

**Appendix 1
Surrey County Council Equality Impact Assessment – Initial Screening Form**



Please read the EIA toolkit for guidance before completing this form

Service: Transport for Surrey	Policy: Community transport and capital spend	Name of officer: Cassandra Brewer			
1. Is this a major policy: i.e. high profile / will effect many people / will have a severe effect on some people?	Yes	x	No		
	High risk. Complete a full EIA		Go to section 2		
2. Is the policy likely to have an impact on a specific group of people? (People from the E&D strands)	Yes	x	No		
	High risk. Complete a full EIA		Go to section 3		
3. For policies that have a low risk of impact on the E&D strands and where possible improvements have been identified complete section 5 below and sections 3 and 4 of the full EIA.					
4. For policies that have a low risk of impact on the E&D strands and require no action to be taken complete section 5 below.					
5. If this policy is low risk please give or attach evidence to indicate how you have reached this conclusion:					

Equality and Diversity strands that the policy is to be assessed against:	Age		Race		Disability		Gender		Belief / Faith		Sexual Orientation		Other equality issue(s)		HR Issues Only	
	+	-	+	-	+	-	+	-	+	-	+	-	+	-	+	-
Could the CONDUCT have a negative or positive impact? (Yes/No)	x	x			x	x							x			

Head of Service Signed: Paul Millin (PTG Group Manager)

Date: October 2008

Appendix 2

Surrey County Council Equality Impact Assessment Template

1. Context of the Service or Policy

Service or Policy being assessed:

Community transport and capital spend.

Assessor: Cassandra Brewer

Date 10 October 2008

What are the aims of the service or policy? If this assessment is part of a project it is important to focus on the service or policy the project aims to review/improve (NB this should set out the aims and objectives of the policy or service)

a) Community transport is typically run by the voluntary/community sector on a not for profit basis, however, the County Council and various other partners play a key role in supporting, funding and developing the sector. Community transport is for those individuals who cannot use conventional public transport services due to various accessibility issues and works to compliment the local bus network. Community transport assists in increasing accessibility to key services and facilities including essential retail, work, education, leisure and healthcare. Community transport includes:

- Dial a ride (DAR)
- Independent travel training (ITT)
- Taxi voucher schemes
- Wheels 2 Learn (W2L)
- Demand Responsive Transport (DRT)
- Voluntary Car schemes (VCS)
- Community minibuses

SCC first implemented a Community Transport Strategy back in the 1990s.

b) The Local Transport Plan capital allocation for Passenger Transport includes spend on the following:

- Section 106 funding
- Real Time Passenger Information (RTPI)
- Rail improvements
- Bus stop/shelter improvements
- Transport interchange improvements
- Park & Ride
- Quality Bus Partnerships (QBP)

Who are the beneficiaries /users of this service or policy?

(NB this should address needs of client groups and a review of barriers to policy or services)

a) Community transport is for people who:

- Find it difficult to use conventional public transport services due to physical impairment, sensory or learning difficulties.

- Experience social exclusion in some way by way of geographical isolation including young people, elderly people or those on low incomes.

SCC works with various partners in developing and supporting community transport schemes such as: Boroughs/districts, community transport organisations, PCT, the voluntary sector.

Community transport often has a positive impact on age, disability, geographically isolated, carers and people on a low income. Community transport schemes enable residents to access services such as essential retail, health, social, education and work.

- b) The aforementioned capital spend initiatives effect the residents of Surrey within the area that the initiative is focused. For example rail improvements at a specific station will benefit residents of Surrey who use the station or those living close by. Various partners are involved in delivering the aforementioned projects such as: bus/rail operators, boroughs/districts and RTPI suppliers. Each year a new capital spend programme will be developed that will concentrate on various different areas of Surrey. From year to year different initiatives will be funded. The various initiatives will have a positive impact on age and disability.

