

## 1. Topic of assessment

<b>EIA title:</b>	Surrey County Council (SCC) Local Transport Review
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<b>EIA author:</b>	Ashley Field, Project Officer
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## 2. Approval

	<b>Name</b>	<b>Date approved</b>
<b>Approved by<sup>1</sup></b>	Paul Millin	27/04/2016

## 3. Quality control

<b>Version number</b>	V2.0	<b>EIA completed</b>	26/04/2016
<b>Date saved</b>	26/04/2016	<b>EIA published</b>	13/05/2016

## 4. EIA team

<b>Name</b>	<b>Job title (if applicable)</b>	<b>Organisation</b>	<b>Role</b>
Nick Meadows	Directorate Programme Group, Change Consultant	Surrey County Council	Project Manager
Cassandra Brewer	Principal Transport Officer (Community Transport and Travel Schemes)	Surrey County Council	Project Officer
Valerie Sexton	Senior Transport Officer Planning	Surrey County Council	Project Officer
Ashley Field	Directorate Programme Group, Project Consultant	Surrey County Council	Project Officer

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<sup>1</sup> Refer to earlier guidance for details on getting approval for your EIA.

## 5. Explaining the matter being assessed

### What policy, function or service is being introduced or reviewed?

Surrey County Council (SCC) invests significant Council funding in local bus services and concessionary fares; both are statutory duties. SCC also invests in the funding of community transport, supporting partnership work with District/Borough, community and voluntary organisations. All of these services benefit a large and diverse number of residents, giving them access to work, employment, health care and essential shopping, as recognised by the Department for Transport (DfT).

Twenty nine million trips are made each year on Surrey buses, half of these on services that we subsidise. About a third (31%) of these trips are made by concessionary pass holders (mostly older people) or children.

SCC's budget for supporting local transport services is under increasing pressure because:

- Bus operating costs have risen faster than general inflation.
- Increased road traffic in Surrey means bus services are becoming less efficient, which means higher operating costs.

The directorate has been tasked in its medium term financial plan (MTFP) with delivering £2million in savings, from an overall budget of £19.39 million, over three years from 2015/16. A summary of the expected savings for each financial year can be found below, as specified in the MTFP:

2015/16 (£000s)	2016/17 (£000s)	2017/18 (£000s)	Total
£750	£515	£735	£2million

The Local Transport Review aims to grow the commercial value of the network, integrate services, find efficiencies and make savings via three streams: local buses, concessionary fares and community transport.

In Year One, a public consultation ran from 8 October 2014 – 2 February 2015. This was held to determine the importance of bus and community transport services, to understand the impact that would be had if they were not there, to determine what could be done to encourage travel by bus and to determine the value placed on the two enhanced SCC funded concessions for English National Concessionary Travel Scheme (ENCTS) pass holders. The two types of ENCTS concessions are disabled person's bus pass and a companion bus pass holders.

An additional public consultation on the proposals identified for change ran from 8 May 2015 – 11 June 2015 and the feedback received helped inform final recommendations for change. The final recommendations were taken to Cabinet on 23 June 2015, communicated to residents and stakeholders in early July 2015 and came into effect from late August 2015.

Changes made in Year One made vital savings, but further savings are required to ensure that we meet our savings target of an overall £2m by the end of 2017/18. In Year Two, a further public consultation ran from 20 January 2016 – 14 March 2016 and residents and stakeholders were again able to feedback on the services proposed for change. This feedback informed final recommendations that will be taken to Cabinet for approval on 24 May 2016. Any agreed changes will be communicated from mid-June 2016 and will come into effect from early September 2016.

As this is a three year savings programme, this equality impact assessment will now focus on changes for year two (2016/17) but will be updated for the final year of the programme (2017/18).

**What proposals are you assessing?**

The **proposal** for 2016/17 that the EIA will be assessing is:

1. To reduce the subsidy given by the County Council to the bus operators and community transport providers, who run services on the current transport network in Surrey.

This proposal is explained in more detail below:

**Local bus services**

Twenty nine million passenger journeys are made each year on Surrey’s bus services. Over half of these journeys are made using the services subsidised by the County Council. The remaining journeys are provided by the commercial market.

