

AGENDA MANAGEMENT SHEET

Report Title: Parking improvements – new ticket machines, RingGo extension and trials

Name of Committee: Cabinet

Date of Meeting: 1 July 2024

Report Director: Chief Officer – Regulation and Safety

Portfolio: Regulation and Safety

Ward Relevance: All

Prior Consultation: None

Contact Officer: Zulfeqar Rahman, Licensing and Parking Manger
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Public or Private: Public

Report Subject to Call-In: Yes

Report En-Bloc: No

Forward Plan: Yes

Corporate Priorities: This report relates to the following priority(ies):
 X Rugby is an environmentally sustainable place, where we work together to reduce and mitigate the effects of climate change. (C)
 (E) Economy
 (HC) Health and Communities
 (O) Organisation
Rugby has a diverse and resilient economy that benefits and enables opportunities for all residents.
 (E)
 X Residents live healthy, independent lives, with the most vulnerable protected. (HC)
 X Rugby Borough Council is a responsible, effective and efficient organisation. (O)
[Corporate Strategy 2021-2024](#)

Summary: The Council is continuously reviewing the effectiveness of its town centre parking to meet strategic and customer needs. The current 27 ticket machines only take coins and have reliability issues so need to be replaced, and it is proposed a phased approach is used. The RingGo app has been very successful, but the trial is due to end in July 2024. This report proposes to extend that trial. In addition, more flexibility is required to meet customer needs

and trial innovation and the report also proposes to allow trials.

Financial Implications:

The financial implications of the purchase of new ticket machines are detailed in the report. In summary the recommended capital scheme will require an £88,000 investment and on an ongoing basis the revenue costs of the service will increase by £7,000.

Extending the app contract is free of charge from RingGo for the Council. However, for users a charge of 20p is made by RingGo. It is proposed this charge is removed and funded within existing budgets. RingGo payments now are approximately 44% of transactions and offer alternative payments if ticket machines are not working, and so failure to extend the trial might result in reduced income. Trials might also result in some financial risk, but this will be monitored and limited.

Risk Management/Health and Safety Implications:

Risk management / health and safety implications have been considered within the report and will be considered during any trial.

Environmental Implications:

An Environmental Impact Assessment has been carried out and can be seen at Appendix 2.

Legal Implications:

Rugby Borough Council is permitted to provide parking because of section 32 of the Road Traffic Regulation Act 1984 for the relieving or prevention of congestion due to traffic. The extension of the app falls within the terms of the current contract. Extension of the delegated powers if agreed can be incorporated into the Council's Constitution when reviewed.

Equality and Diversity:

An Equality Impact Assessment has been carried out at Appendix 3. The majority of car parks have at least 2 ticket machines to allow payment even if a machine has a temporary fault. For those who choose not to use the cashless facility, cash can be used via Pay & Display machines, or by phone or at local shops by RingGo.

Options:

1. To recommend to Council to approve the purchase of new ticket machines, extension of cashless parking at pay and display car parks across the Borough using RingGo for a further 12 months to meet increasing customer demand and permit trials to

improve flexibility and ability to react to new innovations and customer requests.

2. Members could decide to not authorise the purchase of new machines, extension or the delegated authority for trials, which could significantly impact on the suitability of the service to the public and might result in financial loss, and the inability to react to changing customer needs.

Recommendation:

1. A one-off supplementary revenue budget of £7,000 be approved for 2024/25 for management software and data costs to be funded from the budget stability reserve;
2. On a permanent basis the budget will be considered during the budget setting process;
3. The extension of cashless parking at pay and display car parks for a further 12 months, using RingGo as an additional method to paying by cash, with the Council paying the additional 20p charge, be approved;
4. Delegated authority be given to the Chief Officer for Legal & Governance to enter into any necessary legal agreements;
5. Delegated authority be given to the Chief Officer for Regulation and Safety to approve trials in the car parks e.g. extending the opening hours of the John Barford Car Park; and

IT BE RECOMMENDED TO COUNCIL THAT -

6. The purchase of the ticket machines be added to the general fund capital programme and a supplementary capital budget of £88,000 to be funded from borrowing be approved.

Reasons for Recommendation:

The current coin only ticket machines are becoming unreliable and to improve payment options, replacement of 15 with card only payment is proposed. Extension of the RingGo contract allows for the continuation of a service that enables residents and visitors to pay for parking without being dependent on Pay & Display machines or on having correct change and is showing increased

demand. Trials allow the council to try new ideas quickly as strategic needs and customer needs change.

