

Warwickshire County Council Equality Impact Assessment (EIA) Form

The purpose of an EIA is to ensure WCC is as inclusive as possible, both as a service deliverer and as an employer. It also demonstrates our compliance with Public Sector Equality Duty (PSED).

This document is a planning tool, designed to help you improve programmes of work by considering the implications for different groups of people. A guidance document is available [here](#).

Please note that, once approved, this document will be made public, unless you have indicated that it contains sensitive information. Please ensure that the form is clear and easy to understand. If you would like any support or advice on completing this document, please contact the Equality, Diversity and Inclusion (EDI) team on 01926 412370 or equalities@warwickshire.gov.uk

Service / policy / strategy / practice / plan being assessed	Warwickshire Bus Services Motion Report
Business Unit / Service Area	Transport Planning
Is this a new or existing service / policy / strategy / practice / plan? If an existing service / policy / strategy / practice / plan please state date of last assessment	New
EIA Review team – list of members	Nigel Whyte, Keira Rounsley
Do any other Business Units / Service Areas need to be included?	WCC Passenger Transport Team
Does this EIA contain personal and / or sensitive information?	No
Are any of the outcomes from this assessment likely to result in complaints from existing services users, members of the public and / or employees?	No

1. Please explain the background to your proposed activity and the reasons for it.

At its meeting on 17 December 2019 the County Council agreed a Motion that the Strategic Director (Communities) takes a report to Communities Overview and Scrutiny Committee responding to the following five objectives:

1. Clarifies and prioritises the Authority's powers and key objectives in relation to bus provision to enable more consistent and effective negotiations with bus operators. This should include investigating multi-operator ticketing, bus priority measures and improved bus information.
2. Analyses the success of Section 106 developer contributions which have been used to pump prime new bus routes over the last 10 years in Warwickshire and investigates alternative frameworks to incentivise long term successful routes around new developments if necessary.
3. Fully scopes the use of Advanced Quality and Enhanced Partnership schemes as set out in the Transport Act 2000 and Bus Services Act 2017, including engagement with operators and sets a date no later than December 2020 to assess whether implementation of the AQ or EP schemes are necessary to achieve the Authority's key objectives.
4. Considers and assesses the resources required to successfully deliver the Council's key objectives recognising that any strategy or objectives that emerge from this process must be fully costed before they can be presented to Cabinet and all sources of funding identified.
5. Considers the call by the "Campaign for Better Transport" report called "The Future of the Bus"

WCC Transport Planning commissioned The TAS Partnership Ltd (a transport consultancy specializing in public transport provision) to investigate the item raised in the Motion and produce an independent report.

2. Please outline your proposed activity including a summary of the main actions.

The proposed activities to be undertaken by WCC Transport Planning are listed as follows:

- A. Relay the key findings in the independent report produced by The TAS Partnership to WCC Communities Overview and Scrutiny Committee at their meeting on 23 September 2020
- B. WCC Communities Overview and Scrutiny Committee to note the key findings of the Bus Services Motion Report produced by The TAS Partnership Ltd investigating the items in the Bus Services Motion endorsed by full Council on 17 December 2020

- C. WCC Communities Overview and Scrutiny Committee to note the proposed Bus Services Motion Enhancement Schedule consisting of measures aimed at delivering improvements to the bus services and supporting infrastructure, which The TAS Partnership Ltd has presented in the report following consultation with bus operators, County Council officers, Borough and District officers, Department for Transport and employers
- D. WCC Transport Planning to further develop the initiatives and schemes in the proposed Bus Services Motion Enhancement Schedule and present to WCC Cabinet for endorsement to carry out further development work, e.g. development of a Business Case, which would act as the driver for obtaining capital funding to secure implementation

Note: The proposed Bus Services Motion Enhancement Schedule is focused on delivering the following bus improvement initiatives and schemes:

- How to use the bus information guide;
- Better roadside publicity;
- Planning policy guidance;
- Annual Warwickshire Bus Conference;
- New Bus Links to Birmingham International Airport / NEC / UK Central;
- Warwick – Leamington - Coventry Corridor Enhanced Partnership;
- Introduce a Countywide Multi-Operator Day Ticket;
- Improvement to southbound bus stop on Leicester Road (A426) opposite Elliott's Field Retail Park in Rugby;
- Expansion of DRT Provision and Technology; and
- Provision of Park and Ride in Leamington for the Commonwealth Games.

3. Who is this going to impact and how? (customers, service users, public and staff)

It is good practice to seek the views of your stakeholders and for these to influence your proposed activity. Please list anything you have already found out. If you still need to talk to stakeholders, include this as an 'action' at the end of your EIA. **Note that in some cases, there is a duty to consult, see [more](#).**

Warwickshire Bus Services Motion Report does not intend to single out a group characteristic within Warwickshire. Notwithstanding, all groups with protected characteristics would benefit, including individuals with a mobility and/or visual disability, the elderly who may not be able to travel by private car and people carrying children.

