

The Equality Impact Assessment (EQIA) is a means by which we can demonstrate how we have considered inclusion and put people at the heart of the decisions and changes we make. It is a tool to explore the potential for a service, project, programme, or business plan to have an impact on a particular protected characteristic, inclusion groups, or community. This includes the impact on one or more of these groups:

- Protected characteristic groups (as outlined in the Equality Act 2010)
- Disadvantaged or marginalised groups or communities
- Deprivation and socio-economic disadvantage within local communities

Please note:

To comply with our agreed policy on completing Equality Impact Assessment (EQIA) and meet our requirements under legislation, all new strategies, policies, business plans, change programmes or projects must be impact assessed before being introduced. Within this document, you will need to provide evidence to demonstrate:

- Consideration of the impact of your initiative for each protected characteristic and other disadvantaged groups and communities
- Assessment of the impact you have identified and a clear action plan to mitigate the issues and concerns which arise from this.

The steps for completing EQIA are:

- Introduction of aims/objectives/focus
- Gather evidence in relation to all relevant protected characteristics and inclusion groups
- Engagement and consultations – consult and engage with relevant stakeholders/inclusion groups/communities and seek feedback
- Assess or identify potential impacts
- Act on the results including planning actions to mitigate potential negative impact
- Monitoring and evaluation
- Make the right decision based on the evidence and findings from the assessment
- Sign-off

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Draft or completed customer EQIA should be submitted to Customer EQIA [inbox](#) and a superuser or member of the customer D&I team will be allocated to review the document. Please ensure you have read the customer EQIA guidance before using this form.

1. Key information and clarifying aims

Title of strategy, service, business plan, programme, or project	Revision of Car Park tariffs				Unique ID No. (To be assigned by the D&I team)	D&IC/24/642
Team/Department/Directorate	Asset Management, Places for London					
EQIA author	Lal Bahadur					
Senior accountable person	Graeme Craig					
Date EQIA started	11/07/2024			Date EQIA completed	15/08/2024	
Project Stage						
What is the focus of this EQIA? (Please tick which is appropriate)	Service	Project	Programme	Strategy or business plan	Others (please state below)	
				✓		
Who would benefit or be impacted by your strategy, service, business plan, programme, or project (Please provide details of below)						
Customer	The new tariffs will impact all customers who park in the 75 station car parks, with the exception of Blue Badge holders parking in dedicated blue badge bays, whose parking will continue to be free.					
Employee (for workforce or employee <u>only</u> impact assessment, please email the D&I workforce team at EQIA@tfl.gov.uk)	There is no impact on staff who park in dedicated staff car parks, dedicated bays, or who qualify to park under the TfL Staff Parking Policy.					

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<p>Provide background information and outline the aims/objectives/scope of the strategy, service, business plan, programme, or project</p>	<p>It is standard market practice for car park operators to review and implement changes to tariffs where appropriate on an annual basis, including Train Operating Companies, local authorities and private landlords. There are multiple factors and dependencies which determine new tariffs and tariff products.</p> <p>The Places' car park portfolio consists of 75 sites, which are priced significantly lower than adjacent London and transport hub levels. The tariff charged is per day, specific to each site, and can also vary weekday to weekends. The average charge for Monday – Friday is £5.84, Saturday is £3.56 and Sunday is £2.85</p> <p>There have been three revisions to the car park tariffs since 2015:</p> <ul style="list-style-type: none"> (a) 2015 - an average of 2.5per cent increase was applied to the 'cash' tariff only; (b) 2017 - 'cash' and 'cashless' tariffs increased by an average of 13.3 per cent and 9.7 per cent, respectively; (c) 2019 - removed the separate 'cash' and 'cashless' tariffs and amended tariffs to match demand and close the gap with alternative local parking facilities. The tariff revision implemented in 2019 did not impact customer demand, and very little negative feedback was received; <p>A planned tariff revision in 2020 was postponed due the pandemic, when occupancy fell by over 98per cent during periods of National Lockdown, further potential revisions were paused during the recovery from Covid-19.</p> <p>The 2024/25 budget for parking revenue is £17.4m, which is based on the implementation of updated tariffs during the second financial quarter of 2024/25.</p> <p>Saba Parking was awarded the contract in January 2023 to provide maintain and manage the Places' car park portfolio. Since April 2023 Saba Parking has undertaken detailed analysis of trading activity, demand, coupled with local pricing of comparable sites. The output of the analysis has determined a tariff structure appropriate for each car park. It ensure the new pricing remains competitive and considers impacts on the car park users.</p> <p>Summary of the changes</p> <ul style="list-style-type: none"> (a) introduce car park charges that are specific to the local market conditions; (b) align pricing for stations within close proximity along the rail network; and
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	<p>(c) introduce a minimum tariff of £5.00 for Saturdays and Sundays.</p> <p>In total, all weekday and Sunday tariffs will rise, three Saturday tariffs will remain unchanged and one Saturday tariff will fall.</p> <p>As a result:</p> <ul style="list-style-type: none">(a) the average weekday tariff will rise from £5.84 to £7.45, an increase of £1.61 (28%);(b) the average Saturday tariff will rise from £3.56 to £5.96, an increase of £2.40 (67%); and(c) the average Sunday tariff will rise from £2.85 to £5.72, an increase of £2.87 (101%.
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2. The Evidence Base