Capital funded improvements to the bus network will improve the comprehensibility of bus services for deaf/partially deaf users (through RTPI displays at bus stops and on-board buses). People with physical disabilities may benefit (depending on their particular circumstances) from the introduction of new low-floor buses, raised kerbs at bus stops, and improved access to bus stops (road crossings with dropped kerbs and hardstanding replacing grass), all of which are delivered through the QBP programme.

Similarly, railway station improvements in the form of visual display units on platforms, powered doors at ticket offices, and low height ticket office counters, will benefit such groups of users.

What is the existing situation in relation to minority, disadvantaged and excluded groups in which this service/policy operates? (including age, belief/faith, disability, Gender/transgender, sexual orientation, race and other general equality strands or issues that might make people vulnerable. NB this will require declaring what information is currently captured with respect to equality & diversity Monitoring) of this service or policy. It is also important to show the relevance of capturing this data.)

- a) Numbers of journeys undertaken on community transport schemes and the groups that they impact upon are detailed below:

- Dial a ride (DAR) 390,000
Impact on: age, disability, geographically isolated, carers, people on low income
- Independent travel training (ITT) 70
Impact on: disability

- Taxi voucher schemes 850
Impact on: age, disability, geographically isolated, carers, people on low income
- Wheels 2 Learn (W2L) 31
Impact on: geographically isolated, people on low income
- Demand Responsive Transport (DRT) 48,431
Impact on: age, disability, geographically isolated, carers, people on low income
- Voluntary Car schemes 65,000
Impact on: age, disability, geographically isolated, carers, people on low income

b) Projects delivered using LTP capital funding relate to passenger transport modes which are operated by independent bus and train operators. Given the nature of their operation it is not possible to collect data on the number of minority, disadvantaged and excluded groups who currently use these services. However, the list below details the number of passenger trips etc generated by the capital spend projects in the last financial year.

Section 106 funding – approx £1M spent

RTPI – approx 50% of the bus network is covered with around 27M passenger trips being undertaken across the entire network p.a.

Rail improvements - approx £350,000 is spent p.a – this is also match funded by the Train Operating Companies. Around 6 schemes a year are undertaken.

Bus stop/shelter improvements - Over the last 5/6 years 2,500 new bus stops have been implemented. This roll out programme forms part of the QBPs.

Transport interchange improvements - Interchange improvement to Redhill bus station carried out – approx. 1M passenger trips undertaken p.a from this new facility.

Park & Ride - 750,000 passenger trips made p.a. at the three existing sites.

QBPs - There are 13/14 quality corridors (on commercial bus routes) in the county. In the region of 5M passenger trips are undertaken on these corridors.

Approx. 28M passenger trips are undertaken on the local bus network p.a.

Approx. 62 ½ M passenger trips are undertaken on the rail network p.a.

2. Given what you already know, what is the potential for this service/policy to have a negative or differential impact on minority, disadvantaged, vulnerable and excluded groups or on race relations and community cohesion?

Please summarise the negative impact identified due to age, belief/faith, disability, Gender/transgender, sexual orientation, race and other or general equality issues.

a) Community transport:

Community transport is currently being reviewed as part of SCC's Accessibility Project. The provision of future services will be determined by the budget allocation for future years and the scope of the accessibility project. The Accessibility Project will have its own EIA and will look closely at impacts on all groups, therefore ensuring that there are no negative impacts on any groups.

Age:

Unlike local bus services, passengers over 60 using community transport do not get free travel. This can be viewed as a negative effect for this specific group, however, usage of community transport services does not back this up. There is no statutory duty for community transport schemes to be included in the free travel scenario.

Disability:

Unlike local bus services, passengers with disabilities using community transport do not get free travel. This can be viewed as a negative effect for this specific group, however, usage of community transport services does not back this up. There is no statutory duty for community transport schemes to be included in the free travel scenario.

b) Capital spend initiatives:

As capital spend projects are focused in a limited area of Surrey there is not countywide equability in any one year, although over a number of years initiatives will spread widely across the county. If a member of a minority, disadvantaged or vulnerable group does not have access to a bus or train service, they will be unable to benefit from any of our capital spend initiatives.

