

Equality Impact Assessment (EQIA)-

**Proposed increase to the Penalty Charge for contraventions on the Transport for London Road Network (from £130 to £160)**

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	<i>Mandy McGregor</i>	25/11/2021

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	Signature	Date

<b>Document History</b>	Version	Date	Summary of changes
	2	22.11.21	Updated to reflect new information and support Mayoral Decision on TfL's proposal to increase PCN

<b>Project Related Documents</b>	Doc No.	Document title	Relevant Section(s) of this Document

## Step 1: Clarifying Aims

### Q1. Outline the aims/objectives/scope of this piece of work

TfL, as the highway and traffic authority for the TLRN, is committed to improving the safety, sustainability, and reliability of the TLRN. Now, more than ever, TfL needs to think creatively about how it designs, manages, and operates the TLRN to balance the requirements of different road users, encourage more active travel and prevent a car-led recovery from the Covid-19 pandemic.

TfL has been concerned for some time that the current level of the Penalty Charge no longer provides an effective deterrent to non-compliance with parking, loading, bus lane and moving traffic restrictions.

Over the last ten years since the amount payable for parking, loading, bus lane and moving traffic contraventions on the TLRN (Penalty Charge) (Penalty Charge) was last increased, there has been a significant change in traffic flow and kerbside use on London's busiest roads. There has been a substantial growth in delivery vehicles in London - both light vans and domestic, as a result of significant growth in demand for deliveries - and private hire vehicles all contributing to worsening traffic congestion, air quality and slowing down of bus speeds and journey times. Road transport in London now accounts for 40 per cent of pollution in London, so TfL's management of road traffic will materially impact London's air quality.

Good compliance with road regulations is key to the safe and efficient operation of the TLRN. Poor compliance increases road danger and disruption, negatively impacting efficiency, predictable traffic flow and journey times. Examples of non-compliant behaviour and how it negatively impacts customers include:

- Non-compliance at banned turns which puts vulnerable road users at risk.
- Non-compliant use of bus lanes which impacts bus journey times, accessibility, customer experience and the attractiveness of public transport as an alternative to private car use.
- Decreasing bus speeds and reliability also impact ridership, with knock on impacts on revenue from bus travel.
- Blocking junctions and roads which negatively impacts traffic flow, and can hinder (for example) the passage of emergency vehicles; and
- Non-compliance with controls on the TLRN which are designed to discourage stopping or parking where it is dangerous or disruptive to other road users.

In 2017, TfL consulted on a proposed increase to the level of the Penalty Charge from £130 to £160 for contraventions on the TLRN. The Mayor approved the proposed new Penalty Charge, however, the Secretary of State objected to it on the grounds that he considered it to be excessive and that there was no clear upward trend in the number of PCNs issued for road traffic contraventions on the TLRN.

Four years on, given the Mayor's, TfL's and the Government's shared aims of increasing active travel and reducing road danger, emissions (both air quality and carbon), as well as the need to prevent a car-led recovery from the Covid-19 pandemic, TfL considers that it is time to revisit these proposals. TfL considers that the proposed increase in the PCN level will ensure that enforcement provides an effective deterrent to drivers contravening the rules on the TLRN which are in place for the safety and reliability of the network. TfL is proposing to increase the Penalty Charge from £130 to £160, which will continue to be reduced by half if paid within 14 days of being served. The standard increase for late payment of fifty per cent will still apply to the Penalty Charge if it is paid later than 28 days from being served. The proposed increase would bring the charges in line with the penalties for non-payment of the Congestion Charge and the Ultra-Low Emission Zone which are also currently set at £160.

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Enforcement is a valuable tool in delivering compliance with parking, loading, bus lane and moving traffic contraventions on the TLRN. TfL's aim is to improve compliance with red route controls, not to penalise drivers. The level of the Penalty Charge should be set at an appropriate level that is reasonable and deters non-compliance of rules that are in place to ensure the safety and reliability of the TLRN network.

This proposal supports the Mayor's Transport Strategy and Vision Zero approach to reducing harm on London's roads.

