

Equality Impact Assessment for Service changes / Budget proposals

An EIA is a tool which will help you assess whether there are any positive or negative equality impacts on people affected by proposed changes requiring formal decision.

Service change involves redesigning or reshaping, (and in some cases the removal of) current service provision – whether directly provided by Council officers or commissioned by the Council for provision by an external provider.

Budget proposals should arise from service changes that you are considering throughout the year in light of the current financial climate. The EIA for budget proposals should cover the same issues as considered for service changes.

Our public sector equality duty requires us to ensure that we do not discriminate against any protected group or person with protected characteristics (see below) covered by the Equality Act 2010 when taking decisions that affect them. Potential negative impacts that we disregard or ignore could mean discrimination. We also have a duty to actively promote positive impacts that advance equality of opportunity. The protected characteristics covered by the Equality Act 2010 are:

- Age
- Disability
- Gender reassignment
- Pregnancy and maternity
- Race
- Religion or belief
- Sex
- Sexual orientation.

What to do: The service change / budget proposal EIA contains 3 steps:

Step 1 The proposal

This part of the EIA examines the proposed change to the service and potential equality impacts takes place at the start of the planning process.

Step 2 Consultation

This part of the EIA covers the outcome of the consultation with service stakeholders about service change proposals.

Step 3 The recommendation

The final part of the EIA presents the recommendation for decision along with potential positive and negative equality impacts of the recommended action.

Any issues identified in the above EIA process requiring action should be addressed in a SMART EIA action plan.

Remember to keep your supporting information and analysis as your evidence base (including any needs assessments informing the start of the planning process) in case of challenge to the contents of your EIA, your interpretation of the evidence used to support the EIA, or your interpretation of protected groups affected.

Equality Impact Assessment for service changes / budget proposals

| | |
|------------------------|---|
| Name of service | Transport Strategy, Regeneration, Highways and Transportation |
|------------------------|---|

Date of assessment:

| Start date | Completion date |
|-------------------|------------------------|
| 11 - 11 - 2011 | On going |

| | |
|---|---|
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What is this EIA about? (Please tick✓)

| | |
|--|---|
| Budget proposal for existing service or service contract to achieve savings | |
| Budget proposal for new or additional service expenditure | |
| Budget proposal for capital expenditure | |
| Commissioning a new service or service contract | |
| Changing or removing an existing service or service contract | ✓ |

Step 1: The proposal (how you propose to change the service)

Question 1:

What is the proposal/proposed change?

In the 2012/13 budget, the Council agreed to a budget of £300k p.a. for supported bus services. Service reductions have yet to be implemented whilst options have been under detailed review by the City Mayor. In previous years the Council had decided on supported service on an ad hoc basis and maintained a number of historical services.

The City Council financially supports 12 bus services operated by private operators (including 2 school services).

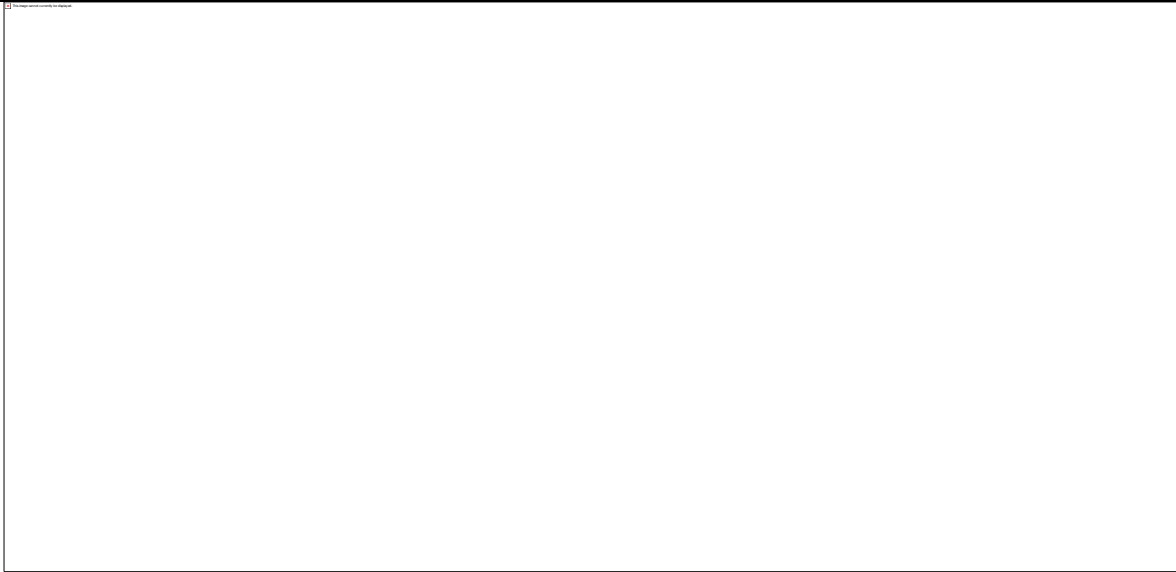
This represents 4.9% of vehicles operating on all bus routes and 1.3% of total passenger journeys in the city.

The services are not commercially viable but have been provided to fulfil a social need and typically these services support many elderly and disabled people. They are not “direct” routes on main radial roads into the city and are provided where commercial bus services do not operate.

A survey of supported bus services users was carried out between 20 January 2012 and 10 February 2012 in which 1021 of people took part.

This survey provided a significant understanding of users’ behaviour and options. Those consultation findings have been used to inform the services to be supported to achieve the maximum user benefit. The 2012 survey identified that the three highest identified reasons for using the subsidised bus services were Hospital, Medical and Shopping. A majority of passengers who are disabled use the services mainly for shopping, hospital and medical visits. Based on all respondents (women and men) 60% preferred the services to be available during the weekdays rather than the weekends and evening. When asked about the possibility of alternative method of travel 52% said they had an alternative method of travel they could use. The most popular alternative given was another bus service. However, for those who didn’t have an alternative method of travel the main reason given preventing them getting to the nearest connecting bus was poor health and/or disability.

