

# Equality Impact Assessment / Equality Analysis

(updated Dec 2022)

<b>Title of service or policy</b>	2 month extension of supported bus service 672
<b>Name of directorate and service</b>	Sustainable Communities, Strategic Transport
<b>Name and role of officers completing the EIA</b>	Pam Turton, Head of Strategic Transport
<b>Date of assessment</b>	16 <sup>th</sup> March 2023

Equality Impact Assessment (or ‘Equality Analysis’) is a process of systematically analysing a new or existing policy or service to identify what impact or likely impact it will have on different groups within the community. The main aim is to identify any discriminatory or negative consequences for a particular group or sector of the community, and also to identify areas where equality can be better promoted. Equality impact Assessments (EIAs) can be carried out in relation to services provided to customers and residents as well as employment policies/strategies that relate to staffing matters.

This toolkit has been developed to use as a framework when carrying out an Equality Impact Assessment (EIA) or Equality Analysis. **Not all sections will be relevant – so leave blank any that are not applicable.** It is intended that this is used as a working document throughout the process, and a final version will be published on the Council’s website.

1. Identify the aims of the policy or service and how it is implemented.		
	Key questions	Answers / Notes
1.1	<p>Briefly describe purpose of the service/policy e.g.</p> <ul style="list-style-type: none"> <li>• How the service/policy is delivered and by whom</li> <li>• If responsibility for its implementation is shared with other departments or organisations</li> <li>• Intended outcomes</li> </ul>	<p>The purpose of the 672 is to provide a bus service within the Chew Valley, connecting communities to work, education, health and leisure facilities. The 672 bus runs on a circular route to and from Broadmead and Bedminster in Bristol out to the villages of the Chew Valley, including Dundry, Chew, Stanton Drew, West Harptree and to Blagdon, Redhill and Bristol Airport. For many of these villages it is the only bus service available.</p>
1.2	<p>Provide brief details of the scope of the policy or service being reviewed, for example:</p> <ul style="list-style-type: none"> <li>• Is it a new service/policy or review of an existing one?</li> <li>• Is it a national requirement?).</li> <li>• How much room for review is there?</li> </ul>	<p>The West of England Combined Authority (WoECA) is responsible for contracting non-commercial or supported bus services within the sub region considered to be socially necessary. Costs for the current network of supported bus services significantly exceed the available budget, therefore work has been undertaken to establish how best to prioritise the services</p> <p>The West of England Combined Authority Committee decided on 18<sup>th</sup> January 2023 to continue to support services within the city of Bath and to provide five services (82, 179, 768, 172, 672) in North East Somerset for two months (April-May 2023) as transitional protection while a new WestLink demand responsive transport (DRT) service is introduced. Further funding has not been released</p>

		<p>by the Combined Authority to continue the 672 bus service, meaning that it will end on 31st May.</p> <p>Due to its distinctly rural nature and limited local services to support residents it is considered that the presence of a supported service for an additional two months within the Chew Valley is of vital importance as it will protect critical journeys until the end of the school term.</p> <p>There is significant concern amongst the communities that the DRT service will not be fully operational by the end of May. The communities fear they will be left without any public transport system or a system that they do not understand and are unable to engage with.</p> <p>Given the shortfall in funding to continue funding supported bus services there is little opportunity to review this policy and associated decision taken at WECA level.</p>
1.3	Do the aims of this policy link to or conflict with any other policies of the Council?	<p>The aims of extending the 672 bus service for a further 2 months link with the wider policies of the Council, but in particular listening to our residents, and supporting our ambition to achieve net zero by 2030.</p>
<p><b>2. Consideration of available data, research and information</b></p>		

Monitoring data and other information should be used to help you analyse whether you are delivering a fair and equal service. Please consider the availability of the following as potential sources:

- **Demographic** data and other statistics, including census findings
- Recent **research** findings (local and national)
- Results from **consultation or engagement** you have undertaken
- Service user **monitoring data** (including ethnicity, sex, disability, religion/belief, sexual orientation and age)
- Information from **relevant groups** or agencies, for example trade unions and voluntary/community organisations
- Analysis of records of enquiries about your service, or **complaints** or **compliments** about them
- Recommendations of **external inspections** or audit reports

