

**Template 2**

<b>Name of the Directorate and Service Area</b>	BES, Integrated Passenger Transport		
<b>Name of the service/policy being assessed</b>	Bus Strategy		
<b>Is this the area being impact assessed a</b>	<b>Policy &amp; its implementation?</b>	✓	<b>Service?</b>
	<b>Function</b>		<b>Initiative?</b>
	<b>Project?</b>		<b>Procedure &amp; its implementation?</b>
<b>Is this an Equality Impact Assessment for a</b>  (Note: the Equality Impact Assessment (EIA) is concerned with the policy itself, the procedures or guidelines which control its implementation and the impact on the users)	<b>Existing service or a policy and its implementation?</b>		✓
	<b>Proposed service or a policy and its implementation?</b>		
	<b>Change to an existing service or a policy and its implementation?</b>		
	<b>Service or Policy carried out by an organisation on behalf of NYCC?</b>		
<b>How will you undertake the EIA?</b>  Eg team meetings, working party, project team, individual Officer	Task and finish group		
<b>Names and roles of people carrying out the Impact Assessment</b>	[REDACTED]		
<b>Other officers involved in the assessment</b> Eg taking part in peer review, challenge, quality assurance	[REDACTED]		
<b>Lead Officer and contact details</b>	[REDACTED]		
<b>Date EIA started</b>	27/2/09		
<b>Date EIA Completed</b>			

<b>Sign off by Service Head/ Business Unit Head</b>	
<b>Presented at Directorate Equality and Diversity Working Group</b>	
<b>Date and place of Publication of EIA</b>	
<b>Monitoring and review process for EIA</b>	

## **1. Operating Context**

Please consider issues around impacts (positive or negative) raised for **Disability, Age, Sexual orientation, Faith, Race and Gender** and show your evidence

### **1.1 Describe the service/policy**

What does the service/policy do and how? What are its intended outcomes? Who is affected by the policy? Who is intended to benefit from it and how? Who are the stakeholders? How would you describe the policy to someone who knows very little about Council Services?

Does the policy, plan or service reflect relevant legal frameworks (including equality legislation) and national and local performance targets? Does the service/policy adhere to the principles of the [social model of disability](#)?

Are there any other policies or services which might be linked to this one? Are they being impact assessed?

How will the policy be put into practice? Who is responsible for it?

The Bus Strategy (appendix 1) sits alongside the Councils current Bus Information Strategy and helps to define how the Council will develop bus services within the period of the Local Transport Plan 2 (LTP2).

Its main aim is “to provide a network of high quality services and infrastructure which is strategically focused to meet our LTP objectives.” It is intended to be of benefit to all who visit, work and live in the county by being able to access goods, services, education and employment.

The strategy highlights the contribution bus services can make to improving accessibility, reducing congestion, benefiting the environment and contributing to safety. It sets out a series of measures that will be employed and determines the county’s priorities for interventions.

The plan reflects the Transport Act 2000 and Disability Discrimination Acts 1995 & 2005. It adheres to the principles of the social model of disability, particularly in its ambition to “make existing services more accessible by improving the quality of buses and infrastructure.”

The strategy directly contributes to NI177 (Bus patronage); NI175 (accessibility) and NI178 (Punctuality)

The Bus Strategy is a sub document of the LTP and complements the Bus Information Strategy and Accessibility Strategy (all of which have been separately impact assessed).

The strategy is put into practice through the work of the Public Integrated Passenger Transport team and in partnership with Bus Operators and Voluntary Sector providers.

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## **1.2 Is the policy/service you are impact assessing physically accessible?**

Is the policy/service delivered in the right locations? Are locations welcoming and appropriate for its function and customer needs? Are the opening times accessible? Have you carried out an [access audit](#)? Do you provide specialist equipment to help people access your services if it is needed? Do you consider customer needs when arranging the timing and venues of meetings or events?

Does the policy/service promote or further enable access to services?