In light of the financial pressures mentioned in the section above, the current subsidised network is unsustainable and to achieve the savings needed from the review, we are proposing some changes to local bus services including:

- Encouraging operators to sustain services on a more commercial basis, thus reducing the requirement for funding support
- Taking due regard of comments received in the consultation process and avoiding as much as possible impacts on services, or sections of the route, which have the highest levels of patronage
- Retaining, where possible, key journeys at times that support travel to work, school/ college, health care and general food shopping
- Considering future factors, such as school place planning, economic growth and residential development

The 2016/17 savings projected in year two are £0.723m, with a good proportion of this coming through the types of changes mentioned above. This is summarised in the table below:

<b>Method</b>	<b>2016/17 saving</b>	<b>Annual saving</b>
Through contract negotiations with bus operators <b>without</b> changing the current level of service offered.	£0.138m	£0.236m
Proposed changes to local bus services as detailed in <b>Annex B</b> .	£0.257m	£0.435m
Grant reduction to community transport providers	£0.052m	£0.052m
<b>Total</b>	<b>£0.447m</b>	<b>£0.723m</b>

Analysis of annual passenger journeys, for those services supported by SCC with proposed changes in 2016/17, has been carried out. The total patronage per annum, as identified in **Annex B** of the Cabinet report, is 3,218,690 (including a return journey), which identifies how many passenger journeys could be affected by the proposed changes. An estimated average of 72 passengers per day on Monday to Saturday, identified as using services proposed for change in **Annex B**, could be negatively impacted by the proposed changes. However, most of those

	<p>shown as impacted will still have a reasonable level of access to a bus service.</p> <p>We believe that although the savings will be made through a combination of service reductions and contract negotiations the number of annual passenger trips will remain static due to the fact that in the vast majority of cases alternative bus services are available. The increased frequencies and destinations being introduced in some areas, together with the County Councils continued investment in Real Time Passenger Information and bus stop improvements within the County, will help to maintain and, in some areas, potentially grow the patronage of commercial and tendered services. However, it must be recognised that in some areas reduced levels of services or reduced destination choices will be evident.</p> <p><b><u>Community transport services</u></b></p> <p>Typically community transport services are not commercially viable and are often outside of an authority’s statutory remit. Services are very much needs led with local solutions and without the commercial profit element this often leads to unconventional approaches to a community’s transport problems. Community transport is not commercially viable and as such public/grant funding is essential to support schemes.</p> <p>Due to increasing financial pressure both at a county and borough/district level, it is important to recognise that level of community transport grant and support cannot continue. The aim is to move toward a cost neutral delivery to the public purse with a phased programme of change, over several years, to be delivered in partnership with boroughs/district councils and the voluntary sector.</p> <p>Currently, SCC grant funds the community transport sector approximately £0.600m per annum. This funding is allocated to community transport providers to assist them in the provision of Dial a Ride services, Taxi Vouchers Schemes and Voluntary Car Schemes. The boroughs and districts are the major funders of the Dial a Ride services and SCC contributes approximately 10% of the overall transport costs of a Dial a Ride service through its grant funding.</p> <p>A review of community transport funding in 2015/16 contributed a total of £0.040m in savings <u>without</u> changing the level of service offered. A review of community transport funding in 2016/17 will further contribute an additional total of £0.052m in savings.</p> <p>Surrey County Council will continue to grant fund organisations who provide Dial a Ride, Taxi Voucher and Voluntary Car Scheme services in 2016/17. However, more detailed work will be undertaken with our community transport partners in the coming months to revise allocations for 2017/18. This will also include working alongside Boroughs and Districts, for example, on the East Surrey Community Transport Review being led by Tandridge District Council.</p>
<p><b>Who is affected by the proposals outlined above?</b></p>	<ul style="list-style-type: none"> <li>• Service users and their carers or families.</li> <li>• General public.</li> <li>• Service operators.</li> <li>• Partner and External organisations.</li> </ul>

