

## Notice of Non-key Executive Decision

<b>Subject Heading:</b>	<b>Virtual Permits 2021 – Objection Report</b>
<b>Cabinet Member:</b>	Cllr Osman Dervish
<b>SLT Lead:</b>	Barry Francis Director of Neighbourhoods
<b>Report Author and contact details:</b>	Diane Bourne Schemes Manager <a href="mailto:Diane.bourne@havering.gov.uk">Diane.bourne@havering.gov.uk</a> 01708 434871
<b>Policy context:</b>	Havering Local Development Framework (2008)
<b>Financial summary:</b>	<b>Estimated cost of £0.001m to be funded from cost centre A26910, Engineering Services 2021/22 budget</b>
<b>Relevant OSC:</b>	Environment
<b>Is this decision exempt from being called-in?</b>	Yes as Non Key Decision by Officer

### The subject matter of this report deals with the following Council Objectives

Communities making Havering	[X]
Places making Havering	[X]
Opportunities making Havering	[X]
Connections making Havering	[X]

## Part A – Report seeking decision

### DETAIL OF THE DECISION REQUESTED AND RECOMMENDED ACTION

Following a resolution of Cabinet on 17 February 2021 authorising the introduction of virtual parking permits in the Borough and an Executive Decision dated 8<sup>th</sup> June 2021 authorising the commencement of statutory consultation on proposals to amend the Havering's Traffic Orders to bring virtual permits into operation across all parking permit types, this Decision considers the representations received at the close of consultation and approves the amendments to the Traffic Orders as consulted.

### AUTHORITY UNDER WHICH DECISION IS MADE

Council's Constitution

Part 3

3.8.3. Assistant Director of Environment Delegated Powers

(s) To authorise minor alterations to traffic management orders to enable implementation of approved proposals or continuation of traffic management schemes.

(u) To authorise the creation, amendment and removal of disabled persons' parking bays and footway parking bays and at any time waiting restrictions at bends and road junctions

### STATEMENT OF THE REASONS FOR THE DECISION

On 17<sup>th</sup> February 2021 Cabinet resolved to approve the introduction of virtual permits across in the Borough across all parking permit types.

Affected parking permit types:

1. Business
2. Carer
3. Car Park Season Tickets
4. Critical duty
5. Havering clinical commissioning group
6. Havering Hero
7. Health and homecare
8. Members
9. Parking Waivers
10. Resident
11. Staff Car Park Season Tickets
12. School Streets exemption
13. Voucher
14. Visitor

In order to give effect to the Cabinet resolution to introduce virtual parking permits it is necessary to amend the Boroughs Traffic Orders. The reasoning for the introduction of virtual parking permits is set out in the Cabinet report of 17<sup>th</sup> February 2021.

An Executive Decision dated 8<sup>th</sup> June 2021 authorised the statutory consultation on proposals to amend the Boroughs Traffic Orders. A copy of all consultation documentation including the proposed amendments to the Traffic Orders is attached at Appendix 1. At the close of consultation on the 16<sup>th</sup> July 2021, representations in objections to the introduction of virtual parking permits were received by the Council.

The following parts of this report detail the objections received following statutory consultation and Officer response to the objections.

At the close of statutory consultation on 16<sup>th</sup> July 2021 the Council received ten representations to the proposed amendments to the Boroughs Traffic Orders;

- 1) "I was bought here via a Havering Newsletter that asked residents to review and comment on a proposal to replace physical parking permits with virtual ones. I do not understand the information provided here. What exactly is the proposal and what, if any, are the benefits? What area of Havering does it cover? The attached document is not much help and the map is just a map. However, I object to the introduction of virtual residents parking permits since there is a project to build 35 new homes in 23 - 27 Victoria Road (followed by another 30-odd next door at a later date). This new development will have only 4 (yes four) parking spaces so they foresee that the lack of a visible, physical parking permits will lead to even more illegal parking and congestion in Victoria Road, King Edward Road, Hearn Road and Alexandria Road".

**Officers response to the above objection is as follows;**

**This consultation was advertised in the Havering newsletter as well as the Romford Recorder and London Gazette, in order to inform residents of the consultation regarding amendments being proposed to the boroughs traffic orders. This proposal covers the whole borough. The map referred to relates to Havering Traffweb where our map-based traffic orders are displayed and enables residents to respond to consultations on this system should they wish.**

**The benefits of virtual permits would be that the system is self-service, meaning the customer would have full control over the administration of their own account and could choose when they wanted to purchase and use permits for all types that are virtual. This system would also save money for the Council with regards to printing and administration costs. The customer experience would also be improved by a self-service platform accessible 24 hours a day.**

**The lack of a visible, physical parking permit would not lead to more illegal parking and congestion. Civil Enforcement Officers would continue to patrol the borough and would be able to see on their handheld devices if a vehicle has a valid permit. If a car is parked in a permit holder space without a valid virtual permit they would issue a Penalty Charge Notice.**

- 2) "My understanding is that the local authority should be providing a service to its residents, not putting obstacles in their way. Some years ago the facility to buy parking permits from the Public office in Romford was removed and now a permit can only be purchased online. If you are a resident in Havering who does not have access to a computer and therefore no email address with which to open an account, it is impossible to purchase a parking permit in Havering. This scheme goes further and makes it impossible to purchase a visitor permit. If someone visits unexpectedly now, I can immediately provide them with a paper parking permit. Is it really expected that when a visitor turns up a resident will then have to spend possibly 30 minutes waiting in a queue on the phone or making an online application to purchase a visitor permit by which time a penalty charge will probably be applied by a warden? Have you really thought about how older residents in Havering will be able to use this. It seems to me this a scheme to save money without regards for public service".

**Officers response to the above objection is as follows;**

**The benefits of the virtual permits are that the system would be self-service, meaning the customer would have full control over the administration of their own account and could choose when they want to purchase and use permits for all types that are virtual.**

**Those without internet access would be able to call the MiPermit number and authorise them to aid with the management of Visitors permits, would be able to be purchased and assigned to a visitor's vehicle on an ad hoc basis.**

**Customers would be able to set up their account details and manage their permits over the phone with Chipside as and when needed. As the account holder they would also have control over who could access their account and could nominate a family member or trusted friend to access their account using a smart phone or online to manage their account. This is particularly useful for visitor permits.**

**The change to virtual permits would improve the customer service as it enables self-service and is a quicker and more efficient service by directing calls regarding MiPermit to Chipside who would provide a dedicated service with specialist advice rather than through the Contact Centre who provide customer service response across the Council. The permit would also be active from the moment it is paid for and customers would no longer have to wait for their permits in the post.**

3) "Your belief this will be easier for residents is quite mistaken. The system is already arduous enough and being run by an outside agency it will be more impersonal than ever. A relative, who lives with us, needs a parking permit for their company van, they need their company to provide information, which to be perfectly frank, they can't be bothered to provide or even to pay for so they have to park in another road where permits are not required.

We have certainly been given the short end of the straw in Catherine Road and now to be administered by an outside agency is just beyond the pale!"

**Officers response the above objection is as follows;**

**The virtual permit system - MiPermit would be hosted by Chipside Ltd who are the contracted supplier for the notice processing system used by Parking Services. The virtual permit parking system would be self-service, meaning the customer would have full control over the administration of their own account and could choose when they want to purchase and use permits for all types that would become virtual.**

**Residents that have a company van would need to provide the vehicle registration document and a letter from their company on their headed paper confirming that they are the authorised driver or vehicle keeper. The letter needs to show the vehicle registration. Once this information is provided, a parking permit would be authorised in the usual manner.**

**For the purchase of a residents parking permit the council tax number would be required. If this is unknown, there is a link on the application page to their My Havering account where they could find out this information.**

4) "I strongly object to the virtual parking tickets for their visitors. I, like many other people often have non pre-arranged visitors, people popping in to visit, without pre-planning. I don't always have access to a PC nor smart phone and lets face it, by the time I manage to get online and book a friend's reg into a system, a parking ticket could be issued. Another point, we don't have enough parking spaces for residents in this street, there are parking meters that are regularly vandalised, and no one using the paid parking spaces anyway - false economy. Its far better for the parking meters to be removed (saving yourself money from the consent repairs) and giving the space over to the residents which would be paid for yearly therefore bringing in".

**Officers response to the above objection is as follows;**

**Those without internet access would be able to call the MiPermit number and authorise them to aid with the management of Visitors permits, they would be able to be purchased and assigned to a visitor's vehicle on an ad hoc basis. Chipside offer a dedicated telephony service and would be able to provide specialist advice/ assistance.**

**For those with internet access, the system would be self-service, meaning the customer would have full control over the administration of their own account and could choose when they want to purchase and use permits for all types that are virtual, including visitors permits.**

- 5) "As a resident of Havering with elderly parents can you please consider an alternative for those who are not online and up to now relied on the PASC in Romford to pay and collect their paper permits. Going forwards, how will Havering advertise the alternatives to those who are not online? Will this be made clear through postal letters and advertising in the form of actual leaflets, press releases in real newspapers etc. to reassure residents?"

**Officers response to this objection is as follows;**

**Those without internet access would be able to call the MiPermit number and authorise them to aid with the management of their account. Customers would be able to set up their account details and manage their permits over the phone with Chipside on an ad hoc basis. As the account holder they will also have control over who can access their account and could nominate a family member or trusted friend to access their account using a smart phone or online to manage their account. This is particularly useful for visitor permits.**

**The advertising of alternative options of how to apply for virtual parking permits for those not online would be addressed by the Communications team should this proposal go ahead.**

- 6) "Please could you explain how having an online based scheme makes it easier to apply for those residents who are NOT online or do not have mobile phones. Has any research been done into the number of people in this position? What provision is being made for this group of people for an alternative? If none is being then the policy is fundamentally discriminatory which they understand is illegal".

