

# **Finance Ref no. Subsidised Bus Network Review**

## **Equality and Welsh Language Impact Assessment**

### **Summary**

1. Name of Proposal/policy: **Subsidised Bus Network Review 2018**

2. Portfolio/Section: **Streetscene and Transportation**

3. Lead Officer: **Ruth Cartwright**

4. Main Aims/purposes/outcomes of the policy: **To provide an affordable, sustainable and equitable bus network supplementing the commercial and enhancing the commercial network currently established**

5. Have employees/ service users/public been engaged/consulted on proposed changes:

**YES – Public consultation via questionnaires (paper / survey monkey). Consultation with Town / Community councils, elected members, AMs, MPs**

**Attendance at town / community council meetings**

**Public drop in events**

**Attendance at community groups**

**All members' workshops**

**Discussion with protected groups**

**Commercial bus operators**

**Neighbouring authorities**

**On bus passenger monitoring**

6. What is being done to limit any negative impact or promote positive impact on Welsh language and/or protected groups (See section 2):

**All changes within the bus network will be widely advertised and communication will be clear for public. Help from elected members and town/community councils will be sought to help engage with communities and promote new services.**

**All communities who currently benefit from a council supported bus service will continue to be served, albeit with the potential of a reduced service which will require individuals to adjust their travel habits.**

**The potential of a council run bus service will allow for better communication via the medium of Welsh to passengers**

7. How will the proposals help promote equality, eliminate discrimination and promote good relations:

**The proposed new service will allow for all areas of Flintshire to benefit from a local bus service where demand can be demonstrated. Areas currently not benefiting from a service can be incorporated into the new proposals ensuring that all communities have the benefit of public transport.**

**When there is withdrawal or change in the commercial bus network, Flintshire will be in a position to assist by adapting its service to accommodate gaps in the bus network. This allows public transport to be equitable to all.**

**All vehicles to be used will comply with Disability Discrimination Act legislation.**

**The use of a Flintshire bus service will allow for a personal service and assist with promoting any Council message and ensure that all communications are Welsh Language act compliant.**

8. Is there an action plan in place?

**YES – a phased approach to changes to current bus services is planned to ensure that the change is manageable. The changes will take place over a six month period with ongoing monitoring of new services once established. Adaptations can then be made, if needed.**

**A full communication plan will be in place for each phase.**

Name: **Ruth Cartwright**

Signature:

Job Title: **Programme Manager**

## Equality and Welsh Language Impact Assessment Template

The aim of an equality and Welsh impact assessment (E & WLIA) is to ensure that policies help to promote equality and Welsh language. The E & WLIA contributes to effective policy making by providing an opportunity to minimise risk and maximise the benefits of a policy, therefore ensuring we have the best possible policy in place. It also helps us to meet our requirements under the general equality duties of the Equality Act 2010 and Welsh Language Act 1993. **Throughout this document we use the word 'policy' to refer to what we are assessing. In this context, the term includes the different things that we do, including strategies, functions, procedures, practices, decisions, initiatives and projects.**

All E & WLIAs should consider the potential impact of policies in respect of all areas of equality and Welsh language including human rights and socio economic issues. When carrying out an assessment you should consider negative and positive consequences of your proposals. Our approach to E & WLIAs will help us to strengthen our work to promote equality and Welsh language. It will also help to identify and address any potential discriminatory effects before introducing a policy and reduce the risk of potential legal challenges. When carrying out an E & WLIA you should consider both the negative and positive consequences of your proposals

If a project is designed for a specific group, you also need to think about what potential effects it could have on other areas of equality. Further advice, guidance and training is available and should be used when conducting E & WLIAs.

### 1. Data Collection and Evidence

<p><b>What evidence e.g. data, research , results of engagement and consultation have you used to consider how this policy might affect:-</b></p> <ul style="list-style-type: none"><li><b>i) people with protected characteristics</b></li><li><b>ii) opportunities for individuals/communities to use the Welsh language</b></li></ul> <p>Please link to any relevant documents. Describe who you engaged with and the results? <b>(It is a statutory requirement to engage with people with protected characteristics).</b></p>	<p><b>Consultation with the wider public, elected members, town/community council, AMs/MPs. Feedback was sought on the proposals and options provided for consideration.</b></p> <p><b>Information on current and required travel habits was sought to understand demand (including feedback on issues with mobility).</b></p> <p><b>Consultation with representative groups from those with protected characteristics has taken place to discuss proposals and feedback gleaned.</b></p> <p><b>Consultation with community groups was undertaken (older peoples groups / younger peoples groups / business forums/job centre Plus)</b></p>
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	<p>Consultation with local bus operators and neighbouring authorities has been undertaken as transport requirements are not contained within the border of Flintshire.</p> <p>Undertaking an in-house bus service will allow for all services to be provided with bilingual information and allow for the service to be provided through the medium of Welsh where required (back office support / driver training)</p>
<p>What additional research, data or consultation is required to fill any gaps in understanding the effects of the policy?</p>	<p>Working with business forums to understand employee travel demand (shift start/end times)</p> <p>Understanding future development plans that require transport links.</p> <p>Welsh Government proposals of an integrated transport network</p>

## 2 Assessment of impact and strengthening policy

This section asks you to assess the impact of the policy on each of the protected groups and the Welsh language.

