

Equality Impact Assessment

Title of Project/Service/Policy	Bus Service Improvement Plan (BSIP) Enhanced Partnership (EP)
Team/Department	Transport Hub
Directorate	Economy, Transport & Environment
Provide a comprehensive description of your proposal	<p>East Sussex County Council has received confirmed central government funding of £41,415,025 by the Department for Transport to implement its Bus Service Improvement Plan (BSIP) and Enhanced Partnership (EP).</p> <p>The BSIP supports bus service operators through an EP in ensuring that East Sussex residents and visitors enjoy the highest possible quality bus services that are regular and reliable and reasonably priced, helping to reduce congestion and make a positive contribution to better air quality and decarbonisation, and reduction of social isolation.</p> <p>The aims of BSIP are to:</p> <ul style="list-style-type: none"> • Enhance the bus network through frequency improvements, more evening and weekend journeys, • Enhance bus reliability and reduce journey times through bus priority, including physical infrastructure and virtual systems, such as traffic light priority • In conjunction with Contracts Management Group and East Sussex Highways the Transport Hub are installing virtual bus priority at 34 signalised traffic junctions. • Reduce fares for young passengers under the age of 30; simplify fares & ticketing and reduce fares for all bus users with a focus on rural journeys • Improvements on rural bus routes with particular emphasis on flexible/demand responsive transport, and • Provide bus services for all – solidifying a bus network that relates to the needs of all residents and visitors.

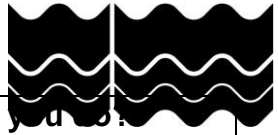
1. Update on previous EqlAs and outcomes of previous actions (if applicable)

What actions did you plan last time? (List them from the previous EqlA)	What improved as a result? What outcomes have these actions achieved?	What <u>further</u> actions do you need to take? (add these to the Action Plan below)
Not applicable: new scheme		

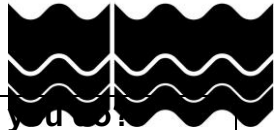
2. Review of information, equality analysis and potential actions

Consider the actual or potential impact of your project (service, or policy) against each of the equality characteristics.

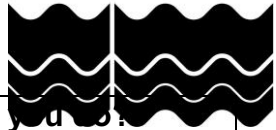
Protected characteristics groups under the Equality Act 2010	What do you know? Summary of data about your service-users and/or staff	What do people tell you? Summary of service-user and/or staff feedback	What does this mean? Impacts identified from data and feedback (actual and potential)	What can you do? All potential actions to: <ul style="list-style-type: none"> • advance equality of opportunity, • eliminate discrimination, and • foster good relations
Age	<p>There are no age limits on people travelling by bus; but children and older persons may feel uncomfortable travelling by bus alone, given the nature of public transport (travel with strangers), concerns about safety (both in relation to accidents and potential for harm/ abuse from other passengers) and inexperience.</p> <p>Cost is sometimes a barrier to bus use.</p> <p>Nationally over 65s are 12x more likely to be non-users and 6x more likely to be limited users of digital technologies.</p>	<p>Parish council request for telephone contact information to be on promotional literature in addition to online links.</p> <p>Some users do not have the digital skills to use an app for demand responsive transport bookings.</p> <p>Young (16-30) people report that they are not always aware of reduced tickets available and that fares charged them are inconsistent.</p>	<p>Actions to ensure bus drivers will be more welcoming, understanding and confident when equipped with better customer service skills.</p> <p>Address concerns about safety where possible.</p> <p>Consider options to reduce costs of travel through targeted concessions.</p>	<p>Monitor feedback through established channels and passenger forums.</p> <p>A requirement of the Enhanced Partnership is that bus drivers will receive customer service training as part of their employment. Focus will be given on people sharing protected characteristics, particularly around how bus drivers can assist persons that may be considered vulnerable.</p> <p>Maintenance of the option to book Flexibus by telephone although</p>



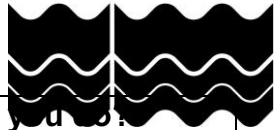
Protected characteristics groups under the Equality Act 2010	What do you know? Summary of data about your service-users and/or staff	What do people tell you? Summary of service-user and/or staff feedback	What does this mean? Impacts identified from data and feedback (actual and potential)	What can you do? All potential actions to: • advance equality of opportunity, • eliminate discrimination, and • foster good relations
	Greater likelihood of restricted or reduced mobility in certain age groups.			<p>80%+ book by app, and the Call Centre incurs additional costs.</p> <p>Reduced fares for young passengers under the age of 30 have been introduced. Older passengers who meet the national criteria, can apply for concessionary bus passes. Introduction of Age Verification app and Prove It! Campaign – awareness raised with operators.</p> <p>Updated older person's concessionary pass posters accordingly. Actively working with bus operators and others to disseminate non-digital bus information (at bus stops and elsewhere).</p>



