

EQUALITY IMPACT ASSESSMENT

Stage 1: Title and aims of the activity (“activity” is an umbrella term covering policies, procedures, guidance and decisions).	
Service	Infrastructure Services
Section	Transportation
Title of the activity etc.	Transportation/ Public Transport Budget
Aims of the activity	<p>Procurement and provision of supported local bus and demand responsive transport services (contracted in and in-house), delivery of statutory functions in relation to home to school transport, transport provision for social care activities, provision of public transport information, public transport infrastructure, partnership initiatives with commercial bus operators, strategy and policy as covered in the various Transport Acts, community transport support and liaison, concessionary travel scheme administration (including TaxiCard), promotion and administration of fares and ticketing initiatives, and operation of the Council’s in-house passenger transport fleet.</p> <p>The aim is to provide access for the general public and identified services users to employment, education, health, shopping and other services/facilities whilst meeting Council wide commitments within Climate Change Action Plans, Local, Regional and National Transport Strategies and supporting the delivery of the Single Outcome Agreement and the Councils Strategic Priorities.</p> <p>The Public Transport Unit (PTU) is working to meet the objectives of the Council’s Passenger Transport Strategy, including:</p> <ul style="list-style-type: none"> ▪ to support and deliver services and facilities that improve the quality of life of those without private means of travel; ▪ to increase the attractiveness and use of passenger transport services, aiming to increase their share of the total travel market; ▪ to address perceived barriers to passenger transport through the provision of high quality services and facilities, that are accessible, reliable and user friendly; ▪ to address issues of affordability for the travelling public; ▪ to provide exiting and potential passengers with information that is accurate and appropriate to their needs; and, ▪ to understand our customers’ needs and expectations, through consultation and market research. ▪
Author(s) & Title(s)	<div style="background-color: #e0e0e0; width: 150px; height: 20px; display: inline-block;"></div> Head of Transportation

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

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<p>Internal data (customer satisfaction surveys; equality monitoring data; customer complaints).</p>	<p>The following data provides an indication of the type of vehicle and type/level of service/infrastructure that is required to meet identified transport needs:</p> <ul style="list-style-type: none"> * Local bus service passenger trip data and on-bus passenger surveys * A2B dial-a-bus customer records and trip records (trips made and trip requests that could not be accommodated) * TaxiCard user surveys * Results of the Council's Annual Bus User Satisfaction Survey * A2B dial-a-bus user surveys * Education and Social Work Service data on the travel and accessibility needs of individual school transport and social work transports service users
<p>Internal consultation with staff and other services affected.</p>	<p>All of the key action plans and strategies have been through full internal and external consultations in line with the Councils policy. Input from Public Transport Unit teams delivering the services.</p>
<p>External consultation (partner organisations, community groups, and councils).</p>	<p>The Council's Area Bus Forums are used as the main means of consulting on public transport. The minutes of meetings are available on the Council website. Aberdeenshire Community Transport Forum provides a communication channel with the community/voluntary sector. Also engagement through the Community Planning Partnership, the Local Authority Bus Operators Forum and ongoing input from elected members. Regular meeting are also held with transport operators.</p>
<p>External data (census, available statistics).</p>	<p>Department for Transport PSVAR (Public Service Vehicles Accessibility Regulations) Guidance 2000, 2011 Census, Aberdeenshire Small Area and Population Statistics</p>