## 6. Sources of information.

Engagement carried out
<p>In Year One, a public consultation ran from 8 October 2014 – 2 February 2015 and a second consultation ran from 8 May 2015 – 11 June 2015 and the feedback received helped inform what proposals for change were developed. The final proposals were taken to Cabinet on 23 June 2015, communicated to residents and stakeholders in early July 2015 and came into effect from late August 2015.</p> <p>In Year Two, a public consultation ran from 20 January 2016 – 14 March 2016 and residents and stakeholders were again able to feedback on the services which matter the most to them. The final proposals will be taken to Cabinet for its approval on 24 May 2016. Any agreed changes will be communicated from mid-June 2016 and will come into effect from early September 2016.</p> <p>This consultation followed a similar approach to the one undertaken in Year One and residents and stakeholders could respond to this consultation by:</p> <ul style="list-style-type: none"><li>• Completing a questionnaire (online and hard-copy). <b>9400</b> hard copy questionnaires were available from multiple locations across the county including libraries, local council offices and on request via the contact centre. They were also available in easy read and large print formats. Resources have been concentrated in areas of Surrey where there are proposed changes to bus services, but with materials still widely available for all other areas, including neighbouring counties.</li><li>• Emailing or writing to the project team and phoning or texting the contact centre.</li><li>• Emails and letters were sent out to a variety of stakeholders, informing them of the dates of the public consultation and to encourage them and their wider networks to participate.</li><li>• <b>1400</b> posters advertising the public consultation were printed and distributed to multiple locations across the county, especially in areas affected by the proposed changes.</li><li>• Other forms of communication were used to promote the consultation including a dedicated website for the review (<a href="http://www.surreycc.gov.uk/transportreview">www.surreycc.gov.uk/transportreview</a>), social media (Facebook and Twitter posts), online newsletters (Communicate Members, Surrey Matters, Shelf Life, internal issues monitor), online advertising on the SCC website and Travel SMART website, digital advertising (Google Adwords search and display campaigns) editorial copy for District and Borough and Parish Council newsletters, and paid for press advertising in the Surrey Advertiser and Surrey Mirror.</li><li>• A range of other meetings were held throughout the consultation. These included the Local Area Committee Chairman's Group, some Local Area Committee meetings (where changes were proposed), Local Transport Review Member Reference Group, Disability Alliance Networks, Chairs Meeting of the Empowerment Board, local bus meetings. Further meetings with the Member Reference Group, the Economic Prosperity, Environment and Highways Board, Local Area Committee Chairman's Group and Cabinet are scheduled to take place.</li><li>• A roving bus event was organised to visit four destinations across Surrey (Godalming, Farnham, Caterham and Warlingham Green) over two days in February and March 2016, giving residents and bus users an opportunity to find out more about the review and submit their feedback.</li></ul>
Data used
<ul style="list-style-type: none"><li>• Surrey-i, our local data and information portal, which can be searched by protected characteristic.</li><li>• Feedback to the consultation questionnaire and views submitted by e-mail or post. (This includes the feedback from the public consultation which closed on 14 March 2016).</li><li>• Outcomes of stakeholder meetings/public events during the public consultation (The National Travel Survey).</li><li>• ESP Systex Concessionary Fares Card Management System</li></ul>

- Data provided by bus operators
- Community Transport Grant annual monitoring data

## **7. Impact of the new/amended policy, service or function**

### **7a. Impact of the proposals on residents and service users with protected characteristics**

Please see details on the following pages.

Protected characteristic <sup>2</sup>	Potential positive impacts	Potential negative impacts	Evidence
Age	None	<p>The National Travel survey indicates that bus usage is highest amongst 16-24 year olds and those aged 65 and over. In Surrey we have 190,406 concessionary passes in circulation. 177,672 of these are older person concessionary passes.</p> <p>And approximately a third (31%) of all annual journeys by bus are made by concessionary pass holders (mostly older people) or children.</p> <p>Almost two thirds (63%) of respondents to the consultation questionnaire were aged 65 and over, and 1 in 20 (5%) of respondents were aged 24 or under. The under 24 age group was under represented.</p> <p>Any changes to services could have an impact on older people and younger people who rely on local bus services to access employment, education, health care services and essential shopping.</p> <p>Reduced levels of community transport grant funding may lead</p>	Evidence gathered from the public consultation, ESP Systex Concessionary Fares Card Management System and the national travel survey.

<sup>2</sup> More information on the definitions of these groups can be found [here](#).