Cabinet - 1 July 2024

Parking improvements – new ticket machines, RingGo extension and trials

Public Report of the Chief Officer – Regulation and Safety

Recommendation:

- (1) A one-off supplementary revenue budget of £7,000 be approved for 2024/25 for management software and data costs to be funded from the budget stability reserve;
- (2) On a permanent basis the budget will be considered during the budget setting process;
- (3) The extension of cashless parking at pay and display car parks for a further 12 months, using RingGo as an additional method to paying by cash, with the Council paying the additional 20p charge, be approved;
- (4) Delegated authority be given to the Chief Officer for Legal & Governance to enter into any necessary legal agreements;
- (5) Delegated authority be given to the Chief Officer for Regulation and Safety to approve trials in the car parks e.g. extending the opening hours of the John Barford Car Park; and

IT BE RECOMMENDED TO COUNCIL THAT –

- (6) The purchase of the ticket machines be added to the general fund capital programme and a supplementary capital budget of £88,000 to be funded from borrowing be approved.

Executive Summary

This report seeks to (1) consider the replacement of the current coin only ticket machines with new ticket machines; (2) approve the extension of the cashless parking trial using the RingGo app at Council pay and display car parks for a further 12 months; and (3) give delegated authority for parking trials to allow flexible adaptations to strategic needs and customers needs.

The current 27 ticket machines are coin only. They are unreliable, difficult to maintain and the manufacturer has declared them obsolete. A way forward needs to be identified to resolve this.

The extension of the RingGo app is to allow further evidence gathering to determine if an app is suitable long-term for the Council, to allow cashless

payments for customer choice and to continue to provide a single app for the majority of parking in the town centre. An improvement to the trial of removing the additional 20p charge for customers will allow customers the same charge for parking irrespective of how paid.

Clear delegated authority for trials, with governance, will allow quick decisions on new initiatives and customer requests, e.g. changing the opening hours of the John Barford car park.

1. Introduction

- 1.1 Town centre parking is a key service provided by the council supporting visitors, residents, town centre employees, town centre businesses and council employees.
- 1.2 In order to meet these objectives, it is important to regularly review how they are operated and used, short-term, mid-term and long-term.
- 1.3 The Town Centre Regeneration Working Group has been tasked with looking at the long-term and are currently involved in commissioning a Parking Strategy.
- 1.4 However, flexibility and planning are needed to meet current and developing demands.
- 1.5 Current operational priorities that officers are working on include:
 - Cashless payment options including apps and or card payments
 - Flexible trials e.g. later opening of the John Barford car park when Rugby Theatre has a production
 - Parking charges (these are regulated by Warwickshire County Council as the highway authority, but there is still significant opportunity to revise the charges)
 - Park Mark (a national recognition scheme for good car parks <https://parkmark.co.uk/>)
 - Pay and display (as used at the moment) and pay on foot (where a barrier is used and you pay on exit) – pay on foot can make longer stays easier, but requires additional equipment and a person to be available to deal with any barrier failures within minutes, so are common in shopping centres with security.
 - Parking charges for other car parks, e.g. parks.
 - Staff parking
- 1.6 The Parking Strategy will provide the long-term direction of town centre car parking, and will influence many of these priorities.
- 1.7 Further reports will be sent to Cabinet as workstreams are completed. Officers are aware of the sensitivity of parking issues and so will consult with customers, town centre businesses and relevant Councillors before reports are presented.

- 1.8 The purpose of this report to seek approval of 3 of these priorities which require immediate action – replacing the ticket machines, extension of the RingGo app trial and authority for flexible trials.

