



Equality Impact Assessment

What is an Equality Impact Assessment (EIA) and why does the County Council do them?

The [Public Sector Equality Duty](#) (PSED) is an obligation within the [Equality Act 2010](#) ("the Act"), which asks public authorities, like Hampshire County Council, to give 'due regard' to equality considerations, in particular to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.

This includes assessing the impact of policies and practices on individuals and communities with a protected characteristic, as defined in the Act and some other specific groups. The County Council uses EIAs to ensure it has paid 'due regard' to equalities considerations when there are changes to a service or policy, a new project or certain decisions.

EIA author	Position & Department	Contact
Lisa Cook	Team Leader Passenger Transport Economy, Transport and Environment	lisa.cook@hants.gov.uk Tel:03707 797925

Title:	Passenger Transport SP23 Savings Proposals
Related EIAs:	EIA Number: 259

EIA for Savings Programme:	Yes EIA - ETE - Passenger Transport and concessionary travel - 2022/05/04
Service affected	A wide range of bus services and taxishares, all community transport services and a number of enhancements to the English National Concessionary Travel Scheme.
Description of the service/policy/project/project phase	In order to achieve £800,000 in savings from the Passenger Transport budget, proposals have been drawn up which either focus on a) reducing service levels and corresponding funding for passenger transport services (i.e. supported local bus services, community transport services and taxishares), b) increasing the contribution made by passengers for their services and c) removing enhancements to the Concessionary Travel Scheme.
New/changed service/policy/project	Proposal One: To make operational changes to the current public bus and community transport services which Hampshire County Council supports Proposal Two: To make operational changes to the current Minibus Group Hire schemes which Hampshire County Council supports Proposal Three: To stop providing travel vouchers to individuals who are eligible for a Disabled Person's Bus Pass as an alternative to the pass Proposal Four: To remove the use of the Older Person's Bus Pass and Disabled Persons Bus Pass on Taxishare, Dial-a-Ride and Call & Go services Proposal Five: To introduce a £1 fare for all single Taxishare journeys Proposal Six: To work towards a common minimum fare approach for Dial-a-Ride and Call & Go schemes across Hampshire while reducing the subsidy of these services Proposal Seven: To increase the fees charged for replacement of lost bus passes to cover the administration costs

Engagement
<p>1. The County Council undertook a Countywide consultation with residents specifically focussing on the approach towards the £800,000 proposed savings from support for passenger transport services. The consultation ran from 30 May until 24 July 2022, and in total 2,596 responses were received, of which 71 came from organisations. The sample size indicates that the consultation has reached a large number of people who might be impacted by the changes and can be considered robust.</p>

1. The consultation included those public bus services which receive financial support from Hampshire County Council, Community Transport services, and the use of the older persons' bus pass and disabled persons' bus pass on community transport services and Taxishares.
3. The consultation was designed to provide feedback on how the County Council should implement the £800,000 savings. Respondents were asked for their preference on options for each potential area of saving.
4. A number of free text boxes allowed respondents to express their general opinions and to provide detail on the impact that the proposals would have should they be implemented, either on themselves or the organisation they represented.
5. A Consultation Information Pack and Response Form were made available to view, print, and download from the County Council's website. Information was sent to Members of the County Council and users and representative groups across Hampshire. Responses could also be submitted through an online questionnaire accessed via this link: [Consultation on proposed changes to supported passenger transport services and the Concessionary Travel Scheme in Hampshire | About the Council | Hampshire County Council \(hants.gov.uk\)](https://www.hants.gov.uk/consultation-on-proposed-changes-to-supported-passenger-transport-services-and-the-concessionary-travel-scheme-in-hampshire).
6. 2,667 printed copies of the consultation Information Pack and Response Form were made available to bus and community transport operators, at all libraries and discovery centres in Hampshire, they were also sent to all registered Dial a Ride and Call & Go users, taxishare users and distributed at bus stations and key bus stops across the county.
7. Whilst printed copies were not sent to every existing user of Travel Vouchers due to the cost that would be incurred, those people were written to in order to inform them of the consultation and given the opportunity to request a pack.
8. An easy read version of the report and response form was promoted online and sent out to those who requested this. Printed copies were sent out by request to community transport operators for those passengers who they felt would benefit from this version.
9. A two page summary was produced and distributed to all community transport users to make it as easy as possible for passengers to respond.
10. In addition, the consultation was promoted via:
 - o ♦ Social Media - (corporate and service accounts for Facebook, Twitter, LinkedIn and Instagram) plus the paid for social media advertising which saw the consultation advert shown 1,386,971 times resulting in almost 9,000 people "clicking" to see more;
 - ♦ www.hants.gov.uk including a banner on the concessionary travel webpages;
 - ♦ Your Hampshire article;
 - ♦ bus stops via electronic posters on Real Time Passenger Information displays across Hampshire;
 - ♦ through a stakeholder mailing list with over 5,000 contacts;
 - ♦ through a targeted communication to Parish Councils;
 - ♦ a surveyor issuing 238 packs at 13 locations across Hampshire;
 - ♦ two special meetings of the Passenger Transport Forum attended by 139 stakeholders who have an interest in passenger transport services;
 - ♦ posters printed and distributed to transport operators to place in vehicles of services that may be impacted; and
 - ♦ within the Council to raise awareness across departments.
11. A full breakdown of responses is provided in the Appendices attached to the decision day report of 7 November 2022.

