

**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: Plan, procure, manage and publicise local bus services	Name of officer: Val Murtagh	
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: September 2008

Appendix 2

Surrey County Council Equality Impact Assessment Template

1. Context of the Service or Policy

Service or Policy being assessed:

Plan, procure, manage and publicise local bus services

Assessor: Valerie Murtagh

Date: September 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)

Surrey County Council is responsible, as set out by the Transport Act 1985, to secure socially necessary bus services in Surrey which will enable those without transport the opportunity to visit shops, places of work, educational establishments, leisure facilities and healthcare. The County Councils aim is to increase accessibility to key services and facilities.

To ensure procurement of these services follows the guidance set down by the Transport Act 1985.

Manage service operation, to ensure services that operate under contract to SCC are operated to the standard as set down in the local bus conditions on contract 2008. To work in partnership with our local bus operators to maintain links to facilities and operate services to a high standard and encourage growth.

To publicise local bus services to the general public. To ensure access to information on public transport is accessible and available to all. To provide both existing and potential new public transport users with comprehensive, up to date and easily accessible journey planning information.

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)

Local Bus Services are open to anyone irrespective of age, race, disability, gender, belief/faith, sexual orientation, and regardless of whether they reside in Surrey.

Surrey County Councils net annual support for local bus services is over £11M. In excess of 28M passenger bus journeys are made throughout Surrey each year with over 12M passenger journeys being made on the local bus services financially supported by Surrey County Council.

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.)

Age:

From 1st April 2008 the National bus travel scheme came into effect throughout England. This scheme entitles those aged over 60 or people with disabilities to free travel at set times. This has had a positive effect on bus travel for this specific group and there is no evidence to show a negative effect on other groups.

Disability:

From 1st April 2008 the National bus travel scheme came into effect throughout England. This minimum scheme entitles those people with disabilities to free travel between 9.30 – 23.00 Monday to Friday and anytime at weekend and public holidays. This has had a positive effect on bus travel for this specific group and there is no evidence to show a negative effect on other groups.

The Surrey Children's Disability Register which is jointly owned by Surrey Children's Service and Surrey NHS Primary Care Trusts was established in consultation with parents and voluntary services and meets the requirements of the Children Act 1989. This register is being used to assist service planning to meet the needs of disabled children and their families.

Bus passes endorsed '+C' allow a companion to travel free of charge with the entitled pass holder on bus services anywhere within Surrey or commencing in Surrey and crossing into another district.

Currently the approximate number of passes on issue within Surrey are:

Over 60's	146,000
Disabled	6,400

The Government is committed to an accessible public transport system in which disabled people have the same opportunities to travel as other members of society. The Disability Discrimination Act 1995 (DDA 1995) allow regulations to be made requiring all new buses to be accessible to disabled people, including wheelchair users. Regulations covering buses, the [Public Service Vehicles Accessibility Regulations 2000](#) (PSVAR), have been made and cover all new buses introduced into service since 31 December 2000 which can carry more than 22 passengers and are used to provide a local or scheduled service. All full size single deck buses over 7.5 tonnes will be fully accessible from 1 January 2016, and all double deck buses from 1 January 2017.

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.

Planning:

The procedure for tendering for socially necessary bus services is determined by the Transport Act 1985. The provision for services is determined by the budget allocation. Increasing accessibility is subject to affordability and the revenue funding available.

Publicity:

The County Council produce 9 area bus and train guides and a separate County Map all of which are distributed across Surrey to Libraries, Council Offices, Help Shops, Tourist Information Centres, Post Offices and local village shops. These guides detail all bus services operating in a specific area and include comprehensive maps.

Currently timetables are not produced in large text but this service is available on request. The County's Document Translation Service offer a transcription service, translating information, or by fax, disk or email on to Tape, Braille, Large Print, or Diskette. We currently provided in print receive approximately 1 request a week to supply timetables in large print.

The website is undergoing further developments to ensure the information is available and accessible to all.

There is no evidence to suggest that the way in which services are publicised has a negative effect on any of the seven strands.

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?