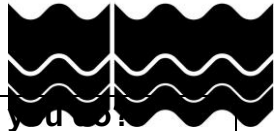
Protected characteristics groups under the Equality Act 2010	What do you know? Summary of data about your service-users and/or staff	What do people tell you? Summary of service-user and/or staff feedback	What does this mean? Impacts identified from data and feedback (actual and potential)	What can you do? All potential actions to: • advance equality of opportunity, • eliminate discrimination, and • foster good relations
Disability	<p>Disabled people may feel uneasy around using public transport, with concerns about safety or lack of assistance when needed and/or barriers created by physical accessibility of buses.</p> <p>Households headed by a person with a disability are disproportionately likely to be on lower incomes. They can also face greater costs due to disability.</p> <p>Greater likelihood of restricted or reduced mobility for some disabilities.</p>	<p>Bus operators have fed back that some bus stops are frequently blocked by unauthorised stopping in them.</p> <p>ESCC and bus operators continue to engage with interested parties, to better address issues around access and disability on the public transport network.</p> <p>Passengers advise audio-visual information on-bus and at stops could be improved.</p>	<p>There is no change to vehicles used for public transport – these already meet regulation requirements.</p> <p>Plan improvements to roadside bus stop infrastructure where funding permits.</p>	<p>Monitor feedback through established channels and passenger forums.</p> <p>All buses in East Sussex are required to meet Public Service Vehicles Accessibility Regulations and be class 1 & 2 wheelchair accessible. Buses must have lowering suspension to further assist embarkment & disembarkment, and offer priority seating. Disabled persons may be eligible for free bus travel through the English National Concessionary Travel Scheme (ENCTS). ENCTS concessions will be accepted on board any services introduced under the BSIP.</p>



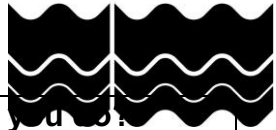
Protected characteristics groups under the Equality Act 2010	What do you know? Summary of data about your service-users and/or staff	What do people tell you? Summary of service-user and/or staff feedback	What does this mean? Impacts identified from data and feedback (actual and potential)	What can you do? All potential actions to: <ul style="list-style-type: none"> • advance equality of opportunity, • eliminate discrimination, and • foster good relations
				<p>Improved bus stop infrastructure will help to aid physical mobility, i.e. installation of more raised kerbs and improvements to accessible bus service information. A programme of installing raised kerbs and increased hard standing has been rolled out.</p> <p>Two BSIP schemes directly address unauthorised stopping/parking at bus stops: the (Civil Enforcement Officer) CEO On-Bus Scheme and the proposed Bus Stop Enforcement Camera Scheme.</p>



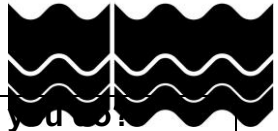
Protected characteristics groups under the Equality Act 2010	What do you know? Summary of data about your service-users and/or staff	What do people tell you? Summary of service-user and/or staff feedback	What does this mean? Impacts identified from data and feedback (actual and potential)	What can you do? All potential actions to: • advance equality of opportunity, • eliminate discrimination, and • foster good relations
				<p>The new RTPI provision will have next bus announcement technology on all new signs that will work with apps that are specifically designed for blind and visually impaired.</p> <p>Engagement with disabled users through bus user groups and the EP Forum.</p>
Gender reassignment	People who are trans may have negative perceptions about safety on public transport (interactions with passengers or staff).	More frequent buses and improved safety features on buses and at bus stops will increase natural surveillance	Increased natural surveillance will mean people may feel safety when on public transport, including at bus stops.	<p>Monitor feedback through established channels and passenger forums.</p> <p>Propose to bus partners that driver training covers support to people in situations that may be a hate crime or hate incident.</p>



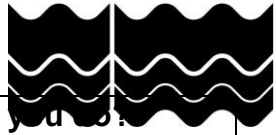
Protected characteristics groups under the Equality Act 2010	What do you know? Summary of data about your service-users and/or staff	What do people tell you? Summary of service-user and/or staff feedback	What does this mean? Impacts identified from data and feedback (actual and potential)	What can you do? All potential actions to: • advance equality of opportunity, • eliminate discrimination, and • foster good relations
Pregnancy and maternity	<p>Those pregnant or in maternity may have negative perceptions around safety on public transport or feel concerned about potential accidents to them or to babies and young children.</p> <p>Greater likelihood of restricted or reduced mobility in pregnancy, with infants.</p>	<p>Bus operators in East Sussex designate priority seating for pregnant people, as well as space designated for pushchairs. It is common courtesy for passengers to give up their seat to those who are more likely to need to sit whilst the vehicle is in motion, and the bus driver may ask anyone in those seats to offer their seat to disabled or pregnant persons if needed.</p> <p>Research feedback indicates that some young parents/parents-to-be find bus travel preferable to trains due to non-step access</p>	<p>Those pregnant or who have small children or babies have priority space on board buses.</p>	<p>Monitor feedback through established channels and passenger forums.</p> <p>Bus drivers will be given appropriate training to make those pregnant with young children/babies feel comfortable whilst on board buses.</p>



