

## Appendix 4: Equality Impact Assessment (EqIA)

### STEP 1: Responsibility and involvement

<b>Title of proposal/ project/strategy/ procurement/policy</b>	Hertfordshire's Draft fourth Local Transport Plan	<b>Head of Service or Business Manager</b>	Jon Tiley
<b>Names of those involved in completing the EqIA:</b>	Judy Cameron-Rollo and C.Joshi	<b>Lead officer contact details:</b>	Judy Cameron-Rollo
<b>Date completed:</b>	28.2.18	<b>Review date:</b>	1.04.19

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

<p><b>Proposal objectives:</b>          – what you want to achieve          – intended outcomes          – purpose and need</p>	<p>Overall objective: Hertfordshire County Council is updating the County's transport planning framework to ensure that the transport network supports future growth in population and employment. The fourth Local Transport Plan for Hertfordshire will be a strategic plan to take us to 2050 for transport infrastructure that will set out the priorities for investment in the network and guide and support local land use planning decisions.</p> <p>Purpose and Need: The LTP4 will form the foundation of the case for major investment in Hertfordshire's transport infrastructure. It sets out the policies and key future transport issues.</p> <p>The content of the new draft LTP4 is geared more towards sustainable transport solutions and therefore recognises the need to take more account of groups who may face certain barriers in accessing and using transport. The strategy includes a number of solutions that will have a positive benefit to those people experiencing socio-economic inequalities and health inequalities, taking into account an ageing population and those with disabilities. The new LTP is structured around nine objectives divided into people, place and prosperity, based on 4 guiding principles;</p> <ul style="list-style-type: none"> <li>• Application and adoption of new technology</li> <li>• Cost effective delivery and maintenance</li> <li>• Integration of land use and transport planning</li> <li>• Modal shift and encouraging active travel.</li> </ul> <p>The main LTP objective which delivers equalities improvements is 'improving access and enabling participation in everyday life through transport'</p>
---	---

## Appendix 4: Equality Impact Assessment (EqIA)

<p><b>Stakeholders:</b> Who will be affected: the public, partners, staff, service users, local Member etc</p>	<p>Everyone who is a user of local transport, anywhere in the county will be affected – the public, residents, people passing through the county, businesses, plus organisations who work for and service the transport industry including train and bus operators.</p> <p>Also Hertfordshire district/borough councils</p> <ul style="list-style-type: none"> <li>• Neighbouring local authorities</li> <li>• Hertfordshire LEP</li> <li>• Hertfordshire County Council County Council and local Members.</li> </ul> <p>The plan could have impacts on the following protected characteristics:</p> <ul style="list-style-type: none"> <li>- Age (older/young people)</li> <li>- Disability (including learning disability)</li> <li>- Race</li> <li>- Pregnancy and maternity (including mothers with children)</li> <li>- Religion or belief</li> <li>- Sex</li> <li>- Sexual orientation</li> </ul> <p>Carers (by association with any of the above)</p>
--	--

### STEP 3: Available data and monitoring information

<b>Relevant equality information</b>	<b>What the data tell us about equalities</b>
<p>For example: Community profiles / service user demographics, data and monitoring information (local and national), similar or previous EqIAs, complaints, audits or inspections, local knowledge and consultations.</p>	
<p><b>This assessment has used a range of information for its analysis.</b></p> <p><b><u>Mapping analysis</u></b> <b>Mosaic profiles of areas in the county. For example of the A1M corridor and detailed Socio and Distributional Impacts Assessment from the first Local Sustainable Transport Bid which concentrated on Hemel Hempstead, St Albans and Watford.</b></p> <p><b>Indices of Multiple Deprivation (IMD) maps which rank areas by deprivation.</b></p> <p><b>Health and Social Care Information Centre – Statistics on obesity, physical activity and diet. 2016.</b></p>	<p>Mosaic data has been used to categorise households along wards along the A1M corridor into household ‘types’.</p> <p>For LSTF1 we undertook a detailed analysis of household types and their related travel behaviour which we used for this analysis.</p> <p>Children in most deprived areas are twice as likely to be obese than children in least deprived areas. (HSCIC, 2016) Therefore more active travel as advocated in the LTP4 will help reduce obesity levels.</p> <p>Maps have been produced that show areas of the county that are less accessible by public transport (rail and bus); mainly rural areas where there are fewer bus services and no rail interchanges.</p>

