# Equality Impact Assessment

## Validation Decision Notice

<table>
<thead>
<tr>
<th>EIA Reference Number</th>
<th>TBC 202</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service, policy, or strategy</td>
<td>Town Centre Shuttle Bus Service</td>
</tr>
<tr>
<td>Element(s) assessed</td>
<td>Options for re-tendering of the service</td>
</tr>
<tr>
<td>Job titles of Assessors</td>
<td>Transport Contracts &amp; Policy Officer, Grant funding Officer, HR Business Partner</td>
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Consider:

- Was discrimination or disadvantage identified? **Yes**
- Was the service promoting equality? **Yes**
- Could the service be improved in promoting equality? **Yes**
- Are the customers' needs understood and met? **Yes**
- Is there good evidence and/or reasoning to support the decisions on whether groups are/aren't affected? **Yes**
- Does the summary report properly reflect the key findings of the assessment? **Yes**
- Is the summary report clear and easy to understand? **Yes**
- If improvements have been identified, do they reflect and deal with the key findings? **Yes**

**The decision is to:** Validate **Yes** Not validate **No**

The reason/s for the decision are: **Please give details below**

- Validation given – information correct **Yes**
- Not validated – decision not to proceed as EIA incorrect
- Not validated - screening error
- Not validated – research/consultation error
- Not validated – improvement error

**Signed**

**Designation**

**Name**

**Date**

*Director*
Equality Impact Assessment

Stage 1

<table>
<thead>
<tr>
<th>STAGE 1 – Briefing Note</th>
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<tbody>
<tr>
<td><strong>EIA ID (Sinbad reference number)</strong></td>
</tr>
<tr>
<td><strong>Date of meeting</strong></td>
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<tr>
<td><strong>Job Titles of assessors</strong></td>
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The Assessment

This EIA considers the impact of potential changes to the council Shuttle Bus service on protected characteristics and potentially vulnerable groups, which may occur when the current contract expires in September 2013. It is therefore necessary to assess the possible options for the service in the future. The information from this assessment will be included in a report sent to councillors to inform their decision-making process.

The following options are being presented. Each option has been assessed separately and are numbered in ‘Stage 2 Screening and Scoping’ of the EIA in the order shown below (it should be noted that they will be numbered differently within the main report).

The options are to:-

1. Re-tender the service
   1.1. Re-tender the service as current but review in line with findings of Soft Market testing exercise
   1.2. Re-tender and reduce the service
2. Terminate the service

The Centre Shuttle has been a contracted bus service in the town centre since December 2002 it has since been developed to provide alternative journey choices benefiting a wide customer base including:

- Park & ride for shoppers/workers in the town centre
- Park & ride for rail commuters
- Park & ride for employees at Basing View
- Rail link bus service for incoming employees to Basing View
- Main service to the Leisure Park for town centre residents
- Main service to the Leisure Park for visitors from out of town arriving by bus or train at the interchange at the railway station
- A quick link into town for workers at Basing View during their lunch hour
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Stage 1

Despite being a route of only 5.5km in length, since its inception the service has carried over 2.3 million passengers and since January 2008 it currently has averaged approximately 190,000 passengers per year.

In 2012 the service carried a total of 176,097 passengers (Monday to Friday) and 32,795 on Saturday. There were 11,957 passengers recorded for Sunday making a total of 220,849. The service runs from 07:00hrs to 22:38hrs Monday to Friday (08:00 on Saturdays and 10:00 on Sundays).

A report is being submitted to Overview and Scrutiny committee on 30 May for the consideration of the above options. It is recognised that further work will need to be undertaken once the options have been considered and recommendations made.

Assessment Findings

The key findings of the briefing discussion identified that potentially any change to the Shuttle Bus service will have an impact on one or more of the protected characteristics groups. Until the report has been seen and commented on by members of the Planning and Infrastructure Overview and Scrutiny Committee on 30 May 2013, no decision as to which option will be pursued can be confirmed.

It is not possible at this point to fully assess the potential impact of option 1.2 and 2 due to the number of undecided variables and alternatives which need to be taken into account. It will be necessary to establish a clear need and evidence-base for each sub-option to further inform this.

