

**Equality impact assessment (EIA) form: evidencing paying due regard to
protected characteristics**
(Form updated October 2023)

NYC Parking App Solution

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যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান, তাহলে দয়া করে আমাদেরকে বলুন।

如欲索取以另一語文印製或另一格式製作的資料，請與我們聯絡。

اگر آپ کو معلومات کسی دیگر زبان یا دیگر شکل میں درکار ہوں تو برائے مہربانی ہم سے پوچھئے۔



Equality Impact Assessments (EIAs) are public documents. EIAs accompanying reports going to County Councillors for decisions are published with the committee papers on our website and are available in hard copy at the relevant meeting. To help people to find completed EIAs we also publish them in the Equality and Diversity section of our website. This will help people to see for themselves how we have paid due regard in order to meet statutory requirements.

Name of Directorate and Service Area	Environment – Parking Services
Lead Officer and contact details	Jane Wilson
Names and roles of other people involved in carrying out the EIA	Jane Wilson/Jenny Knowles
How will you pay due regard? e.g. working group, individual officer	
When did the due regard process start?	27/11/25

Section 1. Please describe briefly what this EIA is about. (e.g. are you starting a new service, changing how you do something, stopping doing something?)

As part of a programme within the convergence portfolio we have a number of parking projects being completed to improve the customer experience and future proof the parking service. This EIA is to cover the option for a single Parking app solution. We currently have 3 different parking apps that don't cover the whole of North Yorkshire. Following on from LGR the service have decided to update the machines used across North Yorkshire to provide access to the whole of North Yorkshire both in rural and locality areas with the ability to provide information to other software solutions to provide real-time parking session information.

This will enable customer to have the choice of paying by cash, contactless and via an app which will cover all aspects of customer choice.

In order to make savings across the council the aim is to go ticketless which is a change for the customer in North Yorkshire.

Section 2. Why is this being proposed? What are the aims? What does the authority hope to achieve by it? (e.g. to save money, meet increased demand, do things in a better way.)

This proposal aims to modernise and streamline parking services across North Yorkshire by introducing a single, unified parking app solution. The key objectives are:

- **To improve the customer experience** by providing a consistent and accessible way to pay for parking across the entire region, including both rural and urban areas.
- **To increase efficiency** by replacing multiple existing apps with one solution, reducing confusion and making it easier for customers to access parking services.
- **To future-proof the service** by upgrading payment machines and integrating real-time parking session information with other software solutions.
- **To offer greater choice** by enabling customers to pay by cash, contactless, or via the app, ensuring inclusivity for all users.
- **To support council savings** by moving towards a ticketless system, which will reduce operational costs and environmental impact.

Overall, the authority hopes to deliver a more user-friendly, efficient, and sustainable parking service that meets the needs of residents and visitors, while also achieving cost savings and operational improvements

Section 3. What will change? What will be different for customers and/or staff?

With the introduction of a single parking app and upgraded payment machines across North Yorkshire, several changes will take place:

- **Unified Payment System:** Customers will be able to use one app to pay for parking anywhere in North Yorkshire, replacing the current system of multiple apps that do not cover all areas.
- **More Payment Options:** Customers will have the flexibility to pay by cash, contactless card, or via the new app, catering to a wider range of preferences and needs.
- **Ticketless Parking:** The move towards a ticketless system means customers will no longer need to display a physical ticket, streamlining the parking process and reducing paper waste.
- **Real-Time Information:** The new system will provide real-time parking session data, improving enforcement and customer service.
- **Staff Processes:** Staff will need to adapt to new technology and processes, including managing the new app, upgraded machines, and handling customer queries related to the changes.
- **Consistent Customer Experience:** The changes will create a more consistent and accessible parking experience for all users, regardless of location.

These changes are designed to make parking easier, more efficient, and environmentally friendly for both customers and staff.

Section 4. Involvement and consultation (What involvement and consultation has been done regarding the proposal and what are the results? What consultation will be needed and how will it be done?)

To ensure the proposed changes are inclusive and meet the needs of all users, the following involvement and consultation activities have been undertaken or are planned:

- **Regular Communications Meetings:** Ongoing meetings with internal stakeholders to discuss the proposed changes, gather feedback, and plan effective communication strategies.
- **Customer Consultation:** A formal consultation period will be provided as part of the process to amend the Traffic Regulation Order (TRO). This will allow customers and the wider public to comment on the proposed changes before implementation.
- **Engagement with Staff:** Staff have been involved in discussions about the new system and will continue to be consulted to ensure a smooth transition and address any operational concerns.
- **Feedback Channels:** Customers will be able to provide feedback through established channels, including online forms, email, and customer service contacts.
- **Accessibility Considerations:** Consultation will include engagement with groups representing people with protected characteristics to ensure the new system is accessible and does not disadvantage any users.

