

# Impact Assessment



Assessment of: Exemption Permits For Care & Health Workers

Service: Highways, Infrastructure Development & Waste

Head of Service: Meg Booth

Version / date of sign off by Head of Service: 25/11/20

Assessment carried out by (job title): Traffic Management Team Manager

## 1. Description of project / service / activity / policy under review

A year-long pilot scheme of a new care and health worker permit scheme commenced in December in 2019. The new scheme's objective was to allow greater flexibility for care / support workers in accessing clients in their own homes and assist in effective management of associated parking and to reduce anxiety/stress arising from difficulty in finding parking and delivering services in a time efficient manner.

The revised scheme made provisions for permit holders to park for up to 1 hour on yellow line restrictions where no other nearby parking was available and to park for as long as needed in street parking spaces and for free in pay and display spaces when delivering essential care in their client / patient's home.

## 2. Reason for change / review

The Pilot has been very successful and has been invaluable to care providers during the current pandemic. Over 9,000 permits have been issued to care givers, social services and NHS providers working across the County. We undertook a second user survey via the care commissioning team with an online questionnaire published on 7<sup>th</sup> September and running until 6<sup>th</sup> October 2020 to invite feedback from the users on how the scheme was working for them, and to comment on any aspects of the scheme that were not working so well, could be improved or further exemptions that they would like to see added to the scheme to better enable them in their service delivery.

[https://forms.office.com/Pages/DesignPage.aspx?fragment=FormId%3DgzehjWjLP0S7S5I\\_d\\_1b-4puBqeTYDtMiAQUG7owlrBUMVJLS0tXTkdOUU5COVRMQk5XNFE5SU1NVC4u%26Token%3D93a91d5e550d46a9b1fa6b443307a185](https://forms.office.com/Pages/DesignPage.aspx?fragment=FormId%3DgzehjWjLP0S7S5I_d_1b-4puBqeTYDtMiAQUG7owlrBUMVJLS0tXTkdOUU5COVRMQk5XNFE5SU1NVC4u%26Token%3D93a91d5e550d46a9b1fa6b443307a185)

In response to the pandemic the exemption of 1 hour on yellow lines was increased to 2 hours based on feedback from service users. The survey has highlighted this additional time has been very beneficial in reducing staff pressures and the quality of care provided. To recognise this and based on the feedback in the survey about simplifying the offer to a single 3 hour limit on all restrictions will be introduced when the scheme is ratified and becomes a permanent offering to service providers.

## 3. Aims / objectives, limitations and options going forwards (summary)

Based on the feedback from our users and public support of the scheme from our initial consultations on 2018/2019, we have considered 3 options. All options do see the scheme continuing as a permanent offering within the Council's Traffic Regulation Orders.

Option 1: Make permanent the existing exemption scheme as is along with a centrally managed permit database.

Option 2: Enhance existing - Make permanent the existing exemption scheme, along with a centrally managed permit database but simplify the use of the permit so that permit users know that after setting their arrival time on their timeclock that they can have up to 3 hours parking at that location while delivering essential services in their client/patient's home.

Option 3: Extend existing - Make permanent the existing exemption scheme, along with a centrally managed permit database but simplify the use of the permit so that permit users know that after setting their arrival time on their timeclock that they can have up to 3 hours parking at their

location while delivering essential services in their client/patient's home or when providing respite visits or taking their client/patients to appointments away from their normal place of residence where such is included as part of their care package.

Option 2 is recommended as it provides a balanced approach in meeting the needs of the users and those of other residents, businesses and amenities and the general public in being able to access on street parking spaces.

## 4. People affected and their diversity profile

Care & Health worker permits are available to all staff who work peripatetically to undertake home visits to their clients or patients. They deliver a variety of services tailored to meet their patient/client's needs. Social workers, counsellors, care workers, enabling providers, trained medical professionals, district nurses and therapists can utilise the permit when delivering their services to anyone of any age or background in their care in our communities across the County. It fully supports our equality and diversity requirements under The Equality Act 2010 and the Protected Characteristics defined in that legislation.

The patient/client benefits from the quality of care or support being provided for them in the comfort of their own homes by their provider, who now can maximise their allotted time with that patient/client rather than having to use some of their time finding suitable parking and travelling time.

## 5. Stakeholders, their interest and potential impacts

The Care and Health worker permit has delivered real benefits to its users. Of the 228 responses received in our recent survey 100% of current permit holding responders want the scheme to be continued as it has made a difference in their ability to deliver an efficient service and improved the quality and quantity of time spent with their client/patients. 50% of the responses received came from NHS providers, 22% from private care providers, 23% from Devon County Council's social care teams the remaining 5% being up of personal assistants and other service providers.

They report that savings have been made and that staff retention and recruitment has been improved as a result of a permit scheme minimises the risk to care staff of being fined when parked when providing care to a client/patient.