2. Replacement of the ticket machines

- 2.1 The Council operates 10 town centre car parks. The majority have either 2 ticket machines or a single machine with another machine close to it. This allowed resilience if the machines failed. In total the council has 27 operational ticket machines, but also 2 in place which do not work.
- 2.2 All the machines were provided by a manufacturer which no longer exists, and the newest machines are now 8 years old. All the machines are now obsolete, and so parts and maintenance will become increasingly difficult.
- 2.3 Coin machines are less popular now because they need complex mechanisms for identifying coins, storing them in different cash boxes, need work if coins change, and also need regular cash collection, which requires strict safety and audit controls. The machines operate in harsh conditions and so the more complex they are, e.g. coin, note and card payments, the less reliable they are. Coins are less popular post-COVID and they also limit altering parking tariffs, e.g. many of the tariffs are currently multiples of £1, with £1 being common, so if increased by 15% 3 coins would be needed rather than 1, making it less convenient.
- 2.4 A new Parking Strategy is planned and the Town Centre Regeneration Strategy means that the future of some car parks is unclear.
- 2.5 Most local authorities are now moving to card only machines. The main reasons being increased reliability, lower cost ticket machines, lower cost maintenance, and better convenience for customers. It is thought that all drivers need a credit or debit card to operate their vehicles, and if they do not, prepay cards are available easily which allow cash top-ups, e.g. the Post Office Travel Money Card.
- 2.6 Initial informal surveys with a limited number of customers, interested parties and Councillors has shown support for card only machines, but some have mentioned they still want coin machines. Ideally, before full introduction of card only ticket machines, officers would recommend any decision to be supported by more detailed surveys with customers, and interested parties, e.g. town centre businesses, and charities and not for profit organisations such as Citizens Advice, Age UK, and Clockwise Credit Union.
- 2.7 Appendix 1 is a summary of the main options Cabinet could consider in determining the recommendation to Council.
- 2.8 In order to support Councillors, officers are of the view that option 2 replacing 50% of the machines with card only payment is the best compromise. It will provide ticket machines that can be used easily, at lowest cost, highest reliability, and will allow 50% of the machines to continue to use coins. It will also limit expenditure until the new Parking Strategy determines future need for ticket machines. However, the coin machines will increasingly become more unreliable and so a further report will be sent to Cabinet to consider

replacement of the remaining machines with card only machines, if identified as required by the adopted Parking Strategy, and officers will also conduct more detailed research with customers and interested parties on their views to inform the decision.

- 2.9 Should Option 2 be approved, there would be capital costs of £88,000 for the new ticket machines. This would be included in the GF capital programme and funded from borrowing. MRP and borrowing costs of an average £13,000 per annum are shown in Table 1.
- 2.10 Option 6 Replacement of 50% or 100% of ticket machines with coin, bank note and card payment, and option 7 Replacement of 50% or 100% with coin only machines, are not considered to be realistic options and so have not been included in Table 1.
- 2.11 Any contract involving card payments will also require a credit card payment provider and alteration of the current cash collection contract. Typical fees are estimated at 5%.
- 2.12 Replacement of the ticket machines is unlikely to provide further income, but is required to meet continuing customer demand for parking.
- 2.13 It is proposed that maintenance will be within the current budget, but if it appears that a service contract will be better value for money, a further report requesting a revenue budget will be requested, if required.
- 2.14 It is expected that with new machines they will require management software and SIM card contracts for mobile data. Estimated cost £7,000.
- 2.15 Officers have contacted a number of suppliers to determine the types of machine available and to obtain estimated costs. Estimated costs are indicated in Table 1.

Table 1: Scheme Cost Summary

Capital Costs

	Option 1 (current position)	Option 2	Option 3	Option 4	Option 5
	29-coin machines+ RingGo	(15 card machines + 14 existing coin machines + RingGo)	(29 card machines + RingGo)	(15 card and coin + 14 existing coin machines + RingGo)	(29 card and coin + RingGo)
	£000	£000	£000	£000	£000
Machine costs	-	60	116	75	145
Installation costs	-	20	39	20	39
10% contingency	-	8	16	10	19
Total	-	88	171	105	203
Average MRP and potential borrowing costs (for information only)	-	13	26	16	31

Revenue Costs

	Option 1 (current position)	Option 2	Option 3	Option 4	Option 5
	29-coin machines+ RingGo	(15 card machines + 14 existing coin machines + RingGo)	(29 card machines + RingGo)	(15 card and coin + 14 existing coin machines + RingGo)	(29 card and coin + RingGo)
Transaction Expenditure	£000	£000	£000	£000	£000
Cash collection (Note 1)	15	11	-	12	11
RingGo fees (Note 2)	25	12	17	12	12
Card fee at 5% (Note 3)	-	7	12	6	7
Management software	-	5	5	5	5
Mobile data costs	-	2	4	2	4
Total Transaction Expenditure	40	37	38	37	39
Pay and Display Income					
Coin	(201)	(142)	-	(160)	(142)
RingGo	(155)	(72)	(107)	(72)	(72)
Card	-	(142)	(249)	(124)	(142)
Total Income (Note 4)	(356)	(356)	(356)	(356)	(356)
Net cash flow	(316)	(319)	(318)	(319)	(317)

¹ Based on £15,000 paid in 2023/24 for cash collection for 29 ticket machines; this is anticipated to reduce in Options 2 to 5 if cash usage reduces.

