

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):	Public Transport Commuter Discount Ticket Scheme
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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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Contributors/Reviewers (Anyone who has contributed to this document to be named)

Name	Title role	Date
Rosey Donovan	Equality and Employability Consultant	26/07/2024 / 29/07/2024

Glossary of Terms

Term	Description
BSIP (Bus Service Improvement Plan)	This is a local plan created to help improve local bus services across the Greater Nottingham area. Government funding is attached to the plan to help meet key objectives of the plan and it is delivered via an Enhanced Bus Partnership, containing members such as the City and County Councils, local bus operators and key partners, such as Nottingham University Hospitals Trust, University of Nottingham and Nottingham Trent University.
BAME	Black and Minority Ethnic
LGBTQ+	Lesbian, Gay, Bisexual, Trans, Queer, Questioning
DfT	Department for Transport
SEN	Special Educational Needs
NCC	Nottingham City Council
EIA	Equality Impact Assessment
NET	Nottingham Express Transit

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

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

A 20% discount will be offered on 12 month bus and tram season tickets purchased through salary sacrifice schemes from the 1 October 2024 to 31 March 2025

1. b. Information used to analyse the equalities implications

National surveys

The National Highways Survey for 2022 recognised Nottingham City Council as being the number one local Authority area in the country for Public Transport. The area received some very high ranking including;

Ease of getting off and onto a vehicle - 80% satisfaction – 10% above average.

Fares value – 53% satisfaction - 7% above average.

Raised kerbs to help with access to vehicles – 69% satisfaction - 6% above average

Information available on accessible buses - 60% satisfaction - 13% above average.

Surveys undertaken by Transport Focus also show that satisfaction across a range of factors is higher than the national average, with results including:

Passenger satisfaction – 92% satisfaction - 10% above average

Value for money – 77% satisfaction - 10% above average

The range of bus tickets and passes available – 79% fairly good or very good – 5% above average.

These results suggest high levels of satisfaction for public transport, and in particular on accessibility issues for the older and mobility impaired and wider ticketing availability.

Local surveys and research

An evaluation undertaken in 2018 following opening of Nottingham Express Transit (NET) Phase Two identified the following;

- The number of wheelchair users in particular has increased significantly with the introduction of NET Phase Two, and the tram has significantly increased the quality of life for mobility impaired users, with 86% saying it had improved considerably.
- Around 17% of mobility impaired users accessing their place of work in Nottingham City Centre had changed employment in the last five to six years. Of these, 50% said their change of workplace would not have been practical without the introduction of NET. Whilst the sample size is small, this suggests there is a clear benefit from NET in providing individuals with enhanced access to a choice of employment opportunities.
- Increase in the quality of life for mobility impaired users, with 86% saying it had improved considerably.

Bus Service Improvement Plan survey October 2021

When citizens were asked what improvements would make them use the bus at all/more, the key issues identified included; multi operator ticketing (76%) to make it easier to transfer between services, along with lower fares (72%) and contactless payment (71%).

When asked if better facilities to cater for disabilities would make you use local bus services in Nottinghamshire, 18% indicated a great deal, and 20% to some extent.

These results indicate the importance to citizens of multi-operator ticketing and of making public transport as accessible as possible for people with disabilities.

Robin Hood Card survey 2021

When asked if you currently use public transport or plan to use public transport more frequently in the future, would the current Robin Hood ticket types suit or partially suit your travel patterns, 63% of respondents indicated they did. This suggests general satisfaction with Robin Hood Card products that are available.

Nottingham City Transport survey 2023

In the survey;

38% of respondents felt that the Robin Hood Card season ticket is value for money;
26% have a car but don't use it, and so there is a risk that the removal of concessions and ticketing schemes will encourage some to use the car instead, increasing congestion and increasing carbon emissions.

Bus Service Improvement Plan and Enhanced Partnership Scheme

Analysis has been undertaken as part of the [Bus Service Improvement Plan](#) and using commercial data provided by local bus operators to identify at risk bus routes, gaps in access to public transport and locations which require investment in bus priority across the Greater Nottingham area. Specific interventions to reduce the cost of travel for disabled people and young people have been included on the basis of feedback from these groups that they acted as a barrier to accessing jobs, education, healthcare and leisure.

