

Due Regard Statement

Please use this statement to evidence how 'due regard to' the three aims of the public sector equality duty has been made (section 149 of the Equality Act 2010) during the development of the 'policy'.¹

- Eliminate discrimination, harassment and victimisation and any other conduct prohibited by the ACT:
- Advance equality of opportunity between people who share a protected characteristic and people who do not share it; and
- Foster good relations between people who share a protected characteristic

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| Name of the 'policy': | Real Time Information System |
| Person(s) responsible for completing this statement | Tom Main – Transport Operations Manager and Philip Williams – Lead Commissioner, Economy, Environment and Infrastructure |
| Briefly describe the activity being considered including aims and expected outcomes | <p><u>Description of the RTPI system</u> System includes;</p> <ul style="list-style-type: none"> • Displays at bus stops/shelters around the county at certain locations to provide real time bus arrival information (hardware and software to be available), and associated in-office tasks/processes. • Continuation of the Traffic Light Priority System (already installed). • Options for a public webpage (URL) and/or app to assist in the communication of bus information across the county. <p><u>Activities to be considered</u></p> <ul style="list-style-type: none"> • A review of the current Real Time Passenger Information (RTPI) system. • Market research : other local authorities management of RTPI and research into current RTPI hardware and RTPI software suppliers. • Consider the possible impacts of a new RTPI contract, extending the period of RTPI use for up to 7 years. • Procuring new contract(s) for RTPI hardware and software supply for the county. |

¹ For 'policy': any new and existing policy, strategy, services, functions, work programme, project, practice and activity. This includes decisions about budgets, procurement, commissioning or de-commissioning services, service design and implementation.

Documenting use of sufficient information

Please document below the data and information sources that you have used to understand the needs, participation and experiences of each protected group. Evidence must be gathered as the policy is developed and used to inform decisions.

Service user data

Service user data is an important source of evidence and should be collated as part of routine monitoring of in- house or external services. If service user data is not available record 'not known' and use the action plan to identify what improvement actions will be used to gather data going forward.

Service user diversity reports are available on our website and give an indication of service user participation across commissioning areas, for example adult residential services and youth services. It does not include participation data at individual service level.

Needs analysis

Gloucestershire population demographics data is available to understand the representation of different protected groups across the county and help with needs analysis. Data like this may also be also useful for benchmarking to identify under or over representation of a service by any of the protected groups. For example, a service is open to all residents and from monitoring you know that 2% of service users are disabled: However, demographic data indicate that 16.7% of Gloucestershire residents report having a disability or long term limiting illness. This finding can be used to explore if there are barriers to participation by residents with disabilities and how this can be addressed as part of the development of your 'policy'.

Data gaps

You may find that you have more information about some of the protected groups for example, gender, age, disability and less about others, for example, sexual orientation and religion and/or belief. If data is not available and you intend to start collating data about a protected characteristic please use the action plan to outline how this data will be collated. You can find equality monitoring guidance on our website including an equality monitoring template.

If you have no plans to start collating data about a protected characteristic please state the rational why.

Service information (if applicable) or Needs analysis (if applicable)

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| <p>Who is responsible for delivering the service?</p> | <p>The county council Integrated Transport Unit manages and funds a contract to facilitate the existence and maintenance of a RTPI system in the county. The current contract is with RTPI company Trapeze. A new contract may be procured to become active in early July 2021.</p> |
| <p>Service user data/Needs analysis information</p> | |
| <p>Age</p> | <p>In 2018 the resident population of Gloucestershire was estimated to be 633,558 people, of this: • 22.5% are aged 0-19 • 56.2% are aged 20-64 • 21.3% are aged 65 and over Gloucestershire has a lower proportion of 0-19 year olds and 20-64 year olds when compared to the national average (England). In contrast the proportion of people aged 65+ exceeds the national average. All districts except Gloucester have a higher proportion of people aged 65+ when compared to the national figures. Cheltenham has a higher proportion of people aged 65+ than the county figure. At 25.6% the Cotswold has the largest proportion of people aged 65 and over.</p> <p>The ITU 2015 consultation summary shows that of the 2712 that responded to the question about their age, 52.31% said they were aged over 65. Fewer in proportion belonged to other age groups. While this is a higher proportion than our Transport Focus Age Benchmark suggested would respond (30%) it reflects the fact we were consulting only about subsidised services which target smaller communities to combat rural isolation, since they carry fewer people to work and school than the commercial network.</p> |
| <p>Disability</p> | <p>Due regard should be given to those individuals with disabilities and the impact the review will have on them.</p> <p>According to the 2011 Census 16.7% of Gloucestershire residents reported having a long term limiting health problem, this was below the national average. Forest of Dean had the highest proportion of residents reporting a long term limiting health problem at 19.6% of the total population, and was the only district that exceeded the national average. Cheltenham had the lowest proportion of residents reporting a long term limiting health problem.</p> <p>0-15 Year Olds With a long term limiting health problem – 3.1% No long term limiting health problem – 96.9%</p> <p>16-19 Year Olds With a long term limiting health problem – 7.8% No long term limiting health problem – 92.2%</p> <p>50-64 Year Olds With a long term limiting health problem – 18.3% No long term limiting health problem – 81.7%</p> <p>65+ Year Olds With a long term limiting health problem – 49.0% No long term limiting health problem – 51.0%</p> |

