

Equality Impact Assessment (EqIA)

The Equality Act 2010 introduced the Public Sector Equality Duty which states that a public authority must, in the exercise of its functions, have due regard to the need to:

1. Eliminate discrimination, harassment and victimisation and any other conduct prohibited by or under the Act
2. Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it
3. Foster good relations between persons who share a relevant protected characteristic and persons who do not share it

This document demonstrates how the Council is meeting the Public Sector Equality Duty by setting out the findings of an equality analysis that has been undertaken in relation to a proposed change to assess whether it has a disproportionate impact on people who share a protected characteristic. The Council's Equality Impact Assessment (EqIA) process covers additional groups not 'protected' by section 149 of the Equality Act 2010, including care leavers and care experienced adults.

1. Background

Directorate	Economy, Environment and Infrastructure
Service area	Integrated Transport Unit
Title of the proposed change being assessed i.e. the policy, service or other development	Arle Court Transport Hub Bus Service and Cafe Concessionary Contracts

Describe the purpose of the proposed change and the intended outcomes
<p>In May 2023 construction of a new £33m transport hub at existing Arle Court Park and Ride commenced. This transformational redevelopment will nearly double the amount of parking on site, greatly increase the amount of bus stands available for use and will offer electric vehicle charging on a scale yet seen in the county. Expected completion date of the development in November 2024.</p> <p>This decision relates to the procurement and award of a bus contract to operate to the new site and for a concessionaire to operate the site café facility.</p>

Who is affected by the proposals?

Service users:	Yes/No
Wider community:	Yes/No
Workforce:	Yes/No
Other (please specify):	

Decision to be taken and decision maker	To approve the procurement and award of a bus service to serve the new Arle Court Transport Hub from Cheltenham and the award of a concessionary contract to appoint a supplier to operate the café facility at the Hub.
Person(s) responsible for completing this assessment	Tom Main – ITU Manager Andrew Burford – Parking Manager
Date of this assessment	26 th February 2024

2. Information and Data Collection

Summarise how you have collected the information and data required to assess the current situation (section 3.1 below) and the potential or actual impact of the proposed change (section 3.2 below) on those who share the protected characteristics and the additional groups (e.g. survey of services users, running community focus groups, analysing service usage data, engaging with staff networks). The actual information and data should be set out in Appendix 1 (Service Users) and Appendix 2 (GCC staff).

If there are any gaps, include an action in section 4 to fill these. This does not mean that you cannot complete the equality impact assessment, but you need to follow-up the action and revisit as part of the monitoring and review arrangements set out in section 5.

Stakeholders	Engagement and Consultation	Other Sources
Service Users / Wider Community	Bus users and non-users. Consultation for the Bus Service Improvement Plan, 2021	Census information Bus usage statistics collated by the Department for Transport Reports by Transport Focus, Bus Users UK.
Workforce	Ongoing team meetings and wider team briefings	
Partners	Bus Companies and café providers	Enhanced Partnership for Bus Services, consultation with Bus Companies and other Stakeholders, currently ongoing.
Other		

3. Equality Assessment

Indicate the impact on each group and explain how you have reached your conclusions (i.e. through analysis of the information and data that was collected through the engagement, consultation and other sources / methods that were set out in section 2).

Consider sub-categories (e.g. different kinds of disabilities) and how the groups are interconnected (e.g. young women) resulting in particular needs or types of disadvantage and discrimination (sometimes known as intersectional or combined discrimination).

3.1 – Status Quo

If the proposal involves changing an existing activity (e.g. policy, service), summarise the key findings from your assessment of the current situation for each of the groups below. If the proposal is completely new, then move straight to section 3.2.

	Service Users	Gloucestershire County Council (GCC) Staff
Protected Characteristics (Equality Act 2010)	The new building and facilities that will be opened are based at the previous Arle Court car park site. This site has been “scaled back”, with reduced access for parking, to allow for the re-development since April 2023. For status quo, in both cases of (i) Arle Court was never re-developed, or (ii) since being scaled back to allow development, in reference to the procurement of the bus service and a new café being open, currently more service users are having and choosing to use their car, representing a low level of modal shift into bus use, and continued higher levels of pollution.	No change

Additional Groups (including care leavers / care experienced adults)		No change
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3.2 – The Proposed Change

Summarise your assessment of the likely or actual impact of the proposed change on each of the groups. If an action is required, this should be recorded in Section 4.

