

Equality Impact Assessment (EIA) Tool

Please ensure you have read the [guidance pages](#) prior to completing this tool

Document Control

Control Details:	
Title of EIA/ Decision (DDM):	Retender of Locallink Bus Services in 2023
Budget booklet code (if applicable):	
If this is a budget EIA please ensure the title and budget booklet code is the same as the title used within the budget booklet	
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1	Mark Garlick	29 March 2023
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Contributors/Reviewers (Anyone who has contributed to this document to be named)

Name	Title role	Date
Rosey Donovan	Equality and Employability Consultant	04/04/2023

Glossary of Terms

Term	Description
Locallink	Socially-necessary bus services provided with Council subsidy
Worklink	Bus service linking the city centre to key workplaces, provided with Council subsidy
Demand Responsive Bus Services	Routes that follow a route, based on passenger bookings that are made in advance. Such routes call only where required
Easylink Dial-a-Ride	Dial-a-Ride services available to disabled passengers and their carers
Commercial Bus Services	Services provided by bus operators that do not require public subsidy and make an operating profit for that company
Key residential areas	Areas that are more than 400m walking distance from any other bus or tram service (and the number of properties within those areas – See RP)
RP	Residential properties that are more than 400m from alternative commercial bus services or tram routes
DIG	Disability Involvement Group
GIS	Geographical Information System
NCT	Nottingham City Transport Ltd

Section 1 – Equality Impact (NCC staff/ Service users/ Citizen/ Community impact)

1. a. Brief description of proposal/ policy/ service to be assessed

The Council is being asked to make significant budget savings in 2023/24. Subsidised bus services in the City are being considered as an area for efficiency savings. This can be achieved through a reduction in the number of vehicles required to operate the services and a switch to more cost-effective procurement.

The services are being re-tendered earlier than the current contract requires. This is to change the mode of operation to Euro VI diesel buses, or modern electric buses, or minibuses, which would be supplied and maintained by the contractor. Under the existing contract, Optare electric buses are supplied by the Council, for use by the contractor, and this causes significant maintenance expenditure to be incurred by the council as these vehicles get older.

Changing the mode of operation, and responsibility for maintaining the bus fleet, requires a re-tender to be undertaken, as this would constitute a material change to the existing (CPU3236) contract, awarded in September 2021 and due to end in September 2024.

There is expected to be no impact on staff numbers employed in the new contract, compared with the present one. There will be the usual TUPE requirements to comply with, in the event of a different contractor to the present one winning the contract to operate the service.

Under the proposals, most of the routes currently operated will still be served by buses. Services will be withdrawn from some areas due to either low passenger take up in these areas or operational difficulties for the vehicles that are caused by narrow roads and parked vehicles. However, these changes will also allow those areas where the services are most popular to return to Monday to Saturday bus services, since some areas are only served on three days per week.

This will require the following changes to services:

W1 City – Castle Marina – Lenton Lane Industrial Area

This route will be withdrawn due to low levels of ridership. Much of the route in the Lenton Lane area is covered by trams from the Gregory Street stop and buses on the Ring Road (A52) and at Queens Drive (A453). The L1 route will replace the L5 service in the Castle Marina and provide services there through to the afternoon peak period. This will provide links to residential properties in the Castle Marina area (238 RP).

Service withdrawn from Lenton Lane. Partial replacement by Service L1 in the Castle Marina area.

L1 City – Wollaton Park Estate – Glaisdale via Torvill Drive (replaces L5)

This will replace the L5 service, and see Monday to Saturday operation replace the current Monday, Wednesday and Friday only operation. The Wollaton Park Estate (820 RP - of which 619 are within 400m of Middleton Boulevard) will be served by this route and the L2 service, with journeys calling in at Farndon Green in the outbound direction, to bring up to 700 of the 820 RP within 400m of the L1 route. Parts of the estate, including Sutton Passeys Crescent and Orston Drive will no longer be served due to limited numbers boarding in these areas, narrow roads, and the obstructions caused by parked cars, and the need to provide reliable timetable to all other parts of the routes. The Charlbury Road area (341 RP) will no longer be served, but an offer of free travel on the Easylink Dial-a-Ride service will be made to this area. For some residents in these areas it is possible to walk to buses at Crown Island, Beechdale Road and Lambourne Drive (Woodyard Lane).

