

DARTFORD TOWN CENTRE PARKING STUDY

Customer Access Review – Full Assessment

Before completing this Full Assessment, please read the [Guidance Note](#) on Customer Access Reviews.
Initial Screening is required before completion of a Full Assessment.

Assessment details	
Assessment area	The Dartford Town Centre Parking Study (Boundary / sub-zones map attached as Appendix A)
Date of assessment	29/10/2021
Directorate and Service	Planning Service – Directorate of Growth & Regeneration
Manager	Sonia Collins
Officer conducting assessment	Lukman Agboola
Step 1: Scoping the assessment	
1. What are the aims and objectives of the activity or proposal?	To undertake informal/formal consultation with local residents and businesses in the area of Dartford Town Centre within the boundary and sub zones shown in the attached Appendix A. This is to enable the Council to seek the views of local residents and businesses about existing parking issues in their area and whether they would like to see parking management proposals introduced. Outcome of consultations and any resulting parking measures will be subject to relevant Cabinet approvals.
2. Who will be affected by the activity or proposal?	Local residents, businesses, employees, commuters and visitors in the area.
3. How does the activity or proposal contribute to: a) any key performance indicators? b) policies, values or objectives of Dartford Borough Council?	Of the Corporate Strategy, the proposal contributes to the following strategic objectives: ET1. Reduce carbon emissions and improve air quality in the Borough ET2. Ensure a high quality street scene. The proposal also contributes directly to the following key actions (Policy and priority areas for development) that were identified in the Dartford Core Strategy:

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	<ul style="list-style-type: none"> • To make Dartford the place of quality and choice, a place where people choose to live, work and enjoy their leisure time. • Creating a safe and high quality environment in all public areas, so as to improve the experience for visitors, from their point of arrival and through the entirety of the centre. • Consolidating town centre uses on and adjacent to the High Street.Improvement of walking connections to the High Street and integration of town centre uses between different parts of the town, so as to increase the level of linked and extended trips. <p>Proposals will support work to develop a car parking standard for new developments in the Town centre.</p>
4. Which aspects of the activity or proposal are dictated by legislation/regulation and where do we have discretion in how they are delivered?	<p>Informal / Formal Consultation</p> <ul style="list-style-type: none"> • The Road Traffic Relation Act 1984 (sections 1, 2, 32, 35, 36, 45, 46, 47, 49, 53, 124 and Part IV of Schedule 9) • the Local Authorities’ Traffic Orders (Procedure) (England and Wales) Regulations 1996 <p>There is discretion during informal/formal consultation in terms of period of consultation and Cabinet approved Town Centre Parking Study Guidance (see paragraph 7 of Cabinet Report – Dartford Town Centre Parking Study – Outcome of Identification Stage and Sub Zone Priority dated 28 October 2021).</p> <p>To exercise the relevant statutory powers, the local authority must first gauge the views of local residents and businesses about parking issues in their area and whether or not they would consider the introduction of a</p>

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	parking management scheme.
<p>5. What do you know about the groups of people who will be affected? (i.e. demographic information in relation to the protected characteristic groups of age, disability, pregnancy and maternity, religion or belief, race, sex, sexual orientation, gender reassignment, marriage and civil partnership)</p>	<p>The information known about the affected groups of people in terms of the protected characteristics of the residents of the wards impacted by the boundary and sub zones shown in the attached plan (Appendix A) Wards include Brent, Newtown, Princes, Temple Hill (Littlebrook and Joyce Green), Town and West Hill</p> <p>Census 2011 data The 2011 Census data for the borough of Dartford provides some information on the number of people in the area who may have a protected characteristic. The data has been broken down into ward level data by Kent County Council (https://www.kent.gov.uk/about-thecouncil/information-and-data/Facts-and-figures-about-Kent/area-profiles), and provides an indication of those who may have protected characteristics living in the wards within the Parking Study and sub zones. It must be noted however that since the 2011 Census, the wards have undergone quite Significant boundary changes. Existing data based on 2015 ward boundaries.</p> <p>Today, the Town ward encompasses more land area than it did in 2011. The most significant change is that the Town ward now incorporates what was Joyce Green ward in the northeast and no longer includes a large area to the north west that is now known as Burnham ward.</p> <p>Additionally, as noted above, parts of what were Princes ward to the south are now incorporated in the Town ward whilst Temple Hill ward brings together previous wards including Littlebrook and Joyce Green.</p>