Any future contract for the Shuttle Bus will have a requirement for the capture of information on the protected characteristics of passengers.

Justification

It was decided to go to Stage 2 Screening and Scoping of the EIA as the proposal to re-tender the service or not will have an impact on different protected characteristics groups.
Equality Impact Assessment

Stage 6

<table>
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<tr>
<th>EIA ID (Sinbad reference number)</th>
<th>202 - Options for retendering of the Town Centre Shuttle Bus</th>
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<tbody>
<tr>
<td>Date of assessment</td>
<td>03/04/13</td>
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Assessment and Customer Group

The Town Centre Shuttle Bus service has been operating in Basingstoke Town Centre since December 2002. It has since been developed to provide alternative journey choices benefiting a wide customer base including commuters, visitors to the Leisure Park and Basing View.

This EIA considers the impact of the proposed options relating to the Town Centre Shuttle Bus service subsequent to the expiration of the current contract. The assessment specifically considers the protected characteristics and other potentially vulnerable groups. The information from this assessment will be included in the report sent to OSCOM in May 2013.

Consultation and Research

Since 2002 each contract has been awarded to Courtney Buses Ltd and they remain the current operator. Whilst the core service is largely the same as when it commenced, there have been some variations. To date there has been no requirement to undertake an equalities impact assessment therefore no specific information has been gathered.

Passenger use statistics show that there is a large proportion of people over 60 and disabled people who are concessionary passengers (average 51% per month). Children also form an average of 9% per month of people who receive reduced fares when travelling to and from the Leisure Park. Once the option/s is decided, more evidence on passengers view will be gathered. This will provide more information about the impact of the change to the service on all groups.

Statistics on the use of the service also show that there is increased use of the service around March/April and July. This could reflect an increased use of the service by children and young people during school and college holidays. Further research on service usage will further inform this.

Frequencies and hours of operation have been modified to reflect the needs of commuting passengers by rail and to enhance service around Basing View whilst removing unused late trips from the schedule.

The service frequency was amended at the last contract renewal to allow a reduction in the number of buses on the circuit from three to two. This adjustment reduced contract prices, without affecting the service's ability to offer a high frequency provision between the Leisure Park, railway station and Basing View.
Equality Impact Assessment

Stage 6

A one way ‘drop off only’ service from the railway station to Chineham in the late evenings was introduced (at no cost) in April 2012 by withdrawing the last return trip to the Leisure Park.

Assessment Findings

1. Until a decision is taken on which option to choose it is not possible to identify the level of impact on protected characteristics and/or other vulnerable groups. It is recognised that further work will need to be undertaken once all options have been considered and recommendations made.

2. If the service remains unchanged there will continue to be a generally positive impact on all groups. There will be a differentially positive impact on disabled people, over 60s and some carers who are eligible for concessionary fares.

3. If the service is reduced it could have a differentially negative impact on people over 60 and disabled people, as passenger use statistics show that these concessionary user groups make up an average of 51% of overall use of the service per month. The overall impact for all groups of this option is negative for all groups due to more limited timetable choices.

4. If the service is terminated it could also have a differentially negative impact on people over 60 and disabled people (based on the passenger use statistics noted in the point above). The overall impact of this option is negative for all groups.

No other historical information is available relating to protected characteristics or vulnerable groups at this stage, however, future information gathered on the profile of customer use of the service will help to further inform the points noted above. This information will also help identify necessary mitigating actions to overcome any adverse impacts of the proposal.

Recommendations

- In the future equalities data should be taken into account (where available) as part of any review of the service. This will allow for a better understanding of the current passenger profile and the impact of proposed changes to the service on protected characteristics and other vulnerable groups. This information needs to be monitored regularly to ensure that there is not a disproportionate effect on any of the protected characteristics groups and that any unforeseen disadvantages of the proposal are identified and addressed.

- A customer survey on the shuttle bus will take place on the option/s chosen. This will help gain a better understanding of the user profile and the potential impact on the protected characteristics groups.