**Officers response to this objection is as follows;**

**Those without internet access would be able to call the MiPermit number and authorise them to aid with the management of their account. Customers would be able to set up their account details and manage their permits over the phone with Chipside on an ad hoc basis. As the account holder they would also have control over who could access their account and could nominate a family member or trusted friend to access their account using a smart phone or online to manage their account.**

**An equalities impact assessment has been completed for the MiPermit application and is included as a background paper to the Cabinet report agreed by the London Borough of Havering in February 2021.**

**Neighbouring Boroughs such as Barking and Dagenham, Brentwood and Epping Forest currently use the virtual parking permit system.**

**It is not considered necessary to research the number of people without internet access as mitigations are available for those not online to access the MiPermit system and gain assistance to administer their account.**

**We do not consider MiPermit to be discriminatory as people without internet access can phone directly to the dedicated service provider.**

- 7) "I would like to make the following points regarding the proposed paperless permit. How will those who do not have internet access apply for their permit or a visitor's permit? There will not be an immediate visual display for residents to see if a car has a permit and parked

appropriately. Like the abolition of car tax disc's many will not bother applying for a permit and risk parking without paying. I fail to see how the borough can police all the roads? In conclusion, surely this will lose much needed revenue for the Borough?"

**Officers response to this comment is as follows;**

**Those without internet access would be able to call the MiPermit number and authorise them to aid with the management of their account. Customers would be able to set up their account details and manage their permits over the phone with Chipside on an ad hoc basis. Customers would be able to set up their account details and manage their permits over the phone to Chipside as and when needed. As the account holder they will also have control over who can access their account and could nominate a family member or trusted friend to access their account using a smart phone or online to manage their account. This is particularly useful for visitor permits.**

**Residents would not need to see a permit displayed. Civil Enforcement Officers alone have the authority to take action against an illegally parked vehicle. The permit zones are patrolled on a regular basis by Civil Enforcement Officers and virtual permits would be checked using their handheld computers. If a car parked in a permit holder space without a valid virtual permit a Penalty Charge Notice would be issued.**

8) "What will be in place for people who do not have the internet at home or on phones to book their parking permits online. Many of their friends do not have the internet".

**Officers response to this comment is as follows;**

**Those without internet access would be able to call the MiPermit number and authorise them to aid with the management of their account. Customers would be able to set up their account details and manage their permits over the phone with Chipside on an ad hoc basis. Customers would be able to set up their account details and manage their permits over the phone to Chipside as and when needed. As the account holder they will also have control over who can access their account and could nominate a family member or trusted friend to access their account using a smart phone or online to manage their account. This is particularly useful for visitor permits.**

9) "Firstly, when I click on the link for more information it just brings up a map and does not give any further information about this scheme. Could you please direct me to the information that is available on the scheme?"

Secondly, I wish to raise my concerns over having a scheme which completely removes all paper permits and relies on internet usage to manage the permits. With a paper permit on the vehicle it not only instantly shows that the vehicle is registered to park in the bay but also give the owner a physical reminder of the date that the permit is due to be renewed. Also, not everybody is able to use the internet well enough to be able to use this system and will inevitably result in unnecessary fines being incurred".

**Officers response to this comment is as follows;**

**The map referred to relates to Havering Traffweb where our map-based traffic orders are displayed and enables residents to respond to consultations with regards to amendments to the boroughs traffic orders on this system should they wish.**

**The Civil Enforcement Officers would be able to use their handheld devices to see if a vehicle has a valid virtual permit. Customers would receive two reminders via email one month and two weeks before the expiry of their permit. Those without internet access would be able to call the MiPermit number and authorise them to aid with the management of their account. Customers would be able to set up their account details and manage their permits over the phone with Chipside on an ad hoc basis. As the account holder they would also have control**

**over who could access their account and could nominate a family member or trusted friend to access their account using a smart phone or online to manage their account. We believe that this new system would not result in unnecessary fines being incurred.**

10) "With reference to the new virtual parking permit system residents will no longer be able to tell whether a vehicle is eligible to park in that road/area as no visual permit! How is this going to be policed by the Council/Chipside Limited?"

**Officers response to this comment is as follows;**

**Civil Enforcement Officers would be able to see on their handheld computer if a vehicle parked in a permit bay has a valid virtual permit. If they do not, a Penalty Charge Notice could be issued. There is no requirement for a physical permit to be displayed so a third party could see it.**

A total of ten representations objecting to the proposed introduction of virtual permits were received at the close of the borough wide consultation. The main concern raised is the perceived need for service users to have internet access to access the new system. Officers are cognisant of the need to provide residents with alternative means of accessing the system. Officers have ensured that the service provider maintains a dedicated telephone line through which the service can be accessed.

Officers recommend that the proposals to amend Havering's traffic orders to bring virtual permits into operation across all parking permit types is approved for implementation

#### **OTHER OPTIONS CONSIDERED AND REJECTED**

No other options considered. This decision is required to give effect to the Cabinet resolution on the introduction of virtual parking permits of 17<sup>th</sup> February 2021

#### **PRE-DECISION CONSULTATION**

Cabinet report approving the introduction of virtual permits was agreed on 17<sup>th</sup> February 2021. Please see the following link ;

<https://democracy.havering.gov.uk/documents/s48976/CABINET%20%20Virtual%20permits%20v1.2.pdf>

The proposal was publically consulted as per the Council's legal obligations to publicise changes to the traffic orders for a period no less than 21 days commencing 25<sup>th</sup> June 2021.

#### **NAME AND JOB TITLE OF STAFF MEMBER ADVISING THE DECISION-MAKER**

Name: Diane Bourne

Designation: Schemes Manager, Traffic and Parking

Signature: 

Date: 22/07/2021

## **Part B - Assessment of implications and risks**

### **LEGAL IMPLICATIONS AND RISKS**

Here Officers seek approval for amendments to the Boroughs Traffic Orders to enable the introduction of virtual parking permits following statutory consultation that pursuant to the Council's Constitution requires an executive decision by the Assistant Director for Environment.

The Council's power to make an order regulating or controlling vehicular traffic on roads is set out in Part I of the Road Traffic Regulation Act 1984 ("RTRA 1984") with the power to designate parking places set out under part IV of the RTRA 1984.

Before an Order is made, the Council should ensure that the statutory procedures set out in the Local Authorities Traffic Orders (Procedure)(England & Wales) Regulations 1996 (SI 1996/2489) are complied with. The Traffic Signs Regulations & General Directions 2016 govern road traffic signs and road markings.

Section 122 RTRA 1984 imposes a general duty on local authorities when exercising functions under the RTRA. It provides, insofar as is material, to secure the expeditious, convenient and safe movement of vehicular and other traffic (including pedestrians) and the provision of suitable and adequate parking facilities on and off the highway. This statutory duty must be balanced with any concerns received over the implementation of the proposals.

In considering any responses received during consultation, the Council must ensure that full consideration of all representations is given including those which do not accord with the officer's recommendation. The Council must be satisfied that any objections to the proposals were taken into account.

In considering any consultation responses, the Council must balance the concerns of any objectors with the statutory duty under section 122 RTRA 1984.

### **FINANCIAL IMPLICATIONS AND RISKS**

The estimated costs of £0.001m which include advertising costs and amending the traffic orders as described above and will be met from the 2021/22 A26910, Engineering Services budget which at the time of this report has sufficient available budget.

This is a standard project for Highways and Parking and there is no expectation that the works cannot be contained within the cost estimate. In the unlikely event of an overspend, the balance would need to be contained within the overall Public Realm budget..

### **HUMAN RESOURCES IMPLICATIONS AND RISKS (AND ACCOMMODATION IMPLICATIONS WHERE RELEVANT)**

The proposal can be delivered within the standard resourcing within Street Management, and has no specific impact on staffing/HR issues.



## **EQUALITIES AND SOCIAL INCLUSION IMPLICATIONS AND RISKS**

Havering has a diverse community made up of many different groups and individuals. The council values diversity and believes it essential to understand and include the different contributions, perspectives and experience that people from different backgrounds bring.

The Public Sector Equality Duty (PSED) under section 149 of the Equality Act 2010 requires the council, when exercising its functions, to have due regard to:

- (i) the need to eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Equality Act 2010;
- (ii) the need to advance equality of opportunity between persons who share protected characteristics and those who do not, and;
- (iii) foster good relations between those who have protected characteristics and those who do not.

Note: 'Protected characteristics' are: age, sex, race, disability, sexual orientation, marriage and civil partnerships, religion or belief, pregnancy and maternity and gender reassignment.

The council demonstrates its commitment to the Equality Act in its decision-making processes, the provision, procurement and commissioning of its services, and employment practices concerning its workforce. In addition, the council is also committed to improving the quality of life and wellbeing of all Havering residents in respect of socio-economics and health determinants.

An updated EQHIA form was completed with regards to virtual permits following the consultation responses and has been attached as appendix 2 to this report.

## **BACKGROUND PAPERS**

## **Part C - Record of decision**

I have made this executive decision in accordance with authority delegated to me by the Leader of the Council and in compliance with the requirements of the Constitution.

### **Decision**

Proposal agreed

1. Introduction of virtual permits across the Borough and amendment of traffic orders accordingly

### **Details of decision maker**

Signed

A handwritten signature in black ink, appearing to be 'Nicolina Cooper', written over a horizontal line.

