACK ST. MARY'S PLACE	2
5	BARRACK ROAD SERVICE	4
6	BATH LANE	11
7	BIGG MARKET	6
8	BLACKFRIARS COURT	3
9	BLANDFORD SQUARE	32
10	BRANDLING PARK	50
11	BRENTWOOD AVENUE	15
12	BROAD CHARE	7
13	BURDON TERRACE	22
14	CARLIOL SQUARE	55
15	CASTLE GARTH	24
16	CHARLOTTE SQUARE	9
17	CHESTER STREET	38
18	CITY ROAD	13
19	CLAREMONT ROAD (LOWER)	69
20	CLAREMONT ROAD (UPPER)	82
21	CLAVERING ARCH	6
22	CLAYTON STREET	8
23	CLAYTON STREET WEST	10
24	COLLEGE STREET	14
25	COLLINGWOOD STREET	11
26	CROFT STREET	3
27	CROSS STREET	9
28	DEAN STREET	28
29	DEVONSHIRE TCE	18
30	DURANT ROAD	9
31	DURANT ROAD-SOUTH	8
32	DURANT ROAD NORTH 4	6
33	ELMFIELD ROAD	19
34	ELSDON ROAD	6
35	ESKDALE TERRACE	20
36	ESLINGTON ROAD	24
37	ESLINGTON TERRACE NTH	21
38	FALCONAR STREET	43

39	FENKLE STREET	10
40	FORTH BANKS	9
41	FORTH STREET	9
42	FORTH STREET	12
43	FRIARS	4
44	GIBSON STREET	45
45	GREY STREET	80
46	GROAT MARKET	4
47	HEATH COURT	10
48	HEDLEY STREET	7
49	HENRY STREET	22
50	HIGH BRIDGE SQUARE	6
51	HIGHAM PLACE	3
52	HOOD STREET	8
53	HORATIO STREET	25
54	HOWARD STREET	33
55	HUNTERS ROAD	15
56	JESMOND ROAD	76
57	KENSINGTON TERRACE	29
58	KING STREET	16
59	LAMBTON ROAD	46
60	LEAZES CRESCENT	13
61	LEAZES PARK ROAD	4
62	LEAZES TERRACE	50
63	LIBRARY SERVICE AREA	10
64	LOMBARD STREET	11
65	LYNDHURST AVE	23
66	MANOR CHARE	10
67	MARKET STREET WEST	8
68	MARKET STREET EAST	4
69	MARLBOROUGH CRESCENT	6
70	MELBOURNE STREET	44
71	NEWBRIDGE STREET	10
72	NORTH STREET	4
73	NORTHUMBERLAND ROAD	10
74	NUN STREET	4
75	ORCHARD STREET	9
76	ORD STREET	17
77	OSBORNE AVENUE	24
78	PARK TERRACE	50
79	PORTLAND ROAD (EAST)	7
80	PORTLAND ROAD (WEST)	8
81	PUDDING CHARE	4
82	QUAYSIDE WEST	32
83	QUAYSIDE	7

84	QUEENS ROAD	10
85	QUEEN STREET	22
86	QUEEN VICTORIA ROAD 1	22
87	QUEEN VICTORIA ROAD 2	10
88	REGENT AVENUE	3
89	REGENT ROAD	6
90	RICHARDSON ROAD (Lower)	36
91	RICHARDSON ROAD (UPPER)	56
92	RIDLEY PLACE	18
93	RUTHERFORD STREET	12
94	SANDYFORD ROAD	8
95	SCOTSWOOD ROAD	10
96	SHAKESPEARE STREET	21
97	SHERATON STREET	11
98	SHIELD STREET	11
99	SIDE	10
100	ST ANDREWS STREET (LOWER)	5
101	ST ANDREWS UPPER	21
102	ST JAMES STREET	5
103	ST JOHNS STREET	10
104	ST NICHOLAS AVENUE	8
105	ST NICHOLAS ST	5
106	ST THOMAS STREET	11
107	ST THOMAS TCE	6
108	STOWELL STREET No 1	4
109	STOWELL STREET No 2 & 3	7
110	TANKERVILLE TERRACE	44
111	TERRACE PLACE	10
112	THOMAS BEWICK SQUARE	3
113	WATERGATE	10
114	WATERLOO STREET	17
115	WEST AVENUE	16
116	WESTGATE HILL	30
117	WESTGATE ROAD No 1	10
118	WESTGATE ROAD No 2 & 3	11
119	WESTGATE ROAD No 4,5 & 6	20
120	WINDSOR TERRACE	36
121	WARWICK STREET	16
122	WORSWICK STREET	12