Consider evidence in relation to all relevant protected characteristics and inclusion group listed in the table below. Please note that change always disproportionately impacts all protected characteristics, so there should be no blank boxes. Consideration should be given not just to the proposal impact but how you intend to communicate and engage on the proposed change.

Protected Characteristic and inclusion group	Data and evidence to support your assessment (Record here the data you have gathered about the diversity of the people potentially impacted by this work. Please include any research on the issues affecting inclusion in relation to your work).												
	The car parks are located across London, and therefore the evidence base we are using is the latest data set for London. While some customers drive from outside the capital, the limited data we do have suggests the majority of users come from within the London boundary. Our car parks are fully accessible, and do not discriminate against any user, and therefore we have provided information on all protected characteristics. However, all users are impacted in the same way except for those in a lower income bracket, with less disposable income and/or are more dependent on car for accessibility needs.												
Age	<p><u>London Population Data</u> (some customers may drive from outside the London Boundary)</p> <ul style="list-style-type: none"> The age demographic in London is as follows: <table border="1"> <tbody> <tr> <td>0-15</td><td>6.8 per cent</td></tr> <tr> <td>16-24</td><td>13.4 per cent</td></tr> <tr> <td>25-34</td><td>25.8 per cent</td></tr> <tr> <td>35-49</td><td>21.2 per cent</td></tr> <tr> <td>50-64</td><td>18.8 per cent</td></tr> <tr> <td>Over 65</td><td>14.0 per cent</td></tr> </tbody> </table> <p>(Census 2021)</p>	0-15	6.8 per cent	16-24	13.4 per cent	25-34	25.8 per cent	35-49	21.2 per cent	50-64	18.8 per cent	Over 65	14.0 per cent
0-15	6.8 per cent												
16-24	13.4 per cent												
25-34	25.8 per cent												
35-49	21.2 per cent												
50-64	18.8 per cent												
Over 65	14.0 per cent												



Disability <i>(please consider all forms of disabilities)</i>	According to Census 2021, 13.2 per cent of people are disabled across London (using the definition under the Equality Act 2010).								
Sex <i>(male, female, non-binary and other identities)</i>	Half of Londoners are women (51 per cent), while this figure increases with age due to the longer life expectancies of women.								
Gender reassignment	<ul style="list-style-type: none"> Of the 7.1m London residents aged 16 or over years of age in March 2021, 560,000 (8 per cent) chose not to answer this question. 91 per cent of Londoners aged 16 or over (and 99 per cent of those who answered the question) stated that their gender identity was the same as registered at birth. 0.9 per cent of Londoners aged 16 or over-stated that their gender identity was different from their sex assigned at birth. After those answering that their gender identity was the same as registered at birth, the most frequent category was those answering that their gender identity was different to that assigned at birth, but who gave no specific identity. This included 33,000 Londoners (0.46 per cent). Trans man and Trans woman were the next most frequent categories across London. These two categories showed similar numbers overall – 11,500 (0.16 per cent) and 11,300 (0.16 per cent) respectively. Smaller numbers answered that they were non-binary (5,400 or 0.08 per cent) or any other gender identity (3,500 or 0.05 per cent). <p>(Census 2021, London)</p>								
Marriage/civil partnership	<p>Legal Partnership status in London.</p> <table border="1"> <tr> <td>Never married and never registered a civil partnership</td><td>46.2 per cent</td></tr> <tr> <td>Married or in a registered civil partnership</td><td>40.0 per cent</td></tr> <tr> <td>Separated, but still legally married or still legally in a civil partnership</td><td>2.3 per cent</td></tr> <tr> <td>Divorced or civil partnership dissolved</td><td>7.3 per cent</td></tr> </table>	Never married and never registered a civil partnership	46.2 per cent	Married or in a registered civil partnership	40.0 per cent	Separated, but still legally married or still legally in a civil partnership	2.3 per cent	Divorced or civil partnership dissolved	7.3 per cent
Never married and never registered a civil partnership	46.2 per cent								
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Separated, but still legally married or still legally in a civil partnership	2.3 per cent								
Divorced or civil partnership dissolved	7.3 per cent								