The pandemic has seen the general public come to recognise and appreciate the value these key workers play in society. In our initial consultation to introduce a permit scheme for care workers, over 94% of responses were in favour of the introduction of this permit. The Council would appear in a very poor light and suffer reputational damage in the eyes of its residents, if the scheme were now to be withdrawn.

## 6. Research used to inform this assessment

The Council has benchmarked other similar schemes in neighbouring Authorities when considering its approach.

## 7. Description of consultation process and outcomes

As part of delivering the policy proposals a revision will be required to our current Traffic Regulation Order (TRO) in making this change a full formal consultation will be required allowing any comments for or against proposals to be considered.

The Council conducted an initial survey of the need to improve its exemptions for care workers in October 2018 to identify issues.

<https://inside.devon.gov.uk/news/how-is-the-current-parking-exemption-scheme-working-for-you-and-your-teams/>

Based on these feedback a working group comprising the Council's Care Commissioning Group, Adult & Child Social services, NHS representatives and private sector companies under contract with the County Council to provide care held a series of meetings to understand the obstacles to delivering quality care due to parking constraints and restrictions.

The Council then undertook a second round of surveys with the same groups in September/October 2020 to establish how the permit scheme was working for them now. [https://forms.office.com/Pages/DesignPage.aspx?fragment=FormId%3DgzehjWjLP0S7S5I\\_d\\_1b-4puBqeTYDtMiAQUG7owlrBUMVJLS0tXTkdOUU5COVRMQk5XNFE5SU1NVC4u%26Token%3D93a91dbe550d46a9b1fa6b443307a185](https://forms.office.com/Pages/DesignPage.aspx?fragment=FormId%3DgzehjWjLP0S7S5I_d_1b-4puBqeTYDtMiAQUG7owlrBUMVJLS0tXTkdOUU5COVRMQk5XNFE5SU1NVC4u%26Token%3D93a91dbe550d46a9b1fa6b443307a185)

There were 228 responses to that questionnaire and based upon those responses it is clear the scheme is welcomed, delivered its objectives and is very much wanted and appreciated by the end user. The key benefits they identified are summarised below:

- For staff, parking is much easier thanks to the permit
- Reduction in stress levels for staff
- Able to spend more time with patients
- Financial benefits to service providers

They key changes they wanted to see incorporated are:

- The scheme be adopted permanently
- Be simplified to a set time of up to 3 hours parking on all restrictions
- Include use of all council run car parks
- Include use of permits away from the home of their patient/client

The use of other Council car parks is outside of the remit of the County Council, and those councils remain reluctant to allow use of their car parks freely, however as it has been raised in the survey, we will continue those discussions. Allowing permits to be used for enrichment visits or appointments away from the home may deliver some benefit to the client/patient but it does not deliver a tangible benefit to the care worker. It would make enforcement of the permits more difficult for our on street civil enforcement officers and would impact on the revenue raised from on street parking charges and turn-over of parking spaces in our commercial areas or tourist areas.

## Equality analysis

It is not considered that there are any overarching issues relating to these proposals and no specific group is disadvantaged.

### Giving Due Regard to Equality and Human Rights

It is not considered that there are any overarching issues relating to these proposals and no specific group is disadvantaged. In some ways the scheme assists the Council to enable the NHS, Social Care Providers and private care providers with helping those at a disadvantage arising from unforeseen poor health or long-term conditions, or disabilities which affect all aspects of a person health and well being to be treated with dignity and in accordance with our obligations in the Equalities Act 2010 and other legislation.

|  |  |   |
|--|--|---|
| <p>Characteristics</p>                                     | <p>Potential or actual issues for this group.</p> <p>[Please refer to the <a href="#">Diversity Guide</a> and <a href="#">See RED</a>]</p>   | <p>In what way will you:</p> <ul style="list-style-type: none"> <li>• eliminate or reduce the potential for direct or indirect discrimination, harassment or disadvantage, where necessary.</li> <li>• advance equality (to meet needs/ensure access, encourage participation, make adjustments for disabled people, 'close gaps'), if possible.</li> <li>• foster good relations between groups (tackled prejudice and promoted understanding), if relevant?</li> </ul> <p>In what way do you consider any negative consequences to be reasonable and proportionate in order to achieve a legitimate aim?</p> <p>Are you complying with the <a href="#">DCC Equality Policy</a>?</p>   |
| <p>All residents (include generic equality provisions)</p> | <p>The proposal may mean that areas reserved for other drivers (such as areas of Residents Parking) are utilised for short periods by car and health workers utilising this exemption whilst delivering support to residents in that area.</p> | <p>The scheme has been in place for a year and has been equally well received and supported by residents who recognise and value the intentions of the permit scheme and the benefits it delivers to the care provider and their patients or clients.</p> <p>The relatively short periods in which visiting care workers may occupy resident only spaces should not adversely impact on the residents access to parking spaces, and use of yellow lines will not affect road safety concerns any more than use of that space by a blue badge holder.</p> <p>The impact and effectiveness of the scheme will continue to be monitored via customer contact and engagement with Care Commissioning teams.</p> <p>It fully supports our equality and diversity requirements under The Equality Act 2010 and the Protected Characteristics defined in that legislation.</p> |