		<p>to a lower level of service provision if additional income is not generated from other opportunities. As a consequence, this would make it more difficult for those older residents who need accessible transport to travel and access key services. This could then have an adverse effect on other service areas within the council e.g. Adults Social Care.</p>	
<p><b>Disability</b></p>	<p>None</p>	<p>There are 12,734 disabled concessionary persons pass holders.</p> <p>Approximately a third (31%) of respondents to the consultation questionnaire said that they had a disability or longstanding condition which affects how they travel.</p> <p>Reduced levels of services may affect disabled people who are dependent on using bus services to access employment, education, health care services and essential shopping.</p> <p>Reduced levels of community transport grant funding may lead to a lower level of service provision if additional income is not generated from other opportunities. As a consequence, this would make it more difficult for those residents with disabilities who need accessible transport to travel and access key services. This could then have an</p>	<p>Evidence gathered from the public consultation and ESP System Concessionary Fares Card Management System.</p>



		adverse effect on other service areas within the council e.g. Adults Social Care.	
<b>Gender reassignment</b>	None	None	There is no differential impact on this protected characteristic.
<b>Pregnancy and maternity</b>	None	Reduced levels of service on routes may make journeys longer for pregnant women particularly on their way to/from health care appointments.	No data was collected on this protected characteristic as part of the public consultation.
<b>Race</b>	None	<p>We believe that there will be no differential impact on this protected characteristic. However an overwhelming majority of respondents (92%) to the consultation questionnaire were of a white background. This figure is consistent with the ethnic profile of Surrey.</p> <p>In the most recent census data from 2011, the majority (90.4%) reported their ethnic group as white.</p>	Evidence gathered from the public consultation and Surrey-i.
<b>Religion and belief</b>	None	Reduction in services may affect people's ability to get to their place of worship.	No data was collected on this protected characteristic as part of the public consultation.
<b>Sex</b>	None	The National Travel Survey indicates that a greater proportion of bus users are female. Approximately two thirds (63%) of respondents to the public consultation were female. Therefore any reduced levels of service may have a greater impact on the female population.	Evidence gathered from the public consultation and the national travel survey.
<b>Sexual orientation</b>	None	None	There is no differential impact on this protected characteristic.

<b>Marriage and civil partnerships</b>	None	None	There is no differential impact on this protected characteristic.
<b>Carers<sup>3</sup></b>		<p>Reduced levels of service may impact on carers if the cared for person is no longer able to access a bus service as a result of the proposed changes. 1 in 10 (10%) of respondents to the public consultation said they had a caring responsibility for an adult or child with a disability.</p> <p>So any impact on the services they use needs to be quantified.</p> <p>Reduced levels of community transport grant funding may lead to a lower level of service provision if additional income is not generated from other opportunities. As a consequence, this would make it more difficult for those carers who require accessible transport to travel and access key services. This could then have an adverse effect on other service areas within the council e.g. Adults Social Care.</p>	Evidence gathered from the public consultation.

## 7b. Impact of the proposals on staff with protected characteristics

There are no implications on staff with protected characteristics only service users.

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<sup>3</sup> Carers are not a protected characteristic under the Public Sector Equality Duty, however we need to consider the potential impact on this group to ensure that there is no associative discrimination (i.e. discrimination against them because they are associated with people with protected characteristics). The definition of carers developed by Carers UK is that 'carers look after family, partners or friends in need of help, because they are ill, frail or have a disability. The care they provide is unpaid. This includes adults looking after other adults, parent carers looking after disabled children and young carers under 18 years of age.'