Name: Nicolina Cooper

Officer: Interim Assistant Director Public Realm

Date: 28<sup>th</sup> July 2021

### **Lodging this notice**

The signed decision notice must be delivered to the proper officer, Debra Marlow, Principal Democratic Services Officer in Democratic Services, in the Town Hall.

**For use by Committee Administration**

This notice was lodged with me on \_\_\_\_\_

Signed \_\_\_\_\_



# Deposit Document

**The London Borough of Havering (Waiting Loading and Stopping  
Restrictions)  
(Map Based) (Amendment No.\*) Order 202\***

**PTO 1165**

**The London Borough of Havering (Parking Places) (Map Based)  
(Amendment No.\*) Order 202\***

**PTO 1166**

**The London Borough of Havering (Off-Street Parking Places)  
(Amendment No \*) Order 202\***

**PTO 1167**

Nicolina Cooper  
Interim Assistant Director Public Realm  
(Environment)

# Statement of Reasons

To introduce virtual parking permits for all categories of parking permits issued by the Council in order to make savings and improve efficiencies. To improve customer experience and enable self-service.

**London Borough of Havering**  
**TRAFFIC MANAGEMENT ORDER**  
**The London Borough of Havering (Waiting Loading and Stopping**  
**Restrictions)(Map Based) (Amendment No. \*) Order 202\***  
**202\* No. \***

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**Made:** \*\*st \*\*\*\*\* 202\*

**Coming into force:** \*\*th \*\*\*\*\* 202\*

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The Council of the London Borough of Havering having consulted the Commissioner of Police for the Metropolis, in exercise of the powers under the Road Traffic Regulation Act 1984 as amended by the Traffic Management Act 2004 and all the other enabling powers, hereby make the following Order:-

**Citation and Commencement**

1. This Order may be cited as the London Borough of Havering (Waiting, Loading and Stopping Restrictions) (Map Based)(Amendment No.\*) Order 202\* (PTO1165) and shall come into force on \*\*st \*\*\*\* 202\*.

**Amendments**

2. Without prejudice to the validity of anything done or to the liability incurred in respect of any act or omission before the coming into operation of this Order the London Borough of Havering (Waiting, Loading and Stopping Restrictions) (Consolidation) Order 2018 (“the 2018 Order”) shall have effect from the date of this Order
  - a) Insert the following in the correct alphabetical order within Article 2 to the 2018 Order;  
  
“**dispensation**” means a valid dispensation issued by the Council subject to terms and conditions as may be in place from time to time for the purpose of exempting a vehicle from specific parking restrictions.
  - b) Replace Article 8 (2) (d) with the following;  
(d) a vehicle with a dispensation

Dated this \*\*th day of \*\*\*\*\* 202\*

Nicolina Cooper  
Interim Assistant Director Public Realm  
(The officer appointed for this purpose)

## **SCHEDULE 1**

Maps showing the locations of all Waiting, Loading and Stopping restrictions are part of joint Schedule 1 with The London Borough of Havering (Waiting, Loading and Stopping restrictions) (Map Based) (Amendment No.\*) Order 202\* (PTO1165) and show the locations and restriction types as indicated within each revised plan

### **Appendix**

#### **LONDON BOROUGH OF HAVERING**

NOTICE IS HEREBY GIVEN that the Council of the London Borough of Havering proposes to make amendments to the following Orders as follows under the Road Traffic Regulation Act 1984 as amended

##### **THE LONDON BOROUGH OF HAVERING (WAITING, LOADING AND STOPPING RESTRICTIONS) (MAP BASED) (AMENDMENT No.\*) ORDER 202\***

**PTO 1165**

##### **THE LONDON BOROUGH OF HAVERING (PARKING PLACES) (MAP BASED) (AMENDMENT No.\*) ORDER 202\***

**PTO 1166**

##### **THE LONDON BOROUGH OF HAVERING (OFF-STREET PARKING PLACES) ORDER (AMENDMENT No\*) ORDER 202\***

**PTO 1167**

- a) Introduce virtual permits for all permits issued by the Council

Further information may also be obtained via [www.haveringtraffweb.co.uk](http://www.haveringtraffweb.co.uk) or [schemes@havering.gov.uk](mailto:schemes@havering.gov.uk)

Any objections or other representations about any of the proposed Orders should be sent in writing to the Highways Traffic and Parking Group Manager Havering Town Hall, Main Road, Romford RM1 3BB until the expiration of a period of 21 days from the date on which this Notice is published. All objections must specify the grounds on which they are made.

Dated this 25th day of June 2021

**London Borough of Havering**  
**TRAFFIC MANAGEMENT ORDER**  
**The London Borough of Havering (Parking Places)(Map Based)**  
**(Amendment No. \*) Order 202\***  
**202\* No. \***

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**Made:** \*\*st \*\*\*\*\* 202\*

**Coming into force:** \*\*th \*\*\*\*\* 202\*

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The Council of the London Borough of Havering having consulted the Commissioner of Police for the Metropolis, in exercise of the powers under the Road Traffic Regulation Act 1984 as amended by the Traffic Management Act 2004 and all the other enabling powers, hereby make the following Order:-

**Citation and Commencement**

1. This Order may be cited as the London Borough of Havering (Parking Places) (Map Based)(Amendment No.\*) Order 202\* (PTO1166) and shall come into force on \*\*st \*\*\*\* 202\*.

**Amendments**

2. Without prejudice to the validity of anything done or to the liability incurred in respect of any act or omission before the coming into operation of this Order the London Borough of Havering (Parking Places) (Consolidation) Order 2018 (“the 2018 Order”) shall have effect from the date of this Order

- a) Insert the following new definitions in their correct alphabetical order within Article 2 to the 2018 Order:

“**dispensation**” means a valid dispensation issued by the Council subject to terms and conditions as may be in place from time to time for the purpose of exempting a vehicle from specified parking restrictions

“**parking permit management system**” means an electronic system using a telephone connection or electronic application set up and maintained by or on behalf of the Council to indicate the vehicles in respect of which permits are granted;

“**permit holder**” refers to each person or organisation to which a relevant permit has been issued by the Council;

“**permit**” means a valid parking permit issued by the Council and used in accordance with its terms and conditions of use which for the avoidance of doubt includes both physical permits for display in the relevant position of a vehicle and virtual permits a record of which is recorded on a parking permit management system but not physically displayed on vehicles and “physical parking permit” and “virtual parking permit” shall be construed accordingly;



- b) Article 2 Definitions - remove the following definitions from Article 2 of the 2018 Order:

“**doctor’s permit**” means a permit issued by the Council and used in accordance with its terms and conditions of use;

“**permit**” means any valid parking permit issued by the Council and used in accordance with its terms and conditions;

- c) remove the following table from Article 3 (f)

<b>Controlled Parking Zones</b>	
Resident’s parking permit 1st Permit per household	35.00
2nd Permit per household (per year)	60.00
3rd permit per household	85.00
Resident’s visitor permits (book of 10)	13.00
Resident’s All Day visitor permits (book of 10)	39.00
Resident’s Hourly visitor permits (book of 10)	10.00
Casual permit per 2 hours	5.25
Business parking permits (per annum)	200.00
Commuter Bays (per annum)	500.00
Domestic Carer Permit (per annum)	40.00
Amendment to existing permit	25.50
Cancellation of permit	15.00

And replace with the following table:

<b>Controlled Parking Zones</b>	
Resident’s parking permit 1st Permit per household (per year)	£35.00
2nd Permit per household (per year)	£60.00
3 <sup>rd</sup> and subsequent permit issued per household (per year)	£85.00
Visitor permits (book of 10)	£13.00
Business parking permits (per annum)	£200.00
Critical Duty Permit	£0.00
Domestic Carer Permit (per annum)	£40.00
Health and Home Care Permit	£60.00
Cabinet and Ward Member Permit	£60.00 Cabinet / £30 Ward
Voucher Permit	£515.00
Personal Assistant Permit	£0.00
Dedicated Disabled Parking Bay Permit	£0.00
Parking Bay Suspension / Waiver	1 – 7 days £50 8 – 14 days £100 15 days and above £150
Change of vehicle or address (admin charge)	£25.50
Replacement of lost, stolen or damaged permit (admin charge)	£25.50

d) remove following words from Article 5 (k) of the Order:

“to wait or remain during permitted hours if the vehicle is not displaying a valid permit issued under the Council’s terms and conditions of use and parked in a permit holder parking place which is not suspended”

and replace with the following

“in the absence of a permit”

e) remove the following words from Article 7 (h) of the Order:

“a vehicle validly displaying a dispensation in accordance with the Council’s terms and conditions of use”

and replace with the following

“a vehicle with a dispensation”

f) Insert new Article 10 into the 2018 Order as follows:

## **Permits**

The following general conditions of permits shall apply to all permit categories and be read in addition to specific terms and conditions as may be in place from time to time for a permit category.

- (a) The Council may at any time require an applicant for a permit to produce such evidence as it considers necessary to establish the applicant’s entitlement to a permit.
- (b) Upon receipt of a successful application for a permit, the Council shall issue the applicant with a physical permit or register the applicant on the Councils database of permits with a virtual permit.
- (c) A permit holder shall immediately surrender a permit to the Council if any one of the following occurs.
  - (i) The permit holder ceases to be a resident of the Borough; or
  - (ii) The permit holder circumstances change and the permit holder ceases to have an entitlement to the permit based on the terms and conditions of issue; or
  - (iii) The permit holder ceases to be the owner or keeper of the vehicle for which the permit was issued; or
  - (iv) The permit or permit type has been withdrawn by the Council; or
  - (v) A duplicate permit has been issued to the permit holder by the Council
- (d) The Council may by reasonable written notice to a permit holder withdraw a permit and cause it to be invalid, if it appears to the Council that any of the matters listed at (c) above have occurred.
- (e) The Council shall upon receipt of a written application / request by an existing permit holder, issue a duplicate permit if the permit has been lost, destroyed or stolen and for the appropriate fee in Article 3.