The proposal was subject to a public consultation that ran between 5 August and September 2021 (Public Consultation). Responses to that Public Consultation have been considered before determining if TfL would seek Mayoral approval for increasing the level of the Penalty Charge.

Increasing the Penalty Charge to £160 is expected to deter drivers from contravening, leading to improvements in safety and reliability across the TLRN. If agreed, TfL will run an information campaign to make drivers aware of the increase in the Penalty Charge level.

## **Q2. Does this work impact on staff or customers? Please provide details of how.**

### **Staff**

If the proposal is agreed, there is not expected to be a significant impact on staff in terms of workload or process following implementation.

Frontline enforcement officers who issue PCNs on street will be briefed on the change and how to respond to any questions or complaints about the increase. TfL will closely monitor the impact of this on staff to mitigate any impact of the change on increased violence or aggression towards staff. Enforcement staff wear body worn video, which is proven to reduce staff assaults, have been trained in conflict management and regularly work in pairs.

The Penalty Charge increase may also result in an increase of customer service enquiries in Transport for London. This will be mitigated by very clear customer information through communications and press activity, as well as supporting information on the website.

### **Customers**

TfL has given serious consideration to its proposal to increase the level of the Penalty Charge over recent years. TfL's aim in enforcing TLRN restrictions, and the proposal to increase the Penalty Charge is to achieve compliance, and not to penalise drivers. Penalties can be avoided if the road rules, which are in place for the benefit of all road users, are followed. TfL recognises that the impact of this proposal may be felt hardest by those drivers who are caught contravening the rules who are on low incomes or facing economic hardship. It also recognises that the economic impact of the pandemic, increasing inflation and other costs may increase the cumulative impact on people on low incomes. The Public Consultation also identified a potential impact on disabled people on the grounds that the proposal would disadvantage those who may be more likely to require access to restricted areas within the TLRN due to poor mobility. These findings are covered in the section below. TfL has had to carefully balance these considerations against the wider benefits that the proposal is expected to deliver in terms of reducing road danger and disruption for all road users as well as improving the accessibility and reliability of London's bus services.

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To be used in conjunction with: G1060

There are robust, fair, and accessible representation and appeals processes in place for drivers to challenge the Penalty Charge. All PCNs include information about making a representation (challenging the Penalty Charge) and how long you have got to do it. Drivers who believe they should not have received a PCN for a contravention on the TLRN or have mitigating circumstances can make a representation to TfL. Representation can be made online, in writing or via the phone service. TfL provides reasonable adjustments in individual circumstances, so people are able to appropriately access and engage in the representation process.

If a representation is made within the discount period, the PCN will be suspended. If TfL doesn't agree with the representation made and the driver/registered keeper decides to pay the PCN, then the discount period will resume from the point at which it was suspended. If TfL rejects the representation, customers can make an appeal to the independent adjudicator.

The evidence and anticipated impact on this proposal on people with protected characteristics is set out below.



## Step 2: The Evidence Base

### Q3. Record here the data you have gathered about the diversity of the people potentially impacted by this work. You should also include any research on the issues affecting inclusion in relation to your work

Consider evidence in relation to all relevant protected characteristics;

- Age
- Disability including carers<sup>1</sup>
- Gender
- Gender reassignment
- Marriage/civil partnership
- Other – refugees, low income, homeless people
- Pregnancy/maternity
- Race
- Religion or belief
- Sexual orientation

As part of this assessment, TfL considered data from a variety of sources to better understand the potential impact of the Penalty Charge increase, both positive and negative, on people with protected characteristics. This included 2011 Census data, our own research (<http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>) as well as the Public Consultation. The key themes from the Public Consultation are summarised in the sections below.

We have included census data within this EqIA to provide important context to better understand the diversity of people living and travelling in London, whilst recognising that it does not provide directly information on drivers who are contravening and being issued with a PCN for decriminalised parking, loading, bus lane and moving traffic contraventions.