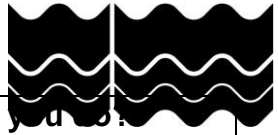
Protected characteristics groups under the Equality Act 2010	What do you know? Summary of data about your service-users and/or staff	What do people tell you? Summary of service-user and/or staff feedback	What does this mean? Impacts identified from data and feedback (actual and potential)	What can you do? All potential actions to: • advance equality of opportunity, • eliminate discrimination, and • foster good relations
Race/ethnicity Including migrants, refugees and asylum seekers	<p>People of different races/ethnicities may feel negative perceptions around public transport, especially around aspects of personal safety. People from some ethnic groups are more likely to have low incomes and therefore experience ticket prices as being harder to afford.</p> <p>Some minorities are more likely to have no car/van in the household: 27% of Black people, 22% of Gypsy/Traveller and Roma people compared to just under 13% of White (British, English, Welsh, Scottish, Northern Irish) and therefore be reliant on public transport.</p>		<p>Bus information data is relatively simple – destinations and times. No issues on being able to read timetables or boards has been raised due to race/ethnicity.</p>	<p>Monitor feedback through established channels and passenger forums.</p> <p>More frequent buses and increased natural surveillance will mean people may feel a greater sense of safety when on public transport, including at bus stops.</p> <p>Lower fares may encourage those on lower incomes to further utilise buses.</p>



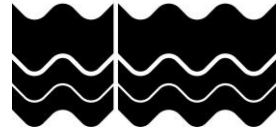
Protected characteristics groups under the Equality Act 2010	What do you know? Summary of data about your service-users and/or staff	What do people tell you? Summary of service-user and/or staff feedback	What does this mean? Impacts identified from data and feedback (actual and potential)	What can you do? All potential actions to: <ul style="list-style-type: none"> • advance equality of opportunity, • eliminate discrimination, and • foster good relations
	Language barriers may be an issue for groups.			
Religion or belief	People with different religions or beliefs may feel negative perceptions about safety on public transport.			<p>Monitor feedback through established channels and passenger forums.</p> <p>As above re: potential greater sense of safety as a result of natural surveillance and driver training.</p>
Sex/Gender	Women in particular, of any age, may feel uneasy when travelling alone on public transport, especially late at night.			<p>Monitor feedback through established channels and passenger forums.</p> <p>As above re: potential greater sense of safety as a result of natural surveillance and driver training.</p> <p>RTPI (Real Time Passenger Information)</p>



Protected characteristics groups under the Equality Act 2010	What do you know? Summary of data about your service-users and/or staff	What do people tell you? Summary of service-user and/or staff feedback	What does this mean? Impacts identified from data and feedback (actual and potential)	What can you do? All potential actions to: <ul style="list-style-type: none"> • advance equality of opportunity, • eliminate discrimination, and • foster good relations
				provision allows passengers to know how long they need to wait making informed choices.
Sexual orientation	Persons of any sexual orientation, but especially non-heterosexual persons, may feel uneasy when travelling on public transport in relation to personal safety.			Monitor feedback through established channels and passenger forums. As above re: potential greater sense of safety as a result of natural surveillance and driver training.
Marriage and civil partnership	No impact identified at this stage	N/A	N/A	N/A
Impacts on community cohesion	Community cohesion and social isolation are very much one of the broader points BSIP aims to address.		Better public transport links will contribute to reduced isolation, increase access to educational and employment opportunities and	Monitor feedback through established channels and passenger forums. Increased bus frequency, operational hours and improved bus stop



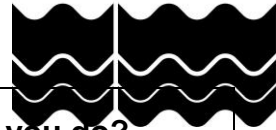
Protected characteristics groups under the Equality Act 2010	What do you know? Summary of data about your service-users and/or staff	What do people tell you? Summary of service-user and/or staff feedback	What does this mean? Impacts identified from data and feedback (actual and potential)	What can you do? All potential actions to: • advance equality of opportunity, • eliminate discrimination, and • foster good relations
			increase opportunities for people to interact in a wider range of areas.	infrastructure should lead to an increase in patronage, and increased natural surveillance with more buses on the road, resulting in more bus passengers on board buses and around bus stops, and more bus drivers/buses with CCTV and lighting.