At a time when it is critical to use both funding available to its best effect and to plan services so that they respond to users’ needs the Council has developed a method for assessing the effectiveness on current service and to make decisions thereon. The method is not intended to be exhaustive to but to represent a guide that would best enable to the input of knowledge about travel patterns and needs within a decision making framework and to help formulate detailed new proposals. The Council has developed assessment criteria that enable the scoring of services. The criteria are cost, volume of patronage, subsidy cost per passenger journey, lack of alternative (access), availability of the service (time of day). This is shown in the table below. Each of the current services were evaluated using this method and scored.



Key stakeholders, including Transport and Climate change scrutiny committee, the Bus Users panel, Leicester’s Disability People Access Group and the Inclusive Design Advisory Panel were consulted on this method and provided feedback.

Following this step each service was scored and ranked. This rank indicates the overall value of the service and its value for money.

Then options available to the Council have been examined to produce proposals. These options are: Reducing services - service reductions, in terms of day, time of day or frequency; combining routes or parts of routes - potential for routes, or parts of routes, being combined with other commercial bus services, thereby requiring less support; using the in-house Passenger and Adult Transport Service (PATs) - PATs, is the in-house “yellow” fleet of minibuses which operates the Dial-a-Ride Service. Each stage of the process, from gathering survey data to formulating the method above, help ensure that services are adequately examined.

Appendix 1 Current (Jan 2013) Supported Bus Services

Note:- The passenger data is based on 2009/10 data.

The financial and passenger data for each of the current services is as follows:

| Service | Route | Details | City % | Operator | Annual Net Subsidy Cost | Annual Passenger Total | Net Cost per passenger journey |
|---------|-------|---------|--------|----------|-------------------------|------------------------|--------------------------------|
|---------|-------|---------|--------|----------|-------------------------|------------------------|--------------------------------|

| | | | | | | | |
|-------|-------------------------------------|--|------|------------|----------|---------|-------|
| 10/11 | Inner Circle | Complete Daily Service | 100% | Centrebus | £199,551 | 38,682 | £5.16 |
| 17 | Centre – Highfields | Evening service | 100% | First | £7,967 | 14,208 | £0.56 |
| 21A | Centre – Nether Hall | Extension to Hamilton Lane | 100% | First | £7,500 | 2,400 | 3.13 |
| 36 | Centre – Evington | Complete weekday Service | 100% | Centrebus | £87,264 | 27,037 | £3.23 |
| 40 | Circleline | Complete Weekday Service | 50% | Centrebus | £124,000 | 249,713 | £0.50 |
| 55 | Centre - Thurgaston | Complete weekday service | 100% | Centrebus | £35,000 | 29,457 | £1.19 |
| 70 | Centre – Winstanley Drive | Complete evening and Sunday service | 100% | First | £8,178 | 8,600 | £0.95 |
| 73 | Centre – Gilmorton | Post Oct '10 Service | 100% | Veolia | £115,000 | 26,151 | 4.40 |
| 81 | Centre – Highway Road | 2 peak hour journeys plus the Saturday service | 100% | Centrebus | £15,637 | 33,991 | £0.46 |
| 162 | Centre – New Parks | Weekday service | 100% | Roberts | £40,000 | 18,016 | £2.22 |
| 878 | City of Leicester Sch - Nether Hall | Schooldays | 100% | Confidence | £8,550 | n/a | n/a |
| | | | | | | | |

The scoring for each of the current services is as follows:

| Service | Route | Annual Net Subsidy | Annual Passenger Total | Net Cost per passenger journey and | Lack of Alternative Availability | Time of day/day of week Score | Overall Score |
|----------------|--------------|---------------------------|-------------------------------|---|---|--------------------------------------|----------------------|
|----------------|--------------|---------------------------|-------------------------------|---|---|--------------------------------------|----------------------|

| | | Cost | | score (low subsidy is high score) | Score (lack of is high score) | (daytime, week - high score) | (high is good) |
|-----|--|------------------------|--------------|---|---|------------------------------|----------------|
| 81 | City Centre Highway Rd | £15,637 5 | 33,991 2 | £0.46 5 | 5 | 5 | 22 |
| 40 | Circle line Outer ring | £124,000(50%) 1 | 249,713 5 | £0.50 5 | 5 | 5 | 21 |
| 878 | City of Leicester School Netherhall | £8,550 5 | 1 | 5 | 4 | 5 | 20 |
| 162 | City Centre New Parks | £40,000 4 | 18,016 2 | £2.22 4 | 4 | 5 | 19 |
| 70 | City Centre Winstanley Sundays | £8,178 5 | 8,600 1 | £0.95 5 | 5 | 3 | 19 |
| 55 | City Centre - Thurcaston | £68,225 3 | 36,821 2 | £1.85 4 | 4 | 5 | 18 |
| 162 | City Centre New Parks | £80,703 3 | 40,036 2 | £2.02 4 | 4 | 5 | 18 |
| 73 | City Centre – Gilmorton | £64,995 3 | 29,711 1 | £2.19 4 | 3 | 5 | 16 |
| 36 | City Centre – Evington | £87,264 2 | 27,037 1 | £3.23 3 | 5 | 5 | 16 |

| | | | | | | | |
|-------|---------------------------------|---------------|-------------|------------|---|---|----|
| 17 | City Centre – Highfields | £7,967 5 | 14,208 1 | £0.56 5 | 3 | 2 | 16 |
| 70 | City Centre Winstanley Evenings | £38,125 4 | 13,104 1 | £2.91 3 | 5 | 2 | 15 |
| 21A | City Centre – Hamilton Lane | £25,000 4 | 1 | 3 | 1 | 5 | 14 |
| 10/11 | Inner Circle | £199,551 0 | 38,682 2 | £5.16 1 | 1 | 5 | 9 |

From this analysis the options for each service can be determined. These are:

