

## EIA Title

Question	Answer
Did you use the EIA Screening Tool? (Delete as applicable)	Yes <del>(please attach upon submission)</del> / No

## 1. Explaining the matter being assessed



# Equality Impact Assessment

Question	Answer
----------	--------

# Equality Impact Assessment

<p><b>What policy, function or service change are you assessing?</b></p>	<p>On the 31<sup>st</sup> of October 2021, Surrey County Council, as the Local Transport Authority (LTA), published its Bus Service Improvement Plan (BSIP). This plan set out our aspirations for improvements for bus services across the county. This was submitted to the Government along with a bid for around £120m of funding from the £3bn that was available at the time.</p> <p>This impact assessments looks at the interventions that are being, or could be, delivered as part of the BSIP process. All of these are positive improvements for all bus users, with some having greater benefits for people with protected characteristics. Particularly, disabled people, older people and anyone who may had additional needs when, or barriers to, travelling by bus.</p> <p>We cannot afford all of the improvements with the budget the County Council has available. More funding will be needed from the Government, with no new money being available at this time.</p> <p>As part of this update process, no negative impacts have been identified. Negative impacts would result from proposals to removed or reduce bus services. There are no such proposals in this BSIP update.</p> <p>Where bus services were removed or reduced in 2023, the impact of this was covered in a separate impact assessment. This can be found as part of the Future Bus Service March 2023 Cabinet Report here, <a href="https://www.surreycc.gov.uk/agenda-for-cabinet-on-tuesday-28-march-2023-2-00-pm">Agenda for Cabinet on Tuesday, 28 March 2023, 2.00 pm - Surrey County Council (surreycc.gov.uk)</a>. In November 2022 the County Council and all the bus operators in Surrey entered into an Enhanced Partnership (EP) arrangement to agree and monitor bus service improvements.</p> <p>Since the drafting of the original impact assessments:</p> <ul style="list-style-type: none"><li>• Surrey was not awarded any BSIP Phase 1 funding (the £120 originally bid for)</li><li>• the County Council has entered into an Enhanced Partnership</li><li>• The Enhanced Partnership has agreed different initiatives to be delivered to improve bus services, including agreeing a Passenger Charter</li><li>• The County Council was allocated £7.8m of BSIP Phase 2 (formally called BSIP+) funding and</li><li>• We have submitted our progress against the BSIP targets to the DfT</li></ul>
--	---

# Equality Impact Assessment

	<p>In January 2024, the Government told LTAs that their BSIPs need to be updated by 12 June.</p> <p>Following being sent the guidance from the Department for Transport (DfT), updated BSIPs should be:</p> <ul style="list-style-type: none"><li>• Shorter and easier for people to read and understand and</li><li>• Focus more of the 12 priority areas covered in the National Bus Strategy</li></ul> <p>Our BSIP continues to set out:</p> <ul style="list-style-type: none"><li>• Targets for journey times, reliability, passenger numbers, satisfaction and network coverage</li><li>• Bus priority measures, such as priority at traffic lights</li><li>• Plans for improvements for passengers, such as fares and information improvements</li><li>• The current level of LTA support for the bus network and how we want it to grow.</li></ul> <p>The BSIP now more clearly sets out what we want to deliver and when. However, significant additional funding needed to deliver against all the aspirations in the BSIP.</p> <p>As part of the EP governance arrangements, we have a stakeholder group who have suggested new options for improvements, particularly for people who have additional needs. For example, having a higher standard of disability awareness training, over and above the training drivers get when they qualify to drive buses.</p> <p>Using the BSIP aspirations, in partnership with bus operators, and using mainly County Council with some Government funding, we have delivered or will deliver by 2025/26:</p> <ul style="list-style-type: none"><li>• 54 new hydrogen buses in the east of Surrey, with Metrobus<ul style="list-style-type: none"><li>• 19 new electric buses with Falcon and White Bus</li></ul></li><li>• A programme of bus priority improvements to support buses run on time</li><li>• Expanded the Digital Demand Responsive Transport (DDRT) to cover more areas with a more flexible public transport offer<ul style="list-style-type: none"><li>• 16 new electric minibuses to use across the DDRT scheme areas</li><li>• The further expansion of DDRT schemes from September 2025, which will be supported with more electric minibuses</li></ul></li><li>• Investment in Real Time Passenger Information so people can see live bus information. Also, working with bus operators to improve the consistency of live bus</li></ul>
--	---

