

Integrated Impact Assessment – Summary Report

Each of the numbered sections below must be completed
Please state if the IIA is interim or final

Interim report		Final report	X
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1. Title of proposal

Decriminalised Parking Enforcement (DPE) contract procurement.

2. What will change as a result of this proposal?

A new contract will be awarded by the Council to an external service provider to supply decriminalised parking and bus lane enforcement and associated support services, such as; IT systems, payments and maintenance services.

The services are mainly already in place and will continue in much the same way, but be modernised and make better use of new IT developments in an services more efficiently and with greater responsiveness to enhance parking enforcement in the city.

The services are a key support to help deliver the Council's [City Mobility Plan](#) to tackle climate change, influence the way people travel around the city and make Edinburgh's roads safer.

Six Integrated Impact Assessments were undertaken by the Parking and Traffic Regulation Order Team while drafting the [Parking Action Plan](#) to assess its key actions and this IIA focuses on the DPE contract that underpins the delivery of these actions.

3. Briefly describe public involvement in this proposal to date and planned

There has been no direct public involvement with the proposal to tender for a new DPE contract.

However, Councillors have been kept informed of progress and a few briefing sessions were held to answer their specific questions. A [report](#) was submitted to the Transport and Environment Committee on progress of the DPE contract procurement.

The contract is also being notified through the publicly accessible Public Contracts Scotland website where a [DPE PIN](#) has been published. Any future contract notifications will be published through the PCS web portal.

4. Is the proposal considered strategic under the Fairer Scotland Duty?

When considered in conjunction with the City Mobility Plan (CMP), the DPE contract will play a key role in the city's bid to tackle inequalities and deliver a greener, more sustainable and more accessible transport offering to; residents, commuters, businesses and visitors.

5. Date of IIA

25 January 2024

6. Who was present at the IIA? Identify facilitator, lead officer, report writer and any employee representative present and main stakeholder (e.g. Council, NHS)

Name	Job Title	Date of IIA training
Gavin Sherriff (Lead officer, facilitator and report writer)	Council Senior Transport Team Leader	October 2018
Paul Bathgate	Council Transport Officer – Parking Development	August 2021
Joanne Yorkston	Council Transport Officer – Parking Contracts	June 2020
Ruth Muir	Council Transport Officer – Parking Contracts	August 2021
Charlotte Moore	Council Transport Officer – Traffic Regulation	-

7. Evidence available at the time of the IIA

Evidence	Available – detail source	Comments: what does the evidence tell you with regard to different groups who may be affected and to the environmental impacts of your proposal
Data on populations in need	2011 Census - Office for National Statistics Edinburgh by Numbers 2023 Scottish Index of Multiple Deprivation 2020 - Scottish Government Edinburgh Poverty Commission - Poverty in Edinburgh - data and evidence Climate Strategy and Implementation Plan	<p>The following evidence provides information on Edinburgh’s population and how it is projected to grow in the future, meaning that managing travel, especially by car, will be important to ensure the city can keep moving whilst meeting its ambitious climate targets.</p> <p>There are people all over Edinburgh who live in poverty and child poverty is a particular concern. Housing costs also contribute to a large group of people falling into poverty in the city.</p>
Data on service uptake/access	<p>RingGo Cashless parking transactional data.</p> <p>Permit holder data</p> <p>Parking income data</p>	<p>Around 2.5M cashless transactions occur in Edinburgh each year. Accounting for 325,000 separate vehicles parking in Edinburgh. The actual number of vehicles parking in Edinburgh each year will be higher when including cash/contactless P&D payments, permit holders and Blue Badge holders. In addition, use of P&R and people parking outwith areas where there are parking controls.</p> <p>There are approximately 31,000 residents’ permit holders across all CPZs and PPAs in Edinburgh. In addition, there are also be Retail, Business and Trade permit holders.</p> <p>Data on a range of parking income streams is provided</p>