Consultation:

Consultation has already been carried out with bus operators and employers (workforce of 50+ employees) who actively participated into shaping the Warwickshire Bus Services Motion Report produced by The TAS Partnership. Officers of all 5 Borough / District Councils in Warwickshire were also consulted.

I. How did they do this?

- The TAS Partnership Ltd issued a questionnaire to bus operators and employers regarding local bus services;
- The TAS Partnership Ltd engaged key officers at Borough / District Councils; and
- The TAS Partnership Ltd reviewed responses regarding bus services issued by residents to the County Council as part of the major WCC consultations regarding the Council Plan and Joint Strategic Needs Assessments (JSNAs).

II. What did this tell you?

- Some residents require access to employment, services and amenities which are currently not being met by public transport;
- There are gaps in the Warwickshire Bus Network which need to be filled particularly in rural areas, and hence, the expansion of flexible Demand Responsive Transport services in Warwickshire is key in satisfying this travel demand in a cost-effective manner;
- There is customer dissatisfaction regarding the level of bus fares particularly during off-peak periods;
- The need to make bus timetables easier to read and encourage enhanced quality of information;
- The need for provision of bus priority measures to support local bus services to operate when levels of traffic congestion on the local highway network are increasing;
- The need for bus services to support improvements to the local environment, e.g. carbon reduction;
- The importance of school transport to provide children with access to education and curtailing parents from driving their children to school, eligibility criteria for free school transport was also a key issue.

4. Please analyse the potential impact of your proposed activity against the protected characteristics.

N.B Think about what actions you might take to mitigate / remove the negative impacts and maximize on the positive ones. This will form part of your action plan at question 7.

	What information do you have? What information do you still need to get?	Positive impacts	Negative impacts
Age	The bus is a key form of transport for elderly people.	<p>Accessibility enhancements at bus stops to ease the boarding and alighting of buses will need to be considered. In addition, information, including the bus information guide, will need to be accessible.</p> <p>Audio information on bus, i.e. next stop confirmation.</p> <p>Further enhance use of mobile apps to obtain bus information and on route location details frequently used by younger people, e.g. students</p> <p>Reduced bus journey times and environmental benefits. Improvements to school transport provision will be considered.</p>	Further market research aimed at identifying the needs and wants of bus passengers in Warwickshire will be carried out to support further development of the Bus Services Motion Enhancement Schedule.
Disability Consider <ul style="list-style-type: none"> • Physical disabilities • Sensory impairments • Neurodiverse conditions (e.g. dyslexia) 	It is recognised that the term disability is a broad one and includes people with physical, sensory or cognitive impairments. Many people	Accessibility enhancements at some bus stops to ease the boarding and alighting of buses will need to be considered.	Further market research aimed at identifying the needs and wants of bus passengers in Warwickshire will be carried out to support

<ul style="list-style-type: none"> • Mental health conditions (e.g. depression) • Medical conditions (e.g. diabetes) 	<p>with disabilities have mobility impairments, and some are wheelchair users. Disability can affect locomotion, seeing, hearing, reaching, stretching, dexterity, and cognitive functions, but these categories are not exhaustive, or mutually exclusive; many disabled people, particularly older people, have more than one impairment.</p>	<p>Audio information on bus, i.e. next stop confirmation.</p> <p>Reduced bus journey times and environmental benefits. Provision of bus priority measures to reduce journey times and enhance schedule adherence will be considered.</p> <p>Audio information at bus stops where possible to support the visually impaired.</p>	<p>further development of the Bus Services Motion Enhancement Schedule.</p>
<p>Gender Reassignment</p>	<p>No impacts identified. To be monitored and reviewed.</p>	<p>Improvements to bus services in terms of frequency, ticketing, fares and vehicle specification.</p>	<p>Further market research aimed at identifying the needs and wants of bus passengers in Warwickshire will be carried out to support further development of the Bus Services Motion Enhancement Schedule.</p>
<p>Marriage and Civil Partnership</p>	<p>No impacts identified. To be monitored and reviewed.</p>	<p>Improvements to bus services in terms of frequency, ticketing, fares and vehicle specification.</p>	<p>Further market research aimed at identifying the needs and wants of bus passengers in Warwickshire will be carried out to support further development of the Bus Services Motion Enhancement Schedule.</p>
<p>Pregnancy and Maternity</p>	<p>No impacts identified. To be monitored and reviewed.</p>	<p>Accessibility enhancements at bus some stops to ease</p>	<p>Further market research aimed at identifying the</p>

		<p>the boarding and alighting of buses will need to be considered.</p> <p>Enhanced customer satisfaction of bus services, e.g. improved fleet and comfortability.</p> <p>Provision of bus priority measures to reduce journey times and enhance schedule adherence will be considered.</p>	<p>needs and wants of bus passengers in Warwickshire will be carried out to support further development of the Bus Services Motion Enhancement Schedule.</p>
Race	<p>Where appropriate information will be provided in plain English to make it more accessible and in the relevant alternative language, depending on the demographic of the area.</p>	<p>Provide information at the bus stop or on bus in relevant alternative language, depending on the demographic of the area.</p> <p>Reduced bus journey times and environmental benefits.</p>	<p>Further market research aimed at identifying the needs and wants of bus passengers in Warwickshire will be carried out to support further development of the Bus Services Motion Enhancement Schedule.</p>