#### Research

Findings from TfL's 'Travel in London – understanding our diverse communities' report provided useful information on income levels and travel patterns for groups with protected characteristics. Understanding who is more likely to drive in London, who is more reliant on public transport, and income levels is important to understanding the potential negative and positive impacts of this proposal. Of relevance is the data relating to age, disability and race given that these characteristics are more strongly associated with lower income levels.

Travel data also showed that people on lower incomes, older people, disabled people and people from BAME backgrounds are less likely to drive a car in London and are more reliant on public transport which puts into context the overall negative impact on these groups. There are also anticipated positive benefits for older people, BAME Londoners and disabled people who are more frequent users of the bus network.

The key findings are:

- BAME Londoners are less likely to hold a driving licence than white Londoners (54 per cent BAME aged 17 years or over compared with 71 per cent white). Asian Londoners and Mixed Londoners are slightly more likely than other BAME groups to hold a driving licence (57 per cent) [11]. The frequency with which people drive a car continues to vary across BAME groups – 36 per cent of Asian Londoners aged 17 years or over drive at least once a week compared

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<sup>1</sup> Including those with physical, mental, and hidden impairments as well as **carers** who provide unpaid care for a friend or family member who due to illness, disability, or a mental health issue cannot cope without their support

to 27 per cent of black Londoners and 24 per cent of Transport for London 43 mixed Londoners. These proportions are largely in line with those observed in 2013/14 (39 per cent, 28 per cent and 22 per cent respectively).

- 59 per cent of Londoners use a bus at least once a week. Londoners in lower income households are the most likely equality group to use a bus at least weekly; seven in 10 Londoners in households with an annual income of less than £20,000 do so (69 per cent). Men and white Londoners are slightly less likely than average to use a bus once a week (56 per cent in both cases), compared to 65 per cent of BAME Londoners and 62 per cent of women [11]. Women are more likely than men to be travelling with buggies and/or shopping, and this can affect transport choices [34].
- 14 per cent of Londoners consider themselves to have a disability that impacts their day-to-day activities. The most commonly used types of transport by disabled Londoners are walking (81 per cent of disabled Londoners walk at least once a week), the bus (58 per cent) and car as the passenger (42 per cent) and car as a driver (24 per cent).

### Public Consultation

The Public Consultation on TfL's proposal to increase the Penalty Charge ran from 5 August to 19 September 2021. TfL received 2,573 responses to the consultation. Of these, 2,541 were from members of the public and 32 were from stakeholders. A full copy of the Public Consultation report, with TfL's responses to the main findings, will be published on TfL's website in due course.

Respondents were asked whether the increase in the level of the Penalty Charge would cause them any difficulties or hardship, or unfairly penalise any groups. The top ten Public Consultation responses are included in the table below.

Of note:

- Nine per cent of respondents opposed the increase on the basis that the proposal to increase the level of the Penalty Charge would disadvantage individuals with lower incomes). While income itself is not a protected characteristic, age, disability and race are strongly linked to lower incomes. Of the 32 stakeholders that responded to the Public Consultation, two opposed the increase for the same reason.
- Four per cent of respondents opposed the increase on the basis that the proposal to increase the Penalty Charge would disadvantage people with protected characteristics (e.g., as they may be more likely to require access to some restricted areas within the TLRN due to poor or reduced mobility).

Theme	Comment	Number	%
Opposition - Financial	Concern that the proposed charge is too high / expensive / would cause financial stress	498	23
Opposition - Financial	Concern that the proposal to increase PCN is a money-making tool	426	20
Opposition - General	Concern that the proposal to increase the PCN is unfair on individuals (e.g. visitors) who accidentally contravene	317	15
Opposition - Deterrent	Concern that the proposal to increase PCN is unnecessary / existing charge is sufficient / already too high / should remain at existing charge	298	14



Support	Support proposal / no concern about proposal	255	12
Opposition - Equality	Concern that the proposal to increase the PCN would disadvantage those who use/need to use motor vehicles (general, not related to employment)	192	9
Opposition - Equality	Concern that the proposal to increase the PCN would disadvantage people with protected characteristics (lower income groups)	188	9
Opposition - Financial	Concern about the cumulative impact of other charges / restrictions	178	8
Opposition - Financial	Concern about time of implementation during the pandemic / difficult times (e.g. added stress, financial stress)	173	8
Suggestion	Suggest that signage should be improved to ensure users do not contravene due to lack of / unclear signage / suggestion to offer education to avoid confusion	134	6

Three of the stakeholder responses were from accessibility groups (Camden Disability Action, Elders Voice and Hackney Disability Backup) which all supported an increase to the current level of Penalty Charge but wanted to see it increased to a higher level than £160 to provide a more effective deterrent.