Appendix 2

Future Options for each Service

| Service | Route | Option(s) | Cost |
|---|------------|--|-------|
| 10/11 | Inner Link | Withdraw the service | £0 |
| | | Centrebus proposal to merge service 73 with the southern part of services 10/11 and part of 36 to form new 10/10A service – see Appendix 3 | £115k |
| | | Continue the service | £200k |
| <p>Comment: The sector between the General Hospital and Fosse Park is better used than the northern part of the service. The Disabled Peoples' Access Group and residents in Castle and Freeman Wards made representations to retain the service.</p> <p>The Centrebus proposal combines the most used section of services 10/11 with Gilmorton estate and part of service</p> | | | |

| | | | |
|--|--------------------------|---|--------|
| 36, inserting a link with the University (in response to University requests) and assumes a contribution from University of Leicester | | | |
| 17 | City - Highfields | Withdraw funding for the service | £0 |
| | | Continue the service | £8k |
| Comment: The supported service comprises the last hour of operation between 1900 & 2000. First may continue it commercially, possibly at a reduced frequency. | | | |
| 21A | Hamilton Lane | Operate a "Dial a Ride" facility serving Hamilton Lane | £7.5k |
| | | Continue the service | £25k |
| Comment: The service caters for residents with mobility issues who cannot access services on Nether Hall Road. Usage is low and could be more cost effectively catered for by a Dial a Ride service. | | | |
| 36 | City - Evington | Withdraw the service | £0 |
| | | Reduce to 0930 – 1430 only | £30k |
| | | Centrebus proposal to merge with Services 22/22A to form new 22A/B | £20k |
| | | Leave service unchanged | £87.2k |
| Comment: Usage is low but it is the only service that: a) Serves Green Lane Road b) Links Green Lane Road and Spinney Hills to General Hospital c) Serves Davenport Road d) Serves Whitehall Road/Goodwood Road The Centrebus proposals for services 22A/B provide lower cost replacement for part of the route. | | | |
| 40 | Outer Circle | Withdraw the service | £0 |
| | | Leave the service unchanged | £62k |
| Comment: This orbital route is co-funded with the County and links outlying housing estates with local centres such as hospitals, industrial estates and shopping centres. | | | |
| 55 | City - Thurcaston | Withdraw the service | £0 |
| | | Centrebus proposal to withdraw the Beaumont Centre - Thurcaston section | £35k |
| | | Withdraw the Saturday service | £55k |
| | | Leave the service unchanged | £68.2k |
| Comment: Relatively few passengers use the service between Beaumont Centre and Thurcaston. There would be no service remaining in Leicester Road Thurcaston (County) or Thurcaston Pastures (City). | | | |

| | | | |
|---|--|--|--------------------------|
| 70 | City – Braunstone (Evenings and Sundays) | Withdraw the evening and Sunday service | £0 |
| | | Withdraw evening journeys after 2100 and the Sunday service | £12k |
| | | Keep the Sunday service | £8.4 |
| | | Leave the service unchanged | £46.3k |
| Comment: Service 70 is the only service to Winstanley Drive – the eastern part of Braunstone estate. | | | |
| 73 | City - Gilmorton | Withdraw the service | £0 |
| | | Centrebus proposal to include an offpeak service replacing 10/11 | Cost incl in 10/11 above |
| | | Leave service unchanged | £65k |
| Comment: This is the only bus to Gilmorton Estate without which resident face a steep gradient to Lutterworth Road. The Centrebus proposals for services 10/11 provide a lower cost but offpeak replacement that links Gilmorton and the Centre. | | | |
| 81 | City – Highway Road | Withdraw the service | £0 |
| | | Reduce the frequency to hourly | £10k |
| | | Leave the service unchanged | £15.6k |
| Comment: This is the only service to the “hilly” areas comprising the “Way Roads” between Evington Road and London Road. | | | |
| 162 | City – New Parks | Withdraw the service | £0k |
| | | Withdraw the Saturday service | £60k |
| | | Withdraw the peak time service and Saturday service | £40k |
| | | Leave the service unchanged | £80.7k |
| Comment: Some sections of the route in New Parks Ward are not served by any other bus service. | | | |
| Using the above information we conducted a more specific Public Consultation on the above services/route proposals from 17.06.13 – 22.07.13. Results to follow. | | | |
| Who will it affect and how will they likely be affected? | | | |

The bus is the most heavily used form of public transport and is relied upon particularly by those on low incomes, the older and/or those with a disability. Bus services are vital to enable people to participate in employment, education and voluntary work, as well as access health services, shops and other elements for a 'full life'. The geographical coverage and frequency of bus services is largely determined on a commercial basis. Generally the most vulnerable members of society are likely to be the most affected by any changes or reduction in the current bus service. An Equality Impact Assessment was carried out on the proposals using the findings of the early 2012 passenger survey.

The EIA highlighted the following impacts for all relevant groups.

- Age:
Young people surveyed indicated that they would be unable to access education (school services), work placements, leisure facilities or friends and family if their local bus service was terminated
Working population who have no access to private transport (the 2011 census indicated that 37% of the city's households do not have access to a car or van) and rely upon their local bus service would be unable to access health services, work locations, leisure and social opportunities.
Older people who have no access to private transport and rely upon their local bus service would be unable to move around Leicester and access services
- Low Income
Families and individuals who are considered low income may find that any cost increase or reduction in service directly affecting their ability to access a range of services using public transport as they are less likely to be able to afford to have a vehicle.
- Disabled
Disabled users across Leicester may experience more isolation and severely reduced access to services and social opportunities if services are withdrawn or reduced.
- Gender
Women make most use of public transport (65% of respondents), These are frequently journeys with young children, other dependants, pregnant women attending hospital appointments. Reduction in services will make it difficult for these groups to access services and leisure and social opportunities.
- Race.
Leicester contains specific community neighbourhoods whose transport needs may be affected if a service is reduced or removed as this may increase feelings of isolation and a lack of connection with the wider community.

Although demographic data is collected about users, mapped data shows the areas of the city that supported bus services serve:

Service 10/11 (Outer Circle including the General Hospital) covers Hindu and Muslim areas as well areas of economic deprivation
 Service 17 (Highfields) covers poorer Muslim areas
 Service 21A (Catherine St/Hamilton) serves largely Hindu areas
 Service 36 (Goodwood) largely elderly populations in older areas
 Service 40 (UHL/General Hospital) serves areas of deprivation and Hindu areas
 Services 55 (Stocking Farm) largely covers elderly populations
 Service 70 (Braunstone/Winstanley Drive) largely services area of deprivation
 Service 73 (Aylestone Rd Corridor) largely serves areas of deprivation
 Service 81 (Evington Road area) serves elderly populations
 Service 162 (New Parks/Dane Hills/Newfound Pool) Serves areas of deprivation
 Services 805,808,823,860,862,878/888,1010,S1005 are schools services

With regard to each route data has been gathered in relation to users' characteristics and purpose of journey. The impact assessment has referred to a method for evaluating supported services. The method takes account of the cost, usage, access, time of day in order the evaluate services. Data from the 2012 passenger survey has informed the methodology. Options available to the Council include reducing services, blending services and adjusting routes and using alternative forms of transport such as dial a ride service to help those with restricted mobility.

