

## Equality Impact Assessment Form

[screentip-sectionA](#)

### 1. Document Control

**Control Details:**

Title:	Travel Centre relocation
Author:	Cristina Nogues
Director:	Major Projects
Department:	Development and Growth
Service Area:	Transport Operations
Contact details:	cristina.nogues@nottinghamcity.gov.uk
Strategic Budget EIA: Y/N (Does this EIA have an impact on the budget)	No
Exempt from publication: Y/N (All EIA's are published on Nottingham Insight for public viewing unless specified. Exemption criteria is available on the EIA section on the Intranet)	No

### 2. Document Amendment Record:

Version	Author	Date	Approved

### 3. Contributors/Reviewers (Anyone who has contributed to this document will need to be named):

Name	Position	Date
Cristina Nogues	Principal Officer, Public Transport	14/12/20
Steve Tough	Head of Transport Operations	14/12/20

#### 4. Glossary of Terms

Term	Description

#### screeintip-sectionB

#### 5. Summary

(Please provide a brief description of proposal / policy / service being assessed)

The Travel Centre has as its main functions managing and issuing concessionary passes (for elderly people and people with mobility difficulties) and Robin Hood travel cards. The Centre is currently located at the Victoria Centre bus station, but the current premises is temporary in nature. The location is on the periphery of the city centre, and an opportunity has arisen to relocate the Travel Centre into the Tourist Information Centre in the Market Square.

#### screeintip-sectionC

#### 6. Information used to analyse the effects on equality:

(Please include information about how you have consulted/ have data from the impacted groups)

There is high demand for the Concessionary Fare and Robin Hood Card services provided by the Council. There are approximately 40,000 Concessionary and 6,000 Mobility pass holders currently registered in Nottingham, and before the

pandemic, there were approximately 9 million journeys undertaken on the public transport network using the Robin Hood Cards products.

There are a number of different ways to access Concessionary and Robin Hood Cards, and the Travel Centre is the location for those who need or prefer to use an over the counter service to apply for and top up products. In particular, issuing Concessionary Travel passes is a statutory requirement and there are a number of concessionary cardholders and applicants who have difficulty completing the application or replacement process remotely or online. Data analysis has indicated that the majority of customers who use the products available at the Travel Centre will travel to the city centre on bus or tram services that are within 500 metres of the Tourist Information Centre, making it a very accessible location. The location will also benefit those people seeking further information about the City.

The Tourist Information Centre is very accessible with a location in the heart of the City. The Centre has an access statement which can be viewed at [https://www.visit-nottinghamshire.co.uk/dbimngs/Access\\_statement\\_for\\_Nottingham\\_tourism\\_centre\\_\(1\).pdf](https://www.visit-nottinghamshire.co.uk/dbimngs/Access_statement_for_Nottingham_tourism_centre_(1).pdf).

For those who prefer to access the products remotely, there are approximately 140 ticket machines located around Greater Nottingham from which Robin Hood Card products can be accessed. All functions performed by the Travel Centre have become available on line in the last 12 months, and an app to download Robin Hood tickets is now available on mobile phones.

## 7. Impacts and Actions:

<a href="#">screentip-sectionD</a>	Could particularly benefit X	May adversely impact X
People from different ethnic groups.	<input type="checkbox"/>	<input type="checkbox"/>
Men	<input type="checkbox"/>	<input type="checkbox"/>
Women	<input type="checkbox"/>	<input type="checkbox"/>
Trans	<input type="checkbox"/>	<input type="checkbox"/>

Disabled people or carers.	<b>X</b>	<input type="checkbox"/>
Pregnancy/ Maternity	<input type="checkbox"/>	<input type="checkbox"/>
People of different faiths/ beliefs and those with none.	<input type="checkbox"/>	<input type="checkbox"/>
Lesbian, gay or bisexual people.	<input type="checkbox"/>	<input type="checkbox"/>
Older	<b>X</b>	<input type="checkbox"/>
Younger	<input type="checkbox"/>	<input type="checkbox"/>
Other (e.g. marriage/ civil partnership, looked after children, cohesion/ good relations, vulnerable children/ adults).	<input type="checkbox"/>	<input type="checkbox"/>
<b><i>Please underline the group(s) /issue more adversely affected or which benefits.</i></b>		

<a href="#"><u>screeintip-sectionE</u></a>	<a href="#"><u>screeintip-sectionF</u></a>
<p><b>How different groups could be affected</b> (Summary of impacts)</p>	<p><b>Details of actions to mitigate, remove or justify negative impact or increase positive impact</b> (or why action isn't possible)</p>
<p>Provide details for impacts / benefits on people in different protected groups.</p> <p>Note: the level of detail should be proportionate to the potential impact of the proposal / policy / service. Continue on separate sheet if needed (click and type to delete this note)</p>	<p>Continue on separate sheet if needed (click and type to delete this note)</p>

<p>The proposal is a relocation from a temporary premises and does not remove any services for customers.</p> <p>Data analysis indicates that the Travel Centre will be located within 500 metres of bus and tram stops of most services in the City Centre which are used by potential customers, making it a very accessible location.</p> <p>Increased remote availability of Concessionary and Robin Hood Card products will mean greater convenience for those able to access services remotely, meaning they don't need to travel to the Travel Centre to complete their transaction.</p> <p><b>Adverse Impacts</b></p> <p>Travel Centre is not located at a transport hub and is further away than current location for people arriving by bus in the city at Victoria Bus Station and surrounding bus stops.</p>	<p>The revised location is accessible for the majority of customers, and within the pedestrianised centre, with alternative public transport services operating close to the Tourist Information Centre. All products are now also available remotely.</p>
--	--


**8. Arrangements for future monitoring of equality impact of this proposal / policy / service:**

On-going monitoring of the new layout within the Tourist Information Centre will be undertaken to ensure accessibility is maximised.

**9. Outcome(s) of equality impact assessment:**

<input checked="" type="checkbox"/>	No major change needed	<input type="checkbox"/>	Adjust the policy/proposal
<input type="checkbox"/>	Adverse impact but continue	<input type="checkbox"/>	Stop and remove the policy/proposal

**10. Approved by (manager signature) and Date sent to equality team for publishing:**

<p><b>Approving Manager:</b> The assessment must be approved by the manager responsible for the service/proposal. Include a contact tel &amp; email to allow citizen/stakeholder feedback on proposals.</p>	<p><b>Date sent for advice:15/12/20</b> Send document or Link to: <a href="mailto:equalities@nottinghamcity.gov.uk">equalities@nottinghamcity.gov.uk</a></p>
<p><b>Approving Manager Signature:</b></p>  <p>steve.tough@nottinghamcity.gov.uk</p>	<p><b>Date of final approval:</b></p>

**Before you send your EIA to the Equality and Employability Team for advice, have you:**

1. Read the guidance and good practice EIA's  
<http://intranet.nottinghamcity.gov.uk/media/1924/simple-guide-to-eia.doc>
2. Clearly summarised your proposal/ policy/ service to be assessed.
3. Hyperlinked to the appropriate documents.
4. Written in clear user-friendly language, free from all jargon (spelling out acronyms).
5. Included appropriate data.

6. Consulted the relevant groups or citizens or stated clearly, when this is going to happen.
7. Clearly cross-referenced your impacts with SMART actions.

**PLEASE NOTE: FINAL VERSION MUST BE SENT TO EQUALITIES OTHERWISE RECORDS WILL REMAIN INCOMPLETE.**