The Bus Strategy is a policy document and therefore, physical access at a particular location is not applicable.

The strategy focuses on improving access to services, with accessibility being its primary objective.

## **1.3 Is the information and communication provided accessible to everyone?**

Is information and correspondence [accessible](#) and does it use appropriate language? Do your documents include an Accessibility Statement ([link to Accessibility Statement](#)) and will you provide information in other formats on request (or prepared in advance where necessary)? Remember to think about the needs of people who are disabled or people whose first language is not English. Can customers contact your service easily and accessibly in a range of different ways? Do people know how to contact you?

Does information avoid the use of stereotypical language, or negative images of different groups of people? Does the information adhere to the principles of the [social model of disability](#)?

The Strategy is included in the LTP2 document which is available to view and download from the [NYCC Website](#) and articulates the underlying principles of high quality and accessible services. It recognises the importance of clear easy to understand information. Therefore, it is written in plain English language and avoids the use of any stereotypical language or negative images of different groups of people.

The current accessibility statement was adopted after the document was printed. The statement pertaining at the time is present on the back cover of the of the LTP2 Annexes

The council publicise bus services through a range of activities and media, including a web site, with articles in local papers and with information on bus stops. Contact details are generally included in this information. These activities are further covered in a separate

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<p><b>1.4 How is your service/policy delivered?</b></p> <p>Do you charge for your services? Do these changes affect everyone equally? Do some customers incur greater costs or get 'less for their money'? Are there eligibility criteria for the service/policy?</p> <p>Does the Council deliver this policy in partnership or through contracts with other organisations? How do you ensure that external bodies comply with the Council's equality requirements?</p> <p>Is the policy delivered with volunteers? Does this raise any implications e.g. training needs? Are volunteer opportunities available to all?</p>	<p>Equality Impact Assessment for the Bus Information Strategy.</p> <p>The council has a duty to review the public transport provision and to contract for services where these are deemed to be socially necessary and they aren't provided commercially.</p> <p>Approximately 75% of bus services are provided commercially ie without any financial support from the County Council, the remaining 25% are operated under contract to NYCC. On most bus services a charge is made, which in the case of commercial services is set by the bus operator, and for council contracted services the council set the fare. Free concessionary travel is available for people over 60 and for people who are disabled.</p> <p>Each district is subject to an Area Review every four years when NYCC funded bus service contracts are renewed and the routes re-assessed to determine community needs. The policy for this procedure has been separately equality impact assessed.</p> <p>There is no charge for the provision of information or infrastructure.</p> <p>The council meets regularly with bus operators both at a strategic level and on an on going operational basis. This helps to ensure the aspirations of the strategy are implemented, services are provided to a high standard and that customer needs are addressed.</p>
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**Don't forget to transfer any issues you have identified in this section to the [Equality Action Plan](#)**

## **2. Data, Monitoring, Consultation and User Involvement**

Please consider issues around impacts (positive or negative) raised for **Disability, Age, Sexual orientation, Faith, Race and Gender** and show your evidence

### **2.1 What data do we use now? Is it broken down by equality and diversity categories?**

How current is the data? Where is it from? Is it relevant? Are the equality and diversity categories consistent across all the data used?

The development, implementation and performance management of the strategy uses data from a variety of sources and types. Including Citizens Panel Surveys, Place Survey (formally Best Value User Satisfaction Surveys), user questionnaire and face to face surveys, participation in local consultation events and transport forums and from bus user groups. Data on patronage is monitored regularly. Local demographic and socio economic indicator data is also used, and comparison with other 'near neighbour' authorities is carried out.

Data gathered and monitored is used:-

- to inform the strategy and measure and priorities it contains
- to inform the delivery of Bus services during the Area Review process
- to enable us to ensure services meet customer needs
- to monitor performance; to promote and publicise bus services

### **2.2 Are there areas where we need more information? How could we get this information?**

What data is available? Do other directorates, partners or other organisations hold relevant information? Is there relevant information held corporately eg compliments and complaints? Are there national datasets that would be useful? Is there relevant census data? Do you need to collect more data? How could you do this?