# Equality Impact Assessment

	<p>information so displays are accurate. Including a trail for displaying short notice cancellations.</p> <ul style="list-style-type: none"><li>• Enhancements to 15 bus services</li><li>• Implemented the Surrey LINK Card to give people aged 20 and under half the standard adult fare<ul style="list-style-type: none"><li>• Having the Surrey LINK Card discount apply to the National Bus Fare Cap, which to gave access to a £1 single fare, now increased to £1.50</li></ul></li></ul> <p>Because there is no new funding available, we have needed to prioritise what we choose to deliver. Suggestions for new initiatives for inclusion in a future BSIP update and prioritising what to deliver comes from the County Council, bus operators and the Bus Forum (previously the Stakeholder Reference Group).</p> <p>Stakeholder priorities are mainly focused on improvements for disabled people and removing barriers people have when travelling.</p> <p>Some specific interventions suggested by the Bus Forum to support disabled bus users are:</p> <ul style="list-style-type: none"><li>• Developing a training package to share and raise the level of disability, dementia and autism awareness for bus operators</li><li>• Trialling an app, called Aira Explorer, that is used by people with sight loss to navigate their surroundings. This follows the successful use by Govia Thameslink.</li></ul> <p>Both of these have been agreed by the EP Board to implement. The training is being developed with people with lived experience of facing additional barriers to using buses.</p> <p>Stakeholder feedback also identified a need for broader representation on the reference group. Particularly from younger people and those from minority ethnic backgrounds.</p> <p>The Surrey Minority Ethnic Forum has been engaged. They are keen to see where they may be able to support communities and groups they work with to be more involved with this work and help influence improvements they want to see.</p>
--	---

# Equality Impact Assessment

	<p>Similarly, work is starting with the Customers and Communities Team to ensure that younger people become involved with the stakeholder process.</p>
<p><b>Why does this EIA need to be completed?</b></p>	<p>This updated assessment assesses the impacts from the elements of the BSIP that have been agreed and those that are new to the BSIP process.</p> <p>There are many elements of the BSIP that are still valid and unchanged from the original BSIP and impact assessment.</p>
<p><b>Who is affected by the proposals outlined above?</b></p>	<p>Potentially all Surrey residents from all protected characteristics categories.</p>
<p><b>How does your service proposal support the outcomes in <a href="#">the Community Vision for Surrey 2030</a>?</b></p>	<ul style="list-style-type: none"> <li>▪ Children and young people are safe and feel safe and confident.</li> <li>▪ Everyone benefits from education, skills and employment opportunities that help them succeed in life.</li> <li>▪ Everyone lives healthy, active and fulfilling lives, and makes good choices about their wellbeing.</li> <li>▪ Residents live in clean, safe and green communities, where people and organisations embrace their environmental responsibilities.</li> <li>▪ Journeys across the county are easier, more predictable and safer.</li> <li>▪ Everyone has a place they can call home, with appropriate housing for all.</li> <li>▪ Businesses in Surrey thrive.</li> <li>▪ Well-connected communities, with effective infrastructure, that grow sustainably.</li> </ul>

# Equality Impact Assessment

<p><b>Are there any specific geographies in Surrey where this will make an impact?</b></p> <p>(Delete the ones that don't apply)</p>	<ul style="list-style-type: none"><li>• County-wide</li></ul> <p>However, it is likely that priority areas and routes will need to be identified for targeting available funding that will boost bus use most quickly.</p> <p>These locations will most likely be key towns or routes between towns.</p> <p>There may therefore be an impact on more rural services. However, where bus services are less frequent or there is no or no regular bus service, DDRT can fill that gap for public transport.</p> <p>The BSIP includes lists of:</p> <ul style="list-style-type: none"><li>• Bus services receiving enhancements</li><li>• Locations of major housing development where new or enhanced bus services can be introduced and</li><li>• The DDRT areas</li></ul>
--	---