The priorities for the Bus Service Improvement Plan were also subject to a public consultation with citizens across the Greater Nottingham Area, by means of an online survey (Including options for paper based surveys / alternative formats), with respondents from the impacted groups contributing to the conversation. Progress on delivery and the governance of the projects will be overseen by a stakeholder group that will include representation from groups with protected characteristics including but not limited to Women, BAME, LGBTQ+, and Disabled People. The investment will also benefit all bus users generally by improving the passenger experience and the reliability of bus services. Including Men, Women, Trans, Disabled People or Carers, People from different ethnic groups, Pregnancy / Maternity, People of different faiths /beliefs and those with none, Lesbian, Gay and Bisexual people, Older and Younger People.

Delivery of the discounted ticketing scheme is consistent with the objectives of the bus service improvement plan and will benefit a wide range of existing and new public transport users

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)
NCC Staff / Service User	People from different ethnic groups	X			The discount will be beneficial for this cohort providing a reduction in travel costs	None	We will liaise with bus and tram operators to see what equalities information they hold in relation season ticket sales so that we can fully assess the take-up and impact of the scheme across a range of groups.
Service users	Men	X			The discount will be beneficial for this cohort providing a		We will liaise with bus and tram operators

					reduction in travel costs		to see what equalities information they hold in relation season ticket sales so that we can fully assess the take-up and impact of the scheme across a range of groups.
Service users	Women	X			The discount will be beneficial for this cohort providing a reduction in travel costs		We will liaise with bus and tram operators to see what equalities information they hold in relation season ticket sales so that we can fully assess the take-up and impact of the scheme across

							a range of groups.
	Trans	X			The discount will be beneficial for this cohort providing a reduction in travel costs		We will liaise with bus and tram operators to see what equalities information they hold in relation season ticket sales so that we can fully assess the take-up and impact of the scheme across a range of groups.
Service users	Disabled people/ carers	X			The discount will be beneficial for carers providing a reduction in travel costs but may not benefit disabled people who have a mobility pass.		We will liaise with bus and tram operators to see what equalities information they hold in relation season ticket sales so that we can fully assess the

							take-up and impact of the scheme across a range of groups.
Service Users	Pregnancy and maternity	X			The discount will be beneficial for this cohort providing a reduction in travel costs		We will liaise with bus and tram operators to see what equalities information they hold in relation season ticket sales so that we can fully assess the take-up and impact of the scheme across a range of groups.
Service Users	Marriage/Civil Partnership	X			The discount will be beneficial for this cohort providing a reduction in travel costs		We will liaise with bus and tram operators to see what equalities information they hold in relation season

							ticket sales so that we can fully assess the take-up and impact of the scheme across a range of groups.
Service Users	People of different faiths/ beliefs and those with none	X			The discount will be beneficial for this cohort providing a reduction in travel costs		We will liaise with bus and tram operators to see what equalities information they hold in relation season ticket sales so that we can fully assess the take-up and impact of the scheme across a range of groups.
Service users	Lesbian/ Gay/ Bisexual people	X			The discount will be beneficial for this cohort providing a		We will liaise with bus and tram operators to see what equalities

					reduction in travel costs		information they hold in relation season ticket sales so that we can fully assess the take-up and impact of the scheme across a range of groups.
Service users	Older			x	This cohort will not benefit but they already have a concessionary pass	No action	None
Service users	Younger			x	This cohort will not benefit but there are a range of discounts already in place for U22s.	No action	None
Service Users	<u>Other</u> (e.g. looked after children, cohesion/ good relations, vulnerable children/ adults), socio-economic background.			x	This cohort will not benefit but there are a range of other ticketing schemes in place including for young carers and care leavers.	No action	None

	<p><i>Please underline the group(s) /issue more adversely affected or which benefits.</i></p> <p><i>Looked After Children</i></p>						
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1. d. Summary of any other potential impact (including cumulative impact/ human rights implications):

Nothing further to add.

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
Eliminate unlawful discrimination, harassment, victimisation, and any other conduct prohibited by the Equality Act 2010.	We will liaise with bus and tram operators to see what equalities information they hold in relation season ticket sales so that we can fully assess the take-up and impact of the scheme across a range of groups.	Richard Wellings	Summer 2025	

Advance equality of opportunity between those who share a protected characteristic and those who don't				
Foster good relations between those who share a protected characteristic and those who don't				
(Please add other equality outcomes as required – e.g. mitigate adverse impact identified for people with a disability)				

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 Service, Growth and City Development</p>	<p>Date sent for advice:</p> <p>26 July 2024</p>
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Approving Manager Signature:	Date of final approval:
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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

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.