The Council may at its discretion issue permits for a parking place under one of the following permit categories

Resident Permit – issued to qualifying residents within the borough with qualifying vehicles (subject to maximums) under specific terms and conditions of issue and use;

Visitor Permit – issued to qualifying residents or businesses within the borough for use by their visitors (subject to maximums) under specific terms and conditions of issue and use;

Business Permit – issued to qualifying businesses with qualifying vehicles (subject to maximums) under specific terms and conditions of issue and use;

Critical Duty Permit – issued to qualifying employees of the London Borough of Havering in discharge of Council business under specific terms and conditions of issue and use;

Domestic Carer Permit – issued to qualifying residents for use during the course of essential care visits (subject to maximums) under specific terms and conditions of issue and use;

Health and Home Care Permit – issued to qualifying medical professionals and home care workers for use during the course of their duties in the borough under specific terms and conditions of issue and use;

Cabinet and Ward Member Permit – issued to elected Councillors of the London Borough of Havering for use while undertaking essential duties on behalf of the Council under specific terms and conditions of issue and use;

Voucher Permit – issued to motorists with qualifying vehicles for use within designated bays within a parking zone under specific terms and conditions of issue and use;

Personal Assistant Permit – issued to Personal Assistants employed by a partner company providing care and support to Havering residents under specific terms and conditions of issue and use.

Dedicated Disabled Parking Bay Permit – issued to dedicated disabled parking bay users for use with their registered vehicles under specific terms and conditions of use

Parking Bay Suspension / Waiver – issued to motorists under specific terms and conditions of issue and use.

Dated this \*\*th day of \*\*\*\*\* 202\*

Nicolina Cooper

Interim Assistant Director Public Realm

(The officer appointed for this purpose)

## **SCHEDULE 1**

Maps showing the locations of all Waiting, Loading and Stopping restrictions are part of joint Schedule 1 with The London Borough of Havering (Parking Places) (Map Based) (Amendment No.\*) Order 202\* (PTO1166) and show the locations and restriction types as indicated within each revised plan

### **Appendix**

#### **LONDON BOROUGH OF HAVERING**

NOTICE IS HEREBY GIVEN that the Council of the London Borough of Havering proposes to make amendments to the following Orders as follows under the Road Traffic Regulation Act 1984 as amended

##### **THE LONDON BOROUGH OF HAVERING (WAITING, LOADING AND STOPPING RESTRICTIONS) (MAP BASED) (AMENDMENT No.\*) ORDER 202\***

**PTO 1165**

##### **THE LONDON BOROUGH OF HAVERING (PARKING PLACES) (MAP BASED) (AMENDMENT No.\*) ORDER 202\***

**PTO 1166**

##### **THE LONDON BOROUGH OF HAVERING (OFF-STREET PARKING PLACES) ORDER (AMENDMENT No\*) ORDER 202\***

**PTO 1167**

- a) Introduce virtual permits for all permits issued by the Council

Further information may also be obtained via [www.haveringtraffweb.co.uk](http://www.haveringtraffweb.co.uk) or [schemes@havering.gov.uk](mailto:schemes@havering.gov.uk)

Any objections or other representations about any of the proposed Orders should be sent in writing to the Highways Traffic and Parking Group Manager Havering Town Hall, Main Road, Romford RM1 3BB until the expiration of a period of 21 days from the date on which this Notice is published. All objections must specify the grounds on which they are made.

Dated this 25th day of June 2021

# The London Borough of Havering

## TRAFFIC MANAGEMENT ORDER

The London Borough of Havering (Off-Street Parking Places) (Amendment No \*)  
Order 202\*

202\* No. \*

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**Made:** \*\*th \*\*\*\* 202\*

**Coming into force:** \*\*st \*\*\*\* 202\*

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The Council of The London Borough of Havering, having consulted the Commissioner of Police for the Metropolis, in exercise of the powers under the Road Traffic Regulation Act 1984 as amended by the Traffic Management Act 2004, and all other enabling powers, hereby make the following Order:-

### Citation and Commencement

1. This Order may be cited as The London Borough of Havering (Off-Street Parking Places) (Amendment No \*) Order 202\* (PTO1167) and shall come into force on \*\*st \*\*\*\* 202\*.

### Amendments

2. Without prejudice to the validity of anything done or to the liability incurred in respect of any act or omission before the coming into operation of this Order the London Borough of Havering (Off-Street Parking Places) Order 2017 (“the 2017 Order”) shall have effect from the date of this Order

a) Insert the following new definitions in their correct alphabetical order within Article 2 to the 2017 Order:

“**dispensation**” means a valid dispensation issued by the Council subject to terms and conditions as may be in place from time to time for the purpose of exempting a vehicle from specific parking restrictions.

“**parking permit management system**” means an electronic system using a telephone connection or electronic application set up and maintained by or on behalf of the Council to indicate the vehicles in respect of which permits are granted;

“**permit**” means a valid parking permit or season ticket issued by the Council and used in accordance with its terms and conditions of use which for the avoidance of doubt includes both physical permits or season tickets issued by the Council for display in relevant position of a vehicle and virtual permits or season tickets a record of which is recorded a parking permit management system but not physically displayed on vehicles and “physical Parking permit” and “virtual Parking permit” shall be construed accordingly.

“**permit holder**” refers to each person or organisation to which a relevant permit has been issued by the Council;

b) Article 2 Definitions - remove the following definitions from Article 2 of the 2017 Order:

“**permit**” means any valid parking permit issued by the Council and used in accordance with its terms and conditions;

**“virtual permit or season ticket”** means to have made a payment having a vehicle registered with the council so that vehicle may park in the parking places specified in this order without making additional payment;

c) Remove following words from Article 7 (a) of the Order

The Council may at their discretion issue permits and season tickets available for issue at one or more named parking places as specified Schedule 1 and 2 to this order.

and replace with the following

The Council or its appointed agents may at their discretion issue or set up permits and season tickets available for issue at one or more named parking places as specified Schedule 1 and 2 to this order.

d) Remove following words from Article 7 (d) of the Order:

No person shall use a permit or season ticket otherwise than in accordance with the conditions printed on the season ticket

and replace with the following

No person shall use a permit or season ticket otherwise than in accordance with its terms and conditions of issue”

e) Insert new Article 26 into the 2017 Order as follows:

## **26 Permits**

The following general conditions of permits shall apply to all permit categories and be read in addition to specific terms and conditions as may be in place from time to time for a permit category:

- (a) The Council may at any time require an applicant for a permit to produce such evidence as it considers necessary to establish the applicant’s entitlement to a permit.
- (b) Upon receipt of a successful application for a permit, the Council shall issue the applicant with a physical permit or register the existence of a virtual permit on a parking permit management system
- (c) A permit holder shall immediately surrender a permit to the Council if any one of the following occurs:
  - (i) The permit holder ceases to be a resident of the Borough; or
  - (ii) The permit holders circumstances change and the permit holder ceases to have an entitlement to the permit based on the terms and conditions of issue , or
  - (iii) The permit holder ceases to be the owner or keeper of the. vehicle for which the permit was issued, or
  - (iv) The permit or permit type has been withdrawn by the Council,or.

- (v) A duplicate permit has been issued to the permit holder by the Council.
- (d) The Council may by reasonable written notice to a permit holder withdraw a permit and cause it to be invalid, if it appears to the Council that any of the matters listed (c) above have occurred.
- (e) The Council shall, upon receipt of a written application / request by an existing permit holder, issue a duplicate permit if the permit has been lost, destroyed or stolen and for the appropriate fee if applicable.

The Council may at its discretion issue permits / season tickets for an off-street parking place under one of the following categories:

Resident Permit – issued to qualifying residents within the borough with qualifying vehicles (subject to maximums) under specific terms and conditions of issue and use;

Cabinet and Ward Member Permit – issued to elected Councillors of the London Borough of Havering for use while undertaking essential duties on behalf of the Council under specific terms and conditions of issue and use

Council Staff Permit – issued to Havering and Newham Council staff under specific terms and conditions of issue and use.

Season Tickets – are only valid in the car park to the car park to which they apply as indicated in the Schedules to this Order and in line with the terms and conditions relevant to that season ticket.

Dated this \*\*th day of \*\*\*\* 202\*

Nicolina Cooper  
Interim Assistant Director Public Realm  
(The officer appointed for this purpose)

## Appendix

### LONDON BOROUGH OF HAVERING

NOTICE IS HEREBY GIVEN that the Council of the London Borough of Havering proposes to make amendments to the following Orders as follows under the Road Traffic Regulation Act 1984 as amended

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**PTO 1165**

**THE LONDON BOROUGH OF HAVERING (PARKING PLACES) (MAP BASED) (AMENDMENT No.\*) ORDER 202\***

**PTO 1166**

**THE LONDON BOROUGH OF HAVERING (OFF-STREET PARKING PLACES) ORDER (AMENDMENT No\*) ORDER 202\***

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- a) Introduce virtual permits for all permits issued by the Council

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Any objections or other representations about any of the proposed Orders should be sent in writing to the Highways Traffic and Parking Group Manager Havering Town Hall, Main Road, Romford RM1 3BB until the expiration of a period of 21 days from the date on which this Notice is published. All objections must specify the grounds on which they are made.