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| Sex | <p>Due regard should be given to the impact according to their sex.</p> <p>As age increases gender differences become more noticeable, with females outnumbering males by an increasing margin. 49.1% male and 50.9 female. There is potential that females may be more prone to the impact due to more females at during the day and are more likely to use transport networks.</p> <p>Of those who responded to the 2015 ITU consultation 52% were female and 48% male, which was close to population data, and a representative sample.</p> |
| Race (including Gypsy & Traveller) | <p>Due regard should be given to the impact according to the race of individuals and the impact that RTPI will have on them.</p> <p>With regards to ethnic origin, the 2011 Census found that 91.6% of Gloucestershire residents were White British, 2.1% were Asian/Asian British, 1.5% were from a Mixed/Multiple Ethnic group, 0.9% were Black/Black British, 0.6% were White Irish, 0.1% were of Gypsy or Irish Traveller origin, 3.1% were in an 'other White' category and 0.2% were in another ethnic group. Some 36% of the people who were not White British were born in the UK.</p> <p>The 2011 Census found that overall, 4.6% of the population in Gloucestershire was from Black and Minority Ethnic (BME) backgrounds; this figure increased to 8.4% when the Irish, Gypsy or Irish Traveller and 'other White' categories were included. The proportion of people from Black and Minority Ethnic backgrounds was considerably lower than the national figure of 14.6%.</p> <p>5.63% of those respondents to the 2015 ITU consultation who gave an answer were from non white-British backgrounds. This is slightly higher than expected. However it is unlikely that race is a significant factor in the provision or otherwise of passenger transport services, and this figure is sufficiently close to population figures to not give cause for concern.</p> |
| Gender reassignment | <p>In a study funded by the Home Office, the Gender Identity Research and Education Society estimate that between 300,000 and 500,000 adults in the UK are experiencing some degree of gender variance. These figures are equivalent to somewhere between 0.6% and 1% of the UK's adult population. By applying the same proportions to Gloucestershire's adult population, we can estimate that there may be somewhere between 3,100 and 5,200 adults in the county that are experiencing some degree of gender variance.</p> <p>No data on gender reassignment was collected as part of the 2015 ITU consultation as this is unlikely to be an issue affecting transport provision.</p> |
| Marriage & civil partnership | <p>The Marriage and Civil partnership group has not been considered for this due regard statement as there is unlikely to be any significant impacts on this group relative to the population as a whole.</p> <p>According to the 2012 population Monitor - Marital and civil partnership status.</p> <ul style="list-style-type: none"> 30.5% are single and have never married or registered a same-sex civil partnership 50.2% are married 0.3% are in a registered same-sex civil partnership 2.3% are separated but still legally married or still legally in a same sex civil partnership 9.5% are divorced or formerly in a same sex civil partnership which is now legal dissolved 7.2% are widowed or a surviving partner from a same sex civil partnership. |

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| | No data on marriage and civil partnership was collected as part of the 2015 ITU consultation as this is unlikely to be an issue affecting transport provision. |
| Pregnancy & maternity | There were 6,449 live births in Gloucestershire in 2018. No data on pregnancy and maternity was collected as part of the 2015 ITU consultation as this is unlikely to be an issue affecting transport provision. |
| Religion or Belief | Gloucestershire 2012 Population Monitor reports that 63.5% of Gloucestershire residents are Christian This is followed by no religion which accounts for 26.7% of the total population No data on religion or belief was collected as part of the 2015 ITU consultation as this is unlikely to be an issue affecting transport provision. |
| Sexual Orientation | Estimates used by the Department of Trade and Industry in 2003, and quoted by Stonewall, suggest around 5-7% of the population aged 16+ lesbian, gay or bisexual. This would mean somewhere between 26,000 and 36,400 people in Gloucestershire are LGB. However, a more recent estimate from the ONS Annual Population Survey suggests that 2.3% of the population aged 16+ is LGB. If this figure is applied to Gloucestershire it would mean there were around 11,900 people who are LGB in the county. Results from the Annual Population Survey can also be broken down by age. There are some noticeable differences, with 4.4% of those aged 16-24 identifying themselves as LGB compared with only 0.7% of those aged 65 and over. No data on sexual orientation was collected as part of the 2015 ITU consultation as this is unlikely to be an issue affecting transport provision. |

Other information

Workforce data

Please document details of GCC staff only if they will be affected by the proposed activity. This could include GCC staff transferring under TUPE to a new service provider, relocating, employment at risk. **GCC Workforce diversity reports** are available on our website.