	<b>Key questions</b>	<b>Data, research and information that you can refer to</b>						
<b>2.1</b>	What equalities training have staff received to enable them to understand the needs of our diverse community?	Training has been received by a number of team members on the Equality Act 2010 that legally protects people from discrimination in the workplace and in wider society.						
<b>2.2</b>	What is the equalities profile of service users?	<table border="1"> <thead> <tr> <th>Age (&lt;25 or 75+)</th> <th>Disability</th> <th>Low Income</th> </tr> </thead> <tbody> <tr> <td>22%</td> <td>17%</td> <td>19%</td> </tr> </tbody> </table>	Age (<25 or 75+)	Disability	Low Income	22%	17%	19%
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<b>2.4</b>	Are there any recent customer satisfaction surveys to refer to? What were the results? Are there any gaps? Or differences in experience/outcomes?	<p>This EQIA draws particularly on the information used to inform the WECA EQIA completed for the WECA Committee on the 18<sup>th</sup> of Jan, which in turn drew on:</p> <ul style="list-style-type: none"> <li>● An online and on bus survey exercise from passengers travelling on supported bus services between 18 October 2021 until 28</li> </ul>						

		<p>November 2021. We received a total of 1,565 responses, of which 316 were paper and 1,249 were online.</p> <ul style="list-style-type: none"> <li>• 2011 Census data.</li> <li>• Office for National Statistics (ONS) &amp; Nomis (a service provided by the ONS).</li> </ul>	
<b>2.5</b>	<p>What engagement or consultation has been undertaken as part of this EIA and with whom? What were the results?</p>	<p>Engagement has been undertaken with users of the 672 through regular meetings with the Chew Valley Area Forum Climate and Nature Emergency Working Group.</p>	
<b>2.6</b>	<p>If you are planning to undertake any consultation in the future regarding this service or policy, how will you include equalities considerations within this?</p>	<p>Ongoing engagement will continue with the Chew Valley Area Forum Climate and Nature Emergency Working Group, and WECA as the main transport authority.</p>	
<p><b>3. Assessment of impact: 'Equality analysis'</b></p>			
	<p>Based upon any data you have considered, or the results of consultation or research, use the spaces below to demonstrate you have analysed how the service or policy:</p> <ul style="list-style-type: none"> <li>• Meets any particular needs of equalities groups or could help promote equality in some way.</li> <li>• Could have a negative or adverse impact for any of the equalities groups</li> </ul>		
		<p><b>Examples of what the service has done to promote equality</b></p>	<p><b>Examples of actual or potential negative or adverse impact and what steps have been or could be taken to address this</b></p>
<b>3.1</b>	<p><b>Issues relating to all groups and protected characteristics</b></p>	<p><b>Providing a regular public transport service will enable residents to access key services and facilities.</b></p>	

		<b>Extending the contract for the only alternative public transport option (the 672) within the Chew Valley will ensure that the residents of the Chew Valley retain a form of public transport whilst the DRT service has time to fully establish itself, and the communities within the Chew Valley have the opportunity to transition to using this service.</b>	
<b>3.2</b>	<b>Sex</b> – identify the impact/potential impact of the policy on women and men.	According to national statistics women are less likely to have access to a car than men and more likely to have more complex travel patterns that are not easy to undertake, especially in areas of poor connectivity. By extending the 672 service the Council aims to overcome this issue by increasing the number and availability of transport options available to everyone.	WECA does not anticipate that the proposals will have an impact on individuals that share the protected characteristic of sex. Although, in the UK, women make 30% more bus journeys than men per year. Thus reducing bus services will have a disproportionately higher impact on women. Some people may be impacted if the supported bus was the only form of safe travel for them. Could lead to increased use of less safe forms of travel and increase the risk of abuse, sexual assault or other forms of intimidation and violence.
<b>3.3</b>	<b>Pregnancy and maternity</b>	No specific issues identified as yet	WECA does not anticipate that the proposals will have an impact on individuals that share the protected characteristic of pregnancy & maternity. Some may be left without an option to attend pre-natal/ post-natal health care plus visit local medical facilities.
<b>3.4</b>	<b>Gender reassignment</b> – identify the impact/potential impact of the policy on transgender people	No specific issues identified as yet	WECA does not anticipate that the proposals will have an impact on individuals that share the protected characteristic of gender reassignment. Some may be left without an option to attend

