

## EQUALITY IMPACT ASSESSMENT

Stage 1: Title and aims of the activity (“activity” is an umbrella term covering policies, procedures, guidance and decisions).	
Service	Infrastructure Service
Section	Transportation
Title of the activity etc.	Review of 2018/19 Budget – Support to Passenger Transport
Aims of the activity	<p>The aim is to accommodate a budget reduction of up to £610k per annum in <b>Local Bus Service Support</b> (which has a current budget of £3,730 per annum) whilst taking into account the impact on service users including those within the protected groups.</p> <p>It is proposed to reduce spend by up to £901k made up of;</p> <ol style="list-style-type: none"> <li>1. £206k reduction in level of support available associated with the inflationary pressures on current contracts.</li> <li>2. £200k reduction in 2018/19 budget to ensure a balanced budgetary position;</li> <li>3. £204k reduction in 2018/19 budget associated with a review of public transport services:</li> </ol> <p>This will result in withdrawal of supported bus services, in line with the application of the contract performance model previously approved by Infrastructure Services Committee. This is likely to see the removal of support to around 28 of the 102 bus contracts/services that are currently supported.</p>
Author(s) & Title(s)	<p>Marion Mackay, Principal Officer (DRT, Fares &amp; Ticketing)</p> <p>- acting as Transportation Equalities Champion</p>

Stage 2: List the evidence that has been used in this assessment.

<p>Internal data (customer satisfaction surveys; equality monitoring data; customer complaints).</p>	<p>Minutes of Area Bus Forums – detailing feedback from residents within the six council Areas on bus services and related infrastructure and information provision. This includes requests, complaints, suggestions and general comments.</p> <p>Results of annual Bus Passenger Satisfaction Survey for Aberdeen and Aberdeenshire – indicating satisfaction with bus services and related infrastructure and information provision. Provides a year on year comparison of satisfaction of bus users in Aberdeenshire, benchmarked against satisfaction in other parts of the UK.</p> <p>Of the number of passengers interviewed, the latest available statistics indicate: 60% were female, 38% were aged 60+, 14% were aged 16-21 years.</p> <p>Public Transport Unit (PTU) records of public transport requests and complaints.</p> <p>Bus passenger survey data and ticket machine data – indicating that bus services tend to be used by women, older people, younger people and some people with disabilities.</p> <p>Passenger statistic and on-bus passenger survey information for supported bus journeys/services.</p> <p>Six-monthly reports from Community Transport groups in receipt of grant funding.</p>
<p>Internal consultation with staff and other services affected.</p>	<p>The Passenger Transport Manager has been consulted.</p>
<p>External consultation (partner organisations, community groups, and councils).</p>	<p>Due to the nature of the budget process there has been no opportunity for external consultation on the proposed budget reduction. (The potential withdrawal of the TaxiCard Scheme, which is not currently proposed, was included in the Council's community engagement process in Dec 2016/Jan 2017).</p>
<p>External data (census, available statistics).</p>	<p>Department for Transport Table TSGB1201 (NTS0622) - Mobility Difficulties by Age and Gender: Great Britain  <a href="https://www.gov.uk/government/statistical-data-sets/transport-and-disability-tsgb12">https://www.gov.uk/government/statistical-data-sets/transport-and-disability-tsgb12</a></p> <p>Association of Transport Coordination Officers (ATCO) benchmarking statistics on spend and service provision for public transport and unconventional transport services, and associated information and infrastructure.</p>