Deterring non-compliance on the red route should benefit all road users whether they live, work or are visiting London by reducing road danger, disruption, and congestion, and through this proposal, improving air quality. While contraventions of TLRN restrictions cause safety risks and disruption for all road users, they unquestionably have a greater impact on disabled Londoners some of whom will be unable to use public transport and depend entirely on the use of a car and need easy access to parking bays and drop off areas safely. They also impact on the reliability and accessibility of the bus network which many disabled and older Londoners rely on to move around the Capital.

Health inequalities in London are still the widest of any English region. While levels of health inequalities vary across the city, some groups, often those who are marginalised or socially excluded, experience some of poorest health outcomes linked to road danger, air and noise pollution, including children, older and disabled people, and people from Black, Asian and Minority Ethnic backgrounds.

All drivers are responsible for understanding and complying with road laws and regulations. TfL ensures that signage and road markings are fit for purpose and clearly communicate to drivers what they can and cannot do in relation to parking, loading, bus lane and moving traffic rules. The Penalty Charge can be avoided by complying with essential rules which are in place for the safety and reliability of the TLRN.

### Step 3: Impact

**Q4. Given the evidence listed in step 2, consider and describe what potential short, medium- and longer-term negative impacts this work could have on people related to their protected characteristics?**



Protected Characteristic		Explain the potential negative impact
<b>Age</b>	Y	<p>Age is a factor in people's level of income, for example, the latest estimates show one in four Londoners aged 65 or over are living below the poverty line, which aligns to the overall population of Londoners living in poverty, which is 27 per cent.</p> <p>An increase to the level of the Penalty Charge could impact on both older or younger people on lower incomes who are issued a PCN for contravening parking, loading, bus lane and moving traffic restrictions. It could cause financial difficulties and impact their ability to pay the Penalty Charge ( at the standard rate, at the discounted rate within 14 days or at the increased rate after 28 days).</p>
<b>Disability including carers</b>	Y	<p>Disabled Londoners are more likely to live in a household with an annual income of £20,000 or less than non-disabled Londoners (61 per cent compared with 25 per cent). An increase to the level of the Penalty Charge could therefore impact on disabled people who are issued with a PCN for contravening parking, loading, bus lane and moving traffic restrictions. It could cause financial difficulties and impact their ability to pay the Penalty Charge (at the standard rate, at the discounted rate within 14 days or at the increased rate after 28 days).</p> <p>While Blue Badge holders have additional options available to them when using the TLRN (including places to stop to set down or pick up passengers and parking spaces which are reserved solely for the use of Blue Badge holders) they will still be liable to pay the increased level of the Penalty Charge if they contravene restrictions on the TLRN where Blue Badge holders are not permitted to park, stop or drive.</p> <p>TfL has produced a guide for Blue Badge holders which includes information on parking and stopping on the red route, allowances for taxis and minicabs, as well as general advice on using Blue Badges on the TLRN network. It has been designed to be a handy guide for blue badge holders to avoid contravening and being issued with a PCN. This is available on TfL's website or in hardcopy.  <a href="https://content.tfl.gov.uk/blue-badge-holders-guide.pdf">https://content.tfl.gov.uk/blue-badge-holders-guide.pdf</a></p> <p>TfL's public consultation on its proposal to increase the Penalty Charge showed that four per cent of respondents (91 responses) opposed the increase on the basis that the proposal to increase the PCN would disadvantage people with protected characteristics (e.g., as they may be more likely to require access to some restricted areas within the TLRN due to poor mobility).</p> <p>Representation and appeals processes are in place for</p>