3. Given what you already know, what is the potential for this service/policy to have a positive impact, such as tackling discrimination, promoting equality of opportunity and / or promoting good community relations, for minority, disadvantaged and excluded groups?

Please summarise the positive impact identified due to age, belief/faith, disability, Gender/transgender, sexual orientation, race and other or general equality issues. NB this would include positive initiatives delivery by the service or through the policy for any/all of these equality groups. What have been the outcomes or changes?

a) Community transport

Age:

Community transport schemes such as many DARs, taxi vouchers schemes, community minibuses and voluntary car schemes are sometimes only open to over 60s and this can be viewed as a positive effect as it prioritises these residents.

Disability:

Some community transport schemes such as many DARs are only open to people with disabilities and mobility/sensory impairments and this can be viewed as a positive effect as it prioritises these residents.

The following service also have a positive impact:

DAR	-	all services use fully accessible vehicles ensuring access to all.
ITT	-	training of students with learning difficulties to use public transport enables increased travel choice and independence.
DRT	-	all services use fully accessible vehicles ensuring access to all.
W2L	-	prioritises students who are geographically isolated.
VCS	-	prioritises people on low incomes.

b) Capital spend initiatives:

Section 106 funding	has a positive impact on increasing accessibility at new developments and providing for families on low incomes.
RTPI	has a positive impact on people with hearing impairments as visual displays inform passengers of the relevant bus information
Rail improvements	have a positive impact on age and disability by improving accessibility such as: installing ramps, lifts, accessible toilets, visual displays, and new ticket machines. The improvements also have a positive impact on safety as improvements are made to waiting areas, CCTV and lighting.
Bus stops/shelters, Interchanges, P&R, QBPs	have a positive impact on disability, age and safety by ensuring stops/shelters are fully accessible, well lit and in the appropriate position. The new low floor, easily accessible buses which are delivered as part of QBP agreements will have benefits on the same groups.

4. Give details of involvement, consultation and or research undertaken for each relevant equality and diversity grouping, upon which this policy/service has had an impact either internally or externally.

What is the research telling you in relation to age, belief/faith, disability, race gender/transgender, sexual orientation and other equality issues?

Extensive research has been carried out for SCC's Accessibility Project on various different E&D strands such as: disability, age, geographically isolated, low income, race, travellers and gender. Further engagement sessions and discussion are planned to ensure that all E&D strands are taken into account when developing the overall Accessibility Strategy and Community Transport Strategy.

Research on the awareness and use of public and community transport has also been carried out in the 50+ strategy. The strategy recognised that awareness of the different transport options available was fairly low. Within the 50+ strategy the various E&D strands were covered.

The extensive work that was undertaken regarding people with disabilities as part of Surrey's overall E&D Action Plan also identified the need to raise awareness of public and community transport options. It also recognised the need to develop more accessible transport options and a more integrated and accessible transport network which forms a key part of the Accessibility Project.

The Local Transport Plan is taken out to Surrey resident for consultation and different focus groups are used to ensure that all E&D strands are covered.

- 5. Given your answers to the previous questions, how will your service or policy be revised to mitigate, reduce or eliminate negative impacts and enhance positive impacts for the relevant equality groups?**

(NB this is in effect the Recommendations to improve this policy)

As part of the 50+ strategy action plan, awareness of public transport and community transport will be raised. Articles promoting public and community transport will be published in the 50+ newsletter. It is hoped that similar articles are promoted within borough/district/parish magazines. Another alternative would be to promote the services in Surrey Matters.

A lot of the developmental work surrounding Community Transport will be picked up in the Accessibility Project. The new Community Transport Strategy that will emerge from the project will focus on ensuring that positive impacts on the various strands are promoted and that the negative strands are reduced.

A full EIA will be undertaken for the Accessibility Project.

