

# RBKC Equality Impact Assessment (EqIA)

EqIAs evidence that you have considered the impact or potential impact on groups in our community who share protected characteristics. These are characteristics that are protected against discrimination by the Equality Act 2010. We are required by law under the Public Sector Equality duty (PSED) which is contained in Section 149 of the Equality Act and requires public authorities to have due regard to several equality considerations when exercising their functions.

**When do I need to complete an EqIA?** You need to complete an EqIA when:

- Planning or developing new services including business services, policies, strategies, practices and plans
- Reviewing, amending or substantially changing existing services, policies, strategies, practices and plans
- Considering a change management process or organisational review, particularly those that could involve relocating staff or rationalisation of posts
- Reviewing or introducing forms, leaflets, guidance, codes of practice such as changes to how residents access services
- When considering and developing a tender document for procurement of services

## **Who should complete an EqIA?**

The person completing the EqIA should have detailed knowledge of the proposal or project. They should be able to identify the impact on those with protected characteristics be they residents, workforce, visitors or others. They should also have knowledge or access to any consultations and where relevant, have knowledge of the area of the Borough that is impacted. The ownership and responsibility for an EqIA lies at Head of Service level and above, however, managers and staff play a key role in the assessment process as they will be involved in implementing the necessary actions identified and integrating equalities into planning. As a rule, any work that needs a decision e.g. Lead Member decision or Leadership Team should be signed off by the Executive Director. Anything that is not going through a formal decision-making process can be signed off by Head of service.

## **At what point do I need to complete an EqIA?**

You need to complete an EqIA at the very beginning when considering your proposal and therefore before a decision is taken.

**Please note an EqIA is a live document which means it must be regularly reviewed and updated considering new evidence or information.**

It is important to consider equalities issues at every stage of the process. You may not have all the data you need at the beginning, or you may not have finalised what your project will look like. However, an EqIA is there to help guide your thinking on how your work might affect different groups in our community and support your planning and consultation work.

## **Where can I get support to complete an EqIA?**

There are resources available on the SharePoint site, including example EqIAs. You can also get support from the EqIA Champion in your Team/Directorate, see the SharePoint site for details. You can email any queries to the EqIA inbox [eqia@rbkc.gov.uk](mailto:eqia@rbkc.gov.uk). Finally further support is available for strategic and crosscutting EqIAs from Mandeep Kaur Bains ([mandeep.kaurbains@rbkc.gov.uk](mailto:mandeep.kaurbains@rbkc.gov.uk)) in the Corporate Strategy Team. If your EqIA focuses on workforce changes or development, then contact Charlaine Nkum ([Charlaine.nkum@rbkc.gov.uk](mailto:Charlaine.nkum@rbkc.gov.uk)) or Lee Sykes ([lee.sykes@rbkc.gov.uk](mailto:lee.sykes@rbkc.gov.uk)) in HR.

## SECTION 1: Programme details

Name of the policy, project, service, or strategy being assessed	Parking Services waiver and direct award for Parking Remittance Processing and Document Scanning Service contract.
Give a brief overview of your works aims and objectives	Parking Services are seeking a waiver and approval for direct award to the existing service provider covering the contract for Parking Remittance Processing and Document Scanning Service for a 1-year period to facilitate the re-tender of the contract. This relates to remittance processing of cheques and document scanning of challenges and representations in relation to Penalty Charge Notices. This contract expired on 31st December 2024 and short-term arrangements are required to ensure continuity of service whilst compliant procurements are carried out.
Name of person completing this EqIA	Alex Mummery (Interim Senior Parking Contracts & Systems Officer)
Name of Director	Andrew Burton
Team	Parking Services
Directorate	Transport and Regulatory Services
Contact Email	Alex.mummery@rbkc.gov.uk
Where is this EqIA stored. (This is to ensure colleagues can pick this up in your absence. )	<a href="#">NEW-EqIA-Form-2023-Scanning (10 01 25) Appendix B.docx</a>
Is this EqIA accompanying a report that is going through a formal decision process?	Yes
If so which meeting, is it going to for decision?	Executive Decision