Age

Impact on public	Negative - High
Impact on staff	Neutral
Rationale	<p>Two thirds of all journeys on Hampshire’s supported bus network are undertaken by holders of a concessionary bus pass; whether that be a disabled or older persons pass. The vast majority of journeys, over 90%, undertaken on Community Transport services serve the needs of older and disabled people. Most journeys on door to door services are undertaken by people with a concessionary bus pass. People with these characteristics are less likely to have access to a car or van and therefore have no alternative to bus/community transport use. Within these groups, these services are used as a means to remain independent and to be able to contribute to the wider community. Passengers use the services and their concessionary passes to access essential services, health care, shopping and retail. A reduction/withdrawal of service, the removal of the use of the concessionary bus pass on community transport and taxishare services, and an increased user contribution towards community transport services would have a disproportionate impact on people with these characteristics. Respondents to the consultation frequently commented on the potential for the removal of services to contribute to increased social isolation.</p> <p>With regards to younger people, around 15% of all journeys undertaken on the Council’s supported services are for educational purposes. This equates to around 250,000 trips per year across the whole supported network. A reduction in service would mean a proportion of these journeys would not be able to take place by bus, resulting in a negative impact for younger people and their access to education. This would particularly be the case for those young people who are also living in poverty.</p> <p>With all impacts, there is an intersectionality resulting in the cumulative impact on those people who fit multiple protected characteristics, who are likely to be the most vulnerable in Hampshire, expected to experience the greatest negative impact.</p>
Mitigation	<p>The above impact presumes a worst case scenario where the majority of savings are achieved through reductions to front line services. The approach outlined in the report is to</p>

maximise back office savings in order to minimise the savings required from front line services.

People who would no longer have access to local bus services would be likely to depend on the remaining community transport services supported by the Council. These would provide a more limited service, less likely to fully meet their needs. In response to this, should the proposals be approved, the Council would convert all Dial a Ride services to operate under Call&Go criteria. This would result in a wider group of people being eligible for the service and therefore providing an alternative form of transport to more people. In the absence of these services, an alternative option would be the use of voluntary transport provision which isn't supported directly by the County Council.

Saving proposals on front line services have been carefully co-designed to try and mitigate the cumulative impacts of reductions across several modes.

Disability

Impact on public	Negative - High
Impact on staff	Neutral
Rationale	<p>Two thirds of all journeys on Hampshire's supported bus network are undertaken by holders of a concessionary bus pass; whether that be a disabled or older persons pass. 67% of all journeys on Dial a Ride and Call & Go services are undertaken by people who have a mobility issue or disability. There will also be a proportion of people with an invisible disability utilising these services. People with a disability are less likely to have access to a car or van and therefore have no alternative to bus/community transport use. These services are used as a means to remain independent and to be able to contribute to the wider community. Alternative private services, such as taxis can be a less viable option for people with a disability due to the lack of accessible vehicles. A reduction of service, the removal of the use of the concessionary bus pass on community transport and taxishare services, and an increased user contribution towards community transport services would have a disproportionate impact on people with a disability.</p> <p>The removal of travel vouchers as an alternative to a disabled persons bus pass would have a disproportionately negative impact only on people with disabilities since this is the only group eligible for them. Respondents to the consultation felt</p>

very strongly that this would stop those in receipt of vouchers from being able to access essential services.