|                        |  |   |
|------------------------|--|---|
| <p>Characteristics</p> | <p>Potential or actual issues for this group.</p> <p>[Please refer to the <a href="#">Diversity Guide</a> and <a href="#">See RED</a>]</p>   | <p>In what way will you:</p> <ul style="list-style-type: none"> <li>• eliminate or reduce the potential for direct or indirect discrimination, harassment or disadvantage, where necessary.</li> <li>• advance equality (to meet needs/ensure access, encourage participation, make adjustments for disabled people, 'close gaps'), if possible.</li> <li>• foster good relations between groups (tackled prejudice and promoted understanding), if relevant?</li> </ul> <p>In what way do you consider any negative consequences to be reasonable and proportionate in order to achieve a legitimate aim?</p> <p>Are you complying with the <a href="#">DCC Equality Policy</a>?</p> |
| <p>Age</p>             | <p>The proposal does not present potential or actual issues for this group.</p> <p>Residents who rely on timed visits from care providers will benefit from additional time spent with them. Many care workers are not afforded time for travel or parking so this impacts the time available to provide care to a client/patient.</p> | <p>-</p>  |

| Characteristics  | Potential or actual issues for this group.<br><br>[Please refer to the <a href="#">Diversity Guide</a> and <a href="#">See RED</a> ]   | <p>In what way will you:</p> <ul style="list-style-type: none"> <li>• eliminate or reduce the potential for direct or indirect discrimination, harassment or disadvantage, where necessary.</li> <li>• advance equality (to meet needs/ensure access, encourage participation, make adjustments for disabled people, 'close gaps'), if possible.</li> <li>• foster good relations between groups (tackled prejudice and promoted understanding), if relevant?</li> </ul> <p>In what way do you consider any negative consequences to be reasonable and proportionate in order to achieve a legitimate aim?</p> <p>Are you complying with the <a href="#">DCC Equality Policy</a>?</p> |
|--|--|---|
| Disability (incl. sensory, mobility, mental health, learning disability, neurodiversity, long term ill health) and carers of disabled people | <p>The proposal does not present potential or actual issues for this group.</p> <p>There is a benefit with improved access to parking to those professionals who provide support to them in their own homes.</p> | -   |
| Culture and ethnicity: nationality/national origin, ethnic origin/race, skin colour, religion and belief                                     | The proposal does not present potential or actual issues for this group.   | -   |

| Characteristics  | Potential or actual issues for this group.<br><br>[Please refer to the <a href="#">Diversity Guide</a> and <a href="#">See RED</a> ]   | <p>In what way will you:</p> <ul style="list-style-type: none"> <li>eliminate or reduce the potential for direct or indirect discrimination, harassment or disadvantage, where necessary.</li> <li>advance equality (to meet needs/ensure access, encourage participation, make adjustments for disabled people, 'close gaps'), if possible.</li> <li>foster good relations between groups (tackled prejudice and promoted understanding), if relevant?</li> </ul> <p>In what way do you consider any negative consequences to be reasonable and proportionate in order to achieve a legitimate aim?</p> <p>Are you complying with the <a href="#">DCC Equality Policy</a>?</p> |
|--|--|---|
| Sex, gender and gender identity (including men, women, non-binary and transgender people), and pregnancy and maternity (including women's right to breastfeed) | <p>The proposal does not present potential or actual issues for this group.</p> <p>There is a benefit with improved access to parking to those professionals who provide support to portions of this group (including pregnancy / maternity) in their own homes.</p> | -   |
| Sexual orientation and marriage/civil partnership  | The proposal does not present potential or actual issues for this group.   | -   |

|   |  |   |
|---|--|---|
| <p>Characteristics</p>  | <p>Potential or actual issues for this group.</p> <p>[Please refer to the <a href="#">Diversity Guide</a> and <a href="#">See RED</a>]</p> | <p>In what way will you:</p> <ul style="list-style-type: none"> <li>• eliminate or reduce the potential for direct or indirect discrimination, harassment or disadvantage, where necessary.</li> <li>• advance equality (to meet needs/ensure access, encourage participation, make adjustments for disabled people, 'close gaps'), if possible.</li> <li>• foster good relations between groups (tackled prejudice and promoted understanding), if relevant?</li> </ul> <p>In what way do you consider any negative consequences to be reasonable and proportionate in order to achieve a legitimate aim?</p> <p>Are you complying with the <a href="#">DCC Equality Policy</a>?</p> |
| <p>Other relevant socio-economic factors such as family size/single people/lone parents, income/deprivation, housing, education and skills, literacy, sub-cultures, 'digital exclusion', access to transport options, rural/urban</p> | <p>The proposal does not present potential or actual issues for this group.</p>  | <p>-</p> <p>-</p>   |

## 8. Human rights considerations:

Making the scheme permanent with a slight change to current conditions of use should not affect any particular group specifically.