² Subject to the recommendation in this report being approved, Rugby Borough Council will be charged 20p per transaction by RingGo (rather than the customer, as in the existing contract) (for 2023/24 there were 127,000 transactions)

³ 5% fees for card transactions based on the anticipated level of income from card usage in Options 2 to

⁴ Income is based on (£356,000) Pay and Display income received in 2023/24. It is not anticipated that the demand will change based on the introduction of new machines and payment methods.

3. Extension of the RingGo trial

- 3.1 Council approved in 2022 a 2-year trial of the RingGo app. Apps have become very popular with motorists and post-COVID government advice was for councils to introduce cashless payment options.
- 3.2 RingGo was chosen because it was already being successfully used by Warwickshire County Council and so allowed customers to easily pay for the majority of parking using a single app in the town centre. In total there are around 2060 spaces in the town centre with Rugby Borough Council operating 10 car parks with a total of 1008 and Warwickshire County Council about 234, therefore, RingGo can be used in approximately 60% of spaces. The app is also now used locally by North Warwickshire, Warwick, Nuneaton and Bedworth, and Stratford upon Avon councils. Customers locally have a raised expectations of a digital solution through an app, and for that app to be RingGo, and can be confident that if they park in our car park or on street, they will not

have to worry about different payment options, improving confidence and reducing driving around looking for spaces.

- 3.3 The 2-year contract started in July 2022, but also included an option for extension for a further 2 years, if required.
- 3.4 The current contract ends 25th July 2024 and the proposal is that it is extended a further year to (1) continue to provide a popular cashless option and (2) be considered strategically as part of the Car Park Strategy.
- 3.5 There has been some criticism of the app, notably regarding digital exclusion and the 20p (30p if also opt for the optional reminder text), but the app has increased choice, cash is still the main payment method and as a trial it was intended that if an app was approved for long-term use the charge would be included in a single tariff structure, so the same cost however paid.
- 3.6 Previously customers could only pay by coin. Now, RingGo allows many more options. The current payment options are:
- Pay by coins (official Council payment system) – each car park has usually 2 available machines, so even if one is not available, a second or third is usually available.
 - Pay by app – as a convenient option using RingGo.
 - Pay by any phone using a credit or debit card – provided by RingGo.
 - Pay by debit or credit card, or cash (coin or notes) at a PayPoint location - provided by RingGo, currently 5 shops in the town centre and encourages visiting more shops when visiting the town centre.
- 3.7 RingGo is also proving to be very popular with our customers:
- In 2022-2023 RingGo income was £49,270, which was 17% of the total pay and display income.
 - In 2023-2024 RingGo income was £154,760, which was 44% of the total pay and display income.
 - In 2023-2024 sessions were extended 3,910 times. The app allows convenient extension of stays, which is more time for the customer in the town centre. Previously customers would have to return to the car park, and might have decided not to stay longer.
 - The most popular car parks for using the app are Railway Terrace, North Street and the John Barford.
- 3.8 Overall, the RingGo app is having a positive impact on customer choice, ease of visiting the town centre, encouraging visiting other retailers, and ease of staying for longer periods. The Council is already the main supplier of parking in the town centre. The app is having a positive impact on the town centre and the economy.
- 3.9 An extension of 1 year is proposed, and it is anticipated that it will have greater success.

- 3.10 However, due to the criticism and confusion caused by the 20p charge paid directly by customers for each transaction, and because this also applies to the other RingGo linked services, e.g. pay by phone, pay by card and cash at Pay Points, it is proposed that the 20p charge be incorporated into the existing charge structure. That will mean that customers will pay the same charge for their parking, however they pay.
- 3.11 In 2023 there were 124,371 RingGo transactions. While 44% of customers using RingGo suggests they are prepared to pay the 20p for convenience, it is possible that removing the separate 20p charge will encourage more use, at least in the short term until card payment options are also available. Based on the number of transactions in 2023/24, the expected reduction in income would be approximately £25,000.
- 3.12 Council approved a revised budget for the income from Pay and Display for 2024/25 of (£336,000). Improved Pay and Display income in 2023/24 of (£356,000) was an achievement of (£20,000) more than income than predicted. It is reasonable to expect this to occur this year. Therefore, it is anticipated that the 20p charge to Rugby Borough Council instead of to the customer can largely be mitigated by this overachievement. It is therefore anticipated that existing income budgets are still achievable, however, this budget will be monitored and any significant risk of not being achieved within budget will be reported to Council.
- 3.13 To ensure our customers get the best service and opportunity to use a choice of payments methods, if the trial is approved, officers will produce a strategic communications package including improvement of signs at the ticket machines showing all the ways to pay, how and where, a map showing PayPoint locations, and clear information about additional charges not covered (e.g. the optional 10p text advising when the ticket is about to expire), removal of any RingGo items that might confuse customers (e.g. ticket machine covers), press releases, use of social media, staff completing targeted campaigns in the car parks to advise customers, and poster campaigns in the town centre.