Evidence	Available – detail source	Comments: what does the evidence tell you with regard to different groups who may be affected and to the environmental impacts of your proposal
		each FY on the Council's website.
Data on socio-economic disadvantage e.g. low income, low wealth, material deprivation, area deprivation.	Scottish Government - Scottish Index of Multiple Deprivation 2020 Edinburgh Poverty Commission - Poverty in Edinburgh data and evidence	<p>Some parts of the CPZ include areas which are the Most Deprived 20% of neighbourhoods in Scotland; Gorgie, Old Town and (since the recent expansion of the CPZ) Leith.</p> <p>The Council must balance acknowledging that some car use is essential whilst ensuring that car use in such areas is not encouraged. Parking enforcement also ensure road safety is protected for people walking, cycling and using public transport to travel.</p>
Data on equality outcomes	Equality and Diversity Framework	<p>This report indicates that despite being Scotland's wealthiest city 15% of the population live in poverty. It adds that 32% of Edinburgh's residents are disabled and along with lone parents, carers and ethnic minorities are more likely to be in poverty than others.</p>
Research/literature evidence	Scottish Transport Statistics 2023 Penalty Charge Notices for Parking Enforcement: Consultation Analysis Report	<p>Approx 15,000 blue badges issued in Edinburgh.</p> <p>This consultation by Transport Scotland indicated that the PCN charge, £30/£60, was considered to be too low by respondents. It and the bus lane penalty charge have subsequently been increased to £50/£100.</p>
Public/patient/client experience information	Report incorrectly parked vehicles – online form	<p>This online form allows residents to request parking enforcement and is sent direct</p>

Evidence	Available – detail source	Comments: what does the evidence tell you with regard to different groups who may be affected and to the environmental impacts of your proposal
		to the Service Provider to act, where possible. The Council receives thousands of cash requests each month.
Evidence of inclusive engagement of people who use the service and involvement findings	City Mobility Plan (CMP)	Parking enforcement supports the aims and actions required to deliver the CMP, which was developed following extensive public consultation and engagement.
Evidence of unmet need	Report incorrectly parked vehicles – online form	It's impossible for Parking Attendants to be present at every instance or report of incorrectly parking across the city. However, the new contract aims to make better use of such intelligence to predict and respond to request for enforcement.
Good practice guidelines	Parking Enforcement Protocol – v6 Jan 2024 Traffic Signs and General Directions (TSRGD) Traffic Signs Manual - Chapter 3 (Gov.uk) Sustainable Procurement Strategy	<p>The Council's enforcement protocol sets out how we intend to enforce the parking and bus lane regulations.</p> <p>The TSRGD and TSM set out how local authorities may and require to display traffic management restrictions through signage and road markings.</p> <p>How the Council buys goods and services in a sustainable manner.</p>
Carbon emissions generated/reduced data	DPE Contract Specification	The contract aims to improve the environmental standards of vehicles used as part of the services and encourage the use of low or zero-carbon emitting vehicles wherever possible.
Environmental data	Air Quality Action plan – The City of Edinburgh Council	Road transport produces 23% of all carbon dioxide (CO2) produced in Edinburgh (Source:

Evidence	Available – detail source	Comments: what does the evidence tell you with regard to different groups who may be affected and to the environmental impacts of your proposal
	<p>Cleaner Air for Scotland 2</p> <p>Edinburgh's LEZ</p>	<p>DECC). It also produces harmful emissions (NOX and PM10) which contribute to poor air quality and severe health problems.</p> <p>The Scottish Government's air quality policy framework including actions on delivering air quality improvements.</p> <p>Information on Edinburgh's LEZ where enforcement started on 1 June 2024 to help improve local air quality in the city centre.</p>
Risk from cumulative impacts	<p>Road Safety Plan – The City of Edinburgh Council</p> <p>Delivering Actions for Active Travel – The City of Edinburgh Council</p>	<p>Incorrect parking, congestion and increased traffic can negatively impact road safety. 75% of fatalities on Edinburgh's roads involve vulnerable road users such as pedestrians, cyclists and children. Parking restrictions and their effective enforcement can ensure safe parking, protect sight-lines at junctions and discourage unnecessary car trips. This can also enhance conditions for walking, protect cycle lanes and make public transport more accessible.</p>
Other (please specify)	None.	
Additional evidence required	None.	