	Widowed or surviving civil partnership partner	4.2 per cent			
	(Census 2021, London)				
Pregnancy/maternity	In 2021, there were 70.8 conceptions per 1,000 women aged 15-44 years in London. (Census 2021, London)				
Race	The London population is mostly white (57 per cent) compared to Ethnic Minority Groups BAME (43 per cent).				
	Asian, Asian British or Asian Welsh	Black, Black British, Black Welsh, Caribbean or African	Mixed or Multiple ethnic groups	White	Other ethnic group
	20.7	13.5	5.7	53.8	6.3
	(Census 2021, London)				
Religion or belief	The religion demographic in London is as follows: - Christian 48 per cent - Buddhist 1 per cent - Hindu 5 per cent - Jewish 2 per cent - Muslim 14 per cent - Sikh 2 per cent - Other 2 per cent - None 26 per cent				



Sexual orientation	<p>The sexual orientation demographic in London.</p> <table border="1" data-bbox="595 288 1453 537"> <tr> <td>Straight/Heterosexual</td><td>95.3 per cent</td></tr> <tr> <td>Gay or Lesbian</td><td>2.5 per cent</td></tr> <tr> <td>Bisexual</td><td>1.7 per cent</td></tr> <tr> <td>Pansexual</td><td>0.4 per cent</td></tr> <tr> <td>Queer</td><td>0.07 per cent</td></tr> <tr> <td>Asexual</td><td>0.05 per cent</td></tr> <tr> <td>All other sexual orientations</td><td>0.05 per cent</td></tr> </table> <p>(Census 2021, London)</p>	Straight/Heterosexual	95.3 per cent	Gay or Lesbian	2.5 per cent	Bisexual	1.7 per cent	Pansexual	0.4 per cent	Queer	0.07 per cent	Asexual	0.05 per cent	All other sexual orientations	0.05 per cent
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Pansexual	0.4 per cent														
Queer	0.07 per cent														
Asexual	0.05 per cent														
All other sexual orientations	0.05 per cent														
Disadvantaged, inclusion groups and communities e.g., carers, refugees, low income, homeless people etc.	<p>In London, 24 per cent are living in poverty, with 34 per cent of Londoners living in non-white households living in poverty and 47 per cent of single parent housing in London living in poverty (London Datastore 2023). Car ownership figures show you are more likely to own a car the higher your income is (Road Task Force, Transport for London). While car ownership is highest amongst London residents of white ethnic origin.</p> <p>Unpaid Care The region with the smallest proportion of people who provided any amount of unpaid care in 2021 was London (7.8 per cent, a decrease from 10.3per cent in 2011). London had the lowest regional proportion of people providing 19 or less hours of unpaid care a week (3.8 per cent) and 50 or more hours of unpaid care a week (2.3 per cent). (Census 2021).</p>														
Deprivation and socio-economic disadvantage of local communities e.g., people with lack of access to housing, education, social resources, geographic location, and income	<p>Providing information on households deprived in various dimensions, from zero to four. London remains the region with the highest proportion of households deprived in all four dimensions. Even though that proportion is small (0.4 per cent), it still represents more than 13,000 households in London showing all aspects of deprivation.</p> <table border="1" data-bbox="595 1152 1453 1332"> <tr> <td>No dimensions</td><td>48.1 per cent</td></tr> <tr> <td>One dimension</td><td>32.9 per cent</td></tr> <tr> <td>Two dimensions</td><td>14 per cent</td></tr> <tr> <td>Three dimensions</td><td>4.3 per cent</td></tr> <tr> <td>Four dimensions</td><td>0.4 per cent</td></tr> </table>	No dimensions	48.1 per cent	One dimension	32.9 per cent	Two dimensions	14 per cent	Three dimensions	4.3 per cent	Four dimensions	0.4 per cent				
No dimensions	48.1 per cent														
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Two dimensions	14 per cent														
Three dimensions	4.3 per cent														
Four dimensions	0.4 per cent														



	(Census 2021, London)
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3. Engagement and consultation

Outline how engagement and consultation with inclusion groups, people who share a protected characteristic, and other project teams have informed your work