<p>Other (general information as appropriate).</p>	<p>The PVSAR regulations set out the way that local bus services will comply with The Equality Act 2010, including timescales for when all vehicles (by type) must be compliant. The Council seeks to introduce vehicles that comply with the provisions of the Equality Act 2010 on supported local bus services ahead of these timescales. The contracts for “conventional” local bus services, i.e. those that operate to fixed routes and timetables, have been progressively specified to be operated by vehicles which comply with the Equality Act 2010.</p> <p>All A2B dial-a-bus services (contracted in and in-house) are operated with wheelchair accessible vehicles. A2B dial-a-bus services operate door-to-door wherever possible. The drivers offer passengers assistance in boarding and alighting the vehicles.</p> <p>Accessible vehicles are operated and/or passenger assistants deployed on Additional Support Needs (ASN) school transport and social work transport services as appropriate, based on assessments of the travel and accessibility needs of individual service users.</p> <p>All Public Transport Unit in-house drivers are trained in MiDAS (the Minibus Driver Awareness Scheme).</p> <p>The Council recognises that some groups, particularly older people and disabled persons, gave difficulty accessing bus services and therefore provides a TaxiCard scheme for discounted rail and taxis travel and a concessionary travel scheme for discounted travel on scheduled community transport services. A2B dial-bus services and community transport services that provide door-to-door travel opportunities are also supported.</p> <p>On-street public transport infrastructure is designed and implemented in accordance with the Department for Transport’s Inclusive Mobility guidance, wherever possible.</p> <p>The Council’s Bus Information Strategy commits the Council to ensuring that bus information in Aberdeenshire: follows the requirements of the Scottish Government’s guidance on information provision; has due regard to the Mobility and Access Committee for Scotland report ‘Valuable for Anyone, Valuable for Everyone’; has due regard to the Department for Transport’s ‘Inclusive Mobility’ guidance; has due regard to the Association of Transport Co-ordinating Officers ‘Public Transport Information Good Practice Guidance’; and, complies with The Equality Act 2010.</p> <p>In terms of fares and ticketing: the Council’s Fares and Ticketing Strategy commits the Council to specify the sale on supported bus services of discounted child fares, including ‘half fare’ single fares; and the Council’s Passenger Transport Strategy commits the Council to seek to work in partnership with operators to introduce discounted travel products for Young Persons aged 16 to 20 years, where these are not available through the Young Scot National Entitlement Card.</p> <p>The mobility needs of passengers will be taken in to account when seeking any passenger transport service delivery solution.</p>
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Stage 3: Evidence Gaps.	
Are there any gaps in the information you currently hold?	Feedback from school transport and social work transport service users could be improved.

Stage 4: Measures to fill the evidence gaps.		
What measures will be taken to fill the information gaps before the activity is implemented? These should be included in the action plan at the back of this form.	Measures:	Timescale:
	Implement user satisfaction surveys of school transport and social work transport service users, as per the action plan.	12 months

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

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Marriage and Civil Partnership			yes	
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Stage 6: What are the positive and negative impacts?

Impacts.	Positive (describe the impact for each of the protected characteristics affected)	Negative (describe the impact for each of the protected characteristics affected)
<p>Please detail the potential positive and/or negative impacts on those with protected characteristics you have highlighted above. Detail the impacts and describe those affected.</p>	<p>Disability - Passengers who require to be transported whilst in a wheelchair are able to use: those local bus services specified to be operated by vehicles compliant with the Public Service Vehicles Accessibility Regulations Guidance 2000 and The Equality Act 2010; dial-a-bus services: school transport services; and social work transport services.</p>	
	<p>Age Older – A large proportion of public transport, community transport, TaxiCard, demand responsive transport and social work transport service users are older people. The provision of services to meet the access/travel needs of older people, many of whom have disability, has a positive impact.</p>	

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

<p>If yes, please give details of how this was done and what the results were. If no, how have you ensured that you can make an informed decision about mitigating steps?</p>	<p>The Area Bus Forums are the main means for the Council to consult on bus services operating in the six Council Areas. Forum meetings are held in each Area on a six monthly basis. Representative groups of older, younger and disabled persons attend Forum meetings. Access Panel representatives are also invited to attend the Area Bus Forums.</p> <p>In the case of school transport and social work transport services, relevant information is gained from individual service user assessments. Comments are sought from A2B dial-a-bus and TaxiCard scheme users through periodic questionnaires.</p>
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Stage 8: What mitigating steps will be taken to remove or reduce negative impacts?		
These should be included in any action plan at the back of this form.	Mitigating Steps	Timescale
	n/a	

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Stage 9: What steps can be taken to promote good relations between various groups?	
These should be included in the action plan.	Local bus services, the majority of dial-a-bus services and Area Bus Forums are open to all members of the general public.