With all impacts, there is an intersectionality resulting in the cumulative impact on those people who fit multiple protected characteristics, who are likely to be the most vulnerable in Hampshire, expected to experience the greatest negative impact.

Mitigation

The above impact presumes a worst case scenario where the majority of savings are achieved through reductions to front line services. The approach outlined in the report is to maximise back office savings in order to minimise the savings required from front line services.

Over 50% of the people who are in receipt of travel vouchers and who responded to the consultation felt that journeys would continue to be possible via other means i.e. privately funded taxi. The vouchers are £36 in value which does not provide extensive journey opportunities for people hence lowering the impact of their removal.

People who would no longer have access to local bus services would be likely to depend on the remaining community transport services supported by the Council. These would provide a more limited service, less likely to fully meet their needs. In response to this, should the proposals be approved, the Council would convert all Dial a Ride services to operate under Call&Go criteria. This would result in a wider group of people being eligible for the service and therefore providing an alternative. In the absence of these services, an alternative option would be the use of voluntary transport provision which isn't supported directly by the County Council.

Saving proposals on front line services have have been carefully co-designed to try and mitigate the cumulative impacts of reductions across several modes.

The decision to protect the enhancement allowing for all day free travel with a disabled persons bus pass and for the provision of a companion pass ensures that where there are bus services, people with disabilities have free access to all day travel.

Impact on public	Neutral
Impact on staff	Neutral
Rationale	There is no evidence to suggest that people who identify as having this protected characteristics are any more likely to use public transport/community transport or hold a concessionary bus pass in Hampshire than those who do not. There would be the same impact on people who identify as having this protected characteristic as there would be for the general population, so the impact is neutral.
Mitigation	

Pregnancy and Maternity

Impact on public	Negative - Medium
Impact on staff	Neutral
Rationale	<p>More women than men use public and community transport services and the concessionary travel scheme. During pregnancy and maternity, people have greater accessibility needs e.g. to attend midwife / Health Visitor appointments. People on maternity / paternity have a lower income than their in-work counterparts. The link between low income / poverty and bus use is explored within the sex protected characteristic. Both these factors mean that a reduction in service would disproportionately impact people who identify as having this protected characteristic.</p> <p>With all impacts, there is an intersectionality resulting in the cumulative impact on those people who fit multiple protected characteristics, who are likely to be the most vulnerable in Hampshire, expected to experience the greatest negative impact.</p>
Mitigation	The above impact presumes a worst case scenario where the majority of savings are achieved through reductions to front line services. The approach outlined in the report is to

maximise back office savings in order to minimise the savings required from front line services.

Should the proposals be approved, the Council would convert all Dial a Ride services to operate under Call&Go criteria. This would result in a wider group of people, in particular those who simply do not have access to a bus being eligible to use the service. This would ensure that some provision remained where services are withdrawn and reduced.

Saving proposals on front line services have have been carefully co-designed to try and mitigate the cumulative impacts of reductions across several modes.

Race

Impact on public	Negative - Medium
Impact on staff	Neutral
Rationale	<p>Nationally, government figures show that outside London a black person makes on average 55 trips by bus per year in contrast with 36 made by a white person. The same is true for people from other ethnic backgrounds. There is also a link between poverty and race where 33 percent of Asian or Asian British pensioners and 30 per cent of Black or Black British, are in poverty compared to 15 percent of white pensioners. These factors mean that a reduction in local bus services or an increase in the cost of transport services would disproportionately affect people from ethnic minority backgrounds over white people.</p> <p>With all impacts, there is an intersectionality resulting in the cumulative impact on those people who fit multiple protected characteristics, who are likely to be the most vulnerable in Hampshire, expected to experience the greatest negative impact.</p>
Mitigation	<p>The above impact presumes a worst case scenario where the majority of savings are achieved through reductions to front line services. The approach outlined in the report is to maximise back office savings in order to minimise the savings required from front line services.</p> <p>Should the proposals be approved, the County Council would convert all Dial a Ride</p>

services to operate under Call&Go criteria. This would result in a wider group of people, in particular those who simply do not have access to a bus being eligible to use the service. This would ensure that some provision remained where services are withdrawn and reduced.

Saving proposals on front line services have have been carefully co-designed to try and mitigate the cumulative impacts of reductions across several modes.