## SECTION 2: EqIA Screening – Do you need to complete a full EqIA?

Please complete the checklist below, including impact to help determine if a full EqIA is necessary. Please see table in Section 3 for a breakdown of the protected characteristics

Question	Answer (Yes, No, Unclear)	Impact (Positive, Negative or Neutral)
Does your programme have the potential to disproportionately affect men, women or those who identify as non-binary?	No	Neutral
Does your programme have the potential to disproportionately affect people of a particular race or ethnicity? This includes refugees, asylum seekers, migrants and gypsies and travellers.	No	Neutral
Does your programme have the potential to disproportionately affect people with a disability? Consider physical and learning disabilities and mental health conditions.	No	Neutral
Does your programme have the potential to disproportionately affect people of certain sexual orientations?	No	Neutral
Does your programme have the potential to disproportionately affect people of different age groups? Consider children and elderly populations.	No	Neutral
Does your programme have the potential to disproportionately affect those undergoing or intending to undergo the process of gender reassignment?	No	Neutral
Does your programme have the potential to disproportionately affect those due to pregnancy or maternity? The Equality Act protects women or birthing people from discrimination from when you become pregnant until your right to maternity leave ends and you return to work. If you do not have the right to maternity leave this is 2 weeks after the child is born.	No	Neutral
Does your programme have the potential to disproportionately affect those who are married or in a civil partnership?	No	Neutral
Does your programme have the potential to disproportionately affect people of different faiths and beliefs?	No	Neutral
Does your programme have the potential to disproportionately affect people on low incomes or living in poverty?	No	Neutral
Does your programme have the potential to disproportionately affect people living in the most deprived areas of RBKC? Think about North Kensington, in particular Golborne, Notting Dale, Dalgarno and those living on the Worlds End Estate. There is further detail in Section 3 below in the socioeconomic and geographical box.	No	Neutral

**If you have assessed the impact to any of the above questions to be Negative, Neutral or Unclear, then you will need to complete Sections 3, 4 and 5. If you have assessed all the necessary impacts as Positive, explain the rational for this in the box below and then go to Section 5.**

**Please use this box to outline how residents are positively impacted. Include the following information:**

This is a means for customers to communicate with the Council in respect to making representations/challenges to Penalty Charge Notices (PCNs).

This service provides customers with an alternative option of making payment and or challenging PCNs other than using digitised or web-based services.

### **SECTION 3: Assessing the Impact**

Please use this section to assess the impact of the programme on those with protected characteristics. Please answer the following questions in your assessment for each characteristic.

**1. How many people currently use the service? Or who and how many people will be affected by the policy or strategy?**

This cannot be defined due to the nature of the service, however, we issue 200,000 PCNs per year and approximately 25% of these are likely to challenge. The affected people include; residents, businesses as well as customers out of borough and a small percentage of foreign customers.

**2. What consultation have you completed to gather feedback from service users? Or what other relevant data have you gathered to support your work?**

No specific consultation has been carried out, however, the current service has been in place since 2017 and we have received no complaints regarding service delivery.

**3. How will you ensure that the policy, project, service, or strategy will be accessible to all groups? and how will you address or breakdown any barriers to achieving this.**

We will continue to monitor our correspondence from customers and users for feedback.

**4. How is this group impacted and determine whether the proposed activity will have a positive, neutral or negative impact.**

This group is impacted by having the facility to make a written challenge or payment for PCNs. It is likely to have a neutral impact as charges are widely published and guidance is readily available on the RBKC website.