		drivers to challenge the Penalty Charge if they believe it was issued incorrectly, unfairly, or there were mitigating circumstances.
<b>Gender</b>	N	No specific impact identified.
<b>Gender reassignment</b>	N	No specific impact identified.
<b>Marriage/civil partnership</b>	N	No specific impact identified.
<b>Other – e.g. refugees, low income, homeless people</b>	Y	<p>An increase to the level of the Penalty Charge could impact on people on lower incomes if they are issued a PCN for contravening parking, loading, bus lane and moving traffic controls on the TLRN. It could cause financial difficulties and impact their ability to pay the Penalty Charge (at the standard rate, at the discounted rate within 14 days or at the increased rate after 28 days).</p> <p>Twenty-eight per cent of Londoners live in lower income households (household income of less than £20,000 per year), lower than the level seen in 2013/14 (36 per cent)</p> <p>Londoners with lower household incomes are less likely to use a car (both as a driver and passenger), this is most pronounced with driving a car (23 per cent compared with 38 per cent overall). While people on lower incomes may be hit the hardest financially if they receive a PCN, this data shows that lower levels of car usage, amongst this group more generally.</p> <p>Nine per cent of respondents (188 responses) opposed the increase on the basis that the proposal to increase the PCN would disadvantage people with protected characteristics (lower income groups). While income itself is not a protected characteristic, age, disability and race are strongly linked to lower incomes. Of the 32 stakeholders that responded to the consultation, two opposed the increase for the same reason.</p> <p>Representation and appeals processes are in place for drivers to challenge the Penalty Charge if they believe it was issued incorrectly, unfairly, or there were mitigating circumstances.</p>



<b>Pregnancy/maternity</b>	N	No specific impact identified.
<b>Race</b>	Y	<p>BAME Londoners are more likely to live in low income households than other Londoners. An increase to the level of the Penalty Charge could therefore impact those from BAME backgrounds who are issued a PCN for contravening parking, loading, bus lane and moving traffic restrictions. It could cause financial difficulties and impact their ability to pay the Penalty Charge (at the standard rate, at the discounted rate within 14 days or at the increased rate after 28 days).</p> <p>Representation and appeals processes are in place for drivers to challenge the Penalty Charge if they believe it was issued incorrectly or unfairly or there were mitigating circumstances.</p>
<b>Religion or belief</b>	N	No specific impact identified.
<b>Sexual orientation</b>	N	No specific impact identified.

**Q5. Given the evidence listed in step 2, consider and describe what potential positive impacts this work could have on people related to their protected characteristics?**

Protected Characteristic		Explain the potential positive impact
<b>Age</b>	Y	<p>The Penalty Charge increase, with the safety and reliability benefits it is expected to deliver, will positively impact older people. This is particularly the case for parking, stopping, and loading contraventions that prevent or impact on safe pedestrian access particularly for older people or people with mobility issues.</p> <p>Improved compliance with bus lane restrictions on the TLRN should also deliver improvements to the accessibility and reliability of London's bus services. This should have a positive impact on older people who are more reliant on bus services.</p>

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		<p>Children, younger and older people are more likely experience some of poorest health outcomes linked to road danger, air and noise pollution, so this increase could have a positive impact by contributing to a reduction road danger, disruption, and congestion, and through this, improving air quality</p>
<b>Disability including carers</b>	Y	<p>Fourteen per cent of Londoners consider themselves to have a disability that impacts their day to day activities. The most commonly used types of transport by disabled Londoners are walking (81 per cent of disabled Londoners walk at least once a week), bus (58 per cent) and car as the passenger (42 per cent) and car as a driver (24 per cent)</p> <p>The Penalty Charge increase, with the safety and reliability benefits it is expected to deliver, will positively impact disabled people and their carers. This is particularly the case for parking, stopping, and loading contraventions that prevent or impact on safe pedestrian access particularly for disabled people or people with mobility issues. Improved compliance with bus lane restrictions on the TLRN should also deliver improvements to the accessibility and reliability of London's bus services.</p> <p>Disabled people are more likely experience some of poorest health outcomes linked to road danger, air and noise pollution, so this increase could have a positive impact by contributing to a reduction road danger, disruption, and congestion, and through this, improving air quality.</p> <p>In addition to this, an increased Penalty Charge is expected to help to ensure that blue badge holders can access disabled bays and make use of other permitted arrangements on the TLRN.</p> <p>Improved compliance with bus lane restrictions on the TLRN should also deliver improvements to the accessibility and reliability of London's bus services. This should have a positive impact on disabled people who are more reliant on bus services.</p>
<b>Gender</b>	N	