The routes and proposals have been evaluated and scored using the method and prioritised to ascertain the best value for money options to provide for the majority of passengers and therefore mitigate against negative outcomes. It is inevitable that some negative outcomes will occur. These will involve walking to other routes or catching more than bus to reach a destination.

Those services with users most affected are the 10/11 and the 36 which are proposed to ended in their present form.

Question 2:

Will the proposal have an impact on people because of their protected characteristic? Tick the anticipated impact for those likely to be affected by protected characteristic.

| | No impact | Positive impact | Neutral impact ¹ | Negative impact | Impact not known |
|-------------------|-----------|-----------------|-----------------------------|-----------------|------------------|
| Age | | | | ✓ | |
| Disability | | | | ✓ | |
| Gender | | | | | ✓ |

¹ Where likely positive impacts combined with likely negative impacts leave the person no better or worse off

| | No impact | Positive impact | Neutral impact ¹ | Negative impact | Impact not known |
|-------------------------|-----------|-----------------|-----------------------------|-----------------|------------------|
| reassignment | | | | | |
| Pregnancy and maternity | | | | ✓ | |
| Race | | | | ✓ | |
| Religion or belief | | | | | ✓ |
| Sex (gender) | | | | ✓ | |
| Sexual orientation | | | | | ✓ |

Question 3:

For those likely to receive a positive impact, describe the likely positive impact for each group sharing a protected characteristic. How many people are likely to be affected?

None identified

Question 4:

For those likely to receive a neutral impact, describe the likely impacts (both positive and negative) for each group sharing a protected characteristic and how they result in a neutral finding. How many people are likely to be affected?

The proposals affect 12 bus routes in the City which are operated by private commercial operators. The proposals represent 4.9% of vehicles operating on all bus routes and 1.3% of total passenger numbers, so the majority of bus users in the City (98.7%) will not be affected. Of the twelve routes to have proposed changes, these carried 573,744 passengers in 2012 out of a total of 26,916,960 City passengers in the same period.

Question 5:

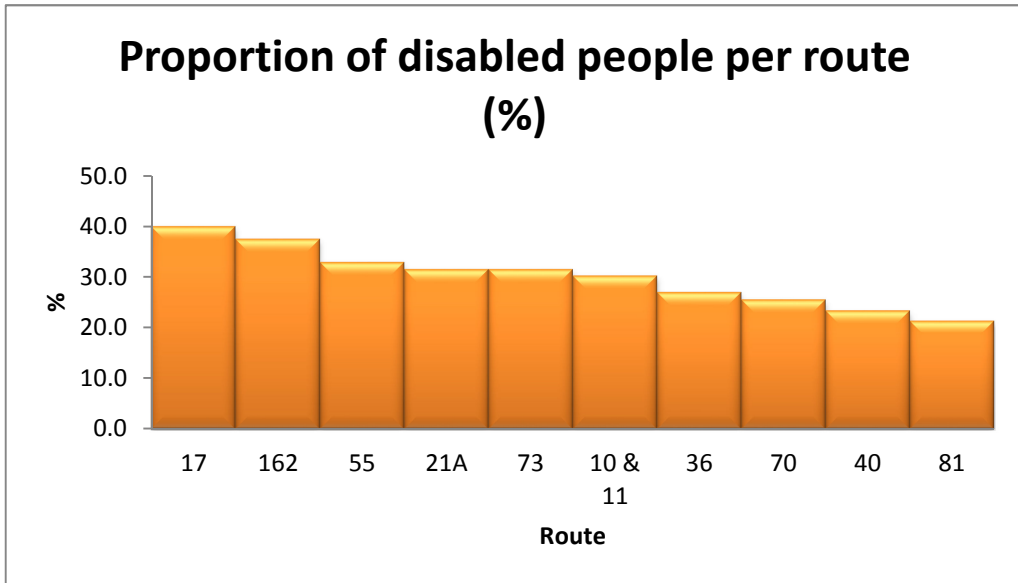
For those likely to receive a negative impact, describe the likely negative impact for each group sharing a protected characteristic. How many people are likely to be affected?

Protected Characteristics: Age, disability, gender reassignment, pregnancy and maternity, race (includes ethnic or national origins, colour or nationality), religion or belief (includes lack of belief), sex and sexual orientation. Passengers were surveyed between the 20th January and the 10th of February 2012 to ascertain a detailed understanding of the effects.

Age: A reduction of supported bus services will affect all ages of users equally. However, as the elderly (58.9% of respondents were over 55 and 19% were under 25) and the young are more dependent on public transport, they will be more directly impacted by any reductions. There will be less opportunity for members of the public to travel by public transport to leisure, shops and amenities if

services are withdrawn. This may lead to increase journey times and higher transport costs. Evening and weekend travel would be restricted too.

Disability: Disabled people can be more reliant on public transport in the areas where services are being withdrawn or restricted as they may not have access to other forms of transport. 25% of male and 15% of female respondents considered themselves to be disabled. This group also includes those who may be blind or be visually impaired. 2012 Survey results showing % of disabled users per route.



All Groups: Generally, all users may be adversely affected by the cancellation of bus routes that will link users to retail areas, employment, educational facilities, leisure facilities, medical facilities, friends, families and other services. Users will have to either take more than one bus to reach their destination, find another means of transport, or not make the journey at all. Data recorded covers trips (numbers of journeys made) rather than individuals. In the last financial year 600,000 trips were recorded on the existing bus services, including 53,000 trips to schools.

Effects on users are complex, varying by route and passenger characteristics. Passengers were surveyed between the 20th January and the 10th of February 2012 to ascertain a detailed understanding of the effects.