Whilst complaints and comments are dealt with individually in line with corporate standards, more could be done to analyse these within the context of equality and diversity.

Generally performance and satisfaction are high and increasing.

### **2.3 What analysis have you carried out on the data?**

Does analysis include general demographic and local specific trends such as ageing, migration and the nature of minority ethnic communities and other diverse groups? Does it include trends about specific sectors as appropriate eg education, transport, housing, retail

Citizen Panel survey data is collected every year and responses are analysed by diversity groups. The data is used to monitor trends in patronage and customer satisfaction for all aspects associated with the provision of bus services.

Best Value Performance indicator data is collected and analysed over

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and business opportunities?

Does it identify the level of take-up of services by different groups of people? Does it identify how potential changes in demand for services will be tracked over time, and the process for service change?

Is it free of generalisations or stereotypical notions about people of different groups? Does it reflect the diversity of North Yorkshire? Does it identify the equality profiles of users/beneficiaries and staff?

### **2.4 What does the analysis of the data show?**

Does the data show any differences in outcome for different groups? Eg differences in take up rates or satisfaction levels across groups. Is it what you expected? Does it change earlier assumptions?

**Please include data and analysis as an appendix**

time periods, with trends and performance being shown.

Patronage data is also recorded and analysed over time though not by diversity groups except for the proportion of concessionary travellers that are monitored.

Analysis of Best Value satisfaction data from 2000/1 to present day, has shown satisfaction levels increasing in NY, and satisfaction levels in north Yorkshire improving relative to our near neighbour authorities (5<sup>th</sup> in 2000/1 to 3<sup>rd</sup> in 2006/7) ( see appendix #)

Patronage data also shows consistent growth in the county. It also shows that this growth (+8%) is greater than that for England outside London (LTP1 period (2001-2005/6). The growth for England (outside London) over the same period showed that there was a decline of 6%.

In 2007/8 growth in North Yorkshire was 12% and the growth in England (outside London) was less than 3%.

National data shows that growth in patronage levels of older people is higher than the travelling population as a whole. For example, in 2005/6 there were c2.5 m concessionary travellers (c15% of the total); in 2006/7 this had grown to c5m (c30% of the total passengers) and in 2008/9 the figure is projected to be c8m (c47%).

These changes reflect the difference in the concessionary fares legislation in that prior to April 2006 a half fare was offered, from 2006

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to 2008 a free local scheme was operated, and from 2008 the free national scheme was introduced.

Appendix 4 shows the 2008 Citizens Panel results which identified customer satisfaction levels by social identity. Whilst it generally shows there is not a statistically significant difference between groups, there are some notable exceptions. It can be seen that older age groups are more likely to express satisfaction than younger age groups, particularly marked is the difference in satisfaction expressed between people who are disabled and those who are not, where the 2008 results show a 13% difference at 53% and 66% respectively.

### **2.5 What are the mechanisms for the ongoing monitoring of progress on your policy/service, or monitoring take-up of your service?**

Given the information above do monitoring mechanisms need to be altered to make sure that all the required data is captured? What monitoring techniques would be most effective?

What performance indicators or targets would be used to monitor the effectiveness of the policy/service?

How often does the policy/service need to be reviewed? Who would be responsible for this?

Service use is monitored through the performance management process, with quarterly reports that are sent to the directorate management team, giving progress on targets and progress on commitments.

A range of targets covering patronage, satisfaction and reliability are set and monitored (see appendix # for detailed list). For patronage, numbers of passengers over the county as a whole, together with numbers carried on targeted quality commercial and contracted corridors are measured; for satisfaction a measure of satisfaction with bus services and bus information, amongst users is measured; for access to services a proxy indicator is used, which counts the number of passengers carried on community transport services.