<b>Gender reassignment</b>	N	
<b>Marriage/civil partnership</b>	N	
<b>Other – e.g. refugees, low income, homeless people</b>	Y	<p>Improved compliance with bus lane restrictions on the TLRN should also deliver improvements to the accessibility and reliability of London’s bus services. This should have a positive impact on people on lower incomes who are more reliant on bus services.</p> <p>The most common type of transport used by Londoners on lower incomes is walking (93 per cent walk at least once a week). The bus is the next common type of transport used by Londoners on low income. Londoners in lower income households are the most likely equality group to use the bus at least weekly; seven in 10 Londoners in households with an annual income of less than £20,000 do so (69 per cent).</p> <p>Improved compliance with restrictions such as no stopping on yellow box junctions and better compliance of bus lane restrictions also enables increased accessibility for emergency service vehicles, including ambulances.</p> <p>People who are on lower incomes, living in areas of high deprivation, and those who are marginalised or social excluded are more likely experience some of poorest health outcomes linked to road danger, air and noise pollution people, so this increase could have a positive impact by contributing to a reduction road danger, disruption, and congestion, and through this, improving air quality.</p>
<b>Pregnancy/maternity</b>	Y	



<p><b>Race</b></p>	<p>Y</p>	<p>The Penalty Charge increase, with the safety and reliability benefits it is expected to deliver, will positively impact people from Black, Asian and ethnic minority communities. This is particularly the case for parking, stopping, and loading contraventions that prevent or impact on safe pedestrian access.</p> <p>Improved compliance with bus lane restrictions on the TLRN should also deliver improvements to the accessibility and reliability of London’s bus services. This should have a positive impact on older people who are more reliant on bus services.</p> <p>People from Black, Asian and ethnic minority backgrounds are more likely to experience some of the poorest health outcomes linked to road danger, air and noise pollution, so this increase could have a positive impact by contributing to a reduction road danger, disruption, and congestion, and through this, improving air quality.</p>
<p><b>Religion or belief</b></p>	<p>Y</p>	<p>.</p>
<p><b>Sexual orientation</b></p>	<p>Y</p>	



## Step 4: Consultation

### Q6. How has consultation with those who share a protected characteristic informed your work?

TfL has considered the responses to the Public Consultation to identify any positive and negative impacts on people with protective characteristics and determine whether any changes were required to the proposal to mitigate or enhance those impacts. TfL's assessment of the equality impacts has identified that the proposal is most likely to impact on groups with protected characteristics of age, disability and race given the strong links with lower levels of income. TfL also recognises the wider potential impact on people on lower incomes if they receive a PCN for contravening the rules.

TfL has also reflected on the responses from older and disabled people's groups and those supporting the proposal to increase the Penalty Charge to £160 or higher on the basis they believe that it will deliver a positive impact for disabled and older people.

TfL has also looked at the suggestions from the Public Consultation to minimise the impact of the proposal on different groups.

### Q7. Where relevant, record any consultation you have had with other projects / teams who you are working with to deliver this piece of work. This is really important where the mitigations for any potential negative impacts rely on the delivery of work by other teams.

Consultation has also taken place within TfL to invite input from internal stakeholders on the proposed increase. This included consultation with TfL's Diversity and Inclusion Team to better understand and identify the impacts on people with protected characteristics as well as the wider impact. Other key internal stakeholders included:

- Compliance, Policing, Operations and Security (including Road Network Compliance Team)
- Road User Charging
- Customers, Communication and Technology (CCT) – Marketing, Public Affairs, Press Office, Government Relations, Local Communities and Partnership
- TfL City Planning

TfL's CCT Team has led on the engagement with key external stakeholders including London borough councils, London Councils, the Mayor's Office and the GLA. No significant concerns have been raised to date about the impact on people with protected characteristics.