How can these negative impacts be reduced or removed?

By merging services, adjustment of routes and leaving some routes unchanged, we have minimised the impact of these proposals for the majority of passengers. While proposals mean that a small number of discrete areas lose their day time bus service an alternative commercial is usually available, be it requiring passengers to walk to the service route. For those with restricted mobility who cannot access mainstream bus services the dial a ride service can offer a limited facility. However there are a number of areas where mitigation has been able to be provided. In the proposals there may be small areas not covered by a bus service in the immediate vicinity, these are;

Certain areas of the 10/11 Inner Circle.

The Goodwood area currently served by the 36 service.

Hamilton Lane area, currently served by the 21a service.

The final proposals for the supported bus service network are set out here:

10/11 Inner circle

It is proposed that service 10/11 is **withdrawn**, but that users in the Clarendon Park and Knighton areas, which is the only area where there is significant usage, are served by revising the route of Service 73 to serve the 10/11 route between Aylestone Road and Victoria Park Road.

17 City Centre – Highfields

This service is **proposed to continue without change**. The support funds the last hour of the service which is otherwise commercial.

21a City Centre – Hamilton Lane and Hamilton Shopping Centre

The supported section of this service, extended to serve Hamilton Lane, is **proposed to be replaced** by a pre-bookable Dial a Ride service that could be used by residents of Hamilton Lane with impaired mobility who cannot access bus services on Nether Hall Road, New Romney Crescent or Ivychurch Crescent. The service will be available 0800 – 1700 Monday to Friday and 1000 – 1400 Saturdays.

22/22a City Centre – Evington

It is proposed that the route of Centrebus service 22A/B is **amended** to serve Whitehall Road, replacing the 36. While this does not provide a link to Spinney Hills, it provides a better, cost effective, link to the City Centre.

36 City Centre – Evington

This service is **proposed to be withdrawn**. Residents in the Goodwood Road/Whitehall Road, would be served by a revision to the Centrebus service 22A/B which would be amended to serve Whitehall Road and Goodwood Road.

40 Circle line, Outer Ring

This service is **proposed to continue without change**. The service is well used and links outer suburbs with adjacent employment

areas and the General Hospital. This daytime service caters for core needs with journeys being made for retail, health and employment purposes.

55 City Centre – Thurcaston

This service is proposed to be **amended** to operate between the City Centre and Beaumont Centre only. The service will remain hourly, Monday to Saturday.

Route between Beaumont Centre and Thurcaston:

Beaumont Lodge is served by services 25, 26 and 40, Thurcaston Village is served by service 154.

70 Eve

City Centre – Winstanley Drive

The Monday to Saturday evening journeys First service 70 are **proposed to be withdrawn**. Alternative services are available on Hinckley Road, Fosse Road or Narborough Road.

70 Sun City Centre – Winstanley Drive

The Sunday operation of Kinchbus service 70 is **proposed to be continued without change**.

73 City Centre – Gilmorton Estate

It is proposed that Service 73 continues to operate from Gilmorton estate but the route is **amended** to operate via Aylestone Leisure Centre, Clarendon Park, Victoria Park, Leicester University and the Rail Station.

81 City Centre to Highway Road

This service is **proposed to continue without change**. The area served is hilly and remote from other bus services. This daytime service caters for core needs with journeys being made for retail, health and employment purposes.

162 City Centre – New Parks

This service is **proposed to be amended** to operate between peak times on Monday to Friday only. This retains a service for users who cannot access mainstream bus services at off peak times. Passengers wishing to travel at peak time or Saturday have access to other services in New Parks but may have further to walk to access them.

878 City of Leicester College – Netherhall

This service is **proposed to continue without change**. It caters for pupils travelling home from City of Leicester and St Paul's Schools to Nether Hall who would otherwise have to walk home or make two bus journeys via the centre.

Commercial taxi and private hire operators can provide transport for users of withdrawn services. Dial-a-ride can help where users

have specific mobility difficulties, but this requires advanced booking and may be limited to specific times, days and geographic areas.

Motability Allowance, is a scheme that provides a lease car in exchange for an eligible persons Mobility Allowance. Generally this is for those who have a Higher Rate Mobility Component of the Disability Living Allowance or those who are eligible for a War Pensioners Mobility Supplement. In certain circumstances where a disability can prevent a person from driving this is available to a designated carer.

The bus routes affected have been surveyed and the findings will provide a detailed analysis of the composition of users, the purpose of their journey, their alternative travel options and any negative impacts they would experience if the service was reduced or withdrawn. The results have helped to draw up strategies to mitigate against those impacts identified by particular groups on particular routes.

Question 6:

Is there other alternative or comparable provision available in the city? Who provides it and where is it provided?

It is unlikely that there would be a comparable service, but in some areas other bus services may be available if people have the capacity to walk to access another bus route. There may be potential on certain routes to accommodate users by means of amendments to other services.. Dial a Ride is available to anyone of any age in Central Leicestershire who finds it hard or impossible to catch a bus, this is available for a small cost. Other than that Taxis and Private Hire Cabs may be the only realistic alternative for many.

Can this alternative or comparable provision reduce or remove the negative impacts identified in Question 5? If not, why not?

No. An alternative would be unlikely to demonstrate the same level of connectivity and convenience. Accessing other bus routes may be dependent on physical abilities and the specific requirements of each journey. Dial A Ride is limited to certain times on certain days and requires pre-booking. Taxis and Private Hire Cabs may be an alternative but these would have significant additional costs attached to them.

Would service users negatively affected by the proposal be eligible to use this alternative or comparable provision, and would it meet the service users' identified needs?

Alternative transport provision may be suitable for some users, but essentially it will depend on an individual's circumstances ie actual location and physical abilities, journey requirements and ability to pay for alternatives.

Question 7:

Will any particular area of the city be positively or negatively affected by the proposal, compared to other parts of the city?

Describe where this is likely to take place, and why.

Areas with elderly populations, high levels of deprivation and areas with concentrated groups of BME citizens will be affected. Certain pupils attending Judgemeadow, Crown Hills, Sir Jonathon North and Lancaster Boys may be also be affected.

