

Customer Focus Appraisal 2012

Title of proposal	Greyfriars Lane and Church Street, Storrington – Proposed Traffic Regulation Order		
Date for implementation			
CFA completed by:	Name: Joel Sykes	Email	joel.sykes@westussex.gov.uk
	Tel: 01403 229830		

1. What information have you used to analyse the impact of the proposal on customers?

New waiting restrictions have been proposed in Greyfriars Lane and Church Street in response to complaints from local residents and businesses about inconsiderate parking. This parking is causing obstructions, subsequently creating safety hazards. Additionally, proposed waiting restrictions are the conditions of an approved planning application on the grounds of road safety.

The proposed restrictions are designed to address these problems by prohibiting parking at junctions and bends where parked cars sometimes cause obstruction and dangerous reduction in visibility, whilst keeping parking available on the remaining parts of the roads. Any parking displaced as a result of these safety measures will be accommodated in the car park being built within the new development.

2. Are there any customers who are negatively affected by the proposal? If so, explain which customers and how they are negatively affected.

Restricting parking may negatively affect some local residents or general road users by reducing the amount of available parking places. This has been mitigated by only installing restrictions at junctions, in positions where the Highway Code states parking should not be taking place in any event or where parking limits visibility and impedes access. The safety benefits of improving visibility and preventing congestion outweigh these potential disadvantages and will positively affect all road users. The addition of a new car park will mitigate the loss in any parking.

3. Are there any customers who are positively affected by this proposal? If so, explain which customers and how they are positively affected.

As above, all road users, including pedestrians and cyclists will benefit from the safety improvements resulting from the better visibility and prevention of congestion at the affected junctions.

4. How does your proposal help to eliminate discrimination, harassment and victimisation?

By seeking to improve road safety the proposal treats all road users equally and does not unduly disadvantage any one group of people over another.

5. How does your proposal help to advance equality of opportunity between people who share a protected characteristic and those who do not?

The proposal seeks to improve road safety in Storrington village by preventing parking too close to junctions, causing road safety problems. Removing such parking will aid vulnerable road users particularly pedestrians with impaired mobility or vision seeking to cross the road at the junctions affected by the proposal.

6. How does your proposal help to foster good relations between persons who share a protected characteristic and those who do not?

A proposal to prevent parking at junctions cannot by its nature directly foster good relations between persons who share a protected characteristic and those who do not. However the proposal does treat all road users equally and aims to improve safety for all road users. With regard to answer 6 above, the restrictions may prevent people with impaired vision or mobility from feeling angry towards car drivers who had previously parked their cars in ways which prevented them from crossing the road at the affected junctions.

7. What have you learnt from the analysis of the effect of the proposal on customers? What changes were made to the proposal as a result?

The TRO scheme was generated by genuine concerns for safety due to inconsiderate and hazardous parking. It shows that historical planning decisions/approval may have underestimated the growth of business in this area, with continual potential for growth. A minor change was made to the original design but this amendment was to keep the existing restrictions as they are.

8. If you did not make any changes to the proposal following the analysis please explain why.

9. How will the proposal be monitored and evaluated to make sure it continues to meet the equality duty owed to customers?

Correspondence received after the implementation of the restrictions will be monitored and the restrictions will be kept under review to ensure they achieve the intended aims of the project. This will also include liaising with Horsham District Council who are responsible for enforcing the parking restrictions in the area.

10. Who will be responsible for the monitoring and review?

Due to the nature of the proposal it is not proposed to schedule a review of the restrictions at this time. If a requirement for amendments is identified via the channels in Q.10 the C&ED team would be asked to open a review of the restrictions.

To be signed by an Executive Director, Director or Head of Service to confirm that they have read and approved the content of the CFA and the Action Plan.

Name

Diane Ashby

Date

20 November 2012

Your position

Executive Director Customers and Change

Telephone

0330 22 22676

Email

Diane.ashby@westsussex.gov.uk

CFA ACTION PLAN

Actions identified through the CFA will be recorded, monitored and reported upon at regular intervals. You need to make sure that the actions identified by your CFA in relation to your proposal are incorporated into your action plan, business plan and, if appropriate, performance measures, and are followed-up.

Based on the CFA of your proposal, enter here the actions that have arisen and need to be taken forward. These are likely to be from your findings, and should include how you intend to monitor and review the effects your proposal is likely, or is expected, to have on customers and people with protected characteristics.

With procurement, outsourcing or commissioning, you need to ensure that the actions and findings of your CFA are used to inform the specification of the relevant tender and contract documents. The CFA and accompanying evidence will inform, and be reflected in, the contract to be managed and reported on by the contract manager. You need to ensure that any contractor or other company doing work on our behalf does not hinder you from meeting your requirements under the Equality Act.

	In Business Plan (Y/N)	Details of the action	Who will the action be reported to and how?	Person Responsible	By When?
1					
2					
3					
4					
5					
6					
7					
8					

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You can add more lines to the Action Plan if necessary