	Yes	No	Don't Know	Comments
Has there been any engagement or consultation activity relating to this strategy, service, business plan, programme, or project?	✓			We have shared the plans with Stakeholder & Advocacy Engagement, Local Communities and Partnership and appropriate teams.
List the relevant stakeholders and inclusion groups you have consulted/engaged or intend to consult/engage with below. Please include any relevant consultation or engagement undertaken prior to completing this EQIA which relates each protected characteristic and inclusion group.				
Stakeholders and inclusion groups consulted/engaged with	Date		Feedback comments / issues raised	
	Yes	No	Don't Know	Comments <i>(state clearly what this engagement or consultation will be and how it will be organised)</i>
Does there need to be any further engagement or consultation? If yes, please add this as an action to		✓		The change will be communicated to all customers via notices in the station, and the car park page on SABA's website.

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	Yes	No	Don't Know	Comments
the action planning section below. Please note that in some circumstances your work may require formal consultation				Customer Services are fully briefed, and we will monitor any queries about the changes and react swiftly if appropriate. These changes are thought to be business as usual.

4. Impact assessment – Protected characteristics and inclusion groups

Given the evidence listed in section 2 and 3, consider and describe the potential impacts this work could have on people with protected characteristics and other inclusion groups.

	Employee	Customer	Positive	Neutral	Negative	No Impact	Comments and actions to mitigate or take forward (please include actions to mitigate the potential negative impact for this protected characteristic)
Race and ethnicity				✓			All car park users are impacted the same, a change to car park tariffs will not disproportionately impact any Londoner because of their race, sex, age, sexual orientation, marital status or religion or belief. Nor will it disproportionately impact them if their gender is reassigned. The change impacts all car park users the same, with those on lower incomes impacted more as they have less disposal income. We will provide information on bus routes that serve the station should Londoners opt to change their behaviour as a result of the change in charges. (REF #01)
Sex (male, female, non-binary and other identities)				✓			
Gender reassignment				✓			
Age				✓			
Religion and belief				✓			All car park users the same, with those on lower incomes impacted more as they have less disposal income. We will provide information on bus routes that serve the station should Londoners opt to change their behaviour as a result of the change in charges. (REF #01)
Disability (please consider all forms of disabilities)				✓			All blue badge holders will still be able to park for free in TfL car parks, and are not impacted by the change.

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	Employee	Customer	Positive	Neutral	Negative	No Impact	Comments and actions to mitigate or take forward (please include actions to mitigate the potential negative impact for this protected characteristic)
							Those with a disability/mobility requirement that do not qualify for a blue badge could be disproportionately impacted, particularly if on lower disposable income. They do, however, have access to alternative services like Dial-a-Ride or Taxicard – subject to eligibility. At 31 March 2021 there were 2.35 million blue badges (by 4.2 per cent of the population) held nationally, whereas 9.8 million people, or 17.7 per cent of the population in England, are disabled.
Sexual orientation				✓			See REF#01.
Marriage or civil partnership				✓			See REF#01.
Pregnancy and maternity				✓			
Disadvantaged, inclusion groups and communities e.g., carers, refugees, low income, homeless people etc				✓			Noted in section 1 & 2– the average daily increase is £1.61 (Mon – Fri), £2.40 (Sat) and £2.87 (Sun) with 66 per cent of customers parking once a week. Also noting 70 per cent of households on income under £10,000 do not own a car.
Deprivation and socio-economic disadvantage of local communities e.g., people with lack of					✓		London's poorest households are least likely to own a car. Of the households that earn less than £10,000, 78 per cent do not own a car and 64 per cent of households that earn between £10,000 and £19,999 do not own a car. In outer London, 70 per

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	Employee	Customer	Positive	Neutral	Negative	No Impact	Comments and actions to mitigate or take forward (please include actions to mitigate the potential negative impact for this protected characteristic)
access to housing, education, social resources, geographic location, and income							<p>cent of households that earn less than £10,000 annually do not own a car and 53 per cent of households that earn between £10,000 and £19,999 do not own a car.*</p> <p>Analysis shows that of the 75 car parks, after the uplift is implemented the charges at 13 of our car parks will be lower (by an average of £1.24) than equivalent local car parks, though in these cases the local sites are primarily used for short-term stays.</p> <p>Analysis of customer parking across the portfolio indicates 66 per cent customers park only once a week, resulting in the majority of customers paying an average increase per week of £1.61 (Monday – Friday), £2.40 (Saturday) and £2.87 (Sunday), with a further 4 per cent parking twice a week.</p> <p>In addition, 17 car parks remain outside the expanded ULEZ zone, coupled with 97.1 per cent of vehicles driving in London being ULEZ compliant.**</p> <p>* Source London Assembly Mayor's response to car ownership MQT, 2023</p> <p>**Source London.Gov.UK - London-wide ULEZ Six Month Report, 2024.</p>

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5. Action planning

List all planned actions - actions which could help mitigate any potential negative impacts. Additionally, please remember to include in your plan any 'positive action'.