Religion or Belief

Impact on public	Negative - Medium
Impact on staff	Neutral
Rationale	<p>Reductions in availability of transport services, in addition to increased costs of travel for those with a concessionary bus pass could result in people having poorer access to activities relating to their religion. With all impacts, there is an intersectionality resulting in the cumulative impact on those people who fit multiple protected characteristics, who are likely to be the most vulnerable in Hampshire, expected to experience the greatest negative impact.</p>
Mitigation	<p>The above impact presumes a worst case scenario where the majority of savings are achieved through reductions to front line services. The approach outlined in the report is to maximise back office savings in order to minimise the savings required from front line services.</p> <p>Should the proposals be approved, the Council would convert all Dial a Ride services to operate under Call&Go criteria. This would result in a wider group of people, in particular those who simply do not have access to a bus being eligible to use the service. This would ensure that some provision remained where services are withdrawn and reduced.</p> <p>Saving proposals on front line services have have been carefully co-designed to try and mitigate the cumulative impacts of reductions across several modes.</p>

Sex

Impact on public	Negative - High
Impact on staff	Neutral
Rationale	<p>Nationally more women than men do not have access to a private car / van and thus more use bus and community transport services. Within Hampshire 60% of passengers who travel with a concessionary bus pass on the supported local bus network are female. This means that any reduction to service or increase to cost will disproportionately affect women. The intersectionality here is clear with older, disabled women who are from an ethnic minority background seeing the biggest impact should the proposals be approved. For younger women, this impact is compounded by the pregnancy and maternity impact detailed previously and the fact that more women than men use public transport to access employment and other essential services.</p>
Mitigation	<p>The above impact presumes a worst case scenario where the majority of savings are achieved through reductions to front line services. The approach outlined in the report is to maximise back office savings in order to minimise the savings required from front line services.</p> <p>Should the proposals be approved, the Council would convert all Dial a Ride services to operate under Call&Go criteria. This would result in a wider group of people, in particular those who simply do not have access to a bus being eligible to use the service. This would ensure that some provision remained where services are withdrawn and reduced.</p> <p>Saving proposals on front line services have have been carefully co-designed to try and mitigate the cumulative impacts of reductions across several modes.</p>

Sexual Orientation

Impact on public	Neutral
Impact on staff	Neutral

Rationale	There is no evidence to suggest that people who identify as having this protected characteristic are any more likely to use public transport/community transport or hold a concessionary bus pass in Hampshire than those who do not. There would be the same impact on people who identify as having this protected characteristic as there would be for the general population, so the impact is neutral.
Mitigation	

Marriage and Civil Partnership

Impact on public	Neutral
Impact on staff	Neutral
Rationale	There is no evidence to suggest that people who identify as having this protected characteristic are any more likely to use public transport/community transport or hold a concessionary bus pass in Hampshire than those who do not. There would be the same impact on people who identify as having this protected characteristic as there would be for the general population, so the impact is neutral.
Mitigation	

Poverty

Impact on public	Negative - High
Impact on staff	Neutral
Rationale	Through this process, the County Council is proposing to increase the contribution that users pay for their services during a period of heightened pressure on living costs. The reductions that could be made by the County Council through these proposals, in addition to the impact of the pressure on living costs, would be

particularly impactful for those on lower incomes but could also see an impact to a wider section of Hampshire than would have previously been the case. There is a relationship between income and type of transport used. Those on lower incomes use buses more than those on higher incomes, and those on higher incomes use cars and trains more than those on lower incomes (Department for Transport 2017). People with more money have more options in both where to live and how to travel, and transport links are a key component of land value and housing costs. Poverty rates for all groups of women are higher than those of White British men. Among women, they are lowest for White British women, followed by Chinese, Indian, Black Caribbean and Black African women. Pakistani and Bangladeshi women have extremely high poverty rates of around 50 per cent. Dependency on public transport and poverty are interlinked, resulting in a reduction to bus services or affordable community transport services having a disproportionate impact on people living in poverty.

The increased cost to Community Transport users will have an impact on particular groups, namely those on a reduced income. However, the alternative would be to remove more services. Based on analysis of the consultation, respondents preferred the option of making a greater contribution to the costs of providing a service over seeing a greater level of service reductions. Increases to the costs of using a service may result in low income users travelling less frequently.

With all impacts, there is an intersectionality resulting in the cumulative impact on those people who fit multiple protected characteristics, who are likely to be the most vulnerable in Hampshire, expected to experience the greatest negative impact.