## Appendix 4: Equality Impact Assessment (EqIA)

**Accessibility Maps based on TRACC software (this is a bespoke accessibility calculation software using bus data) used by DfT and used in HCC transport policy team.**

### **Local knowledge/ values/associated work**

**Feedback from 10 years of working with transport issues for disabled people's group. (Minutes were taken at every meeting and details are available on request)**

**Previous consultations with equalities groups and previous EqIA's for LTP3 and LTP daughter documents (particularly relevant are those for the rail and bus strategies both undertaken in 2015).**

**'Attitudes towards cycling' – annual report from Transport for London (TfL).**

### **Statistical information**

**Office of National Statistics and 2011 Census Analysis, England and Wales**

**Community Profile Information on <http://iatlaswebpd02/IAS/profiles/> and Joint Strategic Needs Assessment - (JSNA) information on Hertsdirect web site.**

**2011 Census Analysis, Method of Travel to Work in England and Wales**

**Hertfordshire's Traffic and Transport Data Report 2015**

**Passenger Focus – the experience of disabled rail users. NRPS 2013**

**Nationally, Hate Crime is monitored under five strands and is defined as: 'Any criminal offence that is targeted**

Qualitative evidence from meetings shows disabled groups (with physical and/or learning difficulties) are more likely to be dependent on public transport and taxis because they may be unable to drive, walk far or cycle. Or they may have adaptations to vehicles to allow them to drive.

Previous consultations have revealed that transport disadvantaged groups tend to be older people, disabled people and those living in rural areas without access to a car. Younger people are also disadvantaged if they are unable to afford transport costs be they taxis, train or bus.

The TfL report reveals that in London and nearby areas BME groups, older people, and women (to a lesser extent) are less likely to cycle.

ONS predicts that by 2021 the number of over 65s will have increased by 22.4% and the number of over 80 year olds will have increased by 28.2%.

The 2011 Census shows that the Hertfordshire population has become increasingly ethnically diverse over the last ten years. 19.2% of residents identified themselves in the 2011 Census as other than White British. Over a quarter of school children in Hertfordshire are from BME backgrounds. Community profile data shows that 68,000 in the county have a disability; this includes 23,000 people with a severe physical disability. Around 26,000 people have a learning disability.

5% of rail users have a disability/long-term illness. 26% of those are over 65. 41% have mobility issues, 22% hearing impairment, 15% sight impairment, 8% learning difficulties, 2% speech impairment. Those with a visual impairment were least satisfied with stations and trains.

Stations with least satisfaction concerned train times and platforms (77%), personal security (64%) and shelter facilities (62%) Train issues concerned ease of getting on and off train and personal security.

By far the greatest number of Hate Crimes

## Appendix 4: Equality Impact Assessment (EqIA)

<p><b>at a person because of hostility or prejudice towards their race, religion, sexual orientation, disability or transgender identity.’ See Hertfordshire’s Hate Crime Strategy published in 2017.</b></p> <p><b>Digital Exclusion heatmap:</b>  <a href="https://doteveryone.org.uk/resources">https://doteveryone.org.uk/resources</a></p> <p><b>Information from rail liaison officer who has been undertaking a station audit of every rail station in Herts in 2017.</b></p>	<p>reported to the police in Hertfordshire were due to the victim being targeted because of their perceived race or ethnic background. This accounted for 74% of all reports in 2016 followed by Disability (14%) and Homophobia (8%). During the period 1<sup>st</sup> April 2015 to 31<sup>st</sup> March 2016, there were 1,597 reports of Hate Crime made to Hertfordshire Constabulary.</p> <p>According to this research, approximately 11% of adults in the county have never accessed information online.</p> <p>Findings from the audit have compared what the internet says about each station’s access facilities and the reality. Data includes staff presence, whether there is step free access from the car park to the platform, CCTV, maintenance of the environment, are the lifts working, are the staff trained in dealing with disabled people. Is there information available to assist disabled people? The findings will be compiled and used to bid for <i>access for all</i> funds..</p>
--	--

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

Guidance on groups of service users to consider within each protected group can be found [here](#)