We can arrange for future QBP steering group meetings to cover this topic so that the County Council can benefit from bus operator knowledge of what improvements could be made for their market of relevant equality groups.

PTG staff delivering capital improvements can be briefed to ensure they always consider opportunities to improve passenger transport accessibility to the relevant equality groups, either as schemes taken forward solely by the County Council or by working with other organisations delivering such schemes, to improve them. For instance, when the DfT is funding a new step-free route to platforms at a railway station, PTG has and will continue to work with train operators to make physical accessibility improvements in other parts of the station.

6. Actions needed to implement the EIA recommendations:

Action Plan

Issue	Action	Expected outcome	Who	Deadline for action
Raising awareness of CT options	Write article for Surrey Matters newsletter. Submit articles promoting public and community transport to borough/district/parish magazines.	Awareness of community transport will be raised.	Laura Todd and Lizzie Rae	June 2009
Partnership working with PCT	Improving working relationship so that a more cost effective approach to transport/accessibility is taken.	More coordinated working. Could have an impact on reducing budgets.	Laura Todd and Cassandra Brewer	Ongoing throughout 2009

Equalities in QBPs	Table item at future QBP steering group meetings.	Will vary between QBPs according to local circumstances	Laura Todd	September 2009
Equalities in capital-funded schemes	Brief PTG team members undertaking capital funded schemes to consider equalities.	Will help to ensure PTG staff consider passenger transport improvements with a focus on equality groups.	Laura Todd and Cassandra Brewer	Autumn 2009

NB these actions should have SMART Targets

Please continue and attach a separate sheet if necessary

NB these actions should be reported to the Departmental Equality and Diversity Implementation Group (DIG) and incorporated into the Equality and Diversity Action Plan, Service Plans and/or personal objectives of key staff.

7. **If no actions are to be taken with respect to the recommendations please give reasons below:**

Action plan review date: June and November 2009

Name of person responsible for review: Laura Todd

Name of person who carried out assessment: Laura Todd

Name Head of Service: Paul Millin (PTG Group Manager)

Signed:



Date Completed: 30th March 2009

1. Signed off electronic version to be kept in your team for monitoring and audit purposes
2. Send an electronic copy to the SCC 'Web Operations Team' for publication on the SCC website
3. Send Action Plan to DIG for review at its next meeting.

Date sent to Web Operations Team: 30th March 2008

Appendix 3 Supporting Information

What to look out for when assessing impact

The barriers to accessing our services are likely to vary across our diverse communities. They will be at different stages in the journey of a service user, resident or member of the workforce. For example:

- Information/communication about services
- Take up/accessibility of services
- Experience of services
- Perceptions about services

The pointers below are generalisations made with caution. These are just ideas to start the thought process and not an exhaustive list.

Accessible information and communication

A limited command of English; the inability to read print generally or exclusion from certain informal communication networks often contributes to a lack of service uptake amongst some communities. You might consider offering interpreting or translation services and also to make information available to local minority organisations or the minority press. Electronic media, although not accessible to all groups, impacts positively where communities are computer literate and have access.

Cultural sensitivity

Consider some of the different ways in which people from different cultures might do things. For example, home carers offering help to service users from a Muslim background might be asked to remove their shoes when entering a home. A culturally sensitive policy will be flexible enough to accommodate such differences.

Safety

Research indicates that members of some people for example, women and people from minority ethnic groups have a greater concern over their personal safety. Appropriate lighting at a bus stop for example or other safety precautions might therefore require consideration.

Physical access

Disabled people and those who care for small children might have a need for special adaptations or facilities and for appropriate sign posting to direct them to such accessible provisions.

Job specifications, mobility and working patterns

Where job requirements set higher entry-level criteria, rigid work patterns and locations, or greater mobility requirements than necessary, it may exclude some people such as carers and disabled people.

Use of language and humour

Unchallenged derogatory language or sexist/homophobic/racist jokes will create an atmosphere in which some groups of people may feel unwelcome. Leadership, clear values, team discussions and equality and diversity training will support SCC policies against such behaviour.