The results of these consultations will be used to inform the final implementation and ensure that any concerns are addressed.

Section 5. What impact will this proposal have on council budgets? Will it be cost neutral, have increased cost or reduce costs?

While the new system may deliver up to £70,000 in annual savings compared to current costs, these savings are likely to be offset by the need to provide the app facility in additional areas. The proposal is therefore expected to be cost neutral overall, with the added benefit of a more consistent and accessible service across North Yorkshire. The allocated budget aligns with current spend, and any additional costs will be managed within the broader parking services budget. The council will continue to monitor costs closely as the tender process progresses.

Section 6. How will this proposal affect people with protected characteristics?	No impact	Make things better	Make things worse	Why will it have this effect? Provide evidence from engagement, consultation and/or service user data or demographic information etc.
Age	x			The proposal offers multiple payment options (cash, contactless, app), ensuring that those who may not be comfortable with digital technology can still pay by cash. This helps to avoid disadvantaging older customers or those less familiar with smartphones.
Disability	x			The new machines and app will be designed to meet accessibility standards, including features such as clear instructions, tactile buttons, and compatibility with screen readers. This should improve the experience for customers with disabilities. Giving choice not to just pay via an app.
Sex	x			No adverse impact is anticipated for these groups, as the changes are designed to be universally accessible and do not affect service provision based on these characteristics.
Race	x			As Above
Gender reassignment	x			As Above
Sexual orientation	x			As Above
Religion or belief	x			As Above

Pregnancy or maternity	x			As Above
Marriage or civil partnership	x			As Above
Section 7. How will this proposal affect people who...	No impact	Make things better	Make things worse	Why will it have this effect? Provide evidence from engagement, consultation and/or service user data or demographic information etc.
live in a rural area?	x			The new parking system is designed to cover all areas of North Yorkshire, including rural locations that may previously have had limited access to digital payment options. By upgrading machines and offering multiple payment methods (cash, contactless, app), the proposal aims to ensure rural residents are not disadvantaged and have the same level of service as those in urban areas.
have a low income?	x			By retaining cash payment as an option, the proposal ensures that individuals without access to banking or digital technology are not excluded. This helps to prevent financial barriers to parking and supports inclusivity for those on lower incomes.
are carers (unpaid family or friend)?	x			The simplified and unified parking system, with clear payment options and real-time information, may make it easier for carers to manage parking when supporting others, reducing stress and saving time.
are from the Armed Forces Community	x			No specific adverse impact is anticipated for members of the Armed Forces Community. The system is designed to be accessible and user-friendly for all, regardless of background.

Section 8. Geographic impact – Please detail where the impact will be (please tick all that apply)	
North Yorkshire wide	x
Craven	
Hambleton	
Harrogate	
Richmondshire	
Ryedale	
Scarborough	
Selby	
If you have ticked one or more areas, will specific town(s)/village(s) be particularly impacted? If so, please specify below.	

Section 9. Will the proposal affect anyone more because of a combination of protected characteristics? (e.g. older women or young gay men) State what you think the effect may be and why, providing evidence from engagement, consultation and/or service user data or demographic information etc.

At this stage, no specific adverse impacts have been identified for individuals with a combination of protected characteristics. The proposal is designed to be inclusive, offering multiple payment options (cash, contactless, app) and ensuring accessibility for all users.

However, it is recognised that some groups—such as older people with disabilities, or individuals with low income who may also have limited digital access—could face additional barriers if changes are not implemented with care. To mitigate this, the council will:

- Continue to offer cash payment alongside digital options.
- Ensure all new machines and the app meet accessibility standards.
- Monitor feedback from consultation and engagement activities to identify any unforeseen impacts on people with intersecting protected characteristics.
- Make reasonable adjustments as needed to ensure equitable access.

Ongoing engagement and monitoring will help ensure that the needs of people with multiple protected characteristics are considered and addressed throughout implementation.