Planning:

Surrey County Council is committed to facilitating and promoting the most attractive public transport network that resources allow and that offers realistic options for people to make their journey. The planning of services is seen as a key element to increasing the opportunities available to those who reside, work or visit Surrey. We work in

partnership with local bus operators, residents associations, passenger transport forums, Borough/District Councils, to identify potential areas to improve services and publicity.

Work is currently underway to look at the feasibility for Local Bus Operators of the tendered local bus network to be required to comply with Surrey's complaints procedure and Equality and Diversity policy.

To ensure compliance with the Government requirements on low floor vehicles fully accessible operating on services we ensure options for these vehicles are placed in all tenders. The ability to award low floor vehicles is subject to affordability and the revenue funding available at that time. In 2016/17 all vehicles will be required to be fully accessible.

The County Council is currently working with independent trainers to develop a training programme to see a common, nationally recognised quality standard for all drivers of its contracted local bus services. This will work towards enhancing the journey experience for all passengers and includes: customer care, disability awareness, incident reporting, safe operations, health & safety and Special Needs. It is anticipated that driver-training programmes could become a part of tender evaluation in the future and further work is being undertaken on this proposal.

The County Council has a responsibility for organising home to school transport for entitled scholars in Surrey. It has developed, in consultation with schools, transport operators and the police, both the Code of Conduct for students travelling on transport and a broad framework for managing instances of misbehaviour. The purpose of the documents is to provide a framework to help manage student's behaviour on transport thereby creating a comfortable and safe environment while travelling to ensure that home to school transport is safe and welcoming for all passengers.

Publicity:

The production and distribution of publicity can have a positive effect on all irrespective of age, race, disability, gender, belief/faith, and sexual orientation.

Local transport authorities are required by the Transport Act 2000 to produce a Bus Information Strategy, determining what and how information should be disseminated.

The Act specifies that for local bus services, information should be available on routes and timetables to, from or within the authority's area, fares for local journeys and information on facilities for disabled people, travel concessions and interchange opportunities. Local authorities are required to consult others on their Bus Strategies, such as organisations representing users, the Traffic Commissioner, transport operators, adjoining authorities, District Councils and Parish Councils.

The County Councils Information Strategy is designed to set the standards we expect to deliver to our customers.

The Objectives of our Passenger Information Strategy are to:

- Encourage greater use of public transport and subsequent modal shift
- Make public transport more accessible and reduce social exclusion
- Maximise use of public transport by increasing the availability and accessibility of passenger transport information.
- Develop sustainable travel choice
- Improve confidence and awareness of the county wide integrated public transport network

The introduction of Real Time Passenger Information (RTPI) is making the bus network more attractive and user friendly for passengers. The County Council have already introduced RTPI schemes in the regional hubs of Guildford, Woking and Redhill/Reigate and will seek to expand these and introduce similar schemes in other areas. The development of RTPI is dependent on budgetary constraints.

Surrey County Council works in partnership with Traveline. Traveline is a partnership of transport operators and local authorities formed to provide impartial and comprehensive information on public transport. It operates in England, Scotland and Wales.

Traveline's Advisory Group involves representatives of :

- Confederation of Passenger Transport (CPT)
- Association of Train Operating Companies (ATOC)
- Local Government Association (LGA)
- Confederation of Scottish Local Authorities (CoSLA)
- Transport for London (TfL)
- Passenger Transport Executives' Group (PTEG)
- Association of Transport Co-ordinating Officers (ATCO)
- Welsh Assembly Government (WAG)
- Scottish Executive (SE)
- Department for Transport (DfT)
- Translink

Partnerships of PTEs, local authorities, bus operators and others have been formed in each region of the country – and these partnerships have made arrangements to run Traveline in their particular areas. They collect and organise all of the timetable information, provide systems to search out answers and arrange for the phone calls to be answered. They have also arranged to provide the self-service journey planners on the Internet.

There is no evidence to show a negative effect on any strands in relation to publicity.

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?

