

Appendix A: Equalities Impact Assessment

STEP 1: Responsibility and involvement

Title of proposal/ project/strategy/ procurement/policy	Proposed reduction in bus subsidies	Head of Service or Business Manager	Tom Hennessey
Names of those involved in completing the EqIA:	Tom Hennessey Mary Cormack Shahzad Choudhry Karen Hendry	Lead officer contact details:	Tom Hennessey
Date completed:		Review date:	One year from date of implementation, or earlier if required

STEP 2: Objectives of proposal and scope of assessment – what do you want to achieve?

Proposal objectives: –what you want to achieve –intended outcomes –purpose and need	<p>35.6 million bus passenger journeys are made each year in Hertfordshire. The county council uses taxpayers' money to support approximately 11% of these journeys.</p> <p>Like all local authorities, Hertfordshire County Council is facing major budget pressures.</p> <p>The county council's draft budget for 2015/16 – 2017/18 proposes a reduction in the budget available for subsidising bus services of £0.858m in 2015/16 rising to £1.471m in 2016/17 and 2017/18. This would affect around 2% of all passenger journeys currently being made in Hertfordshire.</p> <p>In 2014 a public consultation was held to seek views on proposals to withdraw funding from county council subsidised bus services operating after 6.30pm on Mondays to Saturdays and all day on Sundays. Members carefully considered the responses to that consultation and decided to conduct a further consultation exercise in relation to modified proposals ie:</p> <ul style="list-style-type: none"> - to withdraw funding (£0.525m) from county council subsidised services that run in the evening after 7:30pm - to withdraw funding (£0.137m) from county council subsidised services that run on a Sunday except for routes which directly serve hospitals until 7:30pm - to modify the county council's existing Value for Money Criteria to help determine which routes and services will receive funding and save £0.809m - to amend the Bus Strategy to reflect any changes in the way the county council supports and funds bus services <p>The public consultation on the above revised proposals took place between January and April 2015.</p>
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	<p>In making a decision on these proposals, the responses to the consultation will be taken into account, together with this EqIA and any other available options for achieving the required savings.</p>
<p><u>Stakeholders:</u> Who will be affected: the public, partners, staff, service users, local Member etc</p>	<p>Internal: Staff in the Transport, Access & Safety Unit involved in planning and managing funded bus services.</p> <p>County Councillors particularly those whose constituents may be affected by the proposals.</p> <p>Children's Services will be interested to know what potential impact this consultation may have on young peoples' access to services and facilities.</p> <p>Health and Community Services will be interested to know what potential impact this consultation may have on older peoples' access to services and facilities and maintaining their independence.</p> <p>External: Bus users and potential bus users are likely to want to make their views known including people from hard to reach groups and people who commonly experience barriers to participation – e.g. some people with protected characteristics (refer to step 4).</p> <p>Borough, District, Parish & Town Councillors are likely to want to make their views known on the potential impact a reduction in bus services may have on communities within their area</p> <p>External Organisations: Private bus operators may be affected if the proposals proceed as they will lose revenue from HCC to run services and this may impact on their decisions to operate in certain locations.</p> <p>Health services may express interest in the potential impacts on staff, patients and visitors to hospitals.</p> <p>Industry may express interest in the potential impacts on staff especially 24/7 operations with shift workers.</p> <p>Schools and places of Further Education may express interest in the potential impacts on student travel from and to home.</p>