Dated this 25th day of June 2021



## Equality & Health Impact Assessment (EqHIA)

### Document control

<b>Title of activity:</b>	E-permits
<b>Lead officer:</b>	Steve Halsey – Project Manager Highways, Traffic and Parking, Neighbourhoods Directorate
<b>Approved by:</b>	Nicolina Cooper – Assistant Director of Public Realm Highways, Traffic and Parking, Neighbourhoods Directorate
<b>Date completed:</b>	27/07/21
<b>Scheduled date for review:</b>	1 <sup>st</sup> quarter 2022

<b>Did you seek advice from the Corporate Policy &amp; Diversity team?</b>	No
<b>Did you seek advice from the Public Health team?</b>	No
<b>Does the EqHIA contain any confidential or exempt information that would prevent you publishing it on the Council's website?</b>	No

**Please submit the completed form via e-mail to [EqHIA@havering.gov.uk](mailto:EqHIA@havering.gov.uk) thank you.**

# 1. Equality & Health Impact Assessment Checklist

Please complete the following checklist to determine whether or not you will need to complete an EqHIA and ensure you keep this section for your audit trail. If you have any questions, please contact [EqHIA@havering.gov.uk](mailto:EqHIA@havering.gov.uk) for advice from either the Corporate Diversity or Public Health teams. Please refer to the Guidance in Appendix 1 on how to complete this form.

## About your activity

1	Title of activity	E-permits		
2	Type of activity	The project to implement paperless virtual permits (E-permits) will change how all internal and external stakeholders apply for, purchase and obtain parking permit types to be used in the London Borough of Havering.		
3	Scope of activity	<p>The scope of the project is to introduce paperless virtual permits (E-permits) for the majority of permits issued by Highways, Traffic and Parking Control (HTP), Customer Services and Facilities.</p> <p>Permit types to be included for consideration are as listed below:</p> <ul style="list-style-type: none"> <li>• Business</li> <li>• Car park season tickets</li> <li>• CCG</li> <li>• Critical duty</li> <li>• Domestic carer</li> <li>• Havering hero</li> <li>• Health and home care</li> <li>• Member – Cabinet</li> <li>• Member – Ward</li> <li>• Personal assistant</li> <li>• Resident</li> <li>• School street access</li> <li>• Staff</li> <li>• Suspensions</li> <li>• Visitor</li> <li>• Voucher bays</li> </ul>		
4a	Are you changing, introducing a new, or removing a service, policy, strategy or function?	Yes	If the answer to <u>any</u> of these questions is 'YES', please continue to question 5.	If the answer to <u>all</u> of the questions (4a, 4b & 4c) is 'NO', please go to question 6.
4b	Does this activity have the potential to impact (either positively or negatively) upon	Yes		

	people (9 protected characteristics)?			
4c	Does the activity have the potential to impact (either positively or negatively) upon any factors which determine people's health and wellbeing?	No		
5	If you answered YES:	<b>Please complete the EqHIA in Section 2 of this document.</b> Please see Appendix 1 for Guidance.		
6	If you answered NO:			

<b>Completed by:</b>	Steve Halsey – Project Manager Highways, Traffic and Parking, Neighbourhoods Directorate
<b>Date:</b>	27/07/21

## 2. The EqHIA – How will the strategy, policy, plan, procedure and/or service impact on people?

<b>Background/context:</b>
<p>All permits issued by the London Borough of Havering are paper based. Virtual permits have been available as an alternative to paper permits for more than 10 years. Virtual permits are used by the majority of London boroughs and by authorities in the home counties such as the south and north parking partnerships delivering parking for 12 councils in Essex.</p> <p>The proposal is to migrate all paper permits currently issued by HTP, Customer Services and Facilities to a virtual system hosted by Chipside – HTPs incumbent notice processing system provider.</p> <p>Making all permit types virtual and accessible through the My Havering Account single sign on improves the customer journey and satisfaction.</p> <p>Permit types to be included for consideration are as listed below:</p> <ul style="list-style-type: none"> <li>• Business</li> <li>• Car park season tickets</li> <li>• CCG</li> <li>• Critical duty</li> <li>• Domestic carer</li> </ul>

- Having hero
- Health and home care
- Member – Cabinet
- Member – Ward
- Personal assistant
- Resident
- School street access
- Staff
- Suspensions
- Visitor
- Voucher bays

*\*Expand box as required*

### Who will be affected by the activity?

All internal and external stakeholders requiring permits to visit and operate in the London Borough of Havering will be effected by the change of permits from paper to virtual.

*\*Expand box as required*

### Protected Characteristic - Age: Consider the full range of age groups

Please tick (✓) the relevant box:

**Positive**

**Neutral**

**Negative**

✓

#### Overall impact:

Changing permits to a virtual solution improves the customer journey and service satisfaction with all internal and external stakeholders when parking in the borough.

Older generations that don't necessarily have the skillset to manage an online permit system, or those without internet access will have the option to visit Council libraries or telephone Chipside directly for support.

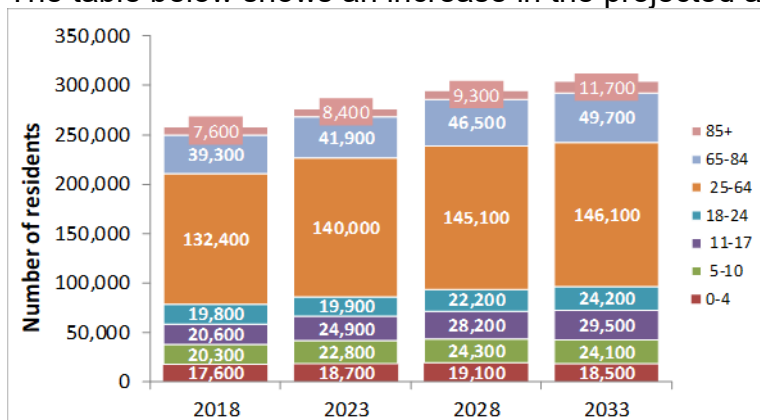
Older generations that may have chosen to visit the Public Advice Service Centre to purchase paper permits will no longer be able to do so. Therefore they may miss face to face social interaction.

*\*Expand box as required*

**Evidence:**

According to the 2011 census has the London Borough of Havering has the oldest population in London with a median age of approximately 40 years old.

The table below shows an increase in the projected age groups of over 65's.



*\*Expand box as required*

**Sources used:**

- 2011 Census
- British Parking Association
- London Councils
- Chipside case studies for;
  - Bath
  - Cardiff
  - Colchester
  - Derby

*\*Expand box as required*

**Protected Characteristic - Disability:** Consider the full range of disabilities; including physical mental, sensory and progressive conditions

<i>Please tick (✓) the relevant box:</i>	
<b>Positive</b>	
<b>Neutral</b>	✓
<b>Negative</b>	

**Overall impact:**

Changing permits to a virtual solution improves the customer journey and service satisfaction with all internal and external stakeholders when parking in the borough.

Those with disabilities that restrict their ability to self-manage an online virtual account can give permission to an appointed person responsible for caring for them, or a Council employee with the authority to act on their behalf.

*\*Expand box as required*

**Evidence:**

The Care Act 2014 states local council's has a duty to ensure that the people it works with have access to an advocate in certain circumstances.

MiPermit has a core system design for its internet systems. It also works with many car park location operators on specific pages designed to their corporate requirements. The web pages are designed in order to be accessible to all users, and to comply with the Disability Discrimination Act (DDA).

MiPermit followed the Priority 1 and 2 guidelines relating to accessibility as set out by the World Wide Web Consortium (W3C). All pages on this website have also been validated for XHTML and CSS, with accordance to the web standards set out by the W3C.

*\*Expand box as required*

**Sources used:**

Care Act 2014

<https://www.legislation.gov.uk/ukpga/2014/23/part/1/crossheading/general-responsibilities-of-local-authorities/enacted>

NHS

<https://www.nhs.uk/conditions/social-care-and-support-guide/making-decisions-for-someone-else/>

<https://www.mipermit.com/legal.aspx#accessibility>

*\*Expand box as required*

**Protected Characteristic - Sex/gender: Consider both men and women**

*Please tick (✓)  
the relevant box:*

**Positive**

**Neutral**

**Negative**

**Overall impact:**

Changing permits to a virtual solution improves the customer journey and service satisfaction with all internal and external stakeholders when parking in the borough.

*\*Expand box as required*

**Evidence:**

The gender of an individual does not affect their right to use virtual permits.

*\*Expand box as required*

**Sources used:**

Equality Act 2010  
<https://www.legislation.gov.uk/ukpga/2010/15/part/2/chapter/1>  
<https://www.legislation.gov.uk/ukpga/2010/15/part/2/chapter/2>

*\*Expand box as required*

**Protected Characteristic - Ethnicity/race:** Consider the impact on different ethnic groups and nationalities

<i>Please tick (✓) the relevant box:</i>		<b>Overall impact:</b>  Changing permits to a virtual solution improves the customer journey and service satisfaction with all internal and external stakeholders when parking in the borough.  In the event of a non-English or non-Welsh speaking customer wants to use MiPermit an interpreter can be booked via the council to help with MiPermit account management.
<b>Positive</b>	<input type="checkbox"/>	
<b>Neutral</b>	<input checked="" type="checkbox"/>	
<b>Negative</b>	<input type="checkbox"/>	

*\*Expand box as required*

**Evidence:**

The ethnicity/race of an individual does not affect their right to use virtual permits and an interpreter can be arranged through the council.