Service operating Monday to Saturday Daytime every two hours (hourly with L2)

L2 City – Assarts Farm via Torvill Drive, Glaisdale and Nottingham Business Park

This service will operate every two hours in the daytime and hourly, combined with the L1 service as far as Glaisdale. There will be a frequency of up to every 30 minutes at peak times. Journeys will be targeted, as much as possible, in the peaks, to meet with the needs of working people. The route serves 1,344 RP in total and employment and education sites including Glaisdale Industrial Estate, Nottingham Business Park (Strelley) and Bilborough College.

Peak frequency improvements, Daytime frequency reduced north of Glaisdale, still hourly over the City – Glaisdale section with L1

L3 City – Heathfield – Bulwell (replaces L14)

This service will continue to operate every hour in the daytime. The service will remain largely unchanged, but with early morning journeys withdrawn due to low usage.

The main areas served by the route are:

- Heathfield and Brooklyn Road areas (1,246 RP)
- Perry Road (601 RP)

Service largely unchanged. Early morning journeys removed.

L4 City – Beechdale – Aspley

This service will be return to being a Monday to Saturday service once again, from the current Tuesday, Thursday and Saturday only operation. The service will continue to operate every two hours. The route serves Radford (1,206 RP), Ainsley Estate (153 RP), Beechdale (473 RP) and the upper part of Beechdale Road (348 RP).

Service improved to operate Monday to Saturday

TABLE: SUMMARY OF CHANGES WITH THE NEW CONTRACT

New Service	Existing Service Number	Change	Comment	NET Effect of the service change
W1 City – Lenton Lane	W1	Withdrawn due to low usage	Castle Marina area served by L1. Lenton Lane has trams at Gregory Street, Bus Service 53 on the Ring Road and Bus Services 48 and 49 at Queens Drive	Loss of peak works services due to low demand
L1 City – Glaisdale	L2 L5	L1 will serve Castle Marina and Wollaton Park Estate. Outbound buses will serve Farndon Green on this service and the L2.	Provision to Charlbury Road will be made by Easylink Dial-a-Ride. Orston Drive and Sutton Passeys Crescent will no longer be served directly by buses.	Improved frequency at Wollaton Park Estate and a Daily service. Loss of service into some roads.
L2 City – Assarts Farm	L2	Service largely unchanged, but some provision will be by the L1 route between City and Glaisdale. Areas around Torvill Drive and Lambourne Drive will continue to have two buses per hour.	The Daytime service at Bramhall Road, Princess Boulevard and Nottingham Business Park will be reduced to two-hourly. Peak services will be improved, or maintained at current levels.	Reduced Daytime service over outer part of route but peak services maintained. Most areas continue to be served hourly in the Daytime.

L3 City – Bulwell	L14	Service largely unchanged	Early morning journeys withdrawn due to low usage	Few changes to this service
L4 City - Beechdale	L4	Service returns to Monday to Saturday operation	Service improvement	Monday to Saturday service, not an alternate day operation

1. b. Information used to analyse the equalities implications

Both an online public consultation, and an on-bus questionnaire-consultation will be undertaken once the proposals are formally announced. This will include the DIG (Disability Involvement Group) within the council. Customer surveys have already been carried out on the affected services during January and February 2023.

As we approach the **September 2023** service change date, the changes will be fully outlined on the council website, on posters displayed in buses and on electronic information screens at stops on the affected routes.

The following table shows how the Key Residential Areas served by Linkbus service will be affected by the service change proposals that will take effect with the re-tender of the bus service contract :

TABLE: HOW KEY RESIDENTIAL AREAS ARE AFFECTED BY THE LOCALLINK CHANGES

EXISTING SERVICE	NEW SERVICE NUMBER	Key Area/ Estate	>400m from an alternative service	Of which >600m	Of which >800m	Proposed Service Level
L2/X2 City – Glaisdale – Business Park	L2/L2x	Woodhouse Park	289	289	277	Peak Service up to half-hourly; Daytime service reduced to every two hours
	“	Bramhall Road	99	0	0	“
	L1 and L2	Lambourne Drive Area	493	285	120	Evening Peak service improved. Hourly Daytime service
	“	Elvaston Road Area	463	46	0	“
			1,344	620	397	
L4 City - Beechdale - Strelley	L4	Cranwell Road/Calverton Drive	626	332	59	Service remains 2-hourly but improved to 6 days per week (form 3 currently)
		Melbury Road	178	0	0	“
		Glaisdale	200	15	0	“
		Beechdale	473	160	40	“
		Ainsley Estate	153	0	0	“