Stage 10: How does the policy/activity create opportunities for advancing equality of opportunity?	
<p>The Council provides support for local bus and dial-a-bus services to increase access for the general public, including access to higher education, vocational training and employment. The majority are operated with vehicles which are wheelchair-accessible and all new fixed route services are required to be operated by vehicles compliant with The Equality Act 2010.</p> <p>The Council's dedicated/closed passenger transport services provide access to facilities, including educational establishments and social work day services.</p>	

Stage 11: What equality monitoring arrangements will be put in place?	
These should be included in any action plan (for example customer satisfaction questionnaires).	<p>The Public Transport Unit carries out regular on-bus passenger surveys. Any comments from passengers or drivers regarding equality matters will be recorded. Dial-a-bus passengers are periodically surveyed to seek data on passenger satisfaction.</p> <p>It is intended to commence annual satisfaction surveys of school transport and social work transport service users.</p>

Stage 12: What is the outcome of the Assessment?											
Please complete the appropriate box/boxes	<table border="1"> <tr> <td>1</td> <td>No negative impacts have been identified –please explain.</td> </tr> <tr> <td colspan="2"> <ul style="list-style-type: none"> The activity provides the financial resources to support the delivery of passenger transport services in accordance with the Council's Passenger Transport Strategy. The needs of the protected groups are taken into account when specifying, procuring and operating passenger transport services and associated infrastructure. </td> </tr> <tr> <td>2</td> <td>Negative Impacts have been identified, these can be mitigated - please explain. * Please fill in Stage 13 if this option is chosen.</td> </tr> <tr> <td colspan="2"> </td> </tr> <tr> <td>3</td> <td>The activity will have negative impacts which cannot be mitigated fully – please explain. * Please fill in Stage 13 if this option is chosen</td> </tr> </table>	1	No negative impacts have been identified –please explain.	<ul style="list-style-type: none"> The activity provides the financial resources to support the delivery of passenger transport services in accordance with the Council's Passenger Transport Strategy. The needs of the protected groups are taken into account when specifying, procuring and operating passenger transport services and associated infrastructure. 		2	Negative Impacts have been identified, these can be mitigated - please explain. * Please fill in Stage 13 if this option is chosen.			3	The activity will have negative impacts which cannot be mitigated fully – please explain. * Please fill in Stage 13 if this option is chosen
	1	No negative impacts have been identified –please explain.									
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	2	Negative Impacts have been identified, these can be mitigated - please explain. * Please fill in Stage 13 if this option is chosen.									
3	The activity will have negative impacts which cannot be mitigated fully – please explain. * Please fill in Stage 13 if this option is chosen										

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

Stage 14: Sign off and authorisation.			
Sign off and authorisation.	1) Service and Team	Infrastructure Services	
	2) Title of Policy/Activity	Passenger Transport - Nov 2013	
	3) Authors: I/We have completed the equality impact assessment for this policy/activity.	Name: <input type="text"/> Position: Head of Transportation Date: Signature:	Name: Position: Date: Signature:
		Name: Position: Date: Signature:	Name: Position: Date: Signature:
	4) Consultation with Service Manager	Name: Date:	
	5) Authorisation by Director or Head of Service	Name: Position: Date:	Name: Position: Date:
	6) If the EIA relates to a matter that has to go before a Committee, Committee report author sends the Committee Report and this form, and any supporting assessment documents, to the Officers responsible for monitoring and the Committee Officer of the relevant Committee. e.g. Social Work and Housing Committee.		Date:
	7) EIA author sends a copy of the finalised form to: eia@abdshire		Date:
(Equalities team to complete) Has the completed form been published on the website? YES/NO		Date:	

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Action Plan					
Action	Start	Complete	Lead Officer	Expected Outcome	Resource Implications
Ongoing monitoring and consideration of feedback from bus users either direct or through the Area Bus Forums.	ongoing	ongoing		Ongoing understanding of passenger satisfaction with various aspects of public transport service delivery.	n/a
Introduction of annual customer satisfaction surveys of school transport and social work transport service users	2014	ongoing		Ongoing understanding of the transport needs of school and social work transport passengers using Council-dedicated passenger transport services.	n/a
Ongoing monitoring and feedback from A2B dial-a-bus and TaxiCard scheme users	ongoing	ongoing		Ongoing understanding of the transport needs of A2B dial-a-bus passengers and TaxiCard scheme users.	n/a