The strategy is formally reviewed as part of the requirements to develop and review the LTP. The current LTP covers the period 2006-11, and the process of review will be undertaken in 2009/10. Under changes introduced in the Local Transport Act 2008 and reiterated in current Department for Transport (DfT) guidelines, the requirement to prepare a separate bus strategy is removed, however it is felt that a strategy is a

## **2. Data, Monitoring, Consultation and User Involvement**

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	useful way of articulating our priorities for transport
<p><b>2.6 Does your service meet the needs of all customers?</b></p> <p>How do you know? How do you check?</p> <p>Do some needs/priorities 'miss out' because they are a minority not the majority? Is there a better way to provide the service to all sections of the community?</p>	<p>Customer feedback shows relatively high satisfaction levels and there are relatively few complaints. Feedback from operators also report positive customer feedback. Outcome from consultation and involvement events tends to be favourable. To date, direct complaints have not been analysed, and this should be considered in future implementation of the bus strategy.</p> <p>Citizen Panel survey results however, show 44% of the sample don't use bus services at all. This is consistent with the random surveys and so could be applied to the population overall.</p> <p>It is not clear why 44% of the population don't use public bus services, but with the almost 90% of households having access to one or more cars, it is likely that their travel needs are met by private transport. Past Citizens Panel survey results have not previously analysed the 'non users' by diversity group and this analysis will be carried for future Citizen Panel results.</p>
<p><b>2.7 What consultation have you already done that you can use to inform this impact assessment? Please summarise the main findings from the consultation</b></p> <p>Can you analyse the results of this consultation by social identity eg race, gender, age, disability, faith, Sexual orientation. Who did you consult and how? What are the main findings? Are there differences in response between different groups? Are more findings to come?</p> <p>If this is an update please say when this information has been added. Did you find that some groups felt that they were adversely affected by the policy/service? Did you feedback the findings of the consultation to those who were involved?</p>	<p>Consultation has taken place through a series of disability involvement days in 2007, analysis of Citizens Panel and other surveys as discussed and participation in local transport and other groups, for example, Better Government for Older People and Physical &amp; Sensory Impairment Board. In addition, a Scrutiny Review was completed in 2007, and a transport related workshop was held at the NYSP conference in June 2008.</p> <p>The data, analysis of the 2008 Citizens Panel results (attached as appendix #) showed that satisfaction with bus services was in 2007, broadly equal between people who consider themselves to be disabled, and people who do not, in 2008 there was a more marked difference with 53% satisfied amongst disabled respondents and 66% satisfied</p>

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	<p>amongst those who do not consider themselves to have a disability. Amongst different age groups however there are differing levels of satisfaction, with typically the older age groups being more satisfied.</p> <p>Feedback from the Citizens Panel is always provided to panel participants and the broad outcomes from the disability involvement days were circulated amongst participants.</p> <p>The findings from user involvement and consultation tend to support the measures in the strategy and the priorities. For example, <i>“In summary (for IPT) public transport is an option for disabled people, however we need to improve awareness and the quality of the experience ...”</i> [notes from the disability involvement day].</p> <p>One theme, however, emerging from consultations suggests that more should be done to improve driver attitude. This is particularly relevant in relation to vulnerable passengers and will be addressed with operators through our operator liaison meetings.</p>
<p><b>2.8 What is the communication strategy to advertise and promote your plan, policy or service?</b></p>	<p>The policy is published and promoted as a part of the LTP2 document.</p>
<p><b>2.9 Is there any more consultation that you need to do to inform this impact assessment?</b></p> <p>Have you identified information in other sections of this EIA that you need to assess the impact on different groups of people?</p>	<p>No further consultation has been identified as being necessary at this time however peer review of this impact assessment is planned through quality assurance at the Directorate Equalities Working Group.</p> <p>The Citizens Panel are consulted on an annual basis and consultation for the LTP3 will be taking place 2009/10.</p>
<p><b>2.10 How and when you will consult service users about this policy/service in the future?</b></p>	<p>Future revision of the strategy will be carried out in conjunction with the preparation of LTP3, where a range of consultation and involvement methodologies will be adopted.</p>

## **2. Data, Monitoring, Consultation and User Involvement**

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What do you want to find out? Who will you consult with? What method will you use; what are the potential or known barriers of your chosen method? How will you overcome this? Have you considered the accessibility of your consultation? (see [consultation toolkit](#))

When will findings be available? Will the consultation/involvement be ongoing, regular or a one-off?