Areas in Leicester of concern that will be affected by the proposals are Highfields, Catherine Street, Goodwood, Stocking Farm, Beaumont Leys, Narborough Road, West Cotes, Braunstone, Aylestone Road Corridor, Evington Road, Rushey Mead, New Parks, Dane Hills and Newfound Pool.

Question 8:

Is it likely that there may be additional negative impacts arising over the next three years that need to be considered? Describe any additional negative impacts over time that could realistically occur.

No

Question 9:

What data/information/analysis have you used to inform your equality impact findings?

Bus passengers on the designated routes were surveyed between the 20th January and the 10th of February 2012. The extensive survey provided detailed data on users.

Bus usage figures from bus firms shows typical Passenger figs and % of Concessionary fares for example:

| Service | Apr-12 | | | May-12 | | | Jun-12 | | |
|---------|--------|------|------|--------|-------|------|--------|------|------|
| | Total | Conc | % | Total | Conc | % | Total | Conc | % |
| 10/11 | 2956 | 1475 | 49.9 | 3049 | 1800 | 59 | 2867 | 1458 | 58.8 |
| 36 | 1859 | 1382 | 74.3 | 2324 | 1741 | 74.9 | 2068 | 1604 | 77.5 |
| 40 | 21063 | 9136 | 43.4 | 23762 | 10574 | 45.3 | 18032 | 7842 | 43.4 |
| 55 | 2910 | 1866 | 64.1 | 2989 | 1976 | 66.1 | 2409 | 1492 | 61.9 |
| 73 | 2047 | 1092 | 53.3 | 2448 | 1306 | 53.4 | 2037 | 1028 | 50.4 |
| 81 | 2475 | 2074 | 83.8 | 2991 | 2255 | 75.4 | 2715 | 2263 | 83.3 |
| 162 | 3242 | 1829 | 56.4 | 3525 | 2035 | 57.7 | 3125 | 1724 | 55.1 |

Date completed

Step 2: Consultation on the final proposal

Question1:

| What consultation on the final proposal has taken place? When, where and who with? | |
|---|---|
| NAME OF GROUP/ORGANISATION/STAKEHOLDER | METHOD |
| Supported Bus Users | By hand and made available on the buses |
| Age Concern/Age UK | E-mail and leaflets for customers |
| Leicester Visually Impaired Council | E-mail |
| Mosiatic | E-mail |
| Campaign for Better Transport in Leicestershire | E-mail |
| Disabled Children and Young People Forum | E-mail |
| Learning Disability Partnership Board | E-mail |
| Voluntary Action Leicester | E-mail |
| Leicester Centre for Integrated Living | E-mail |
| Mencap | E-mail |
| Stronger Communities Partnership | Via council officer representative email |
| Disabled Children and Young People Forum | Via council officer representative email |
| Inclusive Design Advisory Panel & Disabled People | Via council officer representative email/presentation |
| Access Group | Via council officer representative email/presentation |
| Learning Disability Partnership Board | Via council officer representative email |
| Learning Disability Partnership Board | Via council officer representative email |
| Older People Forum | Via council officer representative email/presentation |
| Leicester Young People Council | Via council officer representative email |
| Learning Disability Partnership Board | Via council officer representative email |
| Physical and Sensory Disability | Via council officer representative email |
| Leicester Participation Network | Via council officer representative email |
| General public | Council website online survey |
| Leicester Mercury | Via press release |

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|---|-------------------------|
| LCC Customer Support Centres | Via leaflet |
| LCC library's | Via leaflet |
| LCC Sports Centres | Via Leaflet |
| Notice on all buses operating in the City | Via Notice and leaflets |
| Bus User Panel | Via presentation |

Presentations on the methodology and proposals were made to the follows groups:

- Bus User Panel - 13th June
- Inclusive Design Advisory Panel - 10th July
- Leicester Disabled Peoples Access Group – 27th June
- Stoneygate Ward Community Meeting - 2nd July
- Evington Ward Community Meeting - 19th July
- Older Persons Forum 31st July
- Economic Development, Transport and Tourism Scrutiny Commission – 31st July

Question 2:

What potential impacts did consultation stakeholders identify?

Leicester Disabled Peoples Access Group (LDPAC) – Raised serious concerns about the impact on the people they represent.

Note of Leicester Disabled People's Access Group discussion at the 27th June 2013 meeting

Supported Bus Service Review: consultation on proposals

- John Dowson (City Council) summarised the background and proposals, and thanked the Group for its previous input.
- Members of the Access Group expressed the following concerns:
 - The “alternative available “ weighting for service 10/11 indicates that there are alternatives, but these involve city centre changes, (the Group has said several times why these are problematic);
 - Increased costs of city centre changes for many people (especially those on low incomes – and including those disabled people who don't qualify for bus passes) , and would also cost the council twice as much in concessionary fares;
 - two hospital services are being cut, despite:
 - the council's survey demonstrating the importance of this aspect
 - decreasing availability of transport provided by hospitals, and relocation of some services to inaccessible locations
 - importance of bus transport serving hospitals being highlighted as a national issue in a new House of Commons report;
 - closer look at options/ mitigation needed to minimise impact on hospital users e.g. to link services with the hospital hopper needed;
 - the longer route for service 73 via University Rd likely to discourage people from using the service;

- dial-a-ride does not provide the same flexibility and regularity to bus services - needs considering in a lot more detail;
 - various concerns about the consultation e.g. notices not very prominent and significant gaps in their locations.
- Points John Dowson made in response included:
 - The evaluation methodology is an indicator only rather than a definitive method, and the recommendations were informed by additional factors, including local knowledge (e.g. about topography, concentration of elderly population)
 - The project's equality impact assessment will include the Group's comments, and identify impacts and mitigation.
 - He'd appreciate a more detailed discussion about the detailed options/ ideas mentioned.
 - Agreed actions:
 - Access Group to submit formal comments (in addition to these notes);
 - John Dowson and team to:
 - arrange to meet members to discuss concerns in detail - particularly to examine the impact on hospital users;
 - advise in more detail how the proposed dial-a-ride service would work in order to minimise the impact of bus service loss;
 - ensure the Group's comments are reflected in the consultation process, and in the Equality Impact Assessment.