8. In summary, what impacts were identified and which groups will they affect?

Equality, Health and Wellbeing and Human Rights	Affected populations
<p>Positive</p> <ul style="list-style-type: none"> • Parking enforcement enhances road safety makes it easier for vulnerable road users (such as young children and older people) to walk, cycle and wheel on around the city. Parking Attendants regularly patrol school keep clear markings. • Parking enforcement ensures that disabled bays are kept clear for the exclusive use of disabled persons' blue badge holders. Controls also give badge holders advantages over other motorists, compared to where streets are unrestricted. • Parking controls discourage commuter parking and long-stay parking from popular destinations, around the city, making it easier for disabled people to park. • New technology may be able to be used for better monitoring and quicker enforcement for misused disabled bays. • Parking controls prevent double parking and parking at dropped pedestrian crossings which could prevent some disabled people crossing the road and accessing the places or services they need. • The car pound is fully accessible, with steps and step-free access, for those with need to come and collect their vehicle should it be impounded. • Paying for parking time is provided by cashless parking provider(s) and also some contactless machines. Instructions are available in English and a number of other languages. • Parking Attendants wear badges with different flags on them to indicate, to the public, what languages they can speak. This builds public trust and fulfils their ambassadorial role for the city. • Parking enforcement is provided seven days a week and controls apply equally to members of all and no religions. • Bus lane and bus gate enforcement cameras can also help improve public health; making it safer for cyclists to use will encourage more people to commute to work by bike and improve health outcomes. Thus enforcement discourages misuse and reduces the risk of RTCs and people 	<p>Young people and children</p> <p>Disabled people</p> <p>Disabled people</p> <p>Disabled people</p> <p>Disabled people</p> <p>Disabled people</p> <p>Non-English speakers, Refugees</p> <p>Refugees and asylum seekers</p> <p>People with different religions or beliefs</p> <p>Staff, residents, all</p>

Equality, Health and Wellbeing and Human Rights	Affected populations
<p>being killed or seriously injured (KSI) on Edinburgh's roads.</p> <ul style="list-style-type: none"> The National Parking Platform may be delivered as part of the new contract and this will enable greater accessibility and make paying for parking time much easier for visitors. Parking Attendants work with the Council's Fraud Team to identify, PCN and impound vehicles and confiscate misused disabled blue badges. This can cost the Council revenue in the form of unpaid parking charges and prevent genuine badge holders from parking near to their destinations and accessing essential services. 	<p>Tourists, visitors, business community</p> <p>Disabled people</p>
<p>Negative</p> <ul style="list-style-type: none"> Removing cash as an option for pay and display parking could be a negative impact for older people or those who are less likely to have a bank account, a mobile device or use the internet on the go. Mitigation: Fewer than 10% of all P&D transactions are by cash and this number continues to fall. Should this approach be proposed, it is likely that a separate Committee report will be submitted and a separate IIA will be completed on this issue alone, prior to any final decisions being made. Parking signs are all in English and literacy and numeracy skills are required to understand parking information, payment costs and paying/challenging parking tickets. Mitigation: Parking signs are set by UK legislation to provide consistency across the whole country and the Council has limited scope to vary such signs. Learning to drive along with; purchasing, running and insuring a vehicle all require a good level of literacy and numeracy skills. Plus assistance is available at the Customer Hub for residents who require it. 	<p>Older people, minority ethnic people, unemployed, People with low literacy/numeracy</p>
Environment and Sustainability including climate change emissions and impacts	Affected populations
<p>Positive</p> <ul style="list-style-type: none"> The DPE Specification includes aims to use low or zero-carbon emitting vehicles wherever possible. 	<p>All</p>