Section 10. Next steps to address the anticipated impact. Select one of the following options and explain why this has been chosen. (Remember: we have an anticipatory duty to make reasonable adjustments so that disabled people can access services and work for us)	Tick option chosen
1. No adverse impact - no major change needed to the proposal. There is no potential for discrimination or adverse impact identified.	x
2. Adverse impact - adjust the proposal - The EIA identifies potential problems or missed opportunities. We will change our proposal to reduce or remove these adverse impacts, or we will achieve our aim in another way which will not make things worse for people.	
3. Adverse impact - continue the proposal - The EIA identifies potential problems or missed opportunities. We cannot change our proposal to reduce or remove these adverse impacts, nor can we achieve our aim in another way which will not make things worse for people. (There must be compelling reasons for continuing with proposals which will have the most adverse impacts. Get advice from Legal Services)	
4. Actual or potential unlawful discrimination - stop and remove the proposal – The EIA identifies actual or potential unlawful discrimination. It must be stopped.	
<p>Explanation of why option has been chosen. (Include any advice given by Legal Services.)</p> <p>The proposal has been designed to be inclusive and accessible, with multiple payment options (cash, contactless, app) and upgraded machines that meet accessibility standards. Consultation and engagement activities have not identified any significant adverse impacts on people with protected characteristics or those with intersecting characteristics. Ongoing monitoring and feedback mechanisms will be in place to ensure that any unforeseen issues are identified and addressed promptly. Reasonable adjustments will be made as required to ensure equitable access for all users.</p> <p>If, during implementation or through further consultation, any adverse impacts are identified, the proposal will be reviewed and adjusted as necessary to mitigate these effects.</p>	

Section 11. If the proposal is to be implemented how will you find out how it is really affecting people? (How will you monitor and review the changes?)

To ensure the proposal is having the intended positive impact and to identify any unforeseen issues, the following monitoring and review processes will be put in place:

- **Ongoing Feedback Collection:** Customers and staff will be encouraged to provide feedback through established channels such as online forms, email, and customer service contacts.
- **Regular Review Meetings:** The project team will hold regular meetings to review feedback, monitor usage data, and assess any reported issues or barriers.
- **Analysis of Usage Data:** Data from the new parking app and payment machines will be analysed to identify trends, uptake, and any areas where users may be experiencing difficulties.
- **Engagement with Representative Groups:** Continued engagement with groups representing people with protected characteristics will help ensure the system remains accessible and inclusive.
- **Post-Implementation Review:** A formal review will be conducted after implementation to assess the overall impact, including any unintended consequences, and to identify further improvements if needed.
- **Reporting:** Findings from monitoring and review activities will be reported to senior management and used to inform any necessary adjustments to the service.

These measures will help ensure that the changes are effective, inclusive, and responsive to the needs of all users.

Section 12. Action plan. List any actions you need to take which have been identified in this EIA, including post implementation review to find out how the outcomes have been achieved in practice and what impacts there have actually been on people with protected characteristics.

Action	Lead	By when	Progress	Monitoring arrangements
Communicate changes to customers and staff through multiple channels	Jane Wilson	Before launch	In progress	Review feedback and queries post-launch
Ensure new machines and app meet accessibility standards	Jane Wilson	Before rollout	Ongoing	Accessibility testing and user feedback
Provide training for staff on new systems and customer support	Jane Wilson	Before rollout	Planned	Staff feedback and training completion rates
Collect and analyse feedback from customers, including those with protected characteristics	Jane Wilson	Ongoing	To begin at launch	Regular review meetings and feedback reports
Conduct post-implementation review to assess impact and identify improvements	Jane Wilson	6 months post-launch	Scheduled	Formal review and report to management

Section 13. Summary Summarise the findings of your EIA, including impacts, recommendation in relation to addressing impacts, including any legal advice, and next steps. This summary should be used as part of the report to the decision maker.

This Equality Impact Assessment has reviewed the proposed introduction of a unified parking app and upgraded payment machines across North Yorkshire. The assessment finds that the proposal is designed to be inclusive, offering multiple payment options (cash, contactless, app) to ensure accessibility for all users, including those with protected characteristics and those living in rural areas or on low incomes.

Consultation and engagement activities have been planned to gather feedback from customers, staff, and representative groups. No significant adverse impacts have been identified at this stage. The proposal is expected to deliver a more consistent and user-friendly parking experience, operational efficiencies, and long-term cost savings for the council.

Ongoing monitoring and review processes will be implemented to ensure that any unforeseen issues are identified and addressed promptly. Reasonable adjustments will be made as required to maintain equitable access. The findings and recommendations from this EIA will inform the final implementation and any necessary adjustments to the proposal.

Section 14. Sign off section

This full EIA was completed by:

Name: Jane Wilson

Job title: Parking Policy and Technical Operations Manager

Directorate: Environment

Signature:

Completion date: 27/11/25

Authorised by relevant Assistant Director (signature): Barrie Mason

Date: 11/12/2025