**5. If the impact is negative, what mitigations will you put in place to reduce the impact?**

N/A

**6. If the impact is positive, what actions have you taken to achieve a positive impact?**

N/A

Protected characteristic	Analysis	Impact (Positive, Negative or Neutral)																								
<b>Age</b>	<p>2021 census: The average age of residents in Kensington and Chelsea is 40.45 years, making it the fourth oldest population in London.</p> <p>The age breakdown of our population is:</p> <table border="1" data-bbox="320 423 1173 687"> <tr> <td>4 years and under</td> <td>4.3%</td> <td>25-34 years</td> <td>17.5 %</td> </tr> <tr> <td>5-9 years</td> <td>4.4%</td> <td>35-49 years</td> <td>21.2 %</td> </tr> <tr> <td>10-15 years</td> <td>5.4%</td> <td>50-64 years</td> <td>20.5%</td> </tr> <tr> <td>16-19 years</td> <td>3.8%</td> <td>65-74 years</td> <td>7.9%</td> </tr> <tr> <td>20-24 years</td> <td>8.5%</td> <td>75-84 years</td> <td>4.8%</td> </tr> <tr> <td></td> <td></td> <td>85 years and over</td> <td>1.7%</td> </tr> </table> <p>1.Data on service users/those affected: We are obliged to provide this service, however, this may assist certain groups in making challenges/representations against Penalty Charge Notices as not all customers are comfortable using digitised or web-based services, and alternated payment processes, e.g. IVR.</p> <p>2. Consultation outcomes for this group: No consultation was carried out</p> <p>3. Accessibility and Inclusion: This service offers additional means of communicating with the Council and making payment regarding Penalty Charge Notices.</p> <p>4. Analysis of impact: A positive impact is predicted for this service provision</p> <p>5/6. Mitigations for negative impact/actions taken for positive impact: None</p>	4 years and under	4.3%	25-34 years	17.5 %	5-9 years	4.4%	35-49 years	21.2 %	10-15 years	5.4%	50-64 years	20.5%	16-19 years	3.8%	65-74 years	7.9%	20-24 years	8.5%	75-84 years	4.8%			85 years and over	1.7%	Positive
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<b>Disability</b>	<p>2021 census: 12.8% of residents in the borough said they had a long-term condition or disability that limited their life in some way. LGA Data from the academic year 21/22 highlights:</p> <ul style="list-style-type: none"> <li>• 2,379 young people have Special Educational Needs in RBKC.</li> <li>• 746 have a statement of Special Educational Need or an Education and Health Plan.</li> <li>• 62 children in the Borough have a disability in schools.</li> </ul> <p>1.Data on service users/those affected:</p> <p>2. Consultation outcomes for this group:</p> <p>3. Accessibility and Inclusion:</p> <p>4. Analysis of impact:</p>	Positive (as above)																								

	5/6. Mitigations for negative impact/actions taken for positive impact:	
<b>Gender reassignment</b>	<p>The 2021 census captured this information those aged 16 and above.  Approximately 90% of our residents stated that their sex is the same as it was at birth. Nearly 9% of residents did not answer the question. The remaining identified themselves as:</p> <ul style="list-style-type: none"> <li>• 0.2% said that their sex is different to that registered at birth</li> <li>• 0.1% identify as Trans woman</li> <li>• 0.1% as Trans man</li> <li>• Less than 0.1% identify as non-binary</li> <li>• 0.1% identify as other</li> </ul> <p>1.Data on service users/those affected:  2. Consultation outcomes for this group:  3. Accessibility and Inclusion:  4. Analysis of impact:  5/6. Mitigations for negative impact/actions taken for positive impact:</p>	Positive (as above)
<b>Marriage and Civil Partnership</b>	<p>2021 Census data shows 49.24% of residents are single. Nearly 35% of residents are married to someone of the opposite sex and 0.5% are married to someone of the same sex. The remaining 0.15% of our residents are in a civil partnership with someone of the opposite sex and 0.39% are in a civil partnership with someone of the same sex.</p> <p>1.Data on service users/those affected:  2. Consultation outcomes for this group:  3. Accessibility and Inclusion:  4. Analysis of impact:  5/6. Mitigations for negative impact/actions taken for positive impact:</p>	Positive (as above)
<b>Pregnancy and maternity</b>	<p>The 2019 JSNA showed there were 1,612 births in the borough. It also showed an estimated 335 cases perinatal mental illness.</p> <p>1.Data on service users/those affected:  2. Consultation outcomes for this group:</p>	Positive (as above)