# Equality Impact Assessment

<p><b>Briefly list what evidence you have gathered on the impact of your proposals</b></p>	<p>The data and insight used to develop the ambitions in the BSIP were compiled from:</p> <ul style="list-style-type: none"><li>• Previous public consultations on buses and public transport</li><li>• Priorities from bus operators</li><li>• Priorities and new initiatives suggested by stakeholders</li></ul> <p>As mentioned previously, stakeholder input to delivery priorities has focused on accessibility improvements for disabled people and others who have barriers to travelling by bus.</p> <p>To set the priorities for delivery for 2025 and to ensure the EP arrangements are working effectively, we will be consulting on a revised EP Plan and Scheme.</p> <p>This is a statutory consultation process, not a public consultation process. This asks the following people and groups specifically about the Enhanced Partnership Plan &amp; Scheme:</p> <ul style="list-style-type: none"><li>• All operators of local bus services that would be affected by any of the proposals</li><li>• Organisations that represent local passengers</li><li>• Other local authorities that would be affected by the proposals</li><li>• The Traffic Commissioners</li><li>• The chief officer of police for each area to which the plan relates</li><li>• Transport Focus (a national group representing public transport users)</li><li>• The Competition and Markets Authority (CMA).</li></ul> <p>As part of the statutory consultation, there will be targeted stakeholder engagement, more around priorities and potential impacts rather than the specific documents. This will be focused on disability and other similar groups, as well as business groups, to understand travel patterns.</p> <p>We were part of the Transport Focus “Your Bus Journey” survey since 2023. The survey contains high level equalities monitoring information.</p> <p>Responses to this survey showed that most people (83%) were satisfied with their bus journey. The interim satisfaction for 2024 is 88%. However, this satisfaction dropped when people were asked about the cost of their journey and the wait for the bus.</p>
--	---



# Equality Impact Assessment

The survey results for 2024 will be published in late March 2025. Once published, this EIA will be updated.

The survey does not cover the whole of Surrey. It is focused on locations with more buses to try and get more survey responses. Work is planned for 2025 to cover more

This shows that more can be done to reduce the cost and reliability of bus travel.

We know the numbers of concessionary bus pass holders, under the English National Concessionary Travel Scheme (ENCTS).

Current total concessionary pass holder numbers are, as of January 2025:

<b>Disabled +C</b>	2,471
<b>Senior +C</b>	503
<b>Senior</b>	156,872
<b>Disabled</b>	4,811
<b>Total</b>	<b>164,657</b>

Because of how this data is collected we are not able to separate out older people from disabled pass holders when they use the bus.

Concessionary pass use has grown since the pandemic. The table below shows the numbers of single trips made by free bus pass holders.

<b>2020/21</b>	<b>2021/22</b>	<b>2022/23</b>	<b>2023/24</b>
1,541,885	2,853,451	3,660,995	4,067,836

We know the number of people using buses and the DDRT services. These are being monitored to check whether passenger numbers are growing.

The numbers of young people who have applied for and been sent their LINK Card, as of January 2025 are as follows:

Total valid u16 LINK cards	4640
Total valid u21 LINK cards	9718

Through surveying bus users, using the Your Bus Journey survey, and DDRT users, we will check how satisfied people are with the services they use.

# Equality Impact Assessment

	<p>We will be using the Bus Forum (previously called the Stakeholder Reference Group) to support people completing spot surveys at specific points over the year, or where specific interventions are being delivered, to check whether an impact is being seen and felt.</p>
--	---

## 2. Service Users / Residents

There are 10 protected characteristics to consider in your proposal. These are:

1. Age including younger and older people
2. Disability
3. Gender reassignment
4. Pregnancy and maternity
5. Race including ethnic or national origins, colour or nationality
6. Religion or belief including lack of belief
7. Sex
8. Sexual orientation
9. Marriage/civil partnerships
10. Carers protected by association

Though not included in the Equality Act 2010, Surrey County Council recognises that socio-economic disadvantage is a significant contributor to inequality across the County and therefore regards this as an additional factor.