Service Users

Protected Characteristics / Additional Groups	Positive Impact	Neutral Impact	Negative Impact	Not Sure	Summary of Impact	Action Required (Y/N)?
Any user of Park and Ride site	X				<p>Bus services are available to all users. An increase in the capacity on the park and ride service will provide additional opportunities for travel for education, work, retail or social needs.</p> <p>It will be a requirement of the contracts that all comments for improvements and/or complaints regarding the bus service and/or the café are communicated from the providers to GCC.</p>	N

Age	X				<p>The Gloucestershire Census information from 2021 informs that 21.7% of residents are over 65, and 17.5% under 16. These two groups use public transport more than most. Increasing the number of bus journeys will provide additional opportunities for travel, for all age groups. Given the rurality of Gloucestershire bus services can help to reduce isolation amongst older people and those without access to a car, and for younger non-drivers accessing education and leisure.</p> <p>An increase in the capacity on the park and ride service will provide additional opportunities for travel for education, work, retail or social needs.</p> <p>The cafe will provide the ability for older people to gain hot refreshments during colder weather. It will add to the service offer of catching a bus.</p>	N
Disability	X				<p>16.8% of Gloucestershire's population (108,379 people) were classed as disabled under the Equality Act (2010), of which 6.4% (41,202 people) said their daily activities are limited a lot and 10.4% (67,177 people) limited a little.</p> <p>An increase in the capacity on the park and ride service will provide additional opportunities for travel in vehicles designed to assist the</p>	Y

				<p>disabled, enabling greater participation in society.</p> <p>Residents of Gloucestershire who are eligible for a concessionary bus pass on the grounds of disability can use the Arle Court Transport Hub to access free local bus travel.</p> <p>The Arle Court Transport Hub has been designed with consideration for disabled users including both EV charging and standard disabled parking bays, clear and appropriate signage, tactile paving and a braille map. Maintaining the current network and expanding it will ensure that those with disabilities are able to use the new facilities to a greater potential.</p> <p>A new P&R contract will be procured to include the provision of next stop announcements to assist some disabled users.</p> <p>The operation of the Café within the site will allow easy access to refreshments and food with un-necessary travel off site.</p>	
Sex		X		<p>The overall population split by sex in Gloucestershire is slightly skewed towards females, with males making up 49.1% of the population and females accounting for 50.9%. This situation is also reflected at district, regional and national level.</p>	N

					No significant impact identified.	
Race		X			<p>The 2021 Census shows that Gloucestershire was less diverse than the national average, but still has significant representation of various ethnic groups.</p> <p>No significant impact identified.</p>	N
Gender reassignment		X			<p>In more detail, 0.08% of the population of Gloucestershire (423 people) identify as a trans woman, 0.07% of the population (380 people) as a trans man, 0.07% of the population (355 people) as non-binary and 0.04% of the population (229 people) specified other gender identities. These proportions are in-line with the regional and national proportions.</p> <p>No significant impact identified.</p>	N
Pregnancy & maternity	X				<p>Bus services are available to all users. An increase in the capacity on the park and ride service will provide additional opportunities for travel for education, work, retail or social needs.</p> <p>A new P&R contract for the bus service will include the requirement to carry prams/pushchairs without the need to fold them up.</p>	N

					The café contract will include the need to have access for prams/pushchairs e.g. a uninterrupted walkway to access chairs and tables and to the cash desk. The café contract will also include the consideration of the provision of highchairs.	
Religion and/or belief	X				<p>41.4% of the county identifies as having no religion. The remaining 58.6% identify as religious or gave no answer.</p> <p>Bus services are available to all users. An increased number of journeys will provide additional opportunities for travel for all groups in society. However, it is recognised that the Christian sabbath day, being Sunday, has fewer bus services.</p> <p>Contract a service provider for the café that can provide appropriate options will be proportionally considered. This may include vegetarian, vegan and halal options.</p>	N
Sexual orientation		X			In Gloucestershire, 90.40% of residents (481,191 people) over the age of 16 stated that they are heterosexual, 1.28% (6,814) said they are gay or lesbian, 1.21% (6,432) answered they are bisexual and 0.31% (1,660 people) of the population is classified as all other sexual orientations.	N

					No significant impact identified.	
Marriage & civil partnership		X			An increase in the capacity on the park and ride service will provide additional opportunities for travel for education, work, retail, or social needs. This will assist on shorter travel/wait times for shift work and similar, potentially allowing partnerships more time together.	N
Armed Forces community		X			5.2% of the Gloucestershire population have previously served in the armed forces. No significant impact identified.	N
Carers	X				8.5% of Gloucestershire residents declare that they undertake unpaid care. An increase in the capacity on the park and ride service will provide those who provide care easier access to Cheltenham Town Centre.	N
Care leavers / care experienced adults		X			Care leavers / care experienced adults currently receive access to free travel. An increase in the capacity on the park and ride service will provide those who provide care easier access to Cheltenham Town Centre for education, work, retail or social needs.	N

Digital exclusion	X				<p>A new P&R contract will require the bus operator to accept cash in addition to other methods. This will ensure that those who do not have access to contactless methods can still travel on the bus.</p> <p>An increase in the capacity on the park and ride service will provide additional opportunities for travel for education, work, retail, or social needs.</p>	Y
Geography, for example, urban and rural areas	X				<p>The Arle Court Transport Hub provides transport for local residents as well as those travelling into central Cheltenham from other districts. Increasing the level of service provided will provide opportunity for more people from rural areas to use the service rather than drive into Cheltenham Town Centre.</p>	N
Socio-economic disadvantage	X				<p>A new P&R contract will require the bus operator to accept cash in addition to other methods. Some individuals who are Socio-economically challenged may not have access to contactless payment methods.</p>	Y
Vulnerable groups of society	X				<p>An increase in the capacity on the park and ride service will provide additional opportunities for travel for education, work, retail or social needs.</p>	N

Interconnected Characteristics / Groups	Positive Impact	Neutral Impact	Negative Impact		Summary of Impact	Action Required (Y/N)?