Environment and Sustainability including climate change emissions and impacts	Affected populations
<ul style="list-style-type: none"> • The Specification also includes requirements for uniforms to be suitable for extreme temperatures (both hot and cold) to mitigate against the impacts of local climate change. • Bus lane and bus gate enforcement cameras help to keep bus lanes free improving public transport journey times and enhancing road safety for cyclists and motorcyclists using them. • Parking Attendants walking around the city can prevent and deter crime. They can also report other matters, such as; graffiti, overflowing bins and damage to public infrastructure, for example knocked over sign poles. • Impounded vehicles are reported to the Police and this helps to identify those involved in criminal activity or of interest to the police. • Untaxed and non-road worthy vehicles are reported to DVLA and the Police. This can make Edinburgh's roads safer by removing dangerous vehicles. • Removing cash as an option for pay and display parking would remove cash collection vehicles driving around to empty parking machines; this reduces fuel consumption and GHG emissions. This approach would also reduce paper P&D vouchers being used, which may end up in landfill. • Service Providers will be required to provide Carbon Reduction Plans as part of their tender submission, such as expectations of using EVs where available. • IT systems allow payment and dispute transactions to be completed online, reducing the need for paper cheques or letters to be posted. 	<p>Staff</p> <p>Staff, residents, business community</p> <p>Reduce crime and fear of crime</p> <p>Reduce crime and fear of crime</p> <p>All</p> <p>All</p> <p>All</p> <p>All</p>
<p>Negative</p> <ul style="list-style-type: none"> • As part of a new contract new vehicles and equipment (such as Hand Held Computers) may be required, to accommodate new leasing arrangements and software requirements. This may mean that older equipment, despite this still working, may be surplus to requirements. <p>Mitigation: many of the existing vehicles and equipment is nearing the end of its intended lifecycle and retaining this, may result in more frequent failures and a missed opportunity to benefit from equipment with enhanced</p>	<p>Staff</p>

Environment and Sustainability including climate change emissions and impacts	Affected populations
performance and efficiencies. More regular breakages will require more maintenance/parts which will cost more and may not be as environmentally friendly as recycling older devices.	

Economic	Affected populations
<p>Positive</p> <ul style="list-style-type: none"> • The DPE contract employs around 160 staff, mainly from Edinburgh, the Lothians and Fife providing much needed local employment. • As part of the Community Benefits requirements, the service provider is expected to offer; Modern Apprenticeships, school placements and opportunities for people in need of additional support (such as people experiencing homelessness) to get back into the workforce. • Staff can apply for reasonable adjustments to their working practices (e.g. PT and flexible hours) and equipment used to ensure they can fulfil their duties accordingly. • The pound and removal truck services help support special events of local and national significance by removing parked vehicles from temporary restrictions, such as filming and the Tattoo. • Public parking and loading opportunities allow customers to access shops, businesses and services and for those establishments to receive deliveries. • Parking controls and enforcement also provide opportunities for visitor and tourist parking, so that people can visit, stay, shop and spend money in the city. • Staff on the contract will have TUPE protection to transfer their employment to the next Service Provider should a different supplier win the tender. • Community Benefits will also be provided, by law, as part of the contract and these may include help into work and Modern Apprenticeships. The Service Provider will also pay the Scottish Real Living Wage. 	<p>Unemployed, People in receipt of benefits</p> <p>People experiencing homelessness, veterans</p> <p>Lone parents, Families</p> <p>Residents, Business community</p> <p>Business community</p> <p>Business community</p> <p>Staff</p> <p>Staff, unemployed, People in receipt of benefits, homeless</p>

Economic	Affected populations
<p>Negative</p> <ul style="list-style-type: none"> • Currently residential parking permits are available to buy in 3, 6 or 12 month instalments. With shorter permits costing more due to increased processing and transaction fees associated with such purchases. There are claim that this adds additional financial pressures on those unable to pay the full amount for a 12 month permit at once. Mitigation: This is a standard approach, vehicle excise duty and car insurance operates in much the same manner. However, as part of the new contract opportunities will be investigated to offer alternative payment methods for parking permits. • Enhanced enforcement techniques and presence of Parking Attendants as part of a new contract may mean it's more likely that people parking incorrectly will be issued with a parking ticket and the costs involved. Mitigation: improved parking enforcement will encourage greater compliance with the parking regulations and improve road safety. 	