Publicity:

Customer feedback is a key requirement when promoting our services and encouraging greater use. As an example of this the following changes have occurred due to customer feedback:

- New content such as how to get to hospitals/leisure centres, will see enhanced coverage in our timetables.
- Service summaries to combine multiple numbered routes for ease of customer use will continue to be expanded.
- Since April 2008 with nationwide free travel for over 60's there has been a marked increase in demand for our Bus and Train guides and County Map and we are increasing distribution to outlets to feed this demand.
- Customer Feedback forms will be introduced in our Bus and Train Guides to enable users direct contact with us.
- Our 2008 booklets feature cover redesigns with more use of images to promote the all round countywide accessibility that the Surrey passenger transport network can offer.
- Detailed rail timetables were removed from the Bus And Train guides starting with the May 2008 editions. A replacement Rail Service Summary has kept the rail profile present in our Guides.

In order to encourage, promote and provide information that our customers want in relation to finding out about public transport the County Council's are organising training sessions for library and other customer faced staff on our printed products and how to use the Surrey County Council and Traveline websites. This should have added benefits of increasing use of our publications and websites and allowing us to refine them with customer feedback.

Seminars to varied work places encouraging the use of public transport using our publications and web pages will feature strongly in our future strategy of getting the Information to the market.

Planning:

Passenger Transport Liaison Group Meetings (PTLG) are held twice per year and involve local bus operators and County Council Officers. This forum discusses service requirements/changes in policy/general issues. These meetings encourage open discussions with operators undertaking tendered work ensuring all operators are working towards and providing the same standards required by the County Council.

Surrey County Council is a member of ATCO (Association of Transport Co-ordinating Officers) this is an association for transport professionals nationwide in local

government, currently ATCO has over 600 members. We work with ATCO members to share information and ultimately enhance the transport experience. Special interest groups set up by ATCO consist of, school transport and publicity.

Key aims of this group are:

- to exchange information and views
- to assist in the formulation of policies
- to promote appropriate matters of common interest with the objective of securing a better transport service on a nation-wide basis.

The 50+ Strategy demonstrates that the county council and its partners are committed to responding to the needs and aspirations of people aged over 50 in all areas of life. It focuses on the seven dimensions of independence which include: housing and the home, neighbourhood, social activities, social networks and keeping busy, getting out and about, income and information.

A wide range of engagement with people over 50 has taken place to develop the strategy including an open space event, focus groups, a survey and meetings with partner organisations. There are three key themes which have emerged through the engagement process:

Transport – improved access to key services

Information – raising awareness of services currently available

Engagement – enabling people over 50 to influence service development

The County Council will continue to develop the work currently ongoing with this age group.

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)

Planning Services:

To engage with our customers more openly with regards to planning or revising local bus services. To work towards accessibility for all members of the community. Any changes amendments in bus service planning may lead to additional financial pressures and this is therefore dependant on the budget available.

We recognise that this an area that we have to improve and we are currently undertaking a bus service and accessibility review to address these needs.

We will continue to work closely with our partners to secure the best public transport system available.

Publicity:

Information relating to local bus services to schools and demand responsive transport services has been targeted to specific areas with bespoke publicity.

Distribution for bus & train guides needs to be expanded further to allow publicity to be easily accessible to all in the community. The ability to increase the promotion of services is dependant on the budget available but new distribution opportunities are being explored.

To engage with our customers more openly with regards to production of printed material. To look at new areas for publicising bus & train guides to ensure all members of the community can access public transport information easily. We know that this an area that we have to improve and we are exploring this.

As part of our Accessibility Study there will be a greater need to publicise the services available.

To explore all opportunities of additional funding through planning applications / developer funding which could result in enhancements to RTPi.

6. **Actions needed to implement the EIA recommendations:**

Action Plan

Issue	Action	Expected outcome	Who	Deadline for action
Disability/ Age	Include options in all tendered services for the introduction of low floor fully accessible vehicles prior to 2016	Increased no. of fully accessible vehicles operating in the County – this action is budget related	Laurie James / Valerie Murtagh	Summer 2009
Disability/ Age	To consult on the availability of local bus service publicity	To increase the availability of information in a format accessible to all.	Laurie James	Autumn 2009
Disability/ Age	To engage with all groups in relation to planning / revisions to service provision	To ensure a cross section of the community is consulted.	Laurie James	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 2009 & November 2009

Name of person responsible for review: Valerie Murtagh

Name of person who carried out assessment: Valerie Murtagh

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

Signed:



Date Completed: September 2008

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: 30 March 2009