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Step 2: Information collection	
	<p>For these reasons above, data on relevant wards has been provided below.</p> <p>Disability Within the Borough, 15% of the population on average have their daily activities limited a little or a lot by a long term health problem or disability, compared with proportion for the relevant wards listed below:</p> <p>Data for the relevant wards can be seen below:</p> <ul style="list-style-type: none"> • Brent: 16% • Newtown: 13% • Princes: 19% • Temple Hill 15% (Ave: Littlebrook 12% & Joyce Green 17%) • Town: 12% • West Hill: 13% <p>The aggregate percentage of those with a little or a lot of day-to-day limitations due to a disability for the above listed wards is fifteen per cent (15%). This is the same percentage as that for the Borough.</p> <p>Age Within the Borough, fourteen percent (14%) of the population is aged 65 or over.</p> <p>Data for the relevant wards can be seen below:</p> <ul style="list-style-type: none"> • Brent: 17% • Newtown: 10% • Princes: 14% • Temple Hill 13% (Ave: Littlebrook 13% & Joyce Green 13%) • Town: 8%

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	<ul style="list-style-type: none"> • West Hill: 13% <p>The average percentage of the proportion of the population aged over 65 in the above wards is 13 compared with the average age of the Borough, which is 14%.</p> <p>Race Thirteen per cent (13%) of the population is from a Black, Asian or minority ethnic (BAME) background within the Borough.</p> <p>Data for the relevant wards can be seen below:</p> <ul style="list-style-type: none"> • Brent: 14% • Newtown: 17% • Princes: 13% • Temple 17% (Littlebrook 17% & Joyce Green 16%) • Town: 22% • West Hill: 17% <p>The average BAME population for the above ward residents was 17% compared with the average population of BAME in the Borough, which is 13%.</p> <p>Language 96% of the population in the Borough are proficient in English. 94% of the population in the Borough have a main language that is English or Welsh in Wales.</p> <p>Data for the relevant wards can be seen below:</p> <ul style="list-style-type: none"> • Brent: 97%

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	<ul style="list-style-type: none"> • Newtown: 95% • Princes: 96% • Temple 95% (Littlebrook 95% & Joyce Green 94%) • Town: 96% • West Hill: 95% <p>The average for the population or residents who are proficient in English for the above wards residents was 96% compared with the average for the Borough, which was also 96%.</p> <p>Religion or belief In the Borough sixty-one (61%) of the population is Christian, compared with the proportion for the wards below. Twenty-seven per cent (27%) have no religion in the Borough. Other religions which are prevalent in the higher volumes for the rest of the borough are Hindu, Muslim and Sikh.</p> <p>Percentages of Christianity for the relevant wards can be seen below:</p> <ul style="list-style-type: none"> • Brent: 60% • Newtown: 54% • Princes: 58% • Temple Hill 58% (Littlebrook 60% & Joyce Green 56%) • Town: 56% • West Hill: 58% <p>For the combined wards, the average percentage of Christians is 57% compared to the average percentage of the population with Christianity belief in the Borough which is 61%.</p>

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	<p>Sex Fifty-one per cent (51%) of the population is female, and forty-nine per cent (49%) male within the Borough compared to the proportion of females and males for the wards listed below.</p> <p>Percentages of females and males for the relevant wards can be seen below:</p> <ul style="list-style-type: none"> • Brent: Female 51%, Male 50% • Newtown: Female 49%, Male 51% • Princes: Female 52%, Male 48% • Temple Hill Female 52% Male 49% (Littlebrook F 51% M 49% & Joyce Green F 52% M 48%) • Town: Female 48%, Male 52% • West Hill: Female 51% Male 49% <p>The average proportion of females and males for the above wards is 51% and 50% respectively compared to similar figures for the Borough which are females (51%) and Males (49%).</p> <p>Pregnancy and maternity ONS data (not Census data) for the Borough shows that the number of live births in 2015 was 1499 based on the ward boundaries as of May 2017. The number of live births for the wards listed below are:</p> <ul style="list-style-type: none"> • Brent: 54 (4% of the Borough's total number of births). • Newtown: 140 (9% of the Borough's total number of births). • Princes: 120 (8% of the Borough's total number of births). • Temple Hill 115 (ave Joyce Green 153 and Littlebrook 77) - (8% of the Borough's total number of births). • Town: 92 (6% of the Borough's total number of births).