	<p>3. Accessibility and Inclusion:</p> <p>4. Analysis of impact:</p> <p>5/6. Mitigations for negative impact/actions taken for positive impact:</p>																																													
<b>Race</b>	<p>2021 Census: The broad ethnic breakdown of the borough's population is White at 70.6%; Asian, Asian British at 11.8%; Black, Black British at 7.9%; Mixed or multiple ethnicities at 6.6%; and Other at 9.9%.</p> <p>A more detailed breakdown is:</p> <table border="1" data-bbox="316 607 1267 1352"> <tr> <td>Asian Bangladeshi</td> <td>1%</td> <td>Mixed White and Asian</td> <td>2.1%</td> </tr> <tr> <td>Asian Chinese</td> <td>2.7%</td> <td>Mixed White and Black African</td> <td>0.9%</td> </tr> <tr> <td>Asian Indian</td> <td>2.2%</td> <td>Mixed White and Black Caribbean</td> <td>2.1%</td> </tr> <tr> <td>Asian Pakistani</td> <td>0.9%</td> <td>Mixed Other</td> <td>2.4%</td> </tr> <tr> <td>Asian Other</td> <td>5%</td> <td>White English, Welsh, Scottish, Northern Irish British</td> <td>32.7%</td> </tr> <tr> <td>Black African</td> <td>4.8%</td> <td>White Irish</td> <td>2.0%</td> </tr> <tr> <td>Black Caribbean</td> <td>2.3%</td> <td>White Gypsy or Irish Traveller</td> <td>0.1%</td> </tr> <tr> <td>Black Other</td> <td>0.8%</td> <td>White Roma</td> <td>0.7%</td> </tr> <tr> <td></td> <td></td> <td>White Other</td> <td>28.3%</td> </tr> <tr> <td></td> <td></td> <td>Other Arab</td> <td>4.5%</td> </tr> <tr> <td></td> <td></td> <td>Other ethnicities</td> <td>5.4%</td> </tr> </table> <p>1.Data on service users/those affected:</p> <p>2. Consultation outcomes for this group:</p> <p>3. Accessibility and Inclusion:</p> <p>4. Analysis of impact:</p> <p>5/6. Mitigations for negative impact/actions taken for positive impact:</p>	Asian Bangladeshi	1%	Mixed White and Asian	2.1%	Asian Chinese	2.7%	Mixed White and Black African	0.9%	Asian Indian	2.2%	Mixed White and Black Caribbean	2.1%	Asian Pakistani	0.9%	Mixed Other	2.4%	Asian Other	5%	White English, Welsh, Scottish, Northern Irish British	32.7%	Black African	4.8%	White Irish	2.0%	Black Caribbean	2.3%	White Gypsy or Irish Traveller	0.1%	Black Other	0.8%	White Roma	0.7%			White Other	28.3%			Other Arab	4.5%			Other ethnicities	5.4%	Positive (as above)
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<b>Religion/belief</b>	<p>A breakdown of religious groups in RBKC from the 2021 census are:</p> <table border="1" data-bbox="316 1944 1251 2049"> <tr> <td>Buddhist</td> <td>1.1%</td> <td>Jewish</td> <td>1.9%</td> <td>Other</td> <td>0.7%</td> </tr> <tr> <td>Christian</td> <td>48.4%</td> <td>Muslim</td> <td>11.8%</td> <td>No religion</td> <td>24.8%</td> </tr> </table>	Buddhist	1.1%	Jewish	1.9%	Other	0.7%	Christian	48.4%	Muslim	11.8%	No religion	24.8%	Positive (as above)																																
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<b>Sex</b>	<p>2021 Census: Female 53.2% and Male 46.8%.</p> <p>1.Data on service users/those affected:</p> <p>2. Consultation outcomes for this group:</p> <p>3. Accessibility and Inclusion:</p> <p>4. Analysis of impact:</p> <p>5/6. Mitigations for negative impact/actions taken for positive impact:</p>	Positive (as above)						
<b>Sexual Orientation</b>	<p>2021 census information on sexual orientation is only captured for people aged 16 and above. Approximately 85% identify as Heterosexual, nearly 3% identify as Gay or Lesbian, 1.3% as Bisexual and 0.3% as other, the remaining 10.4% did not answer this question.</p> <p>1.Data on service users/those affected:</p> <p>2. Consultation outcomes for this group:</p> <p>3. Accessibility and Inclusion:</p> <p>5/6. Mitigations for negative impact/actions taken for positive impact:</p>	Positive (as above)						
<p><b>In addition to the nine protected characteristics, where relevant we ask that you also think about the socio-economic and geographical considerations of our residents. Some data has been included below for your reference.</b></p>								