STEP 3: Available data and monitoring information

Relevant equality information For example: Community profiles / service user demographics, data and monitoring information (local and national), similar or previous Elias, complaints, audits or inspections, local knowledge and consultations.	What the data tell us about equalities
<u>HCC Community Profile data</u>	<ul style="list-style-type: none">• The population of Hertfordshire in 2013 stood at 1.14m. The population projections for Hertfordshire suggest an increase of approximately 24% over the 25 year period from 2012 to 2037.• The number of young people aged 0-19 is predicted to rise by 19%.• Currently one out of every five households in Hertfordshire contains only residents that are aged 65+. 59% of these households contain one person living alone.• The Office of National Statistics projects that by 2021 the number of over 65s will have increased by 22.4% and the number of over 80s will have increased by 28.2%.• The 2011 Census shows that the Hertfordshire population has become increasingly ethnically diverse over the last ten years and this trend is likely to continue. 19.2% of Hertfordshire residents identified themselves in the 2011 Census in ethnic groups other than White British, compared to 11.23% in 2001. Over a quarter of school aged children in Hertfordshire, 26%, are from BME backgrounds. Across all ten districts in Hertfordshire, the largest non-UK national population is Polish. During 2012-14 the top three most requested languages for interpreting and translating by the Council's interpreting and translation service, INTRAN, were Urdu; Polish and British Sign Language. The majority of Hertfordshire residents have good English language skills; however, it is important to bear this data in mind and remember the importance of interpreting services in communicating the proposed bus subsidy reduction to diverse communities in circumstances where service users have poor English skills.

<p><u>Service user data</u></p> <ul style="list-style-type: none"> • Passenger Transport statistics • Proposals will affect 2% of 760,00 passenger journeys a year <ul style="list-style-type: none"> • Hertfordshire's Traffic and Transport Data Report 2014 www.hertsdirect.org/docs/pdf/t/TTR2014 <p><u>Local knowledge consultations/engagement</u></p> <ul style="list-style-type: none"> • Public Consultation held 19 January – 10 April 2015 	<ul style="list-style-type: none"> • HCC's community profile data shows that 68,000 people in Hertfordshire have a disability. This includes 23,000 people with a severe physical disability. Around 26,000 people have a learning disability. • Under the county's concessionary travel scheme the following passes are in circulation as at 28 February 2015 <ul style="list-style-type: none"> ○ Elderly 156,740 ○ Disabled 8,410 ○ Companion 2,099 • As at 28 February 2014 10,400 savercards and 400+ education tickets have been issued to young people. • TravelWise surveys show that 80% of people entering urban areas travel by car, followed by 13% by bus. • Bus usage increased by 5.6% between 2012/13 and 2013/14 reflecting national trends • In 2013/14 concessionary trips equated to approximately 30% of all bus trips in the county • Hertfordshire County Council consulted with: <ul style="list-style-type: none"> ○ Bus Operators ○ Bus User Groups ○ Clinical Commissioning Groups ○ NHS Hospital Trusts ○ District + Borough Councils ○ Learning Disability Partnership Board ○ Town and Parish Councils ○ Schools, FE Colleges and the University ○ Members of the public via Intalink vehicle visits to all major towns within the county • Responses to the bus consultation consisted of: <ul style="list-style-type: none"> ○ On-line public engagement questionnaire with both quantitative and qualitative responses ○ Paper version of the public engagement questionnaire ○ Easy Read version of the public engagement questionnaire ○ Large print version of the public engagement questionnaire
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<ul style="list-style-type: none"> Public Engagement and Consultation on the 2014/15 – 2017/18 Integrated Plan Proposals - “Have Your Say” 	<ul style="list-style-type: none"> Letters from members of the public and external stakeholders Emails from members of the public and transport user groups Petitions from members of the public and bus user groups Promotional campaigns and publicity materials consisted of 500 posters and 2000 flyers sent to: <ul style="list-style-type: none"> all libraries; Borough + District Councils; Town and Parish Councils; County Council offices, bus operators; bus users groups and distributed via the Intalink vehicle Digital adverts appeared from week beginning 19 January until 10 April on the Intalink website and departure screens across the county Press releases and statements issued during the consultation period Article in the Spring 2015 edition of Horizons <p>The views of Hertfordshire residents collated in this survey were taken into consideration. Respondents were asked to select up to three of the service areas listed that they considered could be reduced. The area selected by most residents were as follows:</p> <ul style="list-style-type: none"> Council support services 72% Disposing of our waste 44% Environment and planning 44% Libraries/community services 42% Early years/educational support 38% <p>Transport was not in the top 5 services respondents selected to face cuts.</p>
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A full summary of responses to the public consultation that took place between January and April 2015 is available on request”

STEP 4: Impact Assessment – Service Users, communities and partners (where relevant)

Based on responses received to the public engagement questionnaire. Respondents could select more than one response to each question or could choose not to respond.