		Churchfield Lane and Hartley Road	1,206	230	57	“
			2,836	737	156	
L5 City – Wollaton Park Estate	L1 (and L2)	Wollaton Park Estate	820 (619 within 400m of the L2 route) Under proposals most buses will divert into Farndon Green	201	9	Service will operate Monday to Saturday and both the L1 and L2 will serve Farndon Green to bring all areas of the estate within 400m. Buses will no longer run along Sutton Passeys Crescent and Orston Drive
		Charlbury Road	341	210	157	Service withdrawn from this area, with Easylink Dial-a-Ride being made available on an interim basis
		Castle Marina	238	187	0	The W1 service is withdrawn and the L1 will replace the L5 in this area on a two-hourly basis

						between 10am and 5pm
			1,399	598	166	
L14 City – Heathfield - Bulwell	L3	Britannia Ave	97	0	0	Remains hourly Daytime with additional peak journeys. Some early morning journeys withdrawn
		Perry Road	601	0	0	“
			698	0	0	
W1 City – Lenton Lane		Castle Marina	238	187	0	SERVICE WITHDRAWN, But the Castle Marina area will be covered by the L1 service between 10am and 5pm

1. c. Who will be affected and how?

Impact type (NCC staff/ Service users/ Citizens/ Community)	Equality group/ individual	Positive	Negative	None	Reasons for your assessment (Including evidence)	Details of mitigation/ actions taken to advance equality	Details of any arrangements for future monitoring of equality impact (Including any action plans)
	People from different ethnic groups						
	Men						
	Women	X Location specific	X Location specific		Overall 60% of bus passengers are female. This percentage is even higher for Locallink services that are used largely by shoppers from older age groups and those accessing local services,	The effects are location specific. Some areas will see an improvement in service. Other, small areas will see a reduction or withdrawal of the service from the immediate area, with longer walking distances being required.	Ongoing monitoring of the bus network: <ul style="list-style-type: none"> • Accessibility to public transport services is monitored by Public Transport Team, using GIS technology; • Contract Spend monitored on a monthly

					including medical services.		basis for each service; Passenger numbers monitored on a monthly basis for each service.
	Trans						
	Disabled people/ carers	X Location specific	X Location specific		As they provide access close to the home, those with impaired mobility and those who travel with them also use Locallink services. Issues can be raised at DIG within the council. Feedback from DIG will be taken into account and	The effects are location specific. Some areas will see an improvement in service. Other, small areas will see a reduction or withdrawal of the service from the immediate area, with longer walking distances being required.	Subject to available budget, aim to continue to provide services within 400m of Nottingham City residents where this is already the case. Alternative forms of provision may need to be investigated, including: <ul style="list-style-type: none"> • demand responsive bus services • Provision of a service using the Easylink Dial-a-Ride operation Ongoing monitoring of the bus network:

					used to mitigate any impacts of the service changes.		<ul style="list-style-type: none"> • Accessibility to public transport services is monitored by Public Transport Team, using GIS technology; • Contract Spend monitored on a monthly basis for each service; Passenger numbers monitored on a monthly basis for each service.
	Pregnancy and maternity						
	Marriage/Civil Partnership						

	People of different faiths/ beliefs and those with none						
	Lesbian/ Gay/ Bisexual people						
	Older	X Location specific	X Location specific		Locallink services carry a high proportion of older passengers, travelling with Older Persons' Concessionary Travel Permits	The effects are location specific. Some areas will see an improvement in service. Other, small areas will see a reduction or withdrawal of the service from the immediate area, with longer walking distances being required.	Ongoing monitoring of the bus network: <ul style="list-style-type: none"> • Accessibility to public transport services is monitored by Public Transport Team, using GIS technology; • Contract Spend monitored on a monthly basis for each service; Passenger numbers monitored on a monthly basis for each service.