### **2.11 Will you use existing consultation mechanisms?**

Will consultation utilise existing NYCC communication, consultation and engagement mechanisms rather than setting up new mechanisms? Eg the [Citizens panel](#), disability reference groups, the employee equality forum?

If not please explain why

All existing consultation mechanisms such as the Citizens Panel and disability reference groups that are on our standard Consultee list will continue to be utilised.

### **2.12 What do people from different groups want?**

Have you asked people from different groups what they need or want? What was the outcome of this? Is this reflected in your policy/service

See 2.7 above: from disability awareness days it an emerging issue was to improve the quality of the experience, and particularly in relation to driver attitude and customer care.

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### **3. Best Practice**

Please consider issues around impacts (positive or negative) raised for **Disability, Age, Sexual orientation, Faith, Race and Gender** and show your evidence.

<p><b>3.1 Is there a Lead Officer at a senior level for this policy/function?</b></p> <p>Is the Lead Officer fully aware of equality and diversity issues generally and those specific to this policy? Are they regularly briefed/updated on equality and diversity?</p>	<p>The Policy Development Manager is responsible for this policy and is also the service representative on the Directorate Equalities and Diversity Working Group.</p> <p>Equality And Diversity is a standing item an all team meetings.</p>
<p><b>3.2 Are staff training needs identified?</b></p> <p>Do staff understand wider equality and diversity issues and the issues specific to this policy? Are staff sufficiently aware of equality and diversity issues to allow them to signpost to information about this and other policies, plans or services - to promote better customer care?</p> <p>If training needs identified contact your <a href="#">Directorate representative</a>.</p>	<p>All staff training needs are identified in annual appraisals and staff, have also completed the Equality and Diversity Foundation e learning course.</p> <p>For PCV drivers, there is a statutory requirement to undertake CPC training modules, and these include Disability awareness and customer care training.</p> <p>For the councils own Adult and Social Care drivers, we will be introducing the equivalent training, although there is no statutory requirement to do so.</p>
<p><b>3.3 Is the role of key partner organisations identified?</b></p> <p>Are key partners identified and their role in equality and diversity issues explained?</p>	<p>Bus operators are key partners in the delivery of the strategy. Equality and Diversity training is undertaken by the major bus operators. Equality and Diversity has been discussed at the 'all operators' meeting held in October 2006, and is discussed at individual operator meeting.</p>
<p><b>3.4 Does the policy/service link with and support the Council's <a href="#">Social Inclusion Strategy</a>?</b></p>	<p>The Bus Strategy supports the Social Inclusion Strategy through the provision of high quality bus services.</p>
<p><b>3.5 Does the policy contribution to better <a href="#">community cohesion</a>?</b></p> <p>Does it promote good relations between different communities?</p>	<p>Transport is a means to an end and the extent it contributes to community cohesion is reflected in its success in enabling all people to engage in social activities and day to day business.</p>

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## **4. Action Planning**

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### **4.1 Has an adverse impact been identified for one or more groups?**

Has the consultation or data analysis shown anything in the policy, plan or service that results in (or has the potential for) disadvantage or discrimination towards people of different groups? Which groups?

There is an indication that disabled people, particularly those with learning disabilities, are less satisfied than users as a whole.

There is evidence to suggest that people with a free concessionary pass are more satisfied with bus services. There is some anecdotal evidence that fare paying passengers feel, that buses which are now full because of concessionaires offer a poorer quality experience.