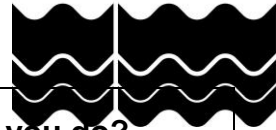
Additional categories

(identified locally as potentially causing / worsening inequality)

Characteristic	What do you know?	What do people tell you?	What does this mean?	What can you do?
Rurality	Rural bus services are currently very sparse.		More buses are needed to serve rural areas.	<p>Monitor feedback through established channels and passenger forums.</p> <p>BSIP aims to reduce fares for all bus users with a focus on rural journeys and improve rural bus routes with particular emphasis on flexible/demand responsive transport</p>
Carers	<p>Disabled people may require carers and both persons may use bus transport.</p> <p>Households with carers are disproportionately likely to be on lower incomes.</p>	<p>Carers of people requiring them are already eligible for free bus travel through the English National Concessionary Travel Scheme (ENCTS).</p> <p>ENCTS concessions will be accepted on board any services introduced or falling under the realm of BSIP.</p>	<p>Ultimately there will be improved bus services for carers. No negative impacts have been identified through any BSIP scheme.</p>	<p>Monitor feedback through established channels and passenger forums.</p>



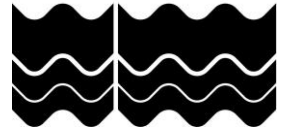
Characteristic	What do you know?	What do people tell you?	What does this mean?	What can you do?
Other groups that may be differently affected (including but not only: homeless people, substance users, care leavers)	Lower income earners Those on lower incomes may see public transport as prohibitively expensive and opt to use their private vehicles instead or not be able to travel easily if they have no alternative. Lower income households disproportionately include single parents.		Lower income earners The BSIP will see lower and simpler fares introduced across the county.	Monitor feedback through established channels and passenger forums. Lower fares are planned for all; particularly for those in the 16-19 and 20-30 age brackets. Significantly lower fares for up to four under 19s accompanied by a fare paying or concessionary pass holding adult.
Assessment of overall impacts and any further recommendations - include assessment of cumulative impacts (where a change in one service/policy/project may have an impact on another)				
<p>The Bus Service Improvement Plan, delivered through the Enhanced Partnership, has been subject to stakeholder engagement and public consultation in order to address its impact on protected characteristics and to integrate the perspectives of these groups.</p> <p>It is recognised, through other regional local authorities, that there may be some negative perceptions of safety of public transport for certain groups in society, including women, LGTBQ people, people from ethnic minority backgrounds and/or diverse religions, are thought to feel more vulnerable. However, the BSIP will improve passenger security by increasing natural surveillance as passenger numbers rise; and through more reliable and frequent bus services. This, along with improved safety features (such as lighting and CCTV) at stops and on-board buses, should help to improve the safety of vulnerable users.</p> <p>The BSIP should see increased social mobility for all users in the county, and help to encourage more people to use public transport through better bus services, lower & simpler fares and improved cross-service integration in key locations.</p>				



Characteristic	What do you know?	What do people tell you?	What does this mean?	What can you do?
<p>Regarding Traffic Light Priority (TLP), Bus Companies were consulted in 2020 by Transport Hub with a list of sites that they experienced significant hold ups at. This is where the list of 34 sites comes from. There are issues that could or are perceived to impact a range of users with protected characteristics (notably those with reduced or restricted mobility) so are included here.</p> <ul style="list-style-type: none"> Concern from pedestrians having to rush across the road due to light phases changing quicker is mitigated by the fact that phases will not change quicker due to safety features and code. The only disadvantage will be pedestrians potentially waiting a few seconds longer to be able to cross. Current signalised junctions may have layouts changed is mitigated in that any change will be an upgrade of equipment or to bring the site into current regulations. No adverse effect. Changes to existing equipment may provide opportunities to upgrade old equipment, adding tactile aids for blind and visually impaired people <p>The BSIP programme comprises of many individual schemes which will create the desired end state. These schemes will be delivered throughout the programme and should be delivered in full by March 2025. Dynamic equality impact assessments (EqIA) will take place for individual schemes as and when they begin. Should it be identified that a scheme may disproportionately impact a protected characteristic, then a written EqIA will be undertaken.</p>				

3. List detailed data and/or community feedback that informed your EqIA

Source and type of data (e.g. research, or direct engagement (interviews), responses to questionnaires, etc.)	Date	Gaps in data	Actions to fill these gaps: who else do you need to engage with? (add these to the Action Plan below, with a timeframe)
Local Authority Officer tacit knowledge: both East Sussex CC and the knowledge/learnings of other authorities through professional networking bodies	November 2022		
Passenger surveys	On-going		
Bus operator consultation	On-going		
Freeths legal governance documentation	September 2022		
Engagement with the Department for Transport	On-going		
Consultation with Transport Focus	On-going		



4. Prioritised Action Plan

NB: These actions must now be transferred to service or business plans and monitored to ensure they achieve the outcomes identified.

Impact identified and group(s) affected	Action planned	Expected outcome	Measure of success	Timeframe
All actions identified above are built into the BSIP programme				