Protected characteristic	Potential for differential impact (positive or negative)	What reasonable mitigations can you propose?
All protected characteristics	Will limit the ability of those groups to travel at times and on bus routes affected by the proposals	<ul style="list-style-type: none"> • We have listened to the feedback from the public consultation in 2014 and modified our proposals • Work closely with bus operators on the potential for bus routes to be taken on by the private operators. • Ensure clear communication so all members of the public are aware of alterations to bus services.
Age	<p>Responses were received from all age ranges. 52% of responses were from people aged 55 and over with 35% in the 65+ age range. The fewest responses were from those aged 11 to 18 years at 2%.</p> <p>There are currently in excess of 156,740 concessionary card holders in Hertfordshire. This is likely to increase in next few years given overall Herts population figures. The consultation suggests the loss of local bus services will have a direct impact on this group of users.</p> <p>Transport is a key enabler for older people to go shopping, take part in social activities, meet friends, attend health</p>	<ul style="list-style-type: none"> • We have listened to the feedback from the public consultation in 2014 and modified our proposals to: <ul style="list-style-type: none"> ○ Withdraw funding from contracted services which operate after 7:30pm rather than the 6:30 pm cut off point ○ Withdraw funding from contracted bus services on Sundays, except for routes which directly serve hospitals until 7:30 pm • The time of the proposed reduction in services has been put in place to minimise the impact on concessionary card holders <p>We can:</p> <ul style="list-style-type: none"> • Monitor changes in passenger numbers and work closely with bus operators on the potential for bus routes to be taken on / increased by the private operators • Move the value for money criteria relating to the level of use by elderly and disabled passengers up the proposed priority list in which it is currently number 4. • Explore the potential for providing support to services provided by alternative community transport schemes which may operate evenings and weekends.

Protected characteristic	Potential for differential impact (positive or negative)	What reasonable mitigations can you propose?
	<p>centres/ hospital/GP surgeries etc.</p> <p>This may reduce the ability of some older people to live independently possibly resulting in increased demand on other services like Health/ Social Care and wider implications for health prevention and wellbeing.</p> <p>Older people are more likely to have mobility problems, may be less likely to want to, or be able to, change buses one or more times to reach a previously direct destination and/or walk increased distances to an alternative bus stop if the service in their vicinity is withdrawn.</p> <p>For younger adults and children, the main impact will be on those children who use the bus network to get to and from school and access to after school activities.</p> <p>Other impacts around access to leisure facilities and clubs especially in evenings and at weekends.</p> <p>Working age people</p>	<ul style="list-style-type: none"> Continuing to fund contracted bus services on Sundays for routes which directly serve hospitals until 7:30 pm has been put in place to minimise the impact on all age groups including older people Identify those schools where changes to the public bus network may directly affect the home to school journeys by their pupils. Work with schools using the Hertfordshire School Journey Planner tool. The time of the proposed reduction in services has been put in place to minimise the impact on children using the bus network Promote the Spare Seats Scheme to non-entitled pupils who may be affected by the proposed changes Continuing to fund contracted bus services on Sundays for routes which directly serve hospitals until 7:30 pm has been put in place to minimise the impact on working