	Actions	Owner	Deadline
1	Signage will be installed in advance, informing customers tariffs will be changing.	Lal Bahadur	4 weeks prior to implementation
2	Website updated and include a note on the changes.	Lal Bahadur	1 week prior to implementation
3	Additional information on bus routes serving the station will be displayed within the car parks	Lal Bahadur	During implementation
4	Customer Services briefed on the changes, and FAQ shared	Lal Bahadur	2 weeks prior to implementation
5			
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6. Monitoring and evaluation

Detail how you will or plan to monitor and evaluate the success of the mitigation actions and the overall impact of your decision or proposal

1.	How would you monitor and evaluate the success of the mitigating actions once your proposal has been implemented?	See below.
2.	How would you monitor the actual impact of your proposal or decision once your proposal has been implemented?	We will be examining the results of the parking tariff increase, both in terms of car park utilisation and the number of complaints received. Based on previous experience, we do not anticipate a significant reduction in the utilisation of TfL car parks as we are simply bringing charges up to the market rate. Similarly, we do not expect there will be significant complaints once the rise has been implemented, beyond a small number of local complaints about the principle of a tariff increase. We believe it is appropriate that TfL car parking tariffs operate in line with the prices charged on surrounding car parks.

7. Decision-Making

Based on the above assessment, please select one of the options below that describe what you propose to do next. It is important that you provide the reason(s) for your decision and the evidence that supported these reasons.

1	Continue with your work because the assessment demonstrates that the work will have no potential negative or adverse impact on equality and inclusion groups.	
2	Justify and continue with your work despite negative equality impacts, and because there are other factors which make it reasonable for you to decide to continue with your work.	<p>We do not see any reason not to continue with our proposed tariff rises – money from the improvements can be reinvested in the transport network and this aligns with the Mayor's Transport Strategy goals, reducing dependency on cars and supporting other methods of transport. We will encourage alternative ways to access the station that are more cost-effective.</p> <p>The cross-over between those on a low income that own a car and use the car park is low, and therefore does not offset the benefit from amending the charges to reflect the local area.</p>

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3	Change or adapt your work to ensure it does not adversely or disproportionately impact certain groups of people, communities, or miss opportunities to affect them positively	
4	Stop your work because there is a high probability of noticeable discrimination and negative impacts which cannot be objectively justified. Further research work may be needed.	

8. Sign off

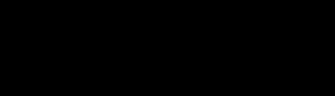
EQIA author	
Name:	Lal Bahadur
Title:	Revision to car park tariffs
Date:	20/08/2024
Signature	Lal Bahadur
EQIA reviewer (superuser or D&I team)	
Name:	[REDACTED]
Title:	IDAG member
Date review completed:	28 August 2024
Signature	[REDACTED]
D&I team representative	
Name:	Oluremi Osimade
Title:	Senior Assurance Manager EQIAs

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Date:	
Signature	(Not required as reviewed and signed by Superuser)
EQIA signed off by (Senior accountable person) <i>The EQIA should be signed off by a senior accountable manager or senior project sponsor. They are ultimately responsible for ensuring that the EQIA requirements are taken onboard and delivered as part of the project deliverables and/or escalated to the decision-makers where necessary. By signing, they are confirming that the equality impacts have been identified, understood, and considered; those affected by the proposal/decision have been involved or consulted; and there are plans to mitigate any potential negative impact and monitor the actual impact of the proposal/decision after implementation.</i>	
Name:	Graeme Craig
Title:	Director & Chief Executive, Places for London
Date:	28-08-2024
Signature	

Privacy Statement

Transport for London (TfL), its subsidiaries and service providers, will use your personal information for the purposes of assessing Customer Equality Impact and administration. Your personal information will be properly safeguarded and processed in accordance with the requirements of privacy and data protection legislation. We will not use your data for marketing purposes. For more information on how TfL processes your personal information please visit www.tfl.gov.uk/privacy