3.5	<b>Disability</b> – identify the impact/potential impact of the policy on disabled people (ensure consideration both physical, sensory and mental impairments and mental health)	Ensuring we maintain mobility and accessibility for disabled groups is critical. For many disabled residents buses are the only form of transport they have to access jobs and shops as well as other key services and facilities. Extending the 672 service for a further 2 months will ensure that the provision of public transport is maintained whilst DRT services are established and allows disabled individuals to transition to DRT more smoothly.	support groups. It is recognised that the term disability is a broad one and includes people with physical, sensory, or cognitive impairments. Many disabled people have mobility impairments, and some are wheelchair users. Disability can affect motion, seeing, hearing, reaching, stretching, dexterity, and cognitive functions. The loss of these services will have a disproportionately high impact on older disabled respondents' lives severely reducing their ability to travel to reach essential services and socialise, as well as in terms of access to employment. This will have a negative impact on their quality of life by removing their independence and if unable to attend health appointments, places more pressure on the NHS in the long term.  It could also be that this cohort of people may have more difficulty in accessing online services, and therefore need additional time to adapt to the new service.
3.6	<b>Age</b> – identify the impact/potential impact of the policy on different age groups	Locally there is an ageing population which has its own distinct travel needs. Older people rely increasingly on others to gain access to services, especially in rural areas where local facilities and public transport are lacking or limited. By extending the 672 service the Council aims to overcome this issue by increasing the number and availability of transport options available to everyone.	Older people may consider themselves disabled and may have mobility impairments. The loss of these services will have a disproportionately high impact on older respondents' lives severely reducing their ability to travel to reach essential services, socialise as well as volunteer in the community. This will have a negative impact on their quality of life by removing their independence and have a knock-on effect for

			<p>NHS social care responsibilities especially in rural areas ultimately increasing cost to the taxpayer.</p> <p>It could also be that this cohort of people may have more difficulty in accessing online services, and therefore need additional time to adapt to the new service.</p> <p>For younger people, they have some of the highest wellbeing and mental health issues, thus being deprived access to facilities through removal of buses may exacerbate these issues, particularly of isolation and feelings of self-worth.</p>
		<b>Examples of what the service has done to promote equality</b>	<b>Examples of actual or potential negative or adverse impact and what steps have been or could be taken to address this</b>
<b>3.7</b>	<b>Race</b> – identify the impact/potential impact on across different ethnic groups	No specific issues identified as yet	
<b>3.8</b>	<b>Sexual orientation</b> – identify the impact/potential impact of the policy on lesbian, gay, bisexual, heterosexual people	No specific issues identified as yet	We do not anticipate that the proposals will have an impact on individuals that share the protected characteristic of sexual orientation. However, access to LGBTQIA+ support groups, etc. may be more difficult if services are withdrawn
<b>3.9</b>	<b>Marriage and civil partnership</b> – does the policy/strategy treat married and civil partnered people equally?	No specific issues identified as yet	We do not anticipate that the proposals will have an impact on individuals that share the protected characteristic of marriage & civil partnership.
<b>3.10</b>	<b>Religion/belief</b> – identify the	No specific issues identified as yet	We do not anticipate that the proposals will have an impact on individuals that share the protected