Protected characteristic	Potential for differential impact (positive or negative)	What reasonable mitigations can you propose?
		age people including those that work at hospitals
Disability Including Learning Disability	<p>25% of respondents reported they had a disability with 59% replying “No” to having a disability. 7% chose not to answer the question and 9% selected “Prefer not to say”.</p> <p>Of those who indicated they had some form of disability, physical disability was selected most often. Within the ‘other’ category responded frequently cited issues relating to older age and mobility.</p> <p>May reduce the ability of people to live independently with possible implications for other services.</p>	<ul style="list-style-type: none"> • We have listened to the feedback from the public consultation in 2014 and modified our proposals to: <ul style="list-style-type: none"> ○ Withdraw funding from contracted services which operate after 7:30pm rather than the 6:30 pm cut off point ○ Withdraw funding from contracted bus services on Sundays, except for routes which directly serve hospitals until 7:30 pm • There may be grants available through Access to Work which gives practical support to help start or stay in work.
Race	No unique impacts identified for this characteristic.	
Gender reassignment	No unique impacts identified for this characteristic.	
Pregnancy and maternity	Pregnant women may be less able to drive a car and therefore be more reliant on the bus than the average person. Also more likely to need to attend health appointments.	<ul style="list-style-type: none"> • We have listened to the feedback from the public consultation in 2014 and modified our proposals to: <ul style="list-style-type: none"> ○ Withdraw funding from contracted services which operate after 7:30pm rather than the 6:30 pm cut off point ○ Withdraw funding from contracted bus services on Sundays, except for routes which directly serve hospitals until 7:30 pm

Protected characteristic	Potential for differential impact (positive or negative)	What reasonable mitigations can you propose?
		<ul style="list-style-type: none"> • Work closely with bus operators on the potential for bus routes to be taken on by the private operators.
Religion or belief	<p>41% of respondents indicated that they were Christian. However 18% did not respond. 25% stated they did not have a religion and 11% preferred not to say. 5% of respondents indicated they were of another faith.</p> <p>Reduction of Sunday and withdrawal of evening services for all faiths will affect access to places of worship and related religious activities.</p>	<ul style="list-style-type: none"> • We have listened to the feedback from the public consultation in 2014 and modified our proposals to: <ul style="list-style-type: none"> ○ Withdraw funding from contracted services which operate after 7:30pm rather than the 6:30 pm cut off point ○ Withdraw funding from contracted bus services on Sundays, except for routes which directly serve hospitals until 7:30 pm • Work closely with bus operators on the potential for bus routes to be taken on by the private operators. • Explore the potential for providing support to the voluntary sector who to provide a limited transport service.
Sex	<p>43% of respondents were male and 45% were female. 4% chose not to disclose their gender and 8% did not respond.</p> <p>Predominantly more women are responsible for childcare and caring for elderly, sick or disabled relatives.</p> <p>Predominantly more women work part-time and are more dependent on public transport. Part-time work is often linked to shift work and shift patterns include evenings.</p> <p>Predominantly women</p>	<ul style="list-style-type: none"> • We have listened to the feedback from the public consultation in 2014 and modified our proposals proposals to: <ul style="list-style-type: none"> ○ Withdraw funding from contracted services which operate after 7:30pm rather than the 6:30 pm cut off point ○ Withdraw funding from contracted bus services on Sundays, except for routes which directly serve hospitals until 7:30 pm • The time of the proposed reduction in services has been put in place to reduce the impact on commuters/shift workers • Work closely with bus operators on the potential for bus routes to be taken on by the private operators.

Protected characteristic	Potential for differential impact (positive or negative)	What reasonable mitigations can you propose?
	<p>feel more vulnerable or unsafe waiting at bus stops after dark.</p> <p>Pregnant women may be less able to drive a car and therefore be more reliant on the bus than the average person. Also more likely to need to attend health appointments.</p>	
Sexual orientation	No unique impacts identified for this characteristic.	
Marriage & civil partnership	No unique impacts identified for this characteristic.	
Carers (by association with any of the above)	Carers may rely on public transport to help them with their caring roles including supporting in the ability for people to live independently, and also needing to visit hospitals.	<ul style="list-style-type: none"> • See above under disability. • Work with Carers in Hertfordshire to publicise the service changes and implications to the assistance with transport they provide

Impact Assessment – Staff – Any planned changes to the Transport Access & Safety Unit or any other Council teams will be covered in separate EqlAs

STEP 5: Gaps identified

<p>Gaps identified</p> <p>Do you need to collect more data/information or carry out consultation? (A 'How to engage' consultation guide is on Compass). How will you make sure your consultation is accessible to those affected?</p>	<p>Apart from respondents to the consultation we do not have detailed data that would enable a breakdown of bus travel by protected characteristic groups. The data available from the consultation only represents a proportion of residents and all respondents completed the equalities and diversity section.</p> <p>Care should be taken when reviewing the information as the available data reflects those that responded to the consultation rather than all users.</p> <p>The consultation was promoted across the county through the media; all levels of councils; on buses; to bus user groups as well as to Clinical Commissioning Groups; hospital trusts; places of further education and specific schools whose pupils may be affected.</p>
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STEP 6: Other impacts

Hertfordshire also recognises the equality implications for those living in poverty.