**Using the information available, identify the effects on this policy on the following groups**

Please indicate impact

	+ive impact Y/N	-ive impact Y/N	No impact Y/N	How is the group affected and what is the evidence?	How could you limit the negative impact	How can you promote positive impact <sup>1</sup>
<b>Age</b> <i>(across the whole age spectrum)</i>		Y		<p>Older persons may rely more heavily on public transport with lack of access to personal transport</p> <p>Those with concessionary travel passes (60+) would have to pay for alternative transport if service not provided leading to financial pressure.</p> <p>Older persons rely on transport for social and health needs.</p>	<p>Ensure that there continues to be a service provided if currently in operation, however it may be reduced in frequency.</p> <p>Ensure that there continues to be a service provided if currently in operation, however it may be reduced in frequency.</p> <p>Ensure that services operate during the daytime to allow</p>	<p>The provision of an in-house service will improve reliability and create a personable service to improve confidence of passengers</p> <p>The provision of an in-house service will improve reliability and create a personable service to improve confidence of passengers</p> <p>Provision of FCC dial a ride service for access to</p>

<sup>1</sup> What measures does the policy include to help promote equality and Welsh language, eliminate discrimination and promote good relations?

				<p>Providing a local bus service which links to commercial / cross boundary service may increase the travel time for passengers making the service uncomfortable</p> <p>Younger persons may not have access to personal transport due</p>	<p>access to services.</p> <p>Ensure that service time link together and where possible end at the travellers required destination (main shopping centre / health centre)</p> <p>Ensure that areas not currently served by public transport is considered to ensure that access to employment or social hubs is provided.</p>	<p>medical services if no access to public transport.</p> <p>The provision of an in-house service will improve reliability and create a personable service to improve confidence of passengers</p> <p>Promote services through younger persons groups.</p>
<b>Disability</b>		<b>Y</b>		<p>Persons with disability may rely more heavily on public transport with lack of access to personal transport</p>	<p>Ensure that there continues to be a service provided if currently in operation, however it may be reduced in frequency.</p>	<p>The provision of an in-house service will improve reliability and create a personable service to improve confidence of</p>

				<p>Those with concessionary travel passes (disability) would have to pay for alternative transport if service not provided leading to financial pressure.</p> <p>Providing a local bus service which links to commercial / cross boundary service may increase the travel time for passengers making the service uncomfortable</p>	<p>Ensure that there continues to be a service provided if currently in operation, however it may be reduced in frequency.</p> <p>Ensure that service time link together and where possible end at the travellers required destination (main shopping centre / health centre)</p>	<p>passengers with all vehicles being DDA compliant</p> <p>The provision of an in-house service will improve reliability and create a personable service to improve confidence of passengers with all vehicles being DDA compliant</p> <p>The provision of an in-house service will improve reliability and create a personable service to improve confidence of passengers</p>
<b>Gender Reassignment (GR)</b>			<b>Y</b>	There is no expected detrimental impact		

	<b>+ive impact</b> Y/N	<b>-ive impact</b> Y/N	<b>No impact</b> Y/N	<b>How is the group affected and what is the evidence?</b>	<b>How could you limit the negative impact</b>	<b>How can you promote positive impact*</b>
<b>Marriage and civil partnership (M&amp;CP)</b>			Y	There is no expected detrimental impact		
<b>Pregnancy and maternity (P&amp;M)</b>		Y		The reduction in bus service provision may limit access to medical support (doctors / hospitals)	FCC provision of a dial a ride service for medical appointments. (A subsidised taxi service for medical needs)	Quality alternative service bookable via FCC support staff.
<b>Race</b>			Y	There is no expected detrimental impact		
<b>Religion / Belief</b>			Y	There is no expected detrimental impact		



	+ive impact Y/N	-ive impact Y/N	No impact Y/N	How is the group affected and what is the evidence?	How could you limit the negative impact	How can you promote positive impact*
<b>Sex</b> ( <i>Men, women, boys ,girls</i> )			Y	There is no expected detrimental impact		
<b>Sexual Orientation (SO)</b>			Y	There is no expected detrimental impact		
<b>Welsh Language</b>	Y			The provision of an FCC in-house service will provide a full bilingual service (on bus signage / notifications) (Welsh speaking back office support / drives training programme to communicate in Welsh)	Ensure employees trained to basic communications through medium of Welsh	Provide all communications through medium of Welsh
<b>Other</b> ( <i>additional impacts such human rights, poverty, people living in rural areas )</i> )		Y		<b>POVETY</b> – Loss of a local bus service will impact those on low income (reliant of taxis)	Ensure that there continues to be a service provided if currently in operation, however it may be reduced in frequency. Ensure areas not currently served does have a service is demand is	The provision of an in-house service will improve reliability and create a personable service to improve confidence of passengers