4. Trials to support parking objectives and the town centre

- 4.1 The Chief Officer Regulation and Safety has delegated authority under the Council's Constitution to manage operational issues regarding car parking.
- 4.2 However, it is less clear when it involves issues such as opening time of the John Barford car park, which are set by Council due to the cost implications long-term.
- 4.3 Requests have been made e.g. for extended opening of the John Barford car park for Rugby Theatre when they have productions, but also for trials of reduced cost parking or free parking (e.g. one low use car park free at weekends; reduced cost parking for Benn Hall events).
- 4.4 It is important that these requests, and also initiatives identified by the Licensing and Parking Team, can occur quickly and flexibly, before any long-term decision is made by Council.

- 4.5 It is, therefore, proposed, that the Chief Officer Regulation and Safety is given delegated authority, working with other key partners e.g. Legal and Finance, to carry out trials to meet corporate objectives and support the town centre.
- 4.6 The trials will be recorded and delegated decisions produced giving details of costs and benefits to provide governance.

5. Conclusion

- 5.1 The town centre Council owned car parks are a key asset in supporting the town centre. It is important that the car parks meet customer needs and town centre improvement objectives and that officers have flexibility to ensure that new initiatives can be trialled to better support the town centre and the services provided by the Council.
- 5.2 The purchase of new ticket machines, the extension of the RingGo app trial during the production of the Car Parking Strategy, and delegated authority for trials will significantly improve the Council's ability to ensure car parking remains fit for purpose.

Name of Meeting: Cabinet

Date of Meeting: 1 July 2024

Subject Matter: Parking improvements – new ticket machines, RingGo extension and trials

Originating Department: Regulation and Safety

DO ANY BACKGROUND PAPERS APPLY **YES** **NO**

LIST OF BACKGROUND PAPERS

Doc No	Title of Document and Hyperlink

The background papers relating to reports on planning applications and which are open to public inspection under Section 100D of the Local Government Act 1972, consist of the planning applications, referred to in the reports, and all written responses to consultations made by the Local Planning Authority, in connection with those applications.

Exempt information is contained in the following documents:

Doc No	Relevant Paragraph of Schedule 12A

Potential options for replacement of Town Centre car park ticket machines

Option	Opportunities	Risks
1. No replacement of existing machines	As machines become unusable, customers will need to use alternative payment systems such as RingGo.	Machines obsolete and becoming more unreliable. Customers have expressed they want a choice, with 60% still using coins. Decreased income as machines fail and customers do not pay. Customers will eventually have to use the app only or payment options provided by the app supplier (e.g. RingGo offers telephone by card, cash or card at PayPoint) which has a risk of digital exclusion and currently includes an extra 20p charge due to it being a trial.
2. Replacement of 50% of ticket machines with card only payment machines	Improved reliability. Customer choice as half of machines will still take coins, with most car parks having 2 machines, one with coins and one with card. Minimises financial risk if Parking Strategy identifies alternative uses or different parking models. Card only machines likely to be more reliable, lower maintenance and reduced cash collection risks. Removed machines can be used for spare parts.	Reputation as coin only machines become more unreliable. At some point all the coin machines will need removing or replacing. Cash collection and risks with that remain. For the card payment machines typical handling charges are 5% (but that is similar to cash collection).
3. Replacement of 50% of ticket machines with coin and card payment ticket machines	Customer choice as all machines will still take coins, with most car parks having 2	Cash collection and risks with that remain.