The input from the Diversity and Inclusion Team helped to identify equality impacts fed into this assessment. Input from the Road User Charging Team helped the project team to understand the processes in place for drivers to make representations and appeal PCNs, as well as discounted payment periods, which was helpful in understanding and minimising the impact on people with protected characteristics.



**Step 5: Informed Decision-Making**

**Q8. In light of the assessment now made, what do you propose to do next?**

Please select one of the options below and provide a rationale (for most EqIAs this will be box 1). Please remember to review this as and when the piece of work changes

<p><b>1. Change the work to mitigate against potential negative impacts found</b></p>	
<p><b>2. Continue the work as is because no potential negative impacts found</b></p>	
<p><b>3. Justify and continue the work despite negative impacts (please provide justification)</b></p>	<p>This EqIA identifies a potential negative impact on people on lower incomes for contravening the TLRN restrictions. The potential impact also applies to older and younger people, disabled people and people from BAME backgrounds as they are more likely to live in low income households. Disabled and older people may also be more reliant on cars.</p> <p>Robust, fair and accessible processes are already in place for drivers to make representations or appeal a PCN. All PCNs include information about making a representation (challenging the Penalty Charge) and how long drivers have got to do it. Drivers who believe they should not have received a PCN for a contravention on the TLRN or have mitigating circumstances can make a representation to TfL. Representation can be made online, in writing or via the phone service. TfL provides reasonable adjustments, so that people are able to appropriately access and engage in the representation process.</p> <p>TfL will continue to use signage and road markings to communicate the rules to drivers as well as information included on TfL's website. An information campaign will inform drivers of the Penalty Charge increase should it be approved. It will use principles of clear and inclusive communication to raise awareness.</p> <p>TfL will seek to reduce the impact of the change to the Penalty Charge on people on lower incomes through the above. While TfL recognises the financial difficulties some drivers will face, it believes improved compliance and reducing road danger, disruption, and congestion – justifies the increase.</p>
<p><b>4. Stop the work because discrimination is unjustifiable and no obvious ways to mitigate</b></p>	

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## Step 6: Action Planning

**Q9. You must address any negative impacts identified in step 3 and 4. Please demonstrate how you will do this or record any actions already taken to do this. Please remember to add any positive actions you can take that further any positive impacts identified in step 3 and 4.**

Action	Due	Owner
<p>Identify what processes are in place for representations and appeals and discretion to extend the early payment discount period while representations and appeals are being heard. Decide whether any changes are required.</p> <p>Robust processes for representations and appeals are already in place and are clearly communicated to drivers.</p>	Complete	Mandy McGregor
<p>If the Penalty Charge increase is agreed, TfL will run a London-wide information campaign to make drivers aware of the increase and encourage compliance.</p>	<p>Underway. Action date will be determined once Mayoral decision is made and if agreed, communicated to the Secretary of State. Expected to be mid-January 2022 if the Mayor approves the proposal and the SoS does not object to the increase.</p>	Lisa Shorter
<p>If the Penalty Charge increase is agreed, TfL will monitor the equalities impact of the change and work to mitigate any negative impact on those with protective characteristics. This will be done through enforcement data, customer complaints and any themes/learning from representation and appeal processes.</p>	January 2023	Nicola Brady

**Step 7: Sign off**

<b>Signed Off By</b>	<b>EQIA Author</b>	Nicola Brady Operational Policy, Insight and Problem-solving Manager
	Signature	Date Updated: 24/11/2021
	<b>EQIA Superuser</b>	
	Signature	
	<b>Senior accountable person</b>	Mandy McGregor Head of Transport Policing and Community Safety
	Signature	Mandy McGregor Date Updated: 22/11/2021
	<b>Diversity &amp; Inclusion Team Representative</b>	Sophie Achillini D&I Lead
	Signature	

