

Equality Impact Assessment (EIA)

This document demonstrates how the council is meeting its duties under the Equality Act 2010, by giving due regard to the requirement to: eliminate discrimination; advance equality of opportunity; and promote good relations.

1. Background

Directorate	Economy, Environment and Infrastructure
Service area	Integrated Transport Unit
Title of the activity being assessed i.e. the strategy, plan, policy or service	Gloucestershire E-Scooter Trial
Brief outline of the proposal(s)	To commission a service to operate the delivery of the e-scooter trial in Gloucestershire within specific safety guidelines and operating areas set by the Department for Transport.
Who is affected by the proposals?	Service users <input type="checkbox"/> Y Workforce <input type="checkbox"/> N Other, please specify: <input style="width: 200px; height: 20px;" type="text"/>
Decision to be taken and decision maker	That the Cabinet Member for Environment and Planning: <ol style="list-style-type: none"> 1) Agrees to the Council's continuing participation in Department for Transport national e-scooter Trial. 2) Delegates authority to the Executive Director: Environment, Economy and Infra-structure, in consultation with the Cabinet Member for Environment and Planning to: <ol style="list-style-type: none"> a. Conduct a competitive procurement process in respect of a concession contract to deliver the Gloucestershire E-Scooter Trial for an initial period of 12 months and include an option to extend its term for a further two periods of one year on its first and second anniversary (i.e. 1+1+1 years); b. Award such concession contract to the preferred tenderer; and c. Determine whether to exercise each of the options to extend the concession contract for a further period of one year on its first and second anniversary.

Person(s) responsible for completing this assessment	Jo Atkins
Date of this assessment	6 th February 2023 in conjunction with the corresponding ICM report for Lead Cabinet Member decision.

2. Information Gathering

Briefly outline your approach to consultation and engagement, together with details of any other information and data sources you have utilised:

Consultation Approach:

- An extensive, dynamic consultation process has been conducted by the commissioned operator in partnership with GCC, Gloucester City and Cheltenham Borough and Parish Councils, the Police and disability groups. Cheltenham Neighborhood Watch Committees, local 'Accessibility Forums' have also been engaged from the outset.
- As a direct result of the consultation process, an Educational Road Safety Campaign was conducted to raise awareness of the Highway code, rules of conduct and differentiation between private-use and TRIAL scooters. A close working partnership with the operator and the police was developed at this time and the adoption of a 'two strike Policy' was launched.
- To differentiate from illegal use, blue branding, coupled with additional contact details and stickers on the handlebars with educational messages was added.
- Notices were distributed to all residents in the VSO area. to allow for additional engagement regarding the e-scooter service.
- During lockdown, key workers were granted fully funded rides to be able access employment, and the operator built strong networks with local employers to promote e-scooters as a safe and sustainable travel mode.

Engagement and feedback:

- Please see latest report from the DfT [here](#).
- Users can feed back on their experience and report any fault through the 'App' after each ride, but also through social media channels, email and telephone.
- Detailed customer feedback surveys are conducted twice a year through the app measuring demographics, trip length and distance.
- The DfT VSO areas (outlined in ICM report) are fixed to specific trial areas.
- Heat maps have been used to analyse patterns of travel accurately to assess demand and location of parking bays.
- Road Safety incident reports are regularly reported monthly along with rigorous assessment of the quality of the service, including, performance of the e-scooters, maintenance programme, booking platform and customer feedback mechanisms.
- An analytics platform is being used to provide hyper-localised insight into every aspect of on the ground operations and user behaviour in our Gloucestershire trial.
- With significantly increased visibility on demand, supply and operations, the operator can refine our rebalancing strategy and ensure that scooters are available where they are most needed at any given time.

- Monthly Road Safety reports, trip length and distance are sent to GCC, the DfT alongside stakeholder reports reviewing safety, delivery and operations;
- E-scooter virtual and face to face E-scooter road safety training is being delivered throughout the duration of the trial.

3. Equality Assessment

Briefly explain your assessment of the impact of the proposed activity on the protected characteristics below. This section details how the council is giving due regard to the three aims of the general equality duty, which are to: eliminate discrimination; advance equality of opportunity; and promote good relations.

Protected Characteristic	Service Users – Challenges and Opportunities	Workforce
All listed / general impact	<p>There is a direct impact on persons with protected characteristics as detailed below.</p> <p>The E-scooter trial is accessible to all able bodied users. The commissioned operator will be scored higher on demonstrable policies which extend accessibility, inclusivity and encourage access to education and employment for low earners and key workers for example.</p> <p>The e-scooter trial is focused around abled bodied users, who hold a provisional or valid driving/motor bike license.</p> <p>However, the operator will consider scope for adaption to enable wider inclusivity to disabled or partially disabled users in accordance with DfT's standards and specifications.</p> <p>Additionally, adapted bikes/scooters are available through the Gloucestershire inclusion services.</p>	<i>Workforce would only be impacted when using the services provided.</i>
Age	<p>16 plus – all users must hold at least a provisional motor bike license (as the e-scooters can be rode on the road and so awareness of the highway code is essential).</p> <p>The e-scooter is only accessible on proof of a license and a summary of how to ride your scooter safely. Recording and managing illegal use is the responsibility of the operator who will work in conjunction with the Police and GCC Road Safety team.</p> <p>As a commercial service, the operator is responsible for ensuring appropriate management of risk, and enforcement. Stringent applications will be expected at the current level of service where users can be banned and prosecuted if they break the law.</p>	