## 8. Amendments to the proposals

Change	Reason for change
N/A	N/A

## 9. Action plan

Potential impact (positive or negative)	Action needed to maximise positive impact or mitigate negative impact	By when	Owner
<b><u>Negative</u></b>	It is recognised that SCC is unable to meet the needs of everyone in the review; however in any potential changes to services, we'll ensure that provision is directed to where it is most needed. We'll endeavour to achieve this through iterative work with our bus operators, and considering other important factors centring on social and economic need.	Ongoing throughout the timescale of the review (2014/15 to 2017/18)	Local Bus Planning Team
<b><u>Positive</u></b>	To make some savings through contract pricing efficiencies resulting in no changes to the current service that is provided. We'll endeavour to achieve this by extending contracts that are due to expire and through iterative work with our bus operators to provide best value for money.	Ongoing throughout the timescale of the review (2014/15 to 2017/18)	Local Bus Planning Team
<b><u>Positive</u></b>	Look for opportunities to grow the commercial value of the current network. We'll endeavour to achieve this by securing funds through bid opportunities or contributions from developments to implement improvements that will encourage people to start travelling by bus or increase their bus travel.	Ongoing and beyond the life scale of the review	Transport Projects Team
<b><u>Positive</u></b>	Investigate income generation opportunities for the community transport sector to sustain, support and grow their services. Moving organisations to become less grant reliant and more income reliant will improve the robustness of the sector.	Ongoing and beyond the life scale of the review	Transport Projects Team
<b><u>Positive</u></b>	Ensure the robust communication of any service changes well in	Mid-June 2016 – September	Review Project team and

	advance of them coming into effect. This will include providing these materials in alternative formats if requested for those with a visual impairment or those with learning disabilities.	2016 (for year two changes 2016/17)	corporate communications
<b><u>Positive</u></b>	Update this equality impact assessment if there are any future changes planned in Year 3.	Ongoing throughout the timescale of the review (2014/15 to 2017/18)	Review Project team

## 10. Potential negative impacts that cannot be mitigated

Potential negative impact	Protected characteristic(s) that could be affected
<p>Analysis of annual passenger journeys, for those services supported by SCC with proposed changes in 2016/17, has been carried out. The total patronage per annum, as identified in <b>Annex B</b> of the Cabinet report, is 3,218,690 (including a return journey), which identifies how many passenger journeys could be affected by the proposed changes. An estimated average of 72 passengers per day on Monday to Saturday, identified as using services proposed for change in <b>Annex B</b>, could be negatively impacted by the proposed changes. However, most of those shown as impacted will still have a reasonable level of access to a bus service.</p> <p>This impact could be due to a change of bus being required to reach some destinations or in a few cases, passengers having to walk further to reach a bus stop.</p> <p>Where service frequencies have reduced it is difficult to make assumptions on any negative impact this could create as the journey is still possible, albeit with less choice. However, it should be recognised that this may have a negative impact on some users.</p>	Age, Disability, Religion and Belief, Sex, Carers

## 11. Summary of key impacts and actions

<b>Information and engagement underpinning equalities analysis</b>	<p>Analysis is mainly based on:</p> <ul style="list-style-type: none"> <li>• Responses received during the public consultation</li> <li>• Feedback given at our stakeholder events during the public consultation period</li> <li>• National surveys and bus operator patronage data</li> <li>• ESP Systex Concessionary Fares Card Management System data</li> <li>• Local information (Surrey-i)</li> </ul>
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<p><b>Key impacts (positive and/or negative) on people with protected characteristics</b></p>	<p>Potential impacts are perceived to be negative and in some cases positive. Where possible, savings will be found through contract pricing efficiencies resulting in no changes to the current service provided. However, any changes to local bus services are likely to impact people with protected characteristics who rely on services to access work, employment, education, health care, places of worship and essential shopping. Mitigating actions have been developed to ensure the likelihood of any potential inequalities is reduced.</p>
<p><b>Changes you have made to the proposal as a result of the EIA</b></p>	<p>No amendments made</p>
<p><b>Key mitigating actions planned to address any outstanding negative impacts</b></p>	<ul style="list-style-type: none"> <li>• Ensure that funding support is directed where it's needed most</li> <li>• To make some of the required savings without changing the current service level.</li> <li>• Look for opportunities to grow the commercial value of the current bus network.</li> <li>• Investigate income generation opportunities for the community transport sector to sustain, support and grow their services. Less grant reliant and more income reliant.</li> <li>• Ensure service changes are communicated well in advance of them coming into effect including providing materials in alternative formats for those who are visually impaired or those that have learning disabilities.</li> <li>• Continue to update the equality impact assessment throughout the life cycle of the review.</li> </ul>
<p><b>Potential negative impacts that cannot be mitigated</b></p>	<p>An estimated average of 72 passengers per day on Monday to Saturday, identified as using services proposed for change in <b>Annex B</b>, could be negatively impacted by the proposed changes. However, most of those shown as impacted will still have a reasonable level of access to a bus service.</p>