<p><b>Socio-economic and Geographical</b></p>	<p>A recent report on data from the Index of Multiple Deprivation for 2019 showed that a high concentration of the most deprived Lower Super Output Areas being found in the Golborne, Notting Dale and Dalgarno wards.</p> <p>North Kensington also has higher numbers of people on low incomes, who are unemployed or who have no qualifications than the rest of the borough and has a higher proportion of social housing. There are also pockets of low income, higher unemployment, and lower skills levels in parts of the south and west of the borough, again in areas where there are greater proportions of social housing.</p> <p>According to recent ONS data RBKC continues to have the highest life expectancy in the country, however this varies between the north and the south, between people from different ethnic minorities, and between homeowners, private renters, and those in social housing.</p> <p>ONS data also shows that life expectancy in the borough can vary significantly by different wards. There are larger gaps between the least and most deprived wards, these are as much as 14.8 years for males and 11.9 years for females. Females in Notting Dale live on average 15 years less than their neighbours in Holland Ward.</p> <p>The 2021 census data on general health of our residents shows that 58% of all residents, reported being in 'very good' health, 29.6 reported 'good' health, 10.1% reported 'fair health', 3.7% reported 'bad health' and 1.1% of residents reported 'very bad' health. However, these figures vary greatly across the Borough. Campden residents had the highest proportion reporting 'very good' health, 67.4% and Dalgarno in the north of the Borough had the lowest, 48.5%.</p>	<p>Positive (as above)</p>
<p><b>Other Groups</b></p>	<p>Please consider groups that may be affected by your work, such as Grenfell Bereaved and Survivors, Carers and Members of the Armed Forces etc.</p>	<p>Positive (as above)</p>


## SECTION 4: Action Plan

Have you identified the need to reduce or remove any negative impacts, conduct work with those from protected groups to participate where their participation is disproportionately low, or fill any data gaps? If so, complete the Action Plan below to show the work that is planned.

None identified

Issue identified	Planned Action	Lead Officer and Timeframe

## SECTION 5: Sign-off

Director/ Head of Service Name	Andy Vennard
Contact Email	Andrew.vennard@rbkc.gov.uk
Date of sign off	10 January 2025
<p><b>Review</b>  <b>It is important to consider equalities issues at every stage of the process. Remember an EqIA is a live document which means it must be regularly reviewed and updated considering new evidence or information, for example, have you now completed your consultation or has there been news on funding. Please ask your Director or Head of Service to sign-off at every review stage. You can have as many reviews as are appropriate for your work.</b></p>	
Date of 1 <sup>st</sup> Review	20/12/2024
Name of Reviewer	Alex Mummery
Director signature	
Date of 2 <sup>nd</sup> Review	
Name of Reviewer	
Director signature	
Date of 3 <sup>rd</sup> Review	
Name of Reviewer	
Director signature	