	<p>The commercial operator must abide by the DfT's strict guidance here, otherwise they will not meet the terms of the contract agreed with GCC on commission.</p>	
Disability	<p>The model of e-scooter used in the DfT trial is confined by the stipulations of the DfT Guidelines of the trial currently. However adaptations can be considered by the operator using the specified scooters for hire as shown below.</p> <p>Inclusive scooting: The current operator has carried out effective liaison with Thomas Pocklington Trust. The commissioned provider will be expected to continue this level of service and partnership to advise on inclusivity and to find solutions to mitigate concerns and support access from specialist organisations. For example; We Can Move (Active Gloucestershire), the RNIB, the Barnwood Trust and Wheels for Wellbeing/Goals Beyond Grass</p> <p>Currently, E-scooters must be parked in designated 'geofenced' parking bays to minimise obstructions to the visually impaired disabled, and elderly.</p> <p>Additionally, the e-scooter providers are developing and investing in new technology which will be more adaptable to all needs in the future.</p> <p>The e-scooter trial is being delivered alongside other DfT funded micro mobility programmes. GCC are currently offering fully accessible alternative sustainable travel modes through the GCC inclusion team.</p> <p>GCC have successfully secured funding to train a member of the GCC inclusion team in Bikeability so they can deliver adapted Cycle training in the community working with <i>Goals Beyond Grass</i> and local schools and businesses. GCC have also conducted a series of inclusive active travel events and courses to enable disabled people to travel sustainably and actively in Gloucester and Cheltenham alongside this trial</p> <p>Local Walking and Cycling Plans (LCWIP) are also being audited by disabled groups to map out solutions to improve accessibility and bid for funding. (<i>DfT Funded programme</i>)</p>	
Sex	<i>Fully Accessible</i>	
Race (including Gypsy/Traveller)	<i>Fully Accessible</i>	
Gender reassignment	<i>Fully Accessible</i>	
Marriage & civil partnership	<i>Fully Accessible</i>	

Pregnancy & Maternity	<i>Fully Accessible</i>	
Religion and/or Belief	<i>Fully Accessible</i>	
Sexual Orientation	<i>Fully Accessible and inclusive</i>	

4. Completed Actions

Set out how the proposed activity has already been amended following the equality assessment, to maximise the positive impact or minimise the negative impact:

Change	Reason for Change
<ul style="list-style-type: none"> - The new operator would be expected to meet the current level of inclusivity. - The current operator has carried out effective liaison with Thomas Pocklington Trust. The commissioned provider would be expected to continue this level of service and partnership to advise on inclusivity and to find solutions to mitigate concerns and access from specialist organisation such as <i>We Can Move, the RNIB, the Barnwood Trust and Wheels for Wellbeing/Goals Beyond Grass.</i> - Monthly monitoring of collisions and details of any liaison with the council and the Police will be sent to GCC and the DfT as well as quarterly contract performance reviews. - Continual Progressive Development, road safety training & good practise through virtual & face to face events/training will ensure quality of service is constantly reviewed and enhanced to encourage greater safe inclusive participation across the trial areas. 	

5. Planned Actions

Set out improvements that will be undertaken, following the equality assessment, to further maximise the positive impact or minimise the negative impact:

Potential impact (positive or negative)	Action	By when	Owner
Both to maximise the positive impact and minimise the negative impact	Ongoing dialogue with providers/suppliers, including action to fulfil statutory obligations as the transport authority.	Ongoing	Jo Atkins/Ollie Hazel
Both to maximise the positive impact and	Ensure the delivery of the e-scooter trial is complicit with the DfT guidelines.	Ongoing	All groups named in strategy and


minimise the negative impact			individuals therein
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6. Monitoring and review


The following processes/actions will be put in place to keep this 'activity' under review:
<ul style="list-style-type: none"> - GCC will hold regular management meetings with the commissioned provider and ensure compliance with DfT guidelines including, accessibility and safety. - A full scoping of the service will be conducted by GCC. - The commissioned operator will liaise regularly with the Police and key stakeholders and will set monthly reports with updated trip lengths, numbers of users, collisions and safety parameters.

7. Officer / Decision-maker Sign off

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

Signature of Senior Officer	
Name of Senior Officer	Jason Humm on behalf of Colin Chick
Date	07 March 2023

Decision maker: 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.

Signature of decision maker	
Name of decision maker	Councillor David Gray
Date	7 March 2023

8. Publication

If this document accompanies a Cabinet report or an Individual Cabinet Member (ICM) decision report it will be published, as part of the report publication process, on the GCC website. If this statement is not to be submitted with a Cabinet report or an Individual Cabinet Member (ICM) decision report, please maintain a copy for your own records that can be retrieved for internal review and also in case of future challenge.