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	<ul style="list-style-type: none"> • West Hill: 95 (6% of the Borough's total number of births). <p>Marital or civil partnership status Within the Borough, 47% of the population are married or registered same-sex civil partnership, whereas the following percentages are identified as being in the same category for the relevant wards listed below:</p> <p>Proportion of population that are married or in the same-sex civil partnership for the relevant wards can be seen below:</p> <ul style="list-style-type: none"> • Brent: 51% • Newtown: 42% • Princes: 41% • Temple Hill 39% (Littlebrook 40% & Joyce Green 37%) • Town: 38% • West Hill: 50% <p>The average percentage of the population that are married or in a same-sex civil partnership for the wards listed above was 44 compared to that for the Borough which was 47%.</p> <p>Sexual orientation and Gender Reassignment - the 2011 Census did not capture this Information</p> <p>Car Ownership Within the Borough, forty-six percent (46%) of households have 1 car/van, thirty-five percent (35%) have 2 or more cars/vans compared to nineteen percent (19%) of households without a car / van. The following percentages for car ownership categories for households for the relevant wards listed below:</p>

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	<p><u>Brent</u> Households with 1 car / van (47%) Households with 2 or more cars /vans (37%) Households without a car/van (17%)</p> <p><u>Newtown</u> Households with 1 car / van (53%) Households with 2 or more cars /vans (25%) Households without a car/van (22%)</p> <p><u>Princes</u> Households with 1 car / van (44%) Households with 2 or more cars /vans (30%) Households without a car/van (29%)</p> <p><u>Temple Hill (Average Littlebrook / Joyce Green)</u> Households with 1 car / van (46%) Households with 2 or more cars /vans (20%) Households without a car/van (35%)</p> <p><u>Town</u> Households with 1 car / van (51%) Households with 2 or more cars /vans (21%) Households without a car/van (28%)</p> <p><u>West Hill</u> Households with 1 car / van (48%) Households with 2 or more cars /vans (39%) Households without a car/van (17%)</p>

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	<p>The combined percentages for car ownership for the relevant wards compared to those for the Borough are:</p> <p><u>Average for listed wards compared to the Borough figures are</u> Households with 1 car / van (48%) vs Borough (46%) Households with 2 or more cars /vans (29%) – vs Borough (35%) Households without a car/van (25%) vs Borough (19%)</p> <p>Conclusions The data shows that the numbers of people living in the ward and the borough, who may have a protected characteristics, are largely similar. There are more residents of BAME heritage living in the relevant wards affected than there are in the Borough as a whole.</p> <p>When considering the issues for this Customer Access Review, it will be important to consider how the Parking Consultation exercise and potential parking management measures may affect each of the protected characteristics. It is anticipated that proposal to send the consultation letter(s) to all residents in the wards affected will ensure no one is excluded from the process. Braille and translation support will form part of the consultation.</p>
6. What consultation has taken place with affected groups? Please describe who was consulted and the key findings	Initial stakeholder consultation with ward councillors, Dartford Borough Council officers and Kent County Council.
7. Are there any gaps in information? If so, what additional research and/or consultation is needed to ensure that affected groups needs and views are taken into account?	There are no gaps in information, however, consultation letters will be posted to all residents and businesses in the affected area which should ensure no one is excluded from the process.