	<p>machines, one with coins and one with coins and card.</p> <p>Minimises financial risk if Parking Strategy identifies alternative uses or different parking models.</p> <p>Removed machines can be used for spare parts.</p>	<p>For the card payment machines typical handling charges are 5% (but that is similar to cash collection).</p> <p>Likely to be less reliable than card only machines, causing reputation damage.</p>
4. Replacement of 100% of ticket machines with card only payment machines	<p>Lower purchase cost per machine.</p> <p>Reduced maintenance per machine.</p> <p>Higher reliability.</p> <p>All customers have access to cards or can access them easily.</p> <p>Consistent with many other local authorities, e.g. Warwick, who have used this model successfully for many years.</p> <p>No cash collection costs or health and safety risks.</p>	<p>60% of customers still using coins.</p> <p>Reduced customer choice.</p> <p>High total purchase cost if Parking Strategy identifies not needed.</p>
5. Replacement of 100% of ticket machines with coin and card payment ticket machines	<p>Intermediate costs per machine.</p> <p>Improved customer choice, and coin only similar to what is established local practice.</p>	<p>Potential for reduced reliability, reputational damage and lost income.</p> <p>High total purchase cost if Parking Strategy identifies not needed.</p>
6. Replacement of 50% or 100% of ticket machines with coin, bank note and card payment	<p>Highest cost per machine.</p> <p>Greatest choice for customers.</p>	<p>Significant risk of maintenance issues and failures due to the environment the machines operate in.</p> <p>Highest cost maintenance contract likely to be needed to ensure rapid repairs.</p> <p>This type of machine tends to be used in protected environments.</p> <p>Because of these this is not considered a realistic option.</p>

<p>7. Replacement of 50% or 100% with coin only machines</p>	<p>Established means of payment locally and still popular with customers.</p>	<p>Potential for continued complaints about reliability. Limited choice for customers. Limits the ability to increase current charges which have not changed since 2009. Similar cost to a ticket machine with coin and card payments. Because of these this is not considered a realistic option.</p>
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Rugby Borough Council

Climate Change and Environmental Impact Assessment

CONTEXT

In 2019 the UK Parliament set a commitment in law to reach net zero carbon emissions by 2050. Achieving this target will require considerable effort with public bodies, private sector organisations, the third sector and individuals working together to take action. Rugby Borough Council declared a climate emergency in 2019, in doing so committed to:

- To move the Council's operations towards Carbon Neutrality by 2030.
- To establish action to tackle climate change as a key driver of all decision-making.
- To provide community leadership in reducing the impact of Climate Change.
- To take action to mitigate the impact of climate change on a Borough wide basis and beyond, through adaptation.

The Council's Corporate Strategy (2021-2024) [link](#) sets ambitious outcomes in relation to Climate Change. These ambitions must now be progressed through the decisions which the Council makes.

It is therefore important that Rugby Borough Council gives due regard to climate change when making decisions. In the context of the Council's business, Climate Change includes carbon emissions, biodiversity, habitat loss and environmental destruction. When putting forward recommendations for decision, officers must assess how these recommendations are likely to influence our climate change commitments by completing the following Climate Change and Environmental Impact Assessment.

A copy of this Climate Change and Environmental Impact Assessment, including relevant data and information should be forwarded to the Deputy Chief Executive.

If you require help, advice and support to complete the form, please contact Dan Green, Deputy Chief Executive.

SECTION 1: OVERVIEW

Portfolio and Service Area	Regulation and Safety – Licensing and Parking
Policy/Service/Change being assessed	New ticket machines, cashless payment via RingGo app extension for 12 months and delegated authority for trials.
Is this a new or existing Policy/Service/Change?	Extension of existing service.
If existing policy/service please state date of last assessment	2022
Ward Specific Impacts	Town Centre wards, but also surrounding wards vehicles travel to and from.
Summary of assessment Briefly summarise the policy/service/change and potential impacts	The new ticket machines are needed as current machines obsolete, but will provide new cashless option which will be easier than using an app. The app extension will continue to result in reduced idling and unnecessary driving, reducing congestion and air pollution. However, it is recognised that traffic is likely to remain at current levels or increase, without additional work on sustainable transport options.
Completed By	Emma Payne
Authorised By	Zulfeqar Rahman
Date of Assessment	9 th April 2024

SECTION 2: IMPACT ASSESSMENT

Climate Change and Environmental Impacts	No Impact	Positive	Negative	Description of impact	Any actions or mitigation to reduce negative impacts	Action owner	Timescales
Energy usage	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	New ticket machines will be mainly powered by solar, with mains backup. App for existing mobile phones. Energy use could increase for vehicle use, but as electric vehicles become more popular, carbon fuel use is likely to reduce and sustainable fuel use increase resulting in no overall impact on energy use, but a reduction in carbon and increase in sustainable energy use.			
Fleet usage	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				
Sustainable Transport/Travel (customers and staff)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	While the app will help find parking spaces easier and trails can be used to manage demand, parking has an impact and demand might increase. This has to be balanced with economic need for the town centre. Work is also carried out the			

Climate Change and Environmental Impacts	No Impact	Positive	Negative	Description of impact	Any actions or mitigation to reduce negative impacts	Action owner	Timescales
				Warwickshire County Council on more sustainable transport and more sustainable fuel vehicles are likely to be parking as electric vehicle use increases.			
Sustainable procurement	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				
Community leadership	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				
Biodiversity and habitats	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				
Adaptation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				
Impact on other providers/partners	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				

SECTION 3: REVIEW

Where a negative impact is identified, the proposal and/or implementation can be adapted or changed; meaning there is a need for regular review. This review may also be needed to reflect additional data and evidence for a fuller assessment (proportionate to the decision in question). Please state the agreed review timescale for the identified impacts of the policy implementation or service change.