Inclusive Design Advisory Panel (IDAP) - Raised serious concerns about the impact on the people they represent.

The Inclusive Design Advisory Panel's comments on the Supported Bus Services proposals are as follows.

- IDAP is concerned that any cuts to services will have a negative impact on disabled and other users, and will make getting around the city more difficult.
- However we understand a) the challenges and difficult decisions which have to be made following last year's budget cuts, and b) concerns that the very high subsidies and low use of some of these services make them unsustainable in their present form.
- We welcome the latest efforts a) to establish clear evaluation criteria to inform proposals, and b) to mitigate the impact of cuts e.g. by retaining sections of routes with more use/ value by combining these with other services.
- We have the following concerns.
- The project's draft Equality Impact Assessment has not been made available due the proposals not being finalised. In our view an EIA should be a working document to inform a project from its earliest stages, so drafts should be readily available to demonstrate this.
- Although some sort of "equality weighting" was considered for the evaluation criteria, this was not incorporated into the process.
- Alternative available services are deemed to include those which involve city centre changes with long (and increasing) walks, much longer total travel times, and increased expense. For most passengers (and particularly those who are disabled), these are not reasonable alternatives, and the "alternative availability" scores should reflect this.
- The loss of services to/ from the General Hospital is a particular concern. Further changes to the proposals should be made to avoid/ reduce this impact.

- Extending the dial-a-ride service in the areas indicated would provide some mitigation, but we doubt if these are likely to be reasonable alternatives to bus services. This aspect should be considered in more detail for the degree impact/ benefits to be known.
- One reason for the low passenger numbers on some services is likely to be lack of awareness and information about them. We recommend that particular efforts should be made to promote future supported bus services to potential users. This should include ensuring accessible and accurate information is provided – not only at bus stops, but at key community facilities near to the routes.

Leicester Centre for Integrated Living (LCIL) - Raised serious concerns about the impact on the people they represent. There was particular concern about the impact any loss of service may have on partially sighted and blind customers.

A public consultation exercise was carried out from the 14th June to the 22nd July. Services 36 and 10/11 are proposed to be withdrawn and users have said they have mobility issues and no other form of transport and rely on these services for accessing shops, medical centres and leisure/social events.

What positive impacts were identified? For people with which protected characteristics?

The majority of the current service network has been protected.

What negative impacts were identified? For people with which protected characteristics?

Reduced mobility, opportunity and access for individuals. This may increase 'social costs' in other areas, promote further social exclusion for vulnerable individuals and reduce accessibility. With reference to the 21A, 36 and 10/11 a significant and strong response was received, stating loss of connectivity with preferred functions such as shopping, social and medical services.

Question 3:

Did stakeholders indicate how positive impacts could be further promoted? How?

No

Did stakeholders indicate how negative impacts could be reduced or removed? How?

The disability group asks for more exploration of other options and further consultation on alternatives. Retention of service 36 and 10/11 and 21A features in the replies relating to these services, especially for people with reduced mobility options.

Date completed

Step 3: The recommendation (the recommended decision on how to change the service)

Question 1:

What changes are being recommended?

| Service | Route | Option |
|---|----------------------------------|---|
| 10/11 | Inner Link | Option b - It is proposed that service 10/11 is withdrawn , but that users in the Clarendon Park and Knighton areas, which is the only area where there is significant usage, are served by revising the route of Service 73 to serve the 10/11 route between Aylestone Road and Victoria Park Road. |
| Impact – The link to the General Hospital is lost. There is low usage on the rest of the 10/11 route and users will have to travel via the City Centre using 2 bus services. | | |
| 17 | City - Highfields | Option b - This service is proposed to continue without change . The support funds the last hour of the service which is otherwise commercial |
| Impact – The supported element comprises the last hour of service between 1900 & 2000 hours. | | |
| 21A | City to Humberstone and Hamilton | Option a - The supported section of this service, extended to serve Hamilton Lane, is proposed to be replaced by a pre-bookable Dial a Ride service that could be used by residents of Hamilton Lane with impaired mobility who cannot access bus services on Nether Hall Road, New Romney Crescent or Ivychurch Crescent. The service will be available 0800 – 1700 Monday to Friday and 1000 – 1400 Saturdays. |
| Impact – Conversion to a Dial a Ride Service will reduce the service as follows: Current Service - 0630 – 1900 Monday to Saturday Dial a Ride Service - 0800 - 1700 Monday to Friday & 1000 - 1400 Saturday | | |
| 22/22a | City - Evington | It is proposed that the route of Centrebus service 22A/B is amended to serve Whitehall Road, replacing the 36. While this does not provide a link to Spinney Hills, it provides a better, cost effective, link to the City Centre. |
| 36 | City - Evington | Option c - proposal to merge the Whitehall Road/Goodwood Road section of route with Services 22/22A. The rest of the route between the City Centre and Goodwood Road to be withdrawn. |
| Impact – Most of the route between the City Centre and Goodwood Road would be withdrawn. The section of route at Goodwood Road/Whitehall Road, would see an improvement in service hours, but would lose the link to the General Hospital and Green Lane Road. | | |