Protected characteristic	Potential for differential impact (positive or negative)	What reasonable mitigations can you propose?
<b>Age</b>	<p>Hertfordshire has a growing population of older people aged over 65. (Rising from 168,000 to a projected figure of 300,400 in 2037). Census 2011 tells us that 14.32% of residents are limited in their day to day activities they can undertake. Many of these are likely to be older people.</p> <p>Older and disabled people are less likely to be driving vehicles, therefore demand responsive; lift share and public transport are options for car travel. (known as shared mobility schemes)</p>	<p>An Accessibility Strategy will be prepared for 2018 as one of the daughter documents of LTP4, this will consider how people who have difficulty getting to services by public transport can be better served.</p> <p>Shared mobility is one of the methods of managing the demand for transport outlined in LTP4, this includes car share schemes for work and to non-work journeys, e.g. for shopping trips, trips to education. LTP4 has a transport user</p>



## Appendix 4: Equality Impact Assessment (EqIA)

Protected characteristic	Potential for differential impact (positive or negative)	What reasonable mitigations can you propose?
	<p>Physically accessing stations is an issue for many older people. Of the 20 busiest stations in the county approx. only 40% have fully disabled access.</p> <p>Passenger focus figures above reveal that disabled groups (including older people) are more likely to have problems getting on and off buses and trains and have worries about being victims of crime.</p> <p>Many older people, particularly those aged 75 and over have never used the internet.</p> <p>Safety needs to be addressed on cycle routes. Older people often feel vulnerable when there are shared routes for pedestrians and cyclists.</p> <p>Young people may be disadvantaged because they do not have access to a car/cannot drive. DfT statistics reveal that young drivers are less likely to drive than they were in the past because of the high cost of insurance amongst other reasons. Taxis or fares for passenger transport can be expensive especially for young people including those not in employment, education or training (NEETs) as well for young students on low incomes/grants</p>	<p>hierarchy policy, this advocates that in urban areas, pedestrians, then cyclists come above vehicles in the hierarchy of users of the streetscape this will make it easier for people to use the urban realm and create quality pedestrian environments.</p> <p>HCC will continue to press for more rail stations to be made accessible, using the findings from their 2017 audit. The recent Bus Services Act legislates for better access for disabled people.</p> <p>How to report hate crime or any suspicious activity are also important information to have on view, to make people feel safer, this issue has been taken seriously with the publication of the county's hate crime strategy, and actions within are outlined in its ongoing action plan.</p> <p>Increasingly travel information is only available in electronic format. Posters and other appropriate media targeted at older people should be used to promote discounted concessionary fares and services aimed at older people such as booking ahead for help to access a train.</p> <p>Ensure there is safety signage on cycle routes in suggested sustainable travel towns to warn cyclists to give way for pedestrians, if they are on a shared route. Older people may find that using an electric bicycle will give them more mobility than a normal bicycle. LTP4 advocates more shared transport schemes, and with</p>

## Appendix 4: Equality Impact Assessment (EqIA)

Protected characteristic	Potential for differential impact (positive or negative)	What reasonable mitigations can you propose?
		<p>developing new technology the development of ride-hailing apps for mobile phones, e-car clubs and autonomous vehicles will in time be commonplace, offering transport solutions for everyone.</p>
<p><b>Disability Including Learning Disability</b></p>	<p>As above for older people, physically disabled people are more likely to have problems physically accessing public transport due to immobility.</p> <p><b>Many of the points above and in the left column relating to older people are also applicable to this group as older people often have mobility related problems.</b></p> <p>Residents with learning difficulties often lack the confidence to use passenger transport and may be fearful of hate crime which deters independent travel.</p> <p>Increasingly travel information is only available in electronic format, ticket machines may be the only option at certain rail stations at certain times of the day.</p>	<p>The major schemes in the final LTP will allow for accessible linkages between residents' localities and passenger transport interchanges. This includes demand responsive transport and car or taxi services provided by healthcare and day-care facilities.</p> <p>HCC will continue to press for more stations to be made accessible wherever feasible.</p> <p>To mitigate hate crime incidents HCC will advocate that train and bus stations be manned wherever possible, Additionally there are other deterrents to crime such as lighting, using designing out crime guidelines in passenger transport interchanges and cycle /pedestrian routes and installing CCTV.</p> <p>Intalink should ensure that posters and appropriate media be used (for example in day centres, and places where disabled or older groups visit) to promote discounted/ disabled concessionary fares and services aimed at disabled people such as booking ahead for help to access a train. Audio messages for blind/partially sighted and websites use wording which can be translated into computer generated speech.</p>