<p>Other (general information as appropriate).</p>	<p>The budget includes the following areas of service delivery:</p> <ul style="list-style-type: none"> <li>Support for local bus services</li> <li>Support for, and operation of, demand responsive transport services (A2B dial-a-bus)</li> <li>Community transport grant funding</li> </ul> <p>Consideration has been given to finding ways of making efficiency savings. An assessment has been made of the likely impact on residents of withdrawing funding from the above-listed range of services.</p> <p><u>Local Bus Service Support</u></p> <p>The Council has a duty to subsidise local bus services that they deem to be socially necessary and that otherwise would not be provided commercially by private bus operators.</p> <p>The Council provides support for approximately 100 local bus contracts and in-house bus services ranging from weekly shopper bus services to the hourly Service 290/1 (Aberdeen – Methlick) service. These routes/journeys, which are not commercially viable, cater for a variety of needs including work, health, shopping and education. The majority of services are open to the general public carrying people of all ages and abilities.</p> <p>Passenger numbers are recorded through the bus ticketing system. This information is supplemented by on-bus passenger surveys.</p> <p>Should the budget be reduced the Council’s Performance Management Framework model (PMF), which is used to rank the performance of local bus service contracts, will be used to assist in determining which contracts/services should be terminated or varied. Where such information is available, other factors, such as the needs of passengers from the Protected Groups, will also be taken into account when determining which bus journeys to withdraw.</p> <p>It should be noted that it is not possible to start implementing savings until part-way through the financial year. Proposals to withdraw or vary local bus services must be lodged with the Scottish Traffic Commissioner at least 6 weeks before implementation and the Council requires to receive details at least 10 weeks before implementation to allow for formal consultation. This means that cuts in excess of the £610k per annum efficiency savings will need to be made. For example, if local bus services were withdrawn from 7 May 2018, in order to make £610k savings in financial year 2018/19, an annualised cut of approximately £790k would require to be made. Based on the application of the PMF model, five in-house dial-a-bus services will be liable for withdrawal. In order to achieve these savings it would be necessary to amend drivers’ working hours.</p>
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Stage 3: Evidence Gaps.	
<p>Are there any gaps in the information you currently hold?</p>	<p>The reduction in Local Bus Services budget will require the withdrawal/reduction of local bus services.</p> <p>Current and historic data is held on passenger numbers and the type of ticket (i.e. concession, adult or child) and additionally information is collected via on-bus surveys. It would be helpful to have more up-to-date survey data on some of the bus journeys/services under review to ascertain how many passengers currently fall within protected groups.</p> <p>The cost of terminating local bus service contracts is known but in some cases it may be preferable to reduce rather than withdraw a contract. Officers can only estimate the cost of withdrawing parts of contracts. If applicable officers will require to enter into negotiation with bus service contract holders in order to determine the cost of varying contracts.</p>

Stage 4: Measures to fill the evidence gaps.		
<p>What measures will be taken to fill the information gaps before the activity is implemented? These should be included in the action plan at the back of this form.</p>	Measures:	Timescale:
	Where possible further on-bus passenger surveys to be undertaken on relevant bus journeys/services under review.	Feb/March 2018

Stage 5: Are there potential impacts on protected groups? Please complete for each protected group by inserting "yes" in the applicable box/boxes below.				
	Positive	Negative	Neutral	Unknown
Age – Younger		yes		
Age – Older		yes		
Disability		yes		
Race – (includes Gypsy Travellers)			yes	
Religion or Belief			yes	
Gender – male/female		Yes, female		

Pregnancy and maternity			yes	
Sexual orientation – (includes Lesbian/ Gay/Bisexual)			yes	
Gender reassignment – (includes Transgender)			yes	
Marriage and Civil Partnership			yes	

**Stage 6: What are the positive and negative impacts?**

Impacts.	Positive (describe the impact for each of the protected characteristics affected)	Negative (describe the impact for each of the protected characteristics affected)
Please detail the potential positive and/or negative impacts on those with protected characteristics you have highlighted above. Detail the impacts and describe those affected.		
		<u>Local Bus Services</u> Age – younger; age – older; disability; gender – female. Statistically these groups are more likely to use public transport and will therefore be disproportionately affected by the withdrawal of local bus service journeys.

**Stage 7: Have any of the affected groups been consulted?**

If yes, please give details of how this was done and what the results were. If no, how have you ensured that you can make an informed decision about mitigating steps?	The affected groups have not been directly consulted regarding the budget reduction proposals. Officers are aware of the likely negative impacts of withdrawing bus journeys/services.
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Stage 8: What mitigating steps will be taken to remove or reduce negative impacts?		
	Mitigating Steps	Timescale
These should be included in any action plan at the back of this form.	In addition to using the PMF, a number of factors may be considered when deciding which bus services to withdraw or reduce, for example, the passengers' trip purpose(s) and the availability of suitable alternative transport (if any).	Feb/Mar 2018
	Promote THInC advice line – for advice on any alternative transport options for travel to medical appointments; how to reclaim some transport costs to hospital appointments (if applicable) etc	Feb 2018 onwards
	Where appropriate liaise with community and voluntary transport organisations regarding the feasibility of potential development and/or amendment of community transport services/funding to accommodate the needs of PT customers, within the reduced available Transportation budget.	Feb 2018 onwards
	Continue to offer operational assistance to community transport groups, e.g. by taking telephone calls for dial-a-bus bookings	Ongoing