	impact/potential impact of the policy on people of different religious/faith groups and also upon those with no religion.		characteristic of religion or belief. Some may be left without an option to attend their place of worship.
<b>3.11</b>	<b>Socio-economically disadvantaged*</b> – identify the impact on people who are disadvantaged due to factors like family background, educational attainment, neighbourhood, employment status can influence life chances <b>(this is not a legal requirement, but is a local priority).</b>	No specific issues identified as yet	The loss of these services will have a negative impact on respondents’ livelihood and mental health/ wellbeing. They could lose their job if they are unable to make alternative travel arrangements or experience a reduction in job opportunities, leading to increased levels of isolation and social deprivation. For many low income families, the only other option will be to take more taxi journeys which are expensive therefore reducing their disposable income even further pushing more families into deprivation. It will also place more financial burden on the taxpayer to fund increased levels of unemployment benefits, housing benefits. It also places more pressure on the health service through issues relating to mental health. Plus there is also an impact on local businesses who rely upon employees to a degree for trade. For instance, the impact would be significant if a large number of workers at a factory/depot etc couldn’t now access a town due to bus service cuts.
<b>3.12</b>	<b>Rural communities*</b> identify the impact / potential impact on people living in rural communities	Both rural and remote communities face transport challenges that urban communities may not, including difficulties in accessing public transport, a high reliance on private cars, and a lack of safe walking and cycling routes. By extending the 672 service the Council aims to overcome this issue by increasing the number and availability of	Choices for public transport are significantly reduced in rural communities, and removal of supported services without adequate time for the establishment and transfer to DRT could significantly negatively impact individuals in rural areas.

		transport options available to those living in some of our most remote and rural areas.t	
<b>3.13</b>	<b>Armed Forces Community **</b> serving members; reservists; veterans and their families, including the bereaved. Public services are required by law to pay due regard to the Armed Forces Community when developing policy, procedures and making decisions, particularly in the areas of public housing, education and healthcare (to remove disadvantage and consider special provision).	No specific issues identified as yet	We do not anticipate that the proposals will have an impact on individuals within the Armed Forces Community.

\*There is no requirement within the public sector duty of the Equality Act to consider groups who may be disadvantaged due to socio economic status, or because of living in a rural area. However, these are significant issues within B&NES and have therefore been included here.

\*\* The Equality Act does not cover armed forces community. However, the Armed Forces Bill (which came in on 22 Nov 2022) introduces a requirement to pay 'due regard' to make sure the Armed Forces Community are not disadvantaged when accessing public services.

#### **4. Bath and North East Somerset Council & NHS B&NES Equality Impact Assessment Improvement Plan**

Please list actions that you plan to take as a result of this assessment/analysis. These actions should be based upon the analysis of data and engagement, any gaps in the data you have identified, and any steps you will be taking to address any negative impacts or remove barriers. The actions need to be built into your service planning framework. Actions/targets should be measurable, achievable, realistic and time framed.

Issues identified	Actions required	Progress milestones	Officer responsible	By when
<p>The Chew Valley Area Forum Climate and Nature Emergency Working Group has identified that additional time required for individuals, particularly older people to transfer to using DRT because there are no other public transport services within the Chew Valley.</p>	<p>Engagement with the Chew Valley Area Forum Climate and Nature Emergency Working Group, and WECA as the main transport authority, lobbying for investment in behaviour change activity.</p>	<p>Monthly monitoring.</p>	<p>Pam Turton/Phil Wright</p>	<p>Monthly</p>
<p>Chew Valley Area Forum Climate and Nature Emergency Working Group is concerned that there is low confidence in the DRT service being fully operational by the end of May when funding for the 672 service is due to end. Without alternative public transport options, the 672 is vital to maintain access to key services and facilities for those who live and work in the Chew Valley.</p>	<p>Engagement with the Chew Valley Area Forum Climate and Nature Emergency Working Group, and WECA as the main transport authority, to focus on delivery of an effective DRT service.</p>	<p>Monthly monitoring</p>	<p>Pam Turton/Phil Wright</p>	<p>Monthly</p>

## 5. Sign off and publishing

Once you have completed this form, it needs to be 'approved' by your Divisional Director or their nominated officer. Following this sign off, send a copy to the Equalities Team ([equality@bathnes.gov.uk](mailto:equality@bathnes.gov.uk)), who will publish it on the Council's and/or NHS B&NES' website. Keep a copy for your own records.

**Signed off by:** Sophie Broadfield  
(nominated senior officer)

(Divisional Director or

**Date: 16<sup>th</sup> March 2023**