## Appendix 4: Equality Impact Assessment (EqIA)

Protected characteristic	Potential for differential impact (positive or negative)	What reasonable mitigations can you propose?
		There are some FE colleges that will assist with teaching independent travel – this helps people with learning disabilities get to places they visit regularly on their own.
<b>Race</b>	<p>People of perceived races may be more at risk or have an increased perception of risk of hate crimes.</p> <p>Hate Crime in England and Wales is significantly under-reported. Police recorded figures are at the highest levels since recording began. (see Herts Hate Crime Strategy)</p> <p>The community profile (link in Step 3 above) shows which languages are dominant in different districts/boroughs. The census for 2011 says that less than 1% of residents cannot speak English well or at all. Pictorial or plain English should be used where it will assist with service delivery. People with English as a second language may also use the internet,</p> <p>People with English as a second language may find written information difficult to understand.</p>	<p>Intalink should be advised that train and bus stations are manned wherever possible, Additionally there are other deterrents to crime such as lighting, using designing out crime guidelines in passenger transport interchanges and cycle /pedestrian routes and installing CCTV. People are now advised to report any hate crime incidents to the police.</p> <p>Our HCC and other public websites have the ability to be translated by Google, HCC also offers a translation services for a fee to the unit involved.</p>
<b>Gender reassignment</b>	People in the process of gender re-assignment may be more at risk or have an increased perception of hate crimes.	To mitigate hate crime incidents train and bus stations should be manned wherever possible, Additionally there are other deterrents to crime such as lighting, using designing out crime guidelines in passenger transport interchanges and cycle /pedestrian routes and installing CCTV.
<b>Pregnancy and maternity</b>	Pregnant women and parents with pushchairs encounter similar issues as disabled people with possible limited mobility, needing to rest more often and step free access.	As with age and disability above, if transport infrastructure is adjusted with ease of access in mind – i.e. dropped kerbs, step free access, manned stations, seating etc., then this will be helpful to this group too.
<b>Religion or</b>	People of perceived religion may	To mitigate hate crime incidents

## Appendix 4: Equality Impact Assessment (EqIA)

<b>Protected characteristic</b>	<b>Potential for differential impact (positive or negative)</b>	<b>What reasonable mitigations can you propose?</b>
<b>belief</b>	feel more at risk or have an increased perception of risk of hate crimes.	Intalink must be aware that train and bus stations should be manned wherever possible. There are other deterrents to crime such as lighting, using 'designing out crime' guidelines in passenger transport interchanges & cycle /pedestrian routes and installing CCTV
<b>Sex</b>	Women travelling alone may have an increased perception of risk of attack. Predominantly more women are responsible for childcare and caring for elderly, sick or disabled relatives. Elderly women are less likely to drive or they may no longer have access to car transport if they live alone, thus they maybe reliant on public transport.	As above for hate crime prevention.
<b>Sexual orientation</b>	People of some sexual orientations may feel more at risk or have an increased perception of risk, of hate crimes.	As above for hate crime prevention.
<b>Marriage &amp; civil partnership</b>	n/a	n/a
<b>Carers (by association with any of the above)</b>	Carers for the elderly or disabled people would benefit from improved accessibility and targeted information which would help them with their journeys.	As with disability above, if transport infrastructure is adjusted with ease of access in mind – i.e. dropped kerbs, step free access, manned stations, seating etc., then this will be helpful to this group.  Information of benefit to carers – such as integrated ticketing, discounted fares and assistance during the journey should be made available through relevant channels – such as Carers in Hertfordshire, Libraries, Day Care Centres, GP surgeries and so on.
<b>Opportunity to advance equality of opportunity and/or foster good relations</b> (Please refer to the <a href="#">guidance</a> for more information on the public sector duties)		



## Appendix 4: Equality Impact Assessment (EqIA)

Protected characteristic	Potential for differential impact (positive or negative)	What reasonable mitigations can you propose?

### STEP 5: Gaps identified

<b>Gaps identified</b> Do you need to collect more data/information or carry out consultation?	When the LTP4 document went out to public consultation in Nov 2017, a summary of the content in easy read format was published alongside it for those less able to understand longer technical documents.
---	---

### STEP 6: Other impacts

Consider if your proposal has the potential (positive and negative) to impact on areas such as health and wellbeing, crime and disorder and community relations. There is more information in the guidance.