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Step 3: Assessing the equality impact

8. Consider whether the activity or proposal has or will have any positive or negative equality impacts on the protected characteristic groups in relation to the following aims of the Public Sector Equality Duty:

a) tackling unlawful discrimination
 b) promoting equality of opportunity
 c) promoting good relations

NOTES:

- The Initial Screening will have identified which aims of the Public Sector Equality Duty are relevant to the activity or proposal for consideration
- For existing activities, consider how they are working in practice for each relevant protected group
- For new proposals, consider whether there is anything that could give rise to positive and negative equality impacts for each relevant protected group
- If there is no identified equality impact, please tick the 'No Impact' box and explain why in question 9
- If the equality impact is unclear, please tick the 'Unknown' box and explain why in question 9

Step 3: Assessing the equality impact				
PROTECTED CHARACTERISTIC	POSITIVE IMPACTS	NEGATIVE IMPACTS	NO IMPACT	UNKNOWN
Age	Supports active travel.	None identified at this stage	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Disability	Supports active travel and provides opportunity to identify additional requirements for blue badge holders / disabled bays	None identified at this stage	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sex	None identified at this stage	None identified at this stage	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Gender reassignment	None identified at this stage	None identified at this stage	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Race / Language	None identified at this stage	None identified at this stage but consideration to be given to mitigating impact on any disadvantaged groups.	<input type="checkbox"/>	<input checked="" type="checkbox"/>

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Step 3: Assessing the equality impact				
PROTECTED CHARACTERISTIC	POSITIVE IMPACTS	NEGATIVE IMPACTS	NO IMPACT	UNKNOWN
Religion/Belief	None identified at this stage	None identified at this stage but consideration to be given to mitigating impact on any disadvantaged groups.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Sexual Orientation	None identified at this stage	None identified at this stage.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Pregnancy/Maternity	None identified at this stage	None identified at this stage.	<input type="checkbox"/>	<input type="checkbox"/>
Marriage and Civil Partnership*	None identified at this stage	None identified at this stage	<input type="checkbox"/>	<input checked="" type="checkbox"/>

* Regarding the protected characteristic of Marriage and Civil Partnership – public bodies need to comply with the first aim of the Public Sector Equality Duty and only in the context of employment.

Step 3: Assessing the equality impact	
9. If 'no impact' or 'unknown' was selected, please explain	As this is at the start of the consultation stage, evidence is not yet available to fully understand the impact of the consultation exercise or any possible parking proposals
10. If Dartford Borough Council works with partners to deliver the activity or proposal, please describe any circumstances that could give rise to positive or negative equality impacts between different groups	Royal Mail – Disruption regarding delivery of consultation letters to residents and businesses.
11. Any other comments	Output from the first round of consultation will be reviewed to assess impact on this Customer Access Review (CAR). If required, an updated CAR will be undertaken before the next stage of consultation and proposal development.

Step 4: Action plan
12. Based on the information in Steps 1 to 3, please list the actions that will be taken to address: a) any gaps in information and consultation b) how any negative impacts on equality will be mitigated or eradicated

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Step 4: Action plan

Output from the first round of consultation will be reviewed to assess impact on this Customer Access Review (CAR). If required, an updated CAR will be undertaken before the next stage of consultation and proposal development.

a) If additional information and/or consultation is required or the impact is still unclear, what actions will you put in place to gather the information you need?

Information needs	Action	Intended outcome	Date for completion	How this will be monitored	Responsible officer
None identified at this stage.					
None identified at this stage.					
None identified at this stage.					
None identified at this stage.					
None identified at this stage.					

b) If any negative impacts on equality were found, what actions will you put in place to mitigate or eradicate these impacts?

Identified impacts (and who is affected)	Action	Intended outcome	Date for completion	How this will be monitored	Responsible officer
N/A					
N/A					
N/A					
N/A					
N/A					

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Step 5: Decision making and future monitoring	
13. Which decision making process does this Customer Access Review need to go through? i.e. who does this need to be approved by?	At this stage – Legal & Director of Growth and Regeneration.
14. Is the subject of the Customer Access Review going to committee? If yes, include your findings in the committee report and attach this assessment to the report	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
15. How will you continue to monitor the activity or proposal on protected characteristic groups?	Analysis of feedback from initial consultation will take into consideration the protected characteristics and composition compared to identified information in Step 2 above.
16. When will you review this Customer Access Review?	At the end of the informal consultation process.
Step 6: Final steps	
17. Once this Customer Access Review has been approved, send this assessment to the Policy & Projects Officer	
18. Implement the actions identified from this Customer Access Review and ensure progress is monitored and recorded	