

# Equality Impact and Needs Assessment Form



NB: Use the electronic MS Word template. Add additional rows and increase box size as required. Make sure your final document is suitable for publishing.

## A) Description

Name of service, function, policy (or other) being assessed

Transport Co-ordination Service (Public Transport Information)

Directorate or organisation responsible (and service, if it is a policy)

Environment, Economy and Culture Directorate

Date of assessment (DD/MM/YY)

27:10:08

Date next assessment due (3 years)

27:10:11

Names and/or job titles of people carrying out the assessment

David Harvey Business Development Team Leader Transport Coordination Service

Accountable person (e.g. Head of Service)

Bruce Thompson

Date EINA Form approved by accountable person (e.g. Head of Service)

13/11/09

1. What are the aims or main purpose of the service, function or policy?  
What does it provide and how does it provide it?

1. A public transport network for people in Devon
2. To provide public transport information for people in Devon

2. Location or any other relevant information

Across Devon and where appropriate with links into other authorities areas.

3. List any key policies or procedures to be reviewed as part of this assessment.

- Unit Business Plans
- LTP

4. Who is intended to benefit from the service, function or policy?

All people in Devon

5. Who are the stakeholders? What is their interest?

Commercial Groups: Operators  
 Regulatory: Local Authorities and other groups e.g. Primary Care Trust  
 Community: General public; Interest Groups, Age Concern; Living Options etc

6. Are there any concerns at this stage which indicate the possibility of inequalities/negative impacts? For example: complaints, comments, research, outcomes of a scrutiny review. Please describe:

Area of improvement i.e. Improved services such as low floor bus network  
 Scope of improvements a consistent level of services

**B) Relevance – Note: if not relevant, do not complete this form**

Select **all** that apply:

		Scale of relevance	
7. Service or function that people use.	X	Low	Section C applies
8. Discretion is exercised, or potential for people to experience different outcomes or level of satisfaction.	X	Medium	
9. Employment policy – where discretion is not exercised.		Medium	Sections C & E apply
10. Employment policy – where discretion is exercised (e.g. recruitment or disciplinary process).		High	
11. Concerns at a local, regional or national level of discrimination/inequalities.	X	High	
12. Major change such as the closure, removal or transfer of an entire service/provision.		High	
13. Community and regeneration strategies, local area agreements and organisational or directorate/partnership strategies/plans.		High	

Other:

State why it is relevant:

How relevant (high, medium or low?):

Mark 'X' to confirm which strands are relevant to the review:

Age	X	Disability	X
Gender (men and women)		Race/ethnicity	
Trans-gender		Religion/belief	
Sexual orientation		Other (state below)	X

Any other (such as Human Rights, people on low incomes and specific sub-strands requiring particular focus such as Travellers and Gypsies, Deaf people):

Deaf and Blind People

**C) Information**

14. What information (monitoring or consultation data) have you got and what is it telling you? *Required where relevance is Medium or High.*

- Consultation with disabled groups which suggests enhancements required.
- Consultation with interest groups.
- Devon Study on non English speaking communities.

**D) Assessment**

15. Describe any NEGATIVE impacts (actual or potential):

Strand/community	Impact ( <i>how they may be affected</i> ). Include assessment of risk (likelihood and severity).
Deaf People	Information currently available in English only (Proportionality) Available by text for deaf people and on the internet. Traveline SW does operate a Mincom service. Information available on the Internet Access Wallet.
All Groups	Operators failures and bus reliability. Communication to all groups with regard to disrupted services.
Disability Groups	Capacity on vehicles
People with visual impairments	Knowing where to alight
Age	Young and old who are unable to drive/non car users concerns using public transport services e.g. concerns using services in darkness.

16. Describe any POSITIVE impacts:

Strand/community	Impact ( <i>how they may be affected</i> )
Deaf People	Txt 4 times for deaf people web access. Taxi booking by text intended to be rolled out by District Councils . Devon Access Wallet
Disabled; Parents with toddlers/babies	Low Floor buses being introduced progressively ahead of EEC requirements from 2015. Bus Boarders at bus stops.
All Groups	Other initiatives .i.e. Smartcard ticketing and real time information. Bus boarders and low floor bus programme.

17. Provide any information about NEUTRAL impacts that have been identified (there is neither a positive or negative impact):

Strand/community	Why there is 'no differential impact'

## E) Consultation

18 Did you carry out any consultations? *Required where relevance is High.*

YES

19 Who was consulted? Include your findings in 15, 16 and 17 above.

- LTP Consultation List
- Exeter Deaf Club
- Service Users Regional Forum
- Devon Equality Partnerships
- Parish Councillors
- Community Groups
- AGILE
- Living Options Devon

20 Describe other research, studies or information used to assist with the assessment and include your findings above:

- On Street Surveys carried out by Power Marketing

## F) Conclusions

	<b>Action/objective/target OR Justification</b>	<b>Resources required</b>	<b>Timescale</b>	<b>I/R/S/O</b>
a)	Improve literature. Stop-specific Time Tables. Clearer information at bus stops. Time Tables and Bus Maps on website.	Resources have been allocated by Bus Information Strategy.	Ongoing	I/S
b)	Low floor bus programme	Allocated by LTP and LPSA reward.	Ongoing	I/S
c)	Disability Awareness Training for TCS staff and operator staff where appropriate.	For key staff, minimal cost; to enhance current driver training would require approx. £200/ driver. – to be funded by CYPS	December 2009	S
d)	Extend real time passenger information across Devon.	An additional £2.5m in addition to the Bus	March 2010	S

		Information Strategy funding in LTP2		
e)	Continue with Text 4 Times Programme.	Funding already committed.	March 2010	S
f)	Continue with Independent Travel Training Programme.	Long term guarantee needed to secure high quality resources	March 2010	S
g)				
h)				
i)				

(I) Taking immediate effect.

(R) Recommended to Council/Directors through a Committee or other Report\*.

(S) Added to the Service Plan.

(O) Added to the Fair for All Programme (as an organisational improvement)\*\*

**- DELETE THESE NOTES FROM YOUR FINAL DOCUMENT -**

**Conclusion notes:**

\*Summarise your findings in the report. Make the full assessment available for further information.

\*\*The Corporate Equality Officer will extract any cross-cutting organisational improvements.

Use the table to:

- Explain what and how negative impacts have been reduced or removed and positive impacts improved or included. Mark these as having taken immediate effect (I) if this is the case.
- State final decisions or recommendations which may include making immediate changes, justifying a decision, stopping or proceeding with a new policy or adding objectives/targets to the service plan (long term changes). Provide timescales or dates and 'resources required' where appropriate.
- State what ongoing monitoring systems will be set up.

Don't forget to add actions to your service plan, where relevant.

Send your form to the person responsible for equality in your directorate for publishing on the website at: [www.devon.gov.uk/equality\\_impact\\_needs\\_assess](http://www.devon.gov.uk/equality_impact_needs_assess).