### STEP 7: Conclusion of your analysis

Select one conclusion of your analysis	Give details
<input type="checkbox"/> <b>No equality impacts identified</b> – No change required to proposal.	
<input checked="" type="checkbox"/> <b>Minimal equality impacts identified</b> – 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.	This draft LTP advocates challenging the growth and dominance of individual car use, and addressing socio-economic inequalities and the transport issues that arise with an ageing population. Its objectives include enhancing connectivity and accessibility. Accessibility and connectivity for <b>all</b> is the clear message. Also providing information in formats that <b>all</b> equalities groups can access is very important.
<input type="checkbox"/> <b>Potential equality impacts identified</b> – Take 'mitigating action' to remove barriers or better advance equality. – Complete the action plan in the next section.	
<input type="checkbox"/> <b>Major equality impacts identified</b> – 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.	

## Appendix 4: Equality Impact Assessment (EqIA)

### STEP 8: Action plan

Issue or opportunity identified relating to:	Action proposed	Officers Responsible and target date
Information provision needs to be in accessible formats for different equality groups.	Investigate how certain equalities groups access information if they cannot use IT technology, including the Council's own web site and Intalink. Include this element in the new Accessibility Strategy and the new Intalink Bus Strategy – both to be written in 2018. . Ensure people know about HCC's translation service. Google translate can also be used to translate documents into another language.	Web team/ Intalink/ TARS (Transport Access and Road Safety Unit).  Spring 2019
As proposed projects come forward, adjustments need to be in place for disabled people. These include help at stations, and dropped kerbs for crossing roads and accessing public transport.	Monitor through the rail liaison officer what is currently offered by each rail station. The Rail team will continue to liaise with rail operators for funding for accessible stations and assist in bidding for DfT funds to make access easier for all. Highways equalities officer will continue to report at departmental equalities actions group about specific services	Rail officer/ highways equalities officer  Spring 2019
Need to update the accessibility audit of essential services for transport disadvantaged groups.	A new Accessibility Strategy is planned for delivery in 2018.	Transport policy team and public health.  Spring 2019
Integrating the actions of the Hate Crime Strategy.	A Hate Crime Working Group (HCWG) was formed to deliver on the actions outlined in this strategy and it will be the responsibility of the HCWG to keep abreast of emerging threats and targeted groups through consultation and communication with partners and communities alike.	Policy team to keep updated – ongoing. This maybe a link to add to the DEAG action plan for 18/19

## Appendix 4: Equality Impact Assessment (EqIA)

<p>Each of the proposed daughter documents of LTP4 will require an EqIA to consider specific actions and ensure they do not have a detrimental effect on the protected equality groups.</p>	<p>Through the Departmental Equalities Action Group (DEAG) each of the equality reps (see separate table taken to DEAG meeting on 6 March 18) will ensure that daughter documents will be screened for any potential equality issues before they are published or go to the relevant panels for endorsement.</p>	<p>DEAG Ongoing for year 18/19.</p>
<p>Implementing equality aspects of the Bus Services Act 2017.</p>	<p>Powers enabled by the Bus Services Act 2017 include the provision of open data to improve the experience of passengers in planning and making journeys, specifically including those with disabilities through audio-visual technology. This data is likely to include route, timetable and fare information, and potentially real-time information on bus location and arrival times. The data would be published in accessible and re-usable formats to support the development of technology solutions including smartphone apps.</p>	<p>TARS – (policy team to keep updated) ongoing.  This could be included in Intalink Bus Strategy</p>

**This EqIA has been reviewed and signed off by:**

**Head of Service or Business Manager: Jonathan Tiley    Date: 16.4.18**

**Equality Action Group Chair:**

**Date:**

HCC's Diversity Board requires the Equality team to compile a central list of EqIAs so a random sample can be quality assured. Each Equality Action Group is encouraged to keep a forward plan of key service decisions that may require an EqIA, but please can you ensure the Equality team is made aware of any EqIAs completed so we can add them to our list. (email: [equalities@hertfordshire.gov.uk](mailto:equalities@hertfordshire.gov.uk)).

Thank you.