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| 40 | Outer Circle | Option b - leave the service unchanged |
| Impact - None | | |
| | | |
| 55 | City - Thurcaston | Option b - proposal to withdraw the Beaumont Centre - Thurcaston section |
| Impact – The route between Beaumont Centre and Thurcaston would cease. Beaumont Lodge is served by other services, Thurcaston Pastures (the future Ashton Green) loses it's only service as does most of Thurcaston. | | |
| | | |
| 70 | City – Braunstone (Evening & Sunday) | Option c - The Monday to Saturday evening journeys First service 70 are proposed to be withdrawn . Alternative services are available on Hinckley Road, Fosse Road or Narborough Road. The Sunday operation of Kinchbus service 70 is proposed to be continued without change . |
| Impact – There will be no evening bus service on Imperial Avenue or Winstanley Drive. The nearest other services are in Hinckley Road, Fosse Road and Narborough Road. | | |
| | | |
| 73 | City - Gilmorton | Option b - It is proposed that Service 73 continues to operate from Gilmorton estate but the route is amended to operate via Aylestone Leisure Centre, Clarendon Park, Victoria Park, Leicester University and the Rail Station. |
| Impact – There is little impact as the service is retained, but operates via Clarendon Park instead of Aylestone Road. | | |
| | | |
| 81 | City – Highway Road | Option c - This service is proposed to continue without change . The area served is hilly and remote from other bus services. This daytime service caters for core needs with journeys being made for retail, health and employment purposes. |
| Impact – The service would become hourly instead of half hourly. | | |
| | | |
| 162 | City – New Parks | Option c - This service is proposed to be amended to operate between peak times on Monday to Friday only. This retains a service for users who cannot access mainstream bus services at off peak times. Passengers wishing to travel at peak time or Saturday have access to other services in New Parks but may have further to walk to access them. |
| Impact – Users travelling before 0930, after 1500 and on Saturdays would need to walk to use alternative bus services on Stephenson Drive, Dominion Road and Liberty Road. | | |
| | | |
| S1005 | Northfields – City of Leicester School | Option b - commercial operation |
| Impact – None – so long as the service remains commercially viable. | | |
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|--|---|---|
| 805 | Spinney Hill - City of Leicester School | Option b - commercial operation |
| Impact – None – so long as the service remains commercially viable. | | |
| 878 | City of Leicester School – Nether Hall | Option b - This service is proposed to continue without change . It caters for pupils travelling home from City of Leicester and St Paul’s Schools to Nether Hall who would otherwise have to walk home or make two bus journeys via the centre. |
| Impact – None. | | |

Who will be affected by these changes?
 Bus users on the proposed routes that will be withdrawn or those affected by timetable changes. These are the users of the 10/11 service, the 36, 73, 21a and 162. However the proposals are designed to accommodate the most of the existing passenger journeys.

Question 2:
What is the anticipated impact of these changes on people who share the following protected characteristics? Tick the anticipated impact below:

| | No impact | Positive impact | Neutral impact ² | Negative impact | Impact not known |
|--------------------------------|-----------|-----------------|-----------------------------|-----------------|------------------|
| Age | | | | ✓ | |
| Disability | | | | ✓ | |
| Gender reassignment | | | | | ✓ |
| Pregnancy and maternity | | | | ✓ | |
| Race | | | | ✓ | |
| Religion or belief | | | | | ✓ |
| Sex (gender) | | | | ✓ | |
| Sexual orientation | | | | | ✓ |

² Where likely positive impacts combined with likely negative impacts leave the person no better or worse off

Question 3:

For those likely to receive a positive impact, describe the likely positive impact for each group sharing a protected characteristic. How many people are likely to be affected?

A proportion of the users of service 36, who live at Whitehall Road/Goodwood Road would have an improved service to the City Centre.

Question 4:

For those likely to receive a neutral impact, describe the likely impacts (both positive and negative) for each group sharing a protected characteristic and how they result in a neutral finding. How many people are likely to be affected?

No service changes are proposed for routes 17, 40, 70 day time and Sunday, 81 and 878 school service. The impact on protected groups is expected to be neutral.

Question 5:

For those likely to receive a negative impact, describe the likely negative impact for each group sharing a protected characteristic. How many people are likely to be affected?

Age
Will affect all ages but will have most impact on the elderly if they have mobility issues. Travel, access and mobility to a range of destinations and for differing reasons could be affected.

Disability
Dependent on the type and severity of disability, but travel, access and mobility to a range of destinations and for differing reasons could be affected.

Pregnancy and Maternity
Travel, access and mobility to a range of destinations and for differing reasons could be affected.

Race
Travel, access and mobility to a range of destinations and for differing reasons could be affected. May result in the isolation of communities and become less integrated with the wider community.

Religion or Belief
Travel, access and mobility to a range of destinations and for differing reasons could be affected. May result in the isolation of communities and become less integrated with the wider community.

Sex
Will affect both sexes, travel, access and mobility to a range of destinations and differing for reasons could be affected. As the majority of users tend to be women these could be disproportionately affected.

How can these negative impacts be reduced or removed?

Proposals have attempted to accommodate the majority of present users either by providing an alternative service option.

Question 6:

Are there any actions required as a result of this EIA? Yes

If yes complete the EIA Action Plan on the next page. List up to 3 priority actions.

Date completed

This EIA has been completed by:

| | |
|--------------------------|--|
| Lead officer (signature) | |
| Date | |

The EIA has been signed off by the Equality Officer:

| | |
|------------------------------|--|
| Equality officer (signature) | |
| Date | |

This EIA has been signed off by the Division Director:

| | |
|---------------------------------|--|
| Divisional Director (signature) | |
| Date | |

EIA Action Plan

Please list all the equality objectives, actions and targets that result from the Equality Impact Assessment. These should be included in the relevant service plan for performance management purposes.

| Equality Objective | Action required | Target | Officer responsible | By when? |
|---|---|--|---------------------|---|
| Example: To know equality profile of all service users. | Example: collect monitoring data on disabled users (currently not being provided) | Example: To have data for first performance review | Example: Joe Smith | Example: Start collection of data in April 10 |
| To remain aware of the impact on affected groups ie Age Disability Pregnancy and maternity Race Religion and Belief Gender | Take further advice from representative organisations. | To minimise the impact of any future changes to bus services on vulnerable groups by using the evaluation model to evaluate future service changes in terms of value for money, usage and accessibility and passengers characteristics | Julian Heubeck | On going |
| To follow up meeting with the Access group with regard to outstanding concerns on the 10/11 and 36 services, especially in relation to hospital users | Meeting to be established | To offer a viable alternative to as many as possible. | Julian Heubeck | October 2013 |

What to do next?

If this EIA has identified any issues that need to be addressed (such as plugging a data gap, or carrying out a specific action that reduces or removes any negative impacts identified), complete the attached EIA Action Plan to set out what action is required, who will carry it out, and when it will be carried out/completed.

Once your EIA has been completed, (signed by the equalities officer **and countersigned by your Director**) the equality officer will work with you to monitor this action plan.

Equality officers: Sonya Osborne 29 7738 Sukhi Biring 29 6954

EIAs will be made widely available and published on the Councils website and intranet.