## 9. Supporting independence, wellbeing and resilience. Give consideration to the groups listed above and how they may have different needs:

In what way can you support and create opportunities for people and communities (of place and interest) to be independent, empowered and resourceful?

By continuing to facilitate support for our care and health worker permit holders they will be enabling the elderly, the unwell, vulnerable and disabled people to continue to live independently in their own homes. Reducing the stress on the care staff assists in how they can better manage their time. The Care providers see the provision of a permit to allow parking as a barrier to recruitment removed.

In what way can you help people to be safe, protected from harm, and with good health and wellbeing?

The permit scheme directly benefits the holder and the people they are providing care and support services to by enabling a more effective use of the carers time and enabling more quality time to be spent with their patient/client,

In what way can you help people to be connected, and involved in community activities?

The public have expressed their support of the scheme and recognise the value and need for good carers to support those in real need.

## 10. Environmental analysis

An impact assessment should give due regard to the following activities in order to ensure we meet a range of environmental legal duties. The policy or practice does not require the identification of environmental impacts using this Impact Assessment process because it is subject to (please mark X in the relevant box below and proceed to the 4c, otherwise complete the environmental analysis table):

|   |   |
|---|---|
| Devon County Council's Environmental Review Process |   |
| Planning Permission                                 |   |
| Environmental Impact Assessment                     | X |
| Strategic Environmental Assessment                  |   |

|   | <b>Describe any actual or potential negative consequences.<br/>(Consider how to mitigate against these).</b> | <b>Describe any actual or potential neutral or positive outcomes.<br/>(Consider how to improve as far as possible).</b>  |
|---|--|--|
| Reduce, reuse, recycle and compost:   | There is no specific negative impact.  | There is no specific positive impact.  |
| Conserve and enhance wildlife:  | There is no specific negative impact.  | There is no specific positive impact.  |
| Safeguard the distinctive characteristics, features and special qualities of Devon's landscape: | There is no specific negative impact.  | There is no specific positive impact.  |
| Conserve and enhance Devon's cultural and historic heritage:                                    | There is no specific negative impact.  | There is no specific positive impact.  |
| Minimise greenhouse gas emissions:  | There is no specific negative impact.  | The permit scheme will contribute positively to the effective management of traffic and should therefore have a positive impact on reducing pollution and improving local air quality. |
| Minimise pollution (including air, land, water, light and noise):                               | There is no specific negative impact.  | The permit scheme contributes to the effective management of traffic and should therefore have a positive impact on reducing pollution and improving local air quality.                |
| Contribute to reducing water consumption:   | There is no specific negative impact.  | There is no specific positive impact.  |

|   |                                       |                                       |
|---|---------------------------------------|---------------------------------------|
| Ensure resilience to the future effects of climate change (warmer, wetter winters; drier, hotter summers; more intense storms; and rising sea level): | There is no specific negative impact. | There is no specific positive impact. |
| Other (please state below):   | -                                     | -                                     |

## 11. Economic analysis

|                                 | <b>Describe any actual or potential negative consequences.<br/>(Consider how to mitigate against these).</b> | <b>Describe any actual or potential neutral or positive outcomes.<br/>(Consider how to improve as far as possible).</b>    |
|---------------------------------|--|--|
| Impact on knowledge and skills: | There are no new knowledge or skill requirements   | There are no new knowledge or skill requirements   |
| Impact on employment levels:    | There is no expected impact on employment levels   | There is no expected impact on employment levels but may assist providers to retain and recruit new staff in the industry. |
| Impact on local business:       | There is no expected impact on local business (except those providing professional care services)            | There is no expected impact on local business (except those providing professional care services)                          |

## 12. Describe and linkages or conflicts between social, environmental and economic impacts (Combined Impacts):

No specific Links

13. How will the economic, social and environmental well-being of the relevant area be improved through what is being proposed? And how, in conducting the process of procurement, might that improvement be secured?

Main benefits will be in regards of enhanced access by care / support workers, and improved management and security of the personal data of the staff providing the service at a client/patient's home.

14. It is further hoped that making delivery of services easier that staff will be retained longer and may also have a positive effect on improving recruitment into the care industry. How will impacts and actions be monitored?

Impact of revised scheme will be monitored through feedback from affected staffing group, customers, communities and elected Members.