Review date	June 2025
Key points to be considered through review	Impact of app and trials on reducing climate change.
Person responsible for review	Zulfeqar Rahman, Licensing and Parking Manager
Authorised by	David Burrows, Chief Officer Regulation and Safety

EQUALITY IMPACT ASSESSMENT (EqIA)

Context

1. The Public Sector Equality Duty as set out under section 149 of the Equality Act 2010 requires Rugby Borough Council when making decisions to have due regard to the following:
 - eliminating unlawful discrimination, harassment and victimisation, and other conduct prohibited by the Act,
 - advancing equality of opportunity between people who share a protected characteristic and those who do not,
 - fostering good relations between people who share a protected characteristic and those who do not, including tackling prejudice and promoting understanding.
2. The characteristics protected by the Equality Act are:
 - age
 - disability
 - gender reassignment
 - marriage/civil partnership
 - pregnancy/maternity
 - race
 - religion/belief
 - sex/gender
 - sexual orientation
3. In addition to the above-protected characteristics, you should consider the crosscutting elements of the proposed policy, such as impact on social inequalities and impact on carers who look after older people or people with disabilities as part of this assessment.
4. The Equality Impact Assessment (EqIA) document is a tool that enables RBC to test and analyse the nature and impact of what it is currently doing or is planning to do in the future. It can be used flexibly for reviewing existing arrangements but in particular should enable identification where further consultation, engagement and data is required.
5. The questions will enable you to record your findings.
6. Where the EqIA relates to a continuing project, it must be reviewed and updated at each stage of the decision.
7. Once completed and signed off the EqIA will be published online.
8. An EqIA must accompany all **Key Decisions** and **Cabinet Reports**.
9. For further information, refer to the EqIA guidance for staff.
10. For advice and support, contact:
Aftab Razzaq
Chief Officer for Legal and Governance
aftab.razzaq@rugby.gov.uk
01788 533521

Equality Impact Assessment

Service Area	Regulation and Safety – Licensing and Safety Team
Policy/Service being assessed	New ticket machines, cashless payment via RingGo app extension for 12 months and delegated authority for trials.
Is this a new or existing policy/service?	Existing.
If existing policy/service please state date of last assessment	2020.
EqIA Review Team – List of members	Emma Payne, Licensing Officer; Zulfeqar Rahman, Licensing and Parking Manager
Date of this assessment	9th April 2024
Signature of responsible officer (to be signed after the EqIA has been completed)	Z Rahman Zulfeqar Rahman, Licensing and Parking Manager

A copy of this Equality Impact Assessment report, including relevant data and information to be forwarded to the Chief Officer for Legal and Governance.

Details of Strategy/ Service/ Policy to be analysed

<u>Stage 1 – Scoping and Defining</u>	
(1) Describe the main aims, objectives and purpose of the Strategy/Service/Policy (or decision)?	Will continue to have a positive impact on equalities, all motorists who need to pay to use car parks will have more choice in method of payment; and trials will allow quick response to any issues including customers needs and specialist customer needs.
(2) How does it fit with Rugby Borough Council's Corporate priorities and your service area priorities?	Residents live healthy, independent lives, with the most vulnerable protected. Rugby has a diverse and resilient economy that benefits and enables opportunities for all residents.
(3) What are the expected outcomes you are hoping to achieve?	The option for customers to use an app and other payment options, giving more convenience and choice to customers; trials will allow quicker responses to demand and initiatives including issues relating to equality and diversity.
(4) Does or will the policy or decision affect: <ul style="list-style-type: none"> • Customers • Employees • Wider community or groups 	All listed
<u>Stage 2 - Information Gathering</u>	As a minimum you must consider what is known about the population likely to be affected which will support your understanding of the impact of the policy, e.g. service uptake/usage, customer satisfaction surveys, staffing data, performance data, research information (national, regional and local data sources).
(1) What does the information tell you about those groups identified?	Survey was carried out prior to the grant of the first trial in 2022 which showed 51% of responders wanted a cashless option available. In 2023/2024, 56% of users paid for parking sessions via Pay & Display machines, 44% paid for parking sessions via RingGo. Customers have asked for trials such as opening car parks longer, which could have disabled parking closer to the venue, so a trial could for example make disabled parking more accessible to specific venues such as Rugby Theatre.