STEP 7: Conclusion of your analysis

Select one conclusion of your analysis	Give details
<input type="checkbox"/> No equality impacts identified <ul style="list-style-type: none"> – No change required to proposal. 	
<input type="checkbox"/> Minimal equality impacts identified <ul style="list-style-type: none"> – Adverse impacts have been identified, but have been objectively justified (provided you do not unlawfully discriminate). – Ensure decision makers consider the cumulative effect of how a number of decisions impact on equality. 	
<input checked="" type="checkbox"/> Potential equality impacts identified <ul style="list-style-type: none"> – Take 'mitigating action' to remove barriers or better advance equality. – Complete the action plan in the next section. 	<ul style="list-style-type: none"> • Some people with protected characteristics may be differentially impacted by the proposed cuts to the bus subsidy. • We have listened to the feedback from the public consultation in 2014 and modified our proposals proposals to: <ul style="list-style-type: none"> ○ Withdraw funding from contracted services which operate after 7:30pm rather than the 6:30 pm cut off point ○ Withdraw funding from contracted bus services on Sundays, except for routes which directly serve hospitals until 7:30 pm
<input type="checkbox"/> Major equality impacts identified <ul style="list-style-type: none"> – Stop and remove the policy – The adverse effects are not justified, cannot be mitigated or show unlawful discrimination. – Ensure decision makers understand the equality impact. 	

STEP 8: Action plan

Issue or opportunity identified relating to: <ul style="list-style-type: none"> – Mitigation measures – Further research – Consultation proposal – Monitor and review 	Action proposed	Officer Responsible and target date
<p>The proposals may reduce the ability of groups with protected characteristics access to key services including hospitals and health centres after 7:30 pm as well as take part in social activities.</p>	<p>Work with health service to ensure that access is taken into account when allocating appointments.</p> <p>Review all services with operators and community and voluntary groups to see which services could be run commercially</p>	<p>Tom Hennessey</p> <p>One year from date of implementation</p>
<p>The proposals may reduce the ability of other groups of people with protected characteristics to live independently with possible implications for other services.</p>	<p>Work with HCS, Dial-a-Ride and Community Trust schemes to provide alternative transport schemes that offer some mitigation</p> <p>Review all services with operators and community and voluntary groups to see which services could be run commercially</p>	<p>Tom Hennessey</p> <p>One year from date of implementation</p>
<p>Withdrawal of some Sunday and evening services for all faiths will affect access to places of worship and related religious activities.</p>	<p>Offer travel planning services to places of worship</p> <p>Review all services with operators and community and voluntary groups to see which services could be run commercially</p>	<p>Tom Hennessey</p> <p>One year from date of implementation</p>
<p>Withdrawal of evening services will impact on shift workers who are predominantly women.</p>	<p>Expand working with businesses to develop travel plans including car sharing schemes.</p> <p>Review all services with operators and community and voluntary groups to see which services could be run commercially</p>	<p>Tom Hennessey</p> <p>One year from date of implementation</p>

Issue or opportunity identified relating to: <ul style="list-style-type: none"> – Mitigation measures – Further research – Consultation proposal – Monitor and review 	Action proposed	Officer Responsible and target date
Carers may rely on public transport to help them with their caring roles including supporting in the ability for people to live independently and needing to make hospital visits.	Work with HCS, Dial-a-Ride and Community Trust schemes to provide alternative transport schemes that offer some mitigation	Tom Hennessey One year from date of implementation

<p>This EqIA has been reviewed and signed off by:</p> <p>Head of Service or Business Manager: Tom Hennessey Date: March 2015</p> <p>Reviewed by Project Board: Rob Smith Date: April 2015</p>	
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