One comment from someone who travels on public transport in her wheelchair was that 'with most buses only having one wheelchair space, she cannot be guaranteed a place, if there is already a wheelchair in the space'

### **4.2 How could the policy be changed to remove the impact?**

Have you considered all the different options? If you feel that you don't have enough information to decide this, one of your actions may be around gathering more information.

1. Stronger emphasis on driver training and driver customer care generally,
2. Better notification of accessible services on a journey by journey basis
3. More individualised ticketing / journey planning facilities

### **4.3 Are you planning to consult people on the outcome of this impact assessment?**

When and how will you do this? How will you incorporate your findings into the policy?

No further direct consultation on this impact assessment is planned. Future consultation will be undertaken within the context of the LTP3 preparation

### **4.4 Can any adverse impact be justified?**

If the adverse impact will remain, can this be justified in relation to the wider aims of the policy or on the grounds of promoting equality of opportunity for one target group?

Provision of more than one wheelchair space on local bus service vehicles would not be practicable and falls outside the provisions of current legislation and best practice.

## **4. Action Planning**

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### **4.5 Are equality and diversity principles promoted and mainstreamed?**

Even if there isn't any adverse impact could action be undertaken to promote and mainstream equality and diversity principles? Is best practice being followed, and being disseminated to others?

Equality and diversity principles form a central part of the strategy. Indeed the provision of bus services under contract to NYCC is a mitigation of adverse impact for people who do not have access to private transport.

### **4.6 Are there any other equality issues that haven't been covered through this impact assessment?**

Are there any other sections of the community that are affected?

No other equality issues have been identified.

### **4.7 Service Performance Planning**

Are equality issues addressed in your service performance plans?  
How will the issues raised in this Impact Assessment be incorporated into your mainstream planning?

How will equality issues be monitored?

The Service Performance Plan contains a section dedicated to equality issues and any found will be considered as part of the team action planning. Actions raised are also included on in the Directorate Equality and Diversity Action Plan.

**Don't forget to transfer any issues you have identified in this section to the [Equality Action Plan](#)**

## Equality Action Plan

Issue	Considerations	Objective	Action	Timescale & Lead Officer
<p>What are the key equality issues identified from the assessment and consultation and data analysis phases?</p>	<p>Are there any legal considerations/ implications? Can less favourable treatment be justified? Are there any other changes that need to be considered? Have you sought advice? Who from?</p>	<p>What outcome would you want to achieve? Is it achievable?</p>	<p>What improvements could you make to achieve this outcome? What resources will your require to achieve this outcome?</p> <p><b>All actions identified here should be included in your Service Action Plan/ Equality &amp; Diversity Action Plan</b></p>	
<p>Vulnerable people are more adversely affected by poor driver customer care.</p>	<p>No justification</p>	<p>Improved customer satisfaction, safety and independence</p>	<p>Improve driver training both on driving skills basis and customer care with a focus on disability awareness</p>	<p>March 2010</p>
<p>People travelling in a wheelchair do not have the same level of certainty that they will be able to use a given service</p>	<p>Implication of DDA 1995 and 2005</p>	<p>Improved confidence and dignity for travel for disabled people</p>	<p>Provide clear journey by journey information about which services are accessible</p>	<p>2010</p>
<p>People with learning difficulties or people for whom English is not their first language are less able to understand what services are available to them, and particularly when they change</p>	<p>No justification</p>	<p>Improved satisfaction and confidence to travel independently</p>	<p>Investigate opportunity for individualised journey planning and introduction of visual aid for passenger and drivers</p>	<p>2010</p>

## **5. Publicity and Communication of the Equality Impact Assessment**

Please consider issues around impacts (positive or negative) raised for **Disability, Age, Sexual orientation, Faith, Race and Gender** and show your evidence.

	<b><u>Evidence</u></b>
<p><b>5.1 How will these results be published?</b></p> <p>Include reference to how results will be made accessible, plain English, summary/key points, who is the audience eg staff, community, service user etc.</p>	<p>A summary will be made available on the NYCC website</p>