Gloucestershire County Council Staff

Protected Characteristics / Additional Groups	Positive Impact	Neutral Impact	Negative Impact	Not Sure	Summary of Impact	Action Required (Y/N)?
Age		X			The Arle Court Transport Hub is remote from other GCC locations and is not likely to have an impact on staff daily roles.	N
Disability		X			As Above	N

Sex		X			As Above	N
Race		X			As Above	N
Gender reassignment		X			As Above	N
Pregnancy & maternity		X			As Above	N
Religion and/or belief		X			As Above	N
Sexual orientation		X			As Above	N
Marriage & civil partnership		X			As Above	N
Armed Forces community		X			As Above	N
Carers		X			As Above	N
Care leavers / care experienced adults		X			As Above	N
Digital exclusion		X			As Above	N
Geography, for example, urban and rural areas		X			As Above	N
Socio-economic disadvantage		X			As Above	N
Vulnerable groups of society		X			As Above	N

Interconnected Characteristics / Groups	Positive Impact	Neutral Impact	Negative Impact	Not Sure	Summary of Impact	Action Required (Y/N)?

4. Action Plan

Set out the key actions that will be undertaken, following the equality assessment in section 3, to further maximise the positive impact or mitigate the negative impact of the proposal on the protected characteristics and additional groups prior to implementation (any negative consequences should be eliminated, minimised or counter-balanced by other measures):

Identified Potential or Actual Impact	Recommended Action(s)	Owner	Target Completion Date
<p>Opportunity to improve the quality of provision to vulnerable or disabled bus passengers in particular those that are digitally excluded</p>	<p>Once fully operational Arle Court may be staffed by GCC employees at an information desk. This will provide a method of promoting ENCTS passes as well as providing an additional location to be able to make an application.</p> <p>Ensure that new P&R service contract from Arle Court Transport Hub includes next stop announcements.</p>	<p>Matthew Parker</p>	<p>October 2024</p>

5. Monitoring and Review

Public bodies must have regard to the aims of the duty not only when a policy, service or development is being created and decided upon, but also when it is implemented and at regular intervals thereafter. The Equality Duty is a continuing duty.

Lead officer(s):	Tom Main
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Part 1 – Initial arrangements (up to around six months following implementation)


Date of the post implementation review:	November 2024
Approach to <u>measuring the impact</u> of the change to enable a <u>comparison</u> between the <u>anticipated impact</u> (as set out in section 3) with the <u>actual impact</u> : <ul style="list-style-type: none">▪ What mechanisms will be used?▪ How will service users / the wider community / GCC staff and other stakeholders be involved?	Ensure that new P&R contract has been issued with the requirements specified and that there are clear dates for introduction.

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Part 2 – Ongoing arrangements (from around six months onwards)

Frequency of monitoring and review:	Add EqIA as standing agenda item into annual-review Arle Court meetings. Agenda item: Is diligence still being observed on all protected characteristics? Have any issues arisen in the day to day running of the bus service or café that could/has disadvantaged users?
What mechanisms will be used? How will service users / the wider community / GCC staff and other stakeholders be involved?	Feedback from service users on issues with the bus service and/or the café will be encouraged by bus operator and café staff. Communication between provider and GCC is a contract requirement.

6. Approval

Signature of Senior Officer	
Name of Senior Officer	Collin Chick- Executive Director Economy, Environment and Infrastructure

Date	12/03/2024
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Signature of Decision Maker	
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Name of Decision Maker	Cllr Robinson -Cabinet Member for Education, Skills and Bus Transport
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Date	12/03/2024
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Signature of Decision Maker	
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Name of Decision Maker	Cllr Gray - Cabinet Member Environment and Planning
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Date	12/03/24
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Appendix 1 – Service User Data and Information

Details of service users affected by the proposed activity:

Groups	Service User Data and Information
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Age	<p>All data references obtained from the latest census data for these protected characteristics</p> <p>Census 2021 Inform Gloucestershire</p>
Disability	
Sex	
Race	
Gender reassignment	
Pregnancy & maternity	
Religion and/or belief	
Sexual orientation	
Marriage & civil partnership	
Armed Forces community	
Carers	
Care leavers / care experienced adults	
Digital exclusion	
Geography, for example, urban and rural areas	
Socio-economic disadvantage	
Vulnerable groups of society	

Appendix 2 – Gloucestershire County Council Staff Data and Information

Details of GCC staff affected by the proposed activity:

Groups	GCC Workforce Data and Information
Age	Not applicable to this report
Disability	
Sex	
Race	
Gender reassignment	
Marriage & civil partnership	
Pregnancy & maternity	
Religion and/or belief	
Sexual orientation	
Armed Forces community	
Carers	
Care leavers / care experienced adults	
Digital exclusion	

Geography, for example, urban and rural areas	
Socio-economic disadvantage	
Vulnerable groups of society	