Mitigation

The above impact presumes a worst case scenario where the majority of savings are achieved through reductions to front line services. The approach outlined in the report is to maximise back office savings in order to minimise the savings required from front line services.

Should the proposals be approved, the County Council would convert all Dial a Ride services to operate under Call&Go criteria. This would result in a wider group of people, in particular those who simply do not have access to a bus being eligible to use the service. This would ensure that some provision remained where services are withdrawn and reduced.

Following consultation feedback, the proposal to increase the minimum fares on Dial-a-Ride and Call & Go services to £6 for a local journey and £8 for a longer journey has been revised. Instead, the Passenger Transport SP23 Savings Proposals Decision Day report proposes a minimum standard charge of £6 for a local journey and £7 for a longer journey to recognise the impact that the increasing costs of living are having on individuals. Any changes to fare levels would be introduced incrementally so that people had the ability to budget for any increased costs.

Similarly, the proposed price for replacing a lost or damaged concessionary bus pass

has reduced from £20, as detailed within the consultation, to £18.

Saving proposals on front line services have been carefully co-designed to try and mitigate the cumulative impacts of reductions across several modes.

The decision to protect the enhancement allowing for all day free travel with a disabled persons bus pass and for the provision of a companion pass ensures that where there are bus services, people with disabilities have access to free all day travel.

Rurality

Impact on public	Negative - High
Impact on staff	Neutral
Rationale	<p>Changes to the concessionary bus pass arrangements, user contribution to and the availability of community transport services would impact people across the County. Community transport users and pass holders living in urban areas are more likely to have other transport options available to them. Those living in rural areas would have no other option of shared transport and see higher costs of private transport where journeys are often further.</p> <p>Potential reductions in supported bus services are far more likely to impact the rural areas of Hampshire, both market towns and villages alike. Given the position bus operators find themselves in with post covid demand, it is highly unlikely that once these routes are withdrawn, they will ever be re-established.</p> <p>With all impacts, there is an intersectionality resulting in the cumulative impact on those people who fit multiple protected characteristics, who are likely to be the most vulnerable in Hampshire, expected to experience the greatest negative impact.</p>
Mitigation	<p>The above impact presumes a worst case scenario where the majority of savings are achieved through reductions to front line services. The approach outlined in the report is to maximise back office savings in order to minimise the savings required from front line services.</p> <p>Should the proposals be approved, the Council would convert all Dial a Ride services to operate under Call&Go criteria. This would result in a wider group of people, in particular those who simply do not have access to a bus being eligible to use the</p>

service. This would ensure that some provision remained where services are withdrawn and reduced.

Saving proposals on front line services have been carefully co-designed to try and mitigate the cumulative impacts of reductions across several modes.

Geographical Impact: All Hampshire

Equality Statement

Additional information:

This situation is compounded by the Government's decision not to award any funding to Hampshire County Council, amongst other local authorities, for its Bus Service Improvement Plan (BSIP). Hampshire County Council has a well regarded record of partnership working with commercial bus providers and the community transport sector alike. This is one of many reasons the Council was disappointed not to be successful in receiving funding to implement its BSIP. A funded BSIP would have seen investment in key public transport corridors, lower fares, improved infrastructure, pump-primed new commercial bus services and generated modal shift to more sustainable forms of transport, a key element of achieving decarbonisation.

The DfT has asked bus operators and LTA's to work together and design a post-covid network for their areas. This will inevitably be a reduced network compared to what was operating pre-2020. The reductions in spend from the County Council would mean that the network will shrink more than it would through the DfT process alone which would impact those people with protected characteristics the most.

Through this process, the County Council is proposing to increase the contribution that users pay for their services during a time of pressure on living costs. The reductions that would be made by the County Council through these proposals, in addition to the impact of the pressure on living costs, would be particularly difficult for those on lower incomes. To mitigate this as far as possible, minimum fare rises will be increased incrementally, and following the consultation responses, the proposal to increase minimum Dial-a-Ride and Call & Go service to £8 for a longer journey has been reduced to £7 per longer journey. The proposed price for replacing a lost or damaged concessionary bus pass has been reduced from £20 to £18.

Overview Statement:

Assessment to show that due regard has been given and that there is no requirement for a full EIA:

EIA reference number: 00251

Date of production of EIA for publication: 27/10/2022