If the proposed activity does not affect GCC staff, please state 'Not affected below'.

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| Total number of GCC staff affected | No direct affect anticipated on staff. |
| Age , Disability , Sex, Race (including Gypsy & Traveller), Gender reassignment, Marriage & civil partnership, Pregnancy & maternity, Religion or Belief, Sexual Orientation | No direct affect anticipated on staff. |

Consultation and engagement

List all types of consultation that has taken place during the development of this activity. Include on-line consultations, events, meetings with stakeholders, community events, employee consultation exercises etc

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| Service users | An internal paper exercise and soft market engagement will ensure we have considered the service users and any potential discrimination. |
| Workforce | Not applicable –except in the sense that some workers are part of the wider bus-using population. |
| Partners | We work very closely with all bus operators to make sure support of the bus network. We work with bus operators and Traveline to ensure that information on services is available and is accurate. We actively manage all contracts with operators, suppliers, consultants, transport groups and charities to support transport across the county. |
| External providers of services | The market research for the tender will be thorough, learning current suppliers in the sector. This will allow an overview of active contracts, which we can compare to our future aims. |

Equality analysis: Summary of what the evidence shows and how has it been used

This section will allow you to outline how the evidence has been used to show 'due regard' to the three aims of the general equality duty. It is important that this consideration is thorough and based on sufficient information. Consideration should be relevant and proportionate.

- Eliminate discrimination
- Advance equality of opportunity
- Promote good relations.

| Protected group | Challenge or opportunity considered and what we did |
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| Age(A) | <p>Delays/changes in bus services can disproportionately impact on older people who need clear, up to date information to allow them to access services as easily as possible, particularly those denied the right to drive. This may especially be the case in locations where there are less frequent services, i.e. in more rural locations. These may also include individuals who find accessing/using the internet more complex and who access the internet less regularly. This also may include individuals who do not use smart phones.</p> <p>Clearly the existence of an RTPI system provides some advantage (compared to that system not existing) when regarding this protected group. Access to RTPI screens, and if not installed in certain locations, access to up to date timetables and delays must be considered. In the future there may be a centralised DRT booking phone number which can direct people to commercial services when appropriate.</p> <p>Access to RTPI is defined by display locations, which are being rolled out as per the RTPI project. The project confirms locations and/or bus routes to have displays installed via determining where the RTPI will have the biggest beneficial impacts.</p> <p>Any failure by GCC and by the supplier to not yet have identified any areas to address in relation to this protected characteristic can be rectified by GCC working with supplier on any development as needed for the duration of the contract.</p> |
| Disability (D) | <p>Specifically, sub categories of this group that are considered are those with poor eyesight and wheelchair users.</p> <p>Disabled users need access local services, and RTPI can improve the journey and can decrease stress levels by</p> |

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| | <p>providing correct information. RTPI screens are installed at bus shelters, where the shelter infrastructure allows safe and comfortable use by anyone disabled. Disabled persons may choose to use a DRT company/charity to book a journey, in which case RTPI is not applicable. Clearly the existence of an RTPI system provides some advantage (compared to that system not existing) when regarding this protected group.</p> <p>It is not expected that any RTPI instructions/guide on how to read the displays will be published, however if such a document is published/printed, it should consist of diagram-based instructions, not text. This is to accommodate all levels of literacy.</p> <p>Access to RTPI is defined by display locations, which are being rolled out as per the RTPI project. The project confirms locations and/or bus routes to have displays installed via determining where the RTPI will have the biggest impact.</p> <p>Any failure by GCC and by the supplier to not yet have identified any areas to address in relation to this protected characteristic can be rectified by GCC working with supplier on any development as needed for the duration off the contract.</p> |
| Please note, for two protected groups above | <p>All buses used by all operators are wheelchair accessible.</p> <p>The “GlosTalk” app is part of the current contract/RTPI provision from GCC’s current supplier (Trapeze) and when this contract ends, the app will no longer function. This app currently functions and has an audible option. Overall it is likely that GCC will not replicate GlosTalk as it would need to be developed from scratch by the new supplier (repeating the exact spend already invested to create it in the first place) as part of the new contract. It is also up for consideration whether the development of any GCC owned bus transport app is good value for money or not, considering the following;</p> <ul style="list-style-type: none">• GlosTalk has had a low number of users for some time and is not popular, nor has seen in any growth in numbers since changes of services, new city developments, etc.• Soft market engagement has shown suppliers are now being asked by clients (other local authorities) to produce URLs that provide RTPI information, and not develop apps. URLs tend to load quicker, tend to function quicker and do not require downloading onto devices.• GlosTalk, developed once and not updated since, does not function as well as other third party apps available free of charge (for both iOS and android systems). GlosTalk is seen as ‘tired’, is slow, and has received public comment that it is no longer fit for purpose.• Third party apps are continuously invested in, improved and made user friendly. It is not best practice for any council to ‘reinvent the wheel’ unless deemed good value for money for some reason(s).• App development and up-keep does require significant funding, that might be better used invested into the RTPI system it’s self. |