Havering Council has contracted with The Language Shop (TLS) to provide us with translation and interpreting services. TLS is responsible for ensuring and supporting public sector organisations across Greater London in Health and Local Government to communicate effectively with non-English speaking and Deaf patients and residents.

*\*Expand box as required*

**Sources used:**

Equality Act 2010  
<https://www.legislation.gov.uk/ukpga/2010/15/part/2/chapter/1>  
<https://www.legislation.gov.uk/ukpga/2010/15/part/2/chapter/2>  
[» Translation and Interpreting Service \(havering.gov.uk\)](http://www.havering.gov.uk/translation-and-interpreting-service)

*\*Expand box as required*

**Protected Characteristic - Religion/faith:** Consider people from different religions or beliefs including those with no religion or belief

<i>Please tick (✓) the relevant box:</i>		<b>Overall impact:</b>  Changing permits to a virtual solution improves the customer journey
<b>Positive</b>	<input type="checkbox"/>	

<b>Neutral</b>	<input checked="" type="checkbox"/>	and service satisfaction with all internal and external stakeholders when parking in the borough.
<b>Negative</b>	<input type="checkbox"/>	
<i>*Expand box as required</i>		
<b>Evidence:</b>		
The religion/faith of an individual does not affect their right to use virtual permits.		
<i>*Expand box as required</i>		
<b>Sources used:</b>		
Equality Act 2010 <a href="https://www.legislation.gov.uk/ukpga/2010/15/part/2/chapter/1">https://www.legislation.gov.uk/ukpga/2010/15/part/2/chapter/1</a> <a href="https://www.legislation.gov.uk/ukpga/2010/15/part/2/chapter/2">https://www.legislation.gov.uk/ukpga/2010/15/part/2/chapter/2</a>		
<i>*Expand box as required</i>		

<b>Protected Characteristic - Sexual orientation:</b> Consider people who are heterosexual, lesbian, gay or bisexual		
<i>Please tick (✓) the relevant box:</i>		<b>Overall impact:</b>  Changing permits to a virtual solution improves the customer journey and service satisfaction with all internal and external stakeholders when parking in the borough.
<b>Positive</b>	<input type="checkbox"/>	
<b>Neutral</b>	<input checked="" type="checkbox"/>	
<b>Negative</b>	<input type="checkbox"/>	
<i>*Expand box as required</i>		
<b>Evidence:</b>		
The sexual orientation of an individual does not affect their right to use virtual permits.		
<i>*Expand box as required</i>		
<b>Sources used:</b>		
Equality Act 2010 <a href="https://www.legislation.gov.uk/ukpga/2010/15/part/2/chapter/1">https://www.legislation.gov.uk/ukpga/2010/15/part/2/chapter/1</a> <a href="https://www.legislation.gov.uk/ukpga/2010/15/part/2/chapter/2">https://www.legislation.gov.uk/ukpga/2010/15/part/2/chapter/2</a>		
<i>*Expand box as required</i>		



<b>Protected Characteristic - Gender reassignment:</b> Consider people who are seeking, undergoing or have received gender reassignment surgery, as well as people whose gender identity is different from their gender at birth	
<i>Please tick (✓) the relevant box:</i>	
<b>Positive</b>	<input type="checkbox"/>
<b>Neutral</b>	<input checked="" type="checkbox"/>
<b>Negative</b>	<input type="checkbox"/>
<b>Overall impact:</b> Changing permits to a virtual solution improves the customer journey and service satisfaction with all internal and external stakeholders when parking in the borough.	
<i>*Expand box as required</i>	
<b>Evidence:</b>  A person seeking, undergoing or who has received gender reassignment surgery does not affect an individual's right to use virtual permits.	
<i>*Expand box as required</i>	
<b>Sources used:</b>  Equality Act 2010 <a href="https://www.legislation.gov.uk/ukpga/2010/15/part/2/chapter/1">https://www.legislation.gov.uk/ukpga/2010/15/part/2/chapter/1</a> <a href="https://www.legislation.gov.uk/ukpga/2010/15/part/2/chapter/2">https://www.legislation.gov.uk/ukpga/2010/15/part/2/chapter/2</a>	
<i>*Expand box as required</i>	

<b>Protected Characteristic - Marriage/civil partnership:</b> Consider people in a marriage or civil partnership	
<i>Please tick (✓) the relevant box:</i>	
<b>Positive</b>	<input type="checkbox"/>
<b>Neutral</b>	<input checked="" type="checkbox"/>
<b>Negative</b>	<input type="checkbox"/>
<b>Overall impact:</b> Changing permits to a virtual solution improves the customer journey and service satisfaction with all internal and external stakeholders when parking in the borough.	
<i>*Expand box as required</i>	
<b>Evidence:</b>  Being married or in a civil partnership does not affect an individual's right to use virtual permits.	
<i>*Expand box as required</i>	

**Sources used:**

Equality Act 2010  
<https://www.legislation.gov.uk/ukpga/2010/15/part/2/chapter/1>  
<https://www.legislation.gov.uk/ukpga/2010/15/part/2/chapter/2>

*\*Expand box as required*

**Protected Characteristic - Pregnancy, maternity and paternity:** Consider those who are pregnant and those who are undertaking maternity or paternity leave

<i>Please tick (✓) the relevant box:</i>		<b>Overall impact:</b>  Changing permits to a virtual solution improves the customer journey and improves service satisfaction with all internal and external stakeholders when parking in the borough.
<b>Positive</b>	<input type="checkbox"/>	
<b>Neutral</b>	<input checked="" type="checkbox"/>	
<b>Negative</b>	<input type="checkbox"/>	

*\*Expand box as required*

**Evidence:**

Being pregnant, or on maternity / paternity leave does not affect an individual's right to use virtual permits.

*\*Expand box as required*

**Sources used:**

Equality Act 2010  
<https://www.legislation.gov.uk/ukpga/2010/15/part/2/chapter/1>  
<https://www.legislation.gov.uk/ukpga/2010/15/part/2/chapter/2>

*\*Expand box as required*

**Socio-economic status:** Consider those who are from low income or financially excluded backgrounds

<i>Please tick (✓) the relevant box:</i>		<b>Overall impact:</b>  Changing permits to a virtual solution improves the customer journey and improves service satisfaction with all internal and external stakeholders when parking in the borough.
<b>Positive</b>	<input type="checkbox"/>	
<b>Neutral</b>	<input type="checkbox"/>	
<b>Negative</b>	<input checked="" type="checkbox"/>	Customers that cannot afford a smart phone / landline or do not have internet access at home can access MiPermit online free of charge using council laptops in havering libraries via the peoples WiFi network. However travel to their nearest library may have a financial impact.

*\*Expand box as required*

**Evidence:**

Those on low incomes will not necessarily own a vehicle. In the instance a low income family can afford to do so, it is considered reasonable to assume they will be able to purchase a permit or parking session to park legally in the London Borough of Havering.

If they do not own a vehicle they will not need to purchase a parking permit or similar, but will be still be able to register with Chipside’s virtual permit solution, which will give them the option of purchasing permits for visitors to their property.

*\*Expand box as required*

**Sources used:**

Government Office for Science: Inequalities in Mobility and Access in the UK Transport System March 2019

“As the lowest income households have fewer cars, and fewer drivers, it is not surprising that they also travel much less and travel over much shorter distances than higher income households. They make nearly 20% fewer trips and travel 40% less distance than the average household.”

[https://www.havering.gov.uk/download/downloads/id/3328/library\\_fees\\_and\\_charges\\_2019-2020.pdf](https://www.havering.gov.uk/download/downloads/id/3328/library_fees_and_charges_2019-2020.pdf)

*\*Expand box as required*

**Health & Wellbeing Impact:** Consider both short and long-term impacts of the activity on a person’s physical and mental health, particularly for disadvantaged, vulnerable or at-risk groups. Can health and wellbeing be positively promoted through this activity? Please use the Health and Wellbeing Impact Tool in Appendix 2 to help you answer this question.

*Please tick (✓) all the relevant boxes that apply:*

**Positive**

**Neutral**

**Negative**

**Overall impact:**

Changing permits to a virtual solution improves the customer journey and improves service satisfaction with all internal and external stakeholders when parking in the borough.

*\*Expand box as required*

**Do you consider that a more in-depth HIA is required as a result of this brief assessment?** Please tick (✓) the relevant box

Yes

No

**Evidence:**

See above

*\*Expand box as required*

**Sources used:**




See above

*\*Expand box as required*

### 3. Outcome of the Assessment

The EqHIA assessment is intended to be used as an improvement tool to make sure the activity maximises the positive impacts and eliminates or minimises the negative impacts. The possible outcomes of the assessment are listed below and what the next steps to take are:

Please tick (✓) what the overall outcome of your assessment was:

	1. The EqHIA identified <u>no significant concerns</u> OR the identified <u>negative concerns</u> have already been <u>addressed</u>		<b>Proceed with implementation</b> of your activity
	2. The EqHIA identified some <u>negative impact</u> which still needs to be <u>addressed</u>		<b>COMPLETE SECTION 4:</b> <b>Complete action plan</b> and finalise the EqHIA
	3. The EqHIA identified some <u>major concerns</u> and showed that it is <u>impossible to diminish negative impacts</u> from the activity to an acceptable or even lawful level		<b>Stop and remove</b> the activity or <b>revise</b> the activity <b>thoroughly</b> . <b>Complete an EqHIA on the revised proposal.</b>

## 4. Action Plan

The real value of completing an EqHIA comes from the identifying the actions that can be taken to eliminate/minimise negative impacts and enhance/optimize positive impacts. In this section you should list the specific actions that set out how you will address any negative equality and health & wellbeing impacts you have identified in this assessment. Please ensure that your action plan is: more than just a list of proposals and good intentions; sets ambitious yet achievable outcomes and timescales; and is clear about resource implications.