				<p><b>RURAL COMMUNITIES</b> – Majority of subsidies bus services operate in rural areas as the services are not commercially viable. Loss of these services will leave individuals isolated</p>	<p>demonstrated.</p> <p>Bus fares will remain affordable and comparable to other local bus services</p> <p>Ensure that there continues to be a service provided if currently in operation, however it may be reduced in frequency. Ensure areas not currently served does have a service is demand is demonstrated</p>	<p>Communicate bus service provision to all in rural communities so that services are well used and sustainable.</p>
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<p><b>If no action is taken to remove or mitigate/negative./adverse impact please justify why</b></p>	<p><b>Usage levels of all bus services will be monitored once established. Where demand changes / increases / decreases bus services will be adapted to need.</b></p> <p><b>Fare prices will be monitored to ensure affordability and comparable to commercial operators</b></p>
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### 3. Procurement

<p><b>Is this policy due to be carried out wholly or partly by contractors? If yes, please set out what steps you will take to build into all stages of the procurement process the requirement to consider the equality duties and Welsh language Act.</b></p> <p>You will need to think about:</p> <ul style="list-style-type: none"><li>• tendering and specifications</li><li>• awards process</li><li>• contract clauses</li><li>• performance measures, and monitoring and performance measures.</li></ul>	<p><b>Majority of local bus service will be undertaken by in-house team providing a more cost effective service in comparison to tendered services via local bus operators.</b></p> <p><b>Where needed some services may require tendering and all will be done in compliance with the councils corporate procurement regulations which fully consider the equality duties and Welsh Language Act</b></p>
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### 4. Monitoring, Evaluating and Reviewing

<p><b>How will you monitor the impact and effectiveness of the new policy?</b></p> <p>This could include adaptations or extensions to current monitoring systems, relevant timeframes and a commitment to carry out an E &amp; WLIA review once the policy has been in place for one year. List details of any follow-up work that will be undertaken in relation to the policy (e.g. survey, specific monitoring process etc).</p>	<p><b>Ongoing monitoring of new bus services will be taken following implementation.</b></p> <p><b>Passenger figures and feedback will be reviewed and changes in the service will be accommodated if necessary.</b></p> <p><b>FCC staff travel on services to monitor passenger numbers and engage with travellers to discuss service provision.</b></p>
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	<p><b>Follow up customer satisfaction survey to be undertaken to understand success of new services</b></p>
<p><b>Give details of how the results of the impact assessment will be published, including consultation results and monitoring information if applicable.</b></p> <p>Summaries of the results of all impact assessments will be published on the Council's website. You could also publish them in other relevant media.</p>	<p><b>Impact assessment to be published on the Councils Website.</b></p> <p><b>Impact assessment presented to the councils cabinet and scrutiny committee for consideration</b></p>

## 5. Action Plan

The below provides an opportunity to state how any negative impact will be mitigated. It also allows you to list how you will tackle any gaps in the policy. Look back through steps 1 – 7 of the E & WLIA and include any identified actions in the plan below. Ensure that each action is listed with a target date and assigned to a named member of staff. **These actions should be incorporated in to Service plans.**

Action	Responsible Officer	By When	Progress
Present to Environment Overview Scrutiny committee	Ruth Cartwright	12 <sup>th</sup> July 2018	
Present to Council cabinet committee	Stephen O Jones	17 <sup>th</sup> July 2018	
Monitor passenger usage once implemented	Ruth Cartwright	October 2018 onwards	
Monitor journey times on vehicles once operational	Ruth Cartwright	October 2018 onwards	
Monitor vehicle accessibility once operational	Ruth Cartwright	October 2018 onwards	
Monitor commercial bus services to identify gaps in provision	Ruth Cartwright	October 2018 onwards	

## 6– Sign-Off

**The final stage of the E & WLIA is to formally sign off the document as being a complete, rigorous and robust assessment**

The policy has been fully assessed in relation to its potential effects on equality and all relevant concerns have been addressed.

(Once you have completed the E & WLIA sign the below and forward to the Equalities representative)

### Members of the assessment Team

Name	Job Title	Organisation
Stephen O Jones	Chief Officer	FCC
Katie Wilby	Transport and Logistics Manager	FCC
Ruth cartwright	Programme Manager	FCC

### Quality check: Document has been checked by:

Name:
Job title:
Service:
Date:
Signature:

### Chief Officer level (sign-off)

Name:
Job title:
Portfolio:
Date:
Signature:

Please forward completed documentation to Steph Aldridge, Policy and Performance,  
County Hall, Mold. [stephanie.aldridge@flintshire.gov.uk](mailto:stephanie.aldridge@flintshire.gov.uk)