Religion or Belief	No impacts identified. To be monitored and reviewed.	Improvements to bus services in terms of frequency, ticketing, fares and vehicle specification.	Further market research aimed at identifying the needs and wants of bus passengers in Warwickshire will be carried out to support further development of the Bus Services Motion Enhancement Schedule
Sex	No impacts identified. To be monitored and reviewed.	Improvements to bus services in terms of frequency, ticketing, fares and vehicle specification.	Further market research aimed at identifying the needs and wants of bus passengers in Warwickshire will be carried out to support further development of the Bus Services Motion Enhancement Schedule.
Sexual Orientation	No impacts identified. To be monitored and reviewed.	Improvements to bus services in terms of frequency, ticketing, fares and vehicle specification.	Further market research aimed at identifying the needs and wants of bus passengers in Warwickshire will be carried out to support further development of the Bus Services Motion Enhancement Schedule

5. What could the impact of your proposed activity be on other vulnerable groups e.g. deprivation, looked after children, carers?

Warwickshire Bus Services Motion Report is expected to contribute towards improving population health and is not anticipated to have any adverse impact on population health.

Guidance on how to travel by bus in adherence to COVID-19 public health requirements on public transport is openly available on the websites of bus operators, the County Council and Government.

Cards for residents who are unable to follow COVID-19 public health requirements on public transport, e.g. due to health and/or mobility issues, are being distributed by bus operators and the County Council as below:



6. How does / could your proposed activity fulfil the three aims of PSED, giving due regard to:

- the elimination of discrimination, harassment and victimisation
- creating equality of opportunity between those who share a protected characteristic and those who do not
- fostering good relationships between those who share a protected characteristic and those who do not

The proposed activities fulfil the three aims of Public Sector Equality Duty as follows:

1. The Elimination of Discrimination, Harassment and Victimisation:

Further investment in the Warwickshire Bus Network would promote social inclusion and support reduction in crime by visibly increasing the numbers of people on the streetscape, and therefore, criminal activity is likely to decrease in such open and society conscious environment.

II. Creating Equality of Opportunity between those who Share a Protected Characteristic and those who do not:

Warwickshire Bus Services Motion Report is the driver towards providing residents, specifically individuals with a disability and the elderly who may not have access to their own private car, with further improved public transport provision enabling access employment, services and facilities. This would promote social inclusion, improve health (e.g. walking to and from a bus stop), tackle loneliness which can result in reduced feelings of isolation that may impact their mental health.

Improving the Warwickshire Bus Network would encourage people from protected groups to participate in public life or in other activities where their participation is disproportionately low.

III. Fostering Good Relationships between those who share a Protected Characteristic and those who do not

Further investment in the Warwickshire Bus Network would enable people to travel together safely, and thus, enhance social cohesion and community spirit. This would have tangible benefits regarding reduction the number of cars on the local highway network, reducing traffic congestion and improving the local environment, e.g. air quality.

Increasing and/or encouraging the use of local bus services is also key in promoting social inclusion and combating loneliness, e.g. talking to other passengers on the bus and creating / maintaining friendships. Encouraging residents to undertake further physical exercise, i.e. walk to the bus stop and to destinations when departing the bus which provides health benefits.

7. Actions – what do you need to do next?

Consider:

- Who else do you need to talk to? Do you need to engage or consult?
- How you will ensure your activity is clearly communicated
- Whether you could mitigate any negative impacts for protected groups
- Whether you could do more to fulfil the aims of PSED
- Anything else you can think of!

Action	Timescale	Name of person responsible
Undertake further market research aimed at identifying the needs and wants of bus passengers in Warwickshire to support of further development of the Bus Services Motion Enhancement Schedule	12 months	Nigel Whyte (WCC Transport Planning) designated as Project Manager
Monitor progression of the Bus Services Motion Enhancement Schedule including potential reporting to WCC Cabinet, development of a Business Case and implementation	12 months	Nigel Whyte (WCC Transport Planning) designated as Project Manager
<p><u>Undertake Analysis of Impact:</u></p> <p>Review the proposed launch of a Warwickshire multi operator bus ticket in lead up to the Commonwealth Games 2022, in acknowledgement some of the events will be held in the county.</p> <p>This will review will include assessing whether the introduction of the multi-day operator ticket provides savings for passengers. This could positively impact poorer communities.</p>	24 months	Nigel Whyte (WCC Transport Planning) designated as Project Manager

8. Sign off.

Name of person/s completing EIA	Nigel Whyte and Keira Rounsley
Name and signature of Assistant Director	David Ayton-Hill
Date	Thursday 20 August 2020
Date of next review and name of person/s responsible	Monday 21 August 2023. Nigel Whyte (WCC Transport Planning)