Protected characteristic / health & wellbeing impact	Identified Negative or Positive impact	Recommended actions to mitigate Negative impact* or further promote Positive impact	Outcomes and monitoring**	Timescale	Lead officer
Age	Some older people may not have Internet or the skillset to manage an online virtual account	Ensure the council's libraries can access MiPermit and that the library and call center staff are aware of what is entailed so it can be walked through.	MiPermit can be accessed using the free of charge council laptops in their Libraries, where they would also be able to seek assistance. Permissions to manage their account can also be appointed to another person.	August 2021	Steve Halsey
Age	Moving everything online could disrupt some older people's social	Ensure the council's libraries can access MiPermit and that	MiPermit can be accessed using the free of charge council laptops in their Libraries so would still give them somewhere	August 2021	Steve Halsey

	interactions, causing loneliness	the library and call center staff are aware of what is entailed so it can be walked through.	to visit.		
Disability	Those with learning difficulties may not have the skillset to manage an online virtual account	Ensure the call center staff are aware of what is entailed when setting up on MiPermit, including the fact that they can appoint someone they know to manage their account for them.	Permissions to manage their account can be appointed to another person who cares for them.	August 2021	Steve Halsey
Socio-economic	May not be able to afford a smart phone / landline or have internet access	Ensure the council's libraries can access MiPermit and that the library and call center staff are aware of what is entailed so it	MiPermit can be accessed using the free of charge council laptops in their Libraries	August 2021	Steve Halsey

		can be walked through.			
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**Add further rows as necessary**

\* You should include details of any future consultations and any actions to be undertaken to mitigate negative impacts

\*\* Monitoring: You should state how the impact (positive or negative) will be monitored; what outcome measures will be used; the known (or likely) data source for outcome measurements; how regularly it will be monitored; and who will be monitoring it (if this is different from the lead officer).



## 5. Review

In this section you should identify how frequently the EqHIA will be reviewed; the date for next review; and who will be reviewing it.

**Review:**

Review 1<sup>st</sup> quarter 2022

**Scheduled date of review:** TBC

**Lead Officer conducting the review:** HTP officer TBC

*\*Expand box as required*

**Please submit the completed form via e-mail to [EqHIA@havering.gov.uk](mailto:EqHIA@havering.gov.uk) thank you.**

# Appendix 1. Guidance on Undertaking an EqHIA

**This Guidance can be deleted prior to publication.**

## What is it?

The Equality & Health Impact Assessment (EqHIA) is a tool to ensure that your activity meets the needs of individuals and groups that use your service, whilst at the same time ensuring a person's chance of leading a healthy life is the same wherever they live and whoever they are. We want to ensure that the activities of the Council are 'fit for purpose' and meet the needs of Havering's increasingly diverse communities and employees. This robust and systematic EqHIA process ensures that any potential detrimental effects or discrimination is identified, removed, or mitigated and positive impacts are enhanced.

## When to Assess:

An EqHIA should be carried out when you are changing, removing or introducing a new service, policy, strategy or function; for simplicity, these are referred to as an "activity" throughout this document. It is best to conduct the assessment as early as possible in the decision-making process.

### Guidance: Equality & Health Impact Assessment Checklist

The Checklist in Section 1 asks the key questions,

**4a) Are you changing, introducing a new, or removing a service, policy, strategy or function?**

**4b) Does this activity (policy/strategy/service/decision) have the potential to impact (either positively or negatively) upon people (9 protected characteristics)?**

**4c) Does this activity (policy/strategy/service/decision) have the potential to impact (either positively or negatively) upon any factors which determine people's health and wellbeing?**

- If the answer to ANY of the questions 4a, 4b or 4c of the Checklist is 'YES' then you must carry out an assessment. e.g. Proposed changes to Contact Centre Opening Hours  
'YES' = you need to carry out an EqHIA
- If the answer to ALL of the questions, 4a or 4b of the Checklist is NO, then you do not need to carry out an EqHIA assessment. e.g. Quarterly Performance Report  
'NO' = you DO NOT need to carry out an EqHIA. Please provide a clear explanation as to why you consider an EqHIA is not required for your activity.

## Using the Checklist

The assessment should take into account all the potential impacts of the proposed activity, be it a major financial decision, or a seemingly simple policy change. Considering and completing this EqHIA will ensure that all Council plans, strategies, policies, procedures, services or other activity comply with relevant statutory obligations and responsibilities. In particular it helps the Council to meet its legal obligation under the [Equality Act 2010 and the Public Sector Equality Duty](#) and its public health duties under the [Health and Social Care Act 2012](#).

## Having Due Regard

To have due regard means that in making decisions and in its other day-to-day activities, the Council must consciously consider the need to:

- Eliminate unlawful discrimination, harassment and victimisation
- Advance equality of opportunity between different groups
- Foster good relations between different groups
- Reduce inequalities in health outcomes

## Combining Equality and Health Impact Assessment:

[Equality Impact Assessments \(EIAs\)](#) provide a systematic way of ensuring that legal obligations are met. They assess whether a proposed policy, procedure, service change or plan will affect people different on the basis of their 'protected characteristics' and if it will affect their human rights. Currently there are **nine protected characteristics** (previously known as 'equality groups' or 'equality strands'): age, disability, sex/gender, ethnicity/race, religion/faith, sexual orientation, gender reassignment, marriage/civil partnership, and pregnancy/ maternity/paternity.

An activity does not need to impact on all 9 protected characteristics – impacting on just one is sufficient justification to complete an EqHIA.

[Health Impact Assessments \(HIAs\)](#) consider the potential impact of any change or amendment to a policy, service, plan, procedure or programme on the health and wellbeing of the population. HIAs help identify how people may be affected differently on the basis of where they live and potential impacts on health inequalities and health equity by assessing the distribution of potential effects within the population, particularly within vulnerable groups. 'Health' is not restricted to medical conditions, or the provision of health services, but rather encompasses the wide range of influences on people's health and wellbeing. This includes, but is not limited to, experience of discrimination, access to transport, housing, education, employment - known as the 'wider determinants of health'.

This [Equality and Health Impact Assessment \(EqHIA\)](#) brings together both impact assessments into a single tool which will result in a set of recommendations to eliminate discrimination and inequality; enhance potential positive impacts and mitigate where possible for negative impacts. In conducting this EqHIA you will need to assess the impact (positive, neutral or negative) of your activity on individuals and groups with **protected characteristics** (this includes staff delivering your activity), **socio-economic status** and **health & wellbeing**. Guidance on what to include in each section is given on the next pages.

### Guidance: What to include in background/context

In this section you will need to add the background/context of your activity, i.e. what is the activity intending to do, and why?

Make sure you include the scope and intended outcomes of the activity being assessed; and highlight any proposed changes. Please include a brief rationale for your activity and any supporting evidence for the proposal. Some questions to consider:

- What is the aim, objectives and intended outcomes?
- How does this activity meet the needs of the local population?
- Has this activity been implemented in another area? What were the outcomes?
- Is this activity being implemented as per best practice guidelines?
- Who were the key stakeholders in this activity?

\*Note that the boxes will expand as required

## Guidance: Who will be affected by the activity?

The people who will be affected may be

**Residents:** pay particular attention to vulnerable groups in the population who may be affected by this activity

**Businesses/ manufacturing / developers / small, medium or large enterprises**

**Employees:** e.g. Council staff for an internal activity, other statutory or voluntary sector employees, local businesses and services

\*Note that the boxes will expand as required

## Guidance: What to include in assessing a Protected Characteristic e.g. AGE

Please tick (✓) the relevant box:

**Positive**

**Neutral**

**Negative**

**Overall impact:** In this section you will need to consider and note what impact your activity will have on individuals and groups (including staff) with protected characteristics based on the data and information you have. You should note whether this is a positive, neutral or negative impact.

**It is essential that you note all negative impacts. This will demonstrate that you have paid 'due regard' to the Public Sector Equality Duty if your activity is challenged under the Equality Act.**

\*Note that the boxes will expand as required

**Evidence:** In this section you will need to document the evidence that you have used to assess the impact of your activity.

When assessing the impact, please consider and note how your activity contributes to the three aims of the Public Sector Equality Duty (PSED) as stated in the section above.

It is essential that you note the full impact of your activity, so you can demonstrate that you have fully considered the equality implications and have paid 'due regard' to the PSED should the Council be challenged.

- If you have identified a **positive impact**, please note this.
- If you think there is a **neutral impact** or the impact is not known, please provide a full reason why this is the case.
- If you have identified a **negative impact**, please note what steps you will take to mitigate this impact. If you are unable to take any mitigating steps, please provide a full reason why. All negative impacts that have mitigating actions must be recorded in the **Action Plan**.
- **Please ensure that appropriate consultation with affected parties has been undertaken and evidenced**

**Sources used:** In this section you should list all sources of the evidence you used to assess the impact of your activity. This can include:

- Service specific data
- Population, demographic and socio-economic data. Suggested sources include:
  - o Service user monitoring data that your service collects
  - o [Havering Data Intelligence Hub](#)
  - o [Office for National Statistics \(ONS\)](#)

If you do not have any relevant data, please provide the reason why.

\*Note that the boxes will expand as required

## Guidance: What to include in assessing Health & Wellbeing Impact:

Please tick (✓) all the relevant boxes that apply:

**Positive**

**Neutral**

**Negative**

**Overall impact:** In this section you will need to consider and note whether the proposal could have an overall impact on, or implications for, people's health and wellbeing or any factors which determine people's health.