Total Number of On-Street Spaces 2,151

## Off Street Parking

		No of Spaces
1	DEAN STREET MSCP 8am-5pm 5pm-8am Sunday 8am-6pm	257
2	ELDON GARDENS MSCP 8am-5pm 5pm-8am Sunday 8am-6pm	445
3	ELDON SQUARE MSCP 8am-5pm 5pm-8am Sunday 8am-6pm	497
4	MANORS MSCP 8am-5pm 5pm-8am Sunday 8am-6pm	485
5	GRAINGER TOWN MSCP 8am-5pm 5pm-8am Sunday 8am-6pm	401
6	NUFC STADIUM MSCP 8am-10pm Sunday 8am-6pm Sunday 6pm-10pm	545
7	OXFORD MSCP 8am-5pm 5pm-8am Sunday 8am-6pm	139
8	QUAYSIDE MSCP 8am-5pm 5pm-8am Sunday 8am-6pm	499
9	AKENSIDE HILL	11
10	ARGYLE STREET	54
11	BLANDFORD SQUARE 1 & 2	51
12	BLANDFORD STREET EAST	13
13	CASTLES FARM	39
14	CIVIC CENTRE	267
15	CLAREMONT ROAD	219
16	CLOSE SWING BRIDGE	38
17	COACH LANE	122
18	COLLEGE STREET	73

19	CROSS VILLA 4	11
20	EAST END POOL & LIBRARY	99
21	ELLISON PLACE	119
22	FORTH BANKS	23
23	FRIARS	11
24	GOSFORTH CSC LIBRARY & POOL	59
25	HANCOCK STREET	31
26	HEYWOOD'S COURT	8
27	KINGSTON PARK	95
28	LEAZES PARK	21
29	LEAZES PARK ROAD	50
30	MERCHANTS HOUSE	23
31	MORDEN STREET	105
32	ORD STREET	13
33	OSBORNE TERRACE	29
34	PAINTERS HEUGH	9
35	SALTERS ROAD	29
36	SANDYFORD ROAD	21
37	SANDYFORD SQUARE	71
38	SAVILLE PLACE	42
39	ST GEORGES	139
40	ST JAMES METRO	74
41	ST JAMES	50
42	ST NICHOLAS AVE	70
43	STODDART HOUSE	42
44	TERRACE PLACE SOUTH	64

Total Number of Off Street  
Spaces 5,463

## Appendix 2

Local Authority	Blue Badge Offer
Sunderland City Council	charge Blue Badge holders for parking in two multi-storey car parks at normal charges
Darlington Borough Council	Charged the same as all other motorists in council-run car parks
Durham Council	Blue Badge holders pay the same as all other motorists
Liverpool Council	Mostly free, but depends on which car parks and how much they pay
Nottingham Council	Blue Badge holders pay the same tariff as other motorists
Glasgow	Some car parks free, but some there is a charge, notably in barrier system car parks
Waverley Borough Council, Surrey	Blue Badge holders charged for parking in council parking but will get an additional free hour when purchasing a ticket for one or more hours of parking. Residents who receive income support or who have severe difficulties still qualify to park for free. If they meet the criteria they receive a yellow permit which must be displayed next to the Blue Badge
Plymouth City Council	One extra hour after expiry of purchased time. An optional accessibility permit is also available for the whole year - which covers most of the council-run car parks for those that frequently visit the area
Taunton Deane Borough Council	Normal charges but one extra hour free parking in addition to the time paid
East Devon, Mid Devon	Disabled divers in some areas of Devon have to pay for parking but get a one hour extension to the ticket displayed.  East Devon District Council also offer an annual permit for disabled drivers who are on low incomes - costing £204 a year
Torbay Council	Charge disabled badge holders to park, or offer a £20 for a separate permit for Blue Badge holders to park in pay and display council-owned car parks (except two pay on exit car parks.) Permit is subject to meeting certain criteria
Knowsley Council	Allowed one free hour in addition to the standard maximum parking times
Epsom and Ewell Borough Council	Disabled drivers have to pay in their car parks but get one hour's free parking.

Pembrokeshire, Wales	Blue Badge holders pay the standard rate but receive an additional hour free parking. They must also display a valid Blue Badge and clock
Lincoln City	Blue Badge holders get one-hour free parking for every hour paid for.
Wigan	Parking on surface car parks is not free but on purchase of the relevant tariff there will be a concession of 2 hours additional parking
Denbighshire, Wales	Blue Badge holders get a free additional hour on top of any pay and display expiry time
Braintree District Council	Blue Badge holders can park in any pay and display car park and normal tariffs apply.
Norwich County Council	Eight car parks in the area are buy one hour get one free, and six are free for Blue Badge holders