(2) Have you consulted or involved those groups that are likely to be affected by the strategy/ service/policy you want to implement? If yes, what were their views and how have their views influenced your decision?	Public survey was undertaken prior to the 24-month initial trial, figures now show RingGo is being well-utilised by motorists therefore we wish to continue being able to provide this service. Requests for trials are becoming common.		
(3) If you have not consulted or engaged with communities that are likely to be affected by the policy or decision, give details about when you intend to carry out consultation or provide reasons for why you feel this is not necessary.	N/A.		
<u>Stage 3 – Analysis of impact</u>			
<p>(1) <u>Protected Characteristics</u> From your data and consultations is there any positive, adverse or negative impact identified for any particular group, which could amount to discrimination?</p> <p>If yes, identify the groups and how they are affected.</p>	RACE	DISABILITY	GENDER
		<ul style="list-style-type: none"> • provide recognition for users with visual impairments. • provide SMS and App options for users with hearing impairments. • improve access to parking for parents/carers needing to supervise others whilst paying for their parking • Blue badge holders continue to receive free parking 	

	MARRIAGE/CIVIL PARTNERSHIP	AGE <ul style="list-style-type: none"> While not exclusively an age issue, access to SMART phones (digital exclusion) does limit use of the app, but new card payment ticket machines and other RingGo options are available increasing choice, and coin machines continue to be available, so overall the risk is low. 	GENDER REASSIGNMENT
	RELIGION/BELIEF	PREGNANCY MATERNITY	SEXUAL ORIENTATION
<p>(2) <u>Cross cutting themes</u></p> <p>(a) Are your proposals likely to impact on social inequalities e.g. child poverty, geographically disadvantaged communities? If yes, please explain how?</p> <p>(b) Are your proposals likely to impact on a carer who looks after older people or people with disabilities? If yes, please explain how?</p>	<p>No</p> <p>Yes, will give users an extra option of how payment is made.</p>		
<p>(3) If there is an adverse impact, can this be justified?</p>	<p>N/A</p>		

<p>(4) What actions are going to be taken to reduce or eliminate negative or adverse impact? (This should form part of your action plan under Stage 4.)</p>	<p>Cash payment will remain an option, and new card payment ticket machines and RingGo are additional services.</p>
<p>(5) How does the strategy/service/policy contribute to the promotion of equality? If not, what can be done?</p>	<p>The new ticket machines and the RingGo service will continue to promote equality by offering all residents and visitors to the borough an extra choice of payment method, motorists will no longer need to ensure they have the correct change for the parking machine. And those with disabilities will be offered additional support via RingGo as detailed above. There are also further benefits for motorists including the convenience of not having to walk to or queue at a pay & display machine.</p>
<p>(6) How does the strategy/service/policy promote good relations between groups? If not, what can be done?</p>	<p>All motorists who must pay for parking will continue to have additional methods of payment available to them.</p>
<p>(7) Are there any obvious barriers to accessing the service? If yes how can they be overcome?</p>	<p>None, the continuation of this service will eliminate the previous 'cash-only' barrier and will support those with disabilities such as visual/hearing impairments.</p>

<p><u>Stage 4 – Action Planning, Review and Monitoring</u></p>	
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<p>If No Further Action is required then go to – Review and Monitoring</p> <p>(1) Action Planning – Specify any changes or improvements that can be made to the service or policy to mitigate or eradicate negative or adverse impact on specific groups, including resource implications.</p>	<p>EqlA Action Plan</p> <table border="1"> <thead> <tr> <th data-bbox="875 347 1120 424">Action</th> <th data-bbox="1120 347 1364 424">Lead Officer</th> <th data-bbox="1364 347 1615 424">Date for completion</th> <th data-bbox="1615 347 1865 424">Resource requirements</th> <th data-bbox="1865 347 2107 424">Comments</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>					Action	Lead Officer	Date for completion	Resource requirements	Comments																				
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<p>(2) Review and Monitoring State how and when you will monitor policy and Action Plan</p>	<p>Extension is for 12 months, service will be monitored throughout.</p>																													

Please annotate your policy with the following statement:

An Equality Impact Assessment on this policy was undertaken on 9th May 2024 and will be reviewed at the end of the 12 month contract extension.