Use of images in publicity

When the images/photographs in publications exclude certain groups, individuals from those communities may feel uncertain if they would be welcome or whether their needs and wishes will be respected at events or when in need of a service. Greater use of diverse images should be made wherever possible.

Our legal responsibilities

Surrey County Council is committed to meeting the requirements of all current anti-discriminatory legislation.

- Sex Discrimination Act 1975 (updated 1986)
- Sex Discrimination (Gender Reassignment) Regulations 1999
- Equal Pay Act 1970
- Race Relations Act 1976
- Race Relations (Amendment) Act 2000
- Disability Discrimination Act 1995
- Disability Discrimination Act 2005
- Special Educational Needs and Disability Act 2001
- Human Rights Act 1998
- Employment Equality (Sexual Orientation) Regulations 2003
- Employment Equality (Religion or Belief) Regulations 2003
- The Equalities Act 2006
- The Protection from Harassment Act 1997
- European Regulations and Directives
- Codes of Practice, including on Equal Pay

In addition, these acts currently place the following specific duties upon public authorities to be proactive in improving equality:

- Eliminate discrimination against people on the grounds of their race, gender or disability

- Promote equality of opportunity between men and women, between persons of different racial groups and between disabled people and other people.
- Promote good relations between people of different racial groups
- Eliminate harassment of disabled people because of their disability
- Promote positive attitudes towards disabled people
- Encourage participation by disabled people in public life
- Take steps to meet disabled people's needs, even if this requires more favourable treatment.

One of the ways we are required to embed equality into our policies and practices is to systematically undertake EIA's.

What is discrimination?

Discrimination can be direct, indirect, intentional, unintentional, or institutional. Discrimination is unlawful, and everyone in the Council, or working on behalf of the Council, Members, Officers, contractors, service delivery partners, etc have a responsibility not to discriminate.

Direct discrimination

Direct discrimination is where an individual or group receives less favourable treatment with some unjustifiable reason, for example because of gender, race or disability, faith, sexual orientation or age.

Indirect discrimination

Indirect discrimination is applying unjustifiable requirements and conditions that have a disproportionate impact on an individual or particular group.

Institutional discrimination

Institutional discrimination is the collective failure of an organisation to provide an appropriate and professional service to people because of their background or experience. It can be seen in our attitudes, behaviours and procedures that amount to discrimination through unwitting prejudice, ignorance, thoughtlessness, and stereotyping which disadvantage people.

Glossary of key terms

Disability: a person with a disability is someone who has a mental or physical impairment that has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities.

Equality of opportunity: Making certain that no section of the population receives less favourable treatment because of their race, faith / belief, gender, age sexuality or disability.

Ethnicity: A sense of cultural, linguistic, heritage and historical identity based on belonging by birth, heritage or adoption to a distinctive cultural group.

Gender: for the purpose of this guidance, 'gender' should be taken to cover male, female and transgender groups.

People with Criminal Convictions: For most employment situations, Surrey County Council will only require details of unspent convictions. However, for roles involving working with children, vulnerable adults or posts requiring the highest standards of professional performance, all convictions must be declared and enhanced CRB checks will be undertaken.

Race: for the purpose of this guidance 'race' should be used to cover groups identified through ethnicity, language and/or culture as well as groups identified by skin colour.

Minority Ethnic: the widely used term BME (Black and Minority Ethnic) can be misleading by implying that it refers just to non-White groups, and that 'Black' groups are not a 'Minority Ethnic' group. Importantly for Surrey, we do not want to risk omitting the consideration of White minorities with a distinct language or culture, for example, Irish Traveller groups, migrants from Eastern Europe or any other member of the EU. Therefore, we use the term minority ethnic in line with the Commission for Racial Equality.

Working arrangements: for the purpose of this guidance 'working arrangements' refers to flexible working (including part time), people on fixed term or temporary contracts.

Equality Impact Assessment Flow Chart