How will the activity help address inequalities in health?

Include here a brief outline of what could be done to enhance the positive impacts and, where possible, mitigate for the negative impacts.

\*Note that the boxes will expand as required

**Do you consider that a more in-depth HIA is required as a result of this brief assessment?** Please tick (✓) the relevant box

Yes  No

**Evidence:** In this section you will need to outline in more detail how you came to your conclusions above:

- What is the nature of the impact?
- Is the impact **positive** or **negative**? It is possible for an activity to have **both positive and negative impacts**. Consider here whether people will be able to access the service being offered; improve or maintain healthy lifestyles; improve their opportunities for employment/income; whether and how it will affect the environment in which they live (housing, access to parks & green space); what the impact on the family, social support and community networks might be
- What can be done to mitigate the negative impacts and/or enhance the positive impacts?
- If you think there is a **neutral impact**, or the impact is not known, please provide a brief reason why this is the case.
- What is the likelihood of the impact? Will the impact(s) be in weeks, months or years? In some cases the short-term risks to health may be worth the longer term benefits.
- Will the proposal affect different groups of people in different ways? A proposal that is likely to benefit one section of the community may not benefit others and could lead to inequalities in health.

**Please use the Health & Wellbeing Impact Tool in Appendix 2 as a guide/checklist to assess the potential wider determinants of health impacts.**

This tool will help guide your thinking as to what factors affect people's health and wellbeing, such as social support, their housing conditions, access to transport, employment, education, crime and disorder and environmental factors. It is not an exhaustive list, merely a tool to guide your assessment; there may be other factors specific to your activity.

Some questions you may wish to ask include:

- Will the activity impact on people's ability to socialise, potentially leading to social isolation?
- Will the activity affect a person's income and/or have an effect on their housing status?
- Is the activity likely to cause the recipient of a service more or less stress?
- Will any change in the service take into account different needs, such as those with learning difficulties?
- Will the activity affect the health and wellbeing of persons not directly related to the service/activity, such as carers, family members, other residents living nearby?
- If there is a short-term negative effect, what will be done to minimise the impact as much as possible?

- Are the longer-term impacts positive or negative? What will be done to either promote the positive effects or minimise the negative effects?
- Do the longer term positive outcomes outweigh the short term impacts?

\*Note that the boxes will expand as required

**Sources used:** In this section you should list all sources of the evidence you used to assess the impact of your activity. This could include, e.g.:

Information on the population affected

- Routinely collected local statistics (e.g. quality of life, health status, unemployment, crime, air quality, educational attainment, transport etc.)
- Local research/ Surveys of local conditions
- Community profiles

Wider Evidence

- Published Research, including evidence about similar proposals implemented elsewhere (e.g. Case Studies).
- Predictions from local or national models
- Locally commissioned research by statutory/voluntary/private organisations

Expert Opinion

- Views of residents and professionals with local knowledge and insight

\*Note that the boxes will expand as required

## Guidance: Outcome of the Assessment

On reflection, what is your overall assessment of the activity?

The purpose of conducting this assessment is to offer an opportunity to think, reflect and **improve** the proposed activity. It will make sure that the Council can evidence that it has considered its due regard to equality and health & wellbeing to its best ability.

It is not expected that all proposals will be immediately without negative impacts! However, where these arise, what actions can be taken to mitigate against potential negative effects, or further promote the positive impacts?

Please tick one of the 3 boxes in this section to indicate whether you think:

1. all equality and health impacts are adequately addressed in the activity – proceed with your activity pending all other relevant approval processes
2. the assessment identified some negative impacts which could be addressed – please complete the Action Plan in Section 4.
3. If the assessment reveals some significant concerns, this is the time to stop and re-think, making sure that we spend our Council resources wisely and fairly. There is no shame in stopping a proposal.

\*Note that the boxes will expand as required

## Guidance: Action Plan

For each protected characteristic/health & wellbeing impact where an impact on people or their lives has been identified, complete one row of the action plan. You can add as many further rows as required.

State whether the impact is Positive or Negative

Briefly outline the actions that can be taken to mitigate against the negative impact or further enhance a positive impact. These actions could be to make changes to the activity itself (service, proposal, strategy etc.) or to make contingencies/alterations in the setting/environment where the activity will take place.

For example, might staff need additional training in communicating effectively with people with learning difficulties, if a new service is opened specifically targeting those people? Is access to the service fair and equitable? What will the impact on other service users be? How can we ensure equity of access to the service by all users? Will any signage need changing? Does the building where the service being delivered comply with disability regulations?

## Guidance: Review

Changes happen all the time! A service/strategy/policy/activity that is appropriate at one time, may no longer be appropriate as the environment around us changes. This may be changes in our population, growth and makeup, legislative changes, environmental changes or socio-political changes.

Although we can't predict what's going to happen in the future, a review is recommended to ensure that what we are delivering as a Council is still the best use of our limited resources. The timescale for review will be dependent on the scale of the activity.

A major financial investment may require a review every 2-3 years for a large scale regeneration project over 10-15 years.

A small policy change may require a review in 6 months to assess whether there are any unintended outcomes of such a change.

Please indicate here how frequently it is expected to review your activity and a brief justification as to why this timescale is recommended.

## Appendix 2. Health & Wellbeing Impact Tool

Will the activity/service/policy/procedure affect any of the following characteristics? Please tick/check the boxes below

The following are a range of considerations that might help you to complete the assessment.

Lifestyle YES <input type="checkbox"/> NO <input checked="" type="checkbox"/>	Personal circumstances YES <input type="checkbox"/> NO <input checked="" type="checkbox"/>	Access to services YES <input type="checkbox"/> NO <input checked="" type="checkbox"/>
<input type="checkbox"/> Diet <input type="checkbox"/> Exercise and physical activity <input type="checkbox"/> Smoking <input type="checkbox"/> Exposure to passive smoking <input type="checkbox"/> Alcohol intake <input type="checkbox"/> Dependency on prescription drugs <input type="checkbox"/> Illicit drug and substance use <input type="checkbox"/> Risky Sexual behaviour <input type="checkbox"/> Other health-related behaviours, such as tooth-brushing, bathing, and wound care	<input type="checkbox"/> Structure and cohesion of family unit <input type="checkbox"/> Parenting <input type="checkbox"/> Childhood development <input type="checkbox"/> Life skills <input type="checkbox"/> Personal safety <input type="checkbox"/> Employment status <input type="checkbox"/> Working conditions <input type="checkbox"/> Level of income, including benefits <input type="checkbox"/> Level of disposable income <input type="checkbox"/> Housing tenure <input type="checkbox"/> Housing conditions <input type="checkbox"/> Educational attainment <input type="checkbox"/> Skills levels including literacy and numeracy	<input type="checkbox"/> to Employment <input type="checkbox"/> to Workplaces <input type="checkbox"/> to Housing <input type="checkbox"/> to Shops (to support) <input type="checkbox"/> to Community facilities <input type="checkbox"/> to Public transport <input type="checkbox"/> to Education <input type="checkbox"/> to Training and skills development <input type="checkbox"/> to Healthcare <input type="checkbox"/> to Social services <input type="checkbox"/> to Childcare <input type="checkbox"/> to Respite care <input type="checkbox"/> to Leisure and recreation
Social Factors YES <input type="checkbox"/> NO <input checked="" type="checkbox"/>	Economic Factors YES <input type="checkbox"/> NO <input checked="" type="checkbox"/>	Environmental Factors YES <input type="checkbox"/> NO <input checked="" type="checkbox"/>
<input type="checkbox"/> Social contact <input type="checkbox"/> Social support <input type="checkbox"/> Neighbourliness <input type="checkbox"/> Participation in the community <input type="checkbox"/> Membership of community groups <input type="checkbox"/> Reputation of community/area <input type="checkbox"/> Participation in public affairs <input type="checkbox"/> Level of crime and disorder <input type="checkbox"/> Fear of crime and disorder <input type="checkbox"/> Level of antisocial behaviour <input type="checkbox"/> Fear of antisocial behaviour <input type="checkbox"/> Discrimination <input type="checkbox"/> Fear of discrimination <input type="checkbox"/> Public safety measures <input type="checkbox"/> Road safety measures	<input type="checkbox"/> Creation of wealth <input type="checkbox"/> Distribution of wealth <input type="checkbox"/> Retention of wealth in local area/economy <input type="checkbox"/> Distribution of income <input type="checkbox"/> Business activity <input type="checkbox"/> Job creation <input type="checkbox"/> Availability of employment opportunities <input type="checkbox"/> Quality of employment opportunities <input type="checkbox"/> Availability of education opportunities <input type="checkbox"/> Quality of education opportunities <input type="checkbox"/> Availability of training and skills development opportunities <input type="checkbox"/> Quality of training and skills development opportunities <input type="checkbox"/> Technological development <input type="checkbox"/> Amount of traffic congestion	<input type="checkbox"/> Air quality <input type="checkbox"/> Water quality <input type="checkbox"/> Soil quality/Level <input type="checkbox"/> Noise levels <input type="checkbox"/> Vibration <input type="checkbox"/> Hazards <input type="checkbox"/> Land use <input type="checkbox"/> Natural habitats <input type="checkbox"/> Biodiversity <input type="checkbox"/> Landscape, including <input type="checkbox"/> Townscape, including <input type="checkbox"/> Use/consumption of <input type="checkbox"/> Energy use: CO <sub>2</sub> <input type="checkbox"/> Solid waste management <input type="checkbox"/> Public transport