9. Is any part of this policy/ service to be carried out wholly or partly by contractors and if so how will equality, human rights including children's rights, environmental and sustainability issues be addressed?

The DPE contract will be delivered by a single main Service Provider who is likely to sub-contract parts of the services to specialist support providers, such as; lines and signs maintenance, cashless P&D parking providers, scanning and printing companies.

It is stipulated within the Specification, that all contractors will be subject to the standards expected by the Council and contractual arrangements will ensure that these are met.

The tender evaluation will also ensure that such conditions are met and where there are concerns these are not being met, additional information will be requested and ultimately, such requirements could form a Key Performance Indicator (KPI) as part of the services contract management arrangements.

10. Consider how you will communicate information about this policy/ service change to children and young people and those affected by sensory impairment, speech impairment, low level literacy or numeracy, learning difficulties or English as a second language? Please provide a summary of the communications plan.

The new DPE contract is unlikely to significantly impact on the groups listed above, as children and young people under 17 are not legally entitled to drive a vehicle on the public road. Plus, the parking rights and responsibilities of disabled persons' blue badge holders will not change as a result of this contract tender.

Whilst the Service Provider and the methods used to deliver the services may change, the end result as experienced by users or customers is expected to be broadly similar to the current arrangements, i.e. they may still park in the same parking places, pay using similar methods and may still be issued with a parking ticket.

Thus, it is not expected that a communications plan is required to inform the public that a new contract is in place for the delivery of parking enforcement services. In addition, the outcome of the procurement process will be reported to Committee.

However, the need for a Communications Plan will be kept under review and re-assessed once the submissions are received and the winning bidder is known. For instance, if key customer-facing suppliers change, for example cashless parking or ticket machines, then there may be a greater need for customer communications, but this cannot be pre-determined at this time.

As part of the CMP implementation plan, it is proposed to develop a Parking Communications Plan to increase awareness of parking options, proposals and consultations, whilst improving data gathering and customer insight. This will take into account any changes required as part of the contract tender process.

11. Is the plan, programme, strategy or policy likely to result in significant environmental effects, either positive or negative? If yes, it is likely that a Strategic Environmental Assessment (SEA) will be required and the impacts identified in the IIA should be included in this. See section 2.10 in the Guidance for further information.

As part of the CMP a Strategic Environmental Assessment (SEA) was carried out which concluded that the cumulative impacts of the plan would generally be positive.

Therefore, as this DPE contract supports the delivery of the CMP, it is considered that its impacts have already been taken into consideration and that a separate SEA is not required.

However, the Specification has been reviewed by the Council's Carbon Manager and some modifications were made to reflect current policy and practice, but no major concerns were raised.

12. Additional Information and Evidence Required

If further evidence is required, please note how it will be gathered. If appropriate, mark this report as interim and submit updated final report once further evidence has been gathered.

No further evidence is required at this stage.

13. Specific to this IIA only, what recommended actions have been, or will be, undertaken and by when? (these should be drawn from 7 – 11 above) Please complete:

Specific actions (as a result of the IIA which may include financial implications, mitigating actions and risks of cumulative impacts)	Who will take them forward (name and job title)	Deadline for progressing	Review date
None.	n/a	n/a	n/a

14. Are there any negative impacts in section 8 for which there are no identified mitigating actions?

None, all negative impacts are mitigated.

15. How will you monitor how this proposal affects different groups, including people with protected characteristics?

The overall performance of the CMP's KPIs is measured every 2 years as part of its biennial review. Further performance measurements may be included as part of the Parking Action Plan delivery.

16. Sign off by Head of Service

Name Gavin Brown, Head of Network Management and Enforcement

Date October 2024

17. Publication

Completed and signed IIAs should be sent to:

integratedimpactassessments@edinburgh.gov.uk to be published on the

Council website www.edinburgh.gov.uk/impactassessments

Edinburgh Integration Joint Board/Health and Social Care

sarah.bryson@edinburgh.gov.uk to be published at

www.edinburghhsc.scot/the-ijb/integrated-impact-assessments/