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| Sex (S) | No special impact / not applicable No identified significant impact |
| Race (including Gypsy & Traveller)(R) | It is not expected that any RTPi instructions/guide on how to read the displays will be published, however if such a document is published/printed, it should consist of diagram-based instructions, not text. This is to accommodate all levels of literacy. |
| Gender reassignment(GR) | No identified significant impact |
| Marriage & civil partnership (MCP) | No identified significant impact |
| Pregnancy & maternity (PM) | No identified significant impact |
| Religion and/or Belief (RAOB) | No identified significant impact |
| Sexual Orientation(SO) | No identified significant impact |

Point 2

Strengthening actions: Planning for further improvements

Please outline here what actions are required for further improvements to address challenges or opportunities, for example:

- Arrangements for continued/new engagement with stakeholders, staff, service users
- Plans to close data gaps across any of the protected characteristics through reviewed contract management arrangements
- Identify other plans already underway to address the challenges or opportunities identified in this statement
- Share findings with partner organisations.

If none, state 'none' below.

Action Plan

| Action | Who is accountable | Time frame |
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| Gloucestershire is a large rural county with a wide geographical range of bus services. RTPi screens have been installed since 2004 to cover | Thea Powell/Nick Bauer/Tom Main | August to October 2020 |

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| <p>12 bus routes. Since then, the pressure on placing RTPI screens where they are most needed has increased. Requirements for a screen have been influenced differently due to how people use technology now in 2020. Technology and digital use has changed a lot for the bus industry over 16 years.</p> <p>The first step is for the ITU to review the current RTPI situation, what hardware is installed, and what the hardware and software does/doesn't facilitate in terms of all possible RTPI technologies.</p> | | |
| <p>Sub action : Review of current RTPI offer includes the GlosTalk app. Therefore review will include quantifying the use of the app and what other apps are already available to ensure app development associated with RTPI is relevant and sustainable.</p> | Thea Powell | July – September 2020 |
| <p>To conduct market research: a list of questions will be discussed with other local authorities. A similar, though tailored, list of questions will be discussed with suppliers.</p> <p>Answers to market research will be compiled into an excel database to ensure ease of reference and ease of analysis of any trends. Quantitative answers can be analysed, and qualitative answers should be scored/categorised to be able to be analysed</p> | Thea Powell/Nick Bauer | August/September 2020 |
| <p>To keep a “watching brief” on the market for the availability and appropriateness of potential audible options. When a possible option presents itself, ITU will review this.</p> | Thea Powell / Nick Bauer / Tom Main | Beginning July 2021, over lifetime of contract |

Monitoring and Review

Please indicate what processes/actions will be put in place to keep this ‘activity’ under review. For example will progress be monitored/ reported to a board, scrutiny committee, project board etc

- Regular operational meetings, referring to key performance indicators and checking public comments for any relevant item considering protected characteristics.
- Contract will be actively managed via an assigned member of staff. Quality management of documentation and version control will ensure that expert knowledge is not reliant on one individual.
- Client management and customer support system will be of key importance to the successful bidder.

Sign off and Scrutiny

By signing this statement off as complete you are confirming that 'you' have examined sufficient information across all the protected groups and used that information to show due regard to the three aims of the general duty. This has informed the development of the activity

Senior level sign off:



Date:

02.10.2020

I am in agreement that sufficient information and analysis has been used to inform the development of this 'activity' and that any proposed improvement actions are appropriate and I confirm that I as the decision maker have been able to show due regard to the needs set out in section 149 of the Equality Act 2010.

Name of relevant Portfolio Holder/Cabinet Member: Councillor Nigel Moor

Signed by Portfolio Holder/Cabinet Member:

Nigel Mow.

Date:

02.10.2020

Publication

If this statement accompanies cabinet paper it will be published as part of the cabinet report publication process. Statements accompanying cabinet reports are also published on our website. If this statement is not to be submitted with a cabinet paper please maintain a copy for your own records that can be retrieved for internal review and also in case of future challenge.