	Younger	X	X		The L2 services serves Bilborough College	The service at Bilborough College will be improved at Peak times, but reduced from hourly to two-hourly in the Daytime.	Ongoing monitoring of the bus network: <ul style="list-style-type: none"> • Accessibility to public transport services is monitored by Public Transport Team, using GIS technology; • Contract Spend monitored on a monthly basis for each service; Passenger numbers monitored on a monthly basis for each service.
	Other (e.g. looked after children, cohesion/ good relations, vulnerable children/ adults), socio-economic background.	X Improved at Peak times on L2	X Service removed on W1, Reduced Daytime		Service W1 – this service will be withdrawn. The users will be required to walk further to alternative bus		Ongoing monitoring of the bus network: <ul style="list-style-type: none"> • Accessibility to public transport services is monitored by Public

	<p><i>Please underline the group(s) /issue more adversely affected or which benefits.</i></p> <p><i>Working People served by the W1 service</i></p>		<p>service on L2</p>		<p>and tram services.</p> <p>Service L2 – the service will be improved at Peak times, when most working people are travelling. However the section of route serving Nottingham Business Park and Bilborough</p>		<p>Transport Team, using GIS technology;</p> <ul style="list-style-type: none"> • Contract Spend monitored on a monthly basis for each service; <p>Passenger numbers monitored on a monthly basis for each service.</p>
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1. d. Summary of any other potential impact (including cumulative impact/ human rights implications):

<p>Subject to available budget, aim to continue to provide services within 400m of Nottingham City residents where this is already the case. Alternative forms of provision may need to be investigated, including:</p> <ul style="list-style-type: none"> • demand responsive bus services • Provision of a service using the Easylink Dial-a-Ride operation <p>Ongoing monitoring of the bus network:</p> <ul style="list-style-type: none"> • Accessibility to public transport services is monitored by Public Transport Team, using GIS technology; • Contract Spend monitored on a monthly basis for each service; • Passenger numbers monitored on a monthly basis for each service.
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Section 2 – Equality outcome

Please include summary of the actions identified to reduce disproportionate negative impact, advance equality of opportunity and foster good relations. Please pull out all of the mitigations you have identified and summarise them in this action plan

Equality Outcome	Adjustments to proposal and/or mitigating SMART actions	Lead Officer	Date for Review/ Completion	Update/ complete
<p>Eliminate unlawful discrimination, harassment, victimisation and any other conduct prohibited by the Equality Act 2010.</p>	<p>Older – Service L4 being improved to a daily frequency, roads where bus services are being reduced will be considered for alternative provision, including demand responsive or dial-a-ride bus service provision</p> <p>Younger – The service to Bilborough College is being maintained at most times of day</p> <p>Women – The improvements to the L4 service will benefit women as the majority of users</p> <p>Disabled - Service L4 being improved to a daily frequency, roads where bus services are being reduced will be considered for alternative provision,</p>	<p>Mark Garlick</p>	<p>31 March 2024</p>	

	including demand responsive or dial-a-ride bus service provision			
Advance equality of opportunity between those who share a protected characteristic and those who don't	<p>Older – Service L4 being improved to a daily frequency, roads where bus services are being reduced will be considered for alternative provision, including demand responsive or dial-a-ride bus service provision</p> <p>Younger – The service to Bilborough College is being maintained at most times of day</p> <p>Women – The improvements to the L4 service will benefit women as the majority of users</p> <p>Disabled - Service L4 being improved to a daily frequency, roads where bus services are being reduced will be considered for alternative provision, including demand responsive or dial-a-ride bus service provision</p>	Mark Garlick	31 March 2024	
Foster good relations between those who share a protected characteristic and those who don't	Older, Younger, Women, Disabled – Improvements to the reliability of these services will foster good and	Mark Garlick	31 March 2024	

	supportive relationships between these groups.			
(Please add other equality outcomes as required – e.g. mitigate adverse impact identified for people with a disability)	Disabled - Service L4 being improved to a daily frequency, roads where bus services are being reduced will be considered for alternative provision, including demand responsive or dial-a-ride bus service provision	Mark Garlick	31 March 2024	

Please note: All actions will need to be uploaded onto Pentana

Section 3 – Approval and publishing

<p>The assessment must be approved by the manager responsible for the service /proposal. Approving Manager details (name, role, contact details):</p> <p>Steve Tough, Head of Transport Projects and Public Transport, steve.tough@nottinghamcity.go.uk, 0115 876 4096</p>	<p>Date sent for advice:</p> <p>6 April 2023</p>
<p>Approving Manager Signature:</p>	<p>Date of final approval:</p>

**For further information and guidance, please visit the [Equality Impact Assessment Intranet Pages](#)
 Alternatively, you can contact the Equality and Employability Team by telephone on 0115 876 2747**

Nottingham City Council

Send document or link for advice and/ or publishing to: edi@nottinghamcity.gov.uk

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