Stage 9: What steps can be taken to promote good relations between various groups?	
These should be included in the action plan.	The budget reduction does not provide opportunities for promoting good relations between groups.

Stage 10: How does the policy/activity create opportunities for advancing equality of opportunity?
The reduction in budget does not create opportunities for advancing equality of opportunity.

Stage 11: What equality monitoring arrangements will be put in place?	
These should be included in any action plan (for example customer satisfaction questionnaires).	No formal equality monitoring arrangements will be put in place. Any equalities issues reported through Area Bus Forums, bus service surveys, or via the Feedback team, will be recorded.

Stage 12: What is the outcome of the Assessment?

Please complete the appropriate box/boxes	1	No negative impacts have been identified –please explain.
	2	Negative Impacts have been identified, these can be mitigated - please explain. * Please fill in Stage 13 if this option is chosen.
	Local Bus Services – attempts will be made to reduce the impact on protected groups when choosing which local bus service journeys to recommend for withdrawal, Local circumstances, e.g. the availability of dial-a-bus or volunteer car schemes, will be taken into account.	
	3	The activity will have negative impacts which cannot be mitigated fully – please explain. * Please fill in Stage 13 if this option is chosen
In some cases the withdrawal of a bus service/contract will result in a settlement or area having no bus service.		

\* Stage 13: Set out the justification that the activity can and should go ahead despite the negative impact.

Reductions in the local bus services budget will impact customers from protected groups. Where possible, local circumstances and the likely impact on passengers will be taken into account when making a decision on which local bus services to withdraw/reduce.

Stage 14: Sign off and authorisation.

Sign off and authorisation.	1) Service and Team	Infrastructure Services – Passenger Transport Unit	
	2) Title of Policy/Activity	Review of 2018/19 Budget – Support to Passenger Transport	
	3) <b>Authors:</b> I/We have completed the equality impact assessment for this policy/activity.	Name: Marion Mackay Position: Principal Officer Date: 24/01/18 Signature:	Name: Position: Date: Signature:
		Name: Position: Date: Signature:	Name: Position: Date: Signature:
	4) Consultation with Service Manager	Name: Richard McKenzie Date: 24/01/18	
	5) Authorisation by Director or Head of Service	Name: Ewan Wallace Position: Head of Transportation Date:	Name: Position: Date:
	6) If the EqIA relates to a matter that has to go before a Committee, Committee report author sends the Committee Report and this form, and any supporting assessment documents, to the Officers responsible for monitoring and the Committee Officer of the relevant Committee. e.g. Social Work and Housing Committee.	Date:	
7) EqIA author sends a copy of the finalised form to: eia@abdnshire	Date:		
(Equalities team to complete) Has the completed form been published on the website? YES/NO			Date:

Action Plan					
Action	Start	Complete	Lead Officer	Expected Outcome	Resource Implications
Promote THInC advice line – for advice on any alternative transport options for travel medical appointments; how to reclaim some transport costs to hospital appointments (if applicable) etc	February 2018	ongoing	Marion Mackay	Customers will be better informed of alternative transport opportunities.	Within existing staff resources.
Where appropriate liaise with community and voluntary transport organisations regarding the potential development of their transport services or amendment of their grant funding to accommodate the needs of PT customers.	February 2018	ongoing	Marion Mackay	Where possible opportunities will be identified where the community transport sector can provide assistance with transport or current community transport can be used more effectively.	Within existing staff resources.

Where possible on-bus passenger surveys will be undertaken to - collect more up-to-data related to protected groups	February 2018	ongoing	Neil Stewart	A list of recommended bus service withdrawals/reductions will be available for consideration.	Within existing staff resources.
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