Therefore, if relevant, you will need to include information on this. Please **refer to the EIA guidance** if you are unclear as to what this is.

# Equality Impact Assessment

## All Equalities groups will be impacted by some or all of proposals that may be implemented

Question	Answer
<p><b>What information (data) do you have on affected service users/residents with this characteristic?</b></p>	<p>We hold information related to age and disability because of having information on concessionary bus pass holders. We also have information on children who use school services and holders of the Surrey LINK Card. We hold a significant amount of information from historic bus and transport consultations that cover other protected characteristics and other information related to bus use and barriers to use. The main barriers being:</p> <ul style="list-style-type: none"> <li>- Reliability. Will the bus arrive and get me where I want when I need it to?</li> <li>- Affordability. Is bus travel a viable transport option compared to driving, the train or other transport?</li> <li>- Accessibility. Can I use a bus stop and a bus with my mobility needs? Can I get information in a format and way that is usable for me?</li> </ul>
<p><b>Impacts</b> (Delete as applicable)</p>	<p>Positive – impacts are subject to funding availability. This means that all the positive impacts identified in this document may not be delivered. Some may be delivered but potentially only in some areas of the county. Positive impacts will mainly be associated with accessibility improvements that will benefit all bus users, not just people with protected characteristics. However, improvements to accessibility will most benefit people with additional needs when travelling and those who need public transport to maintain their independence.</p> <p>Negative – To this point, no negative impacts have been identified from the proposals. Negative impacts would be as a result of reducing or removing bus services in Surrey and so limiting peoples’ travel choices and / or ability to travel. There are no current proposals to reduce or remove bus services.</p> <p>This EIA will continue to be updated during this process to better show where impacts can be demonstrated, where this is possible.</p> <p>The impacts are summaries in the next section of this impact assessment. Full details can be found in the BSIP document.</p>

# Equality Impact Assessment

Impacts identified	Supporting evidence	How will you maximise positive/minimise negative impacts?	When will this be implemented by?	Owner
What impacts have you identified?	What are you basing this on?	Actions to mitigate or enhance impacts	Due date	<i>Who is responsible for this?</i>
Implementing the Surrey LINK Card for half price travel for people aged under 20.	Reduced or no financial barrier to travel for young people.	Advertising availability of a scheme	August 2023	SCC
Bus enhancements by increasing frequencies, hours or days of service	More frequent services are more likely to be used.	Advertising, improved information availability	Spring 2024 and more in Spring 2025	SCC
Information improvements	Better detail on timetabling, costs, journey times, destinations will give users confidence about using buses over other forms of transport	It is difficult to link better information to more people travelling.  Advertising of new services, such as DDRT. All households and businesses in the DDRT scheme areas received hard copy material about the scheme before the launch.	September 2023. Again in September 2024	SCC
Ticketing & Payment changes	Easy payment methods, more varied fares, fare promotions will encourage people to use buses over other forms of transport		Cannot be defined at this time	TBC

# Equality Impact Assessment

Impacts identified	Supporting evidence	How will you maximise positive/minimise negative impacts?	When will this be implemented by?	Owner
Accessibility Improvements	<p>Making using buses easier with improvements at stops, stands and stations will benefit all users but particularly those with specific needs. Focusing on reducing or removing conflicts with other travellers. For example, bus stops on shared spaces with pedestrians and cyclists.</p> <p>An on-bus example would be audio announcements.</p>	<p>Working with stakeholders on the development of the material.</p> <p>Working with partners on sharing material across operators and, potentially, operating areas.</p>	<p>Subject to the agreement of the EP Board - October 2024 – for the training offer to operators on raising autism, disability and dementia awareness.</p> <p>Other accessibility improvements will need to be assessed and agreed</p>	<p>SCC, EP Board &amp; Key stakeholder partners</p>
Bus stop and station accessibility improvements	<p>Improving peoples' ability to get to bus stops and improving waiting environment encourages bus use</p>	<p>Undertaking a bus stop inventory and a hierarchy of bus stop design.</p> <p>There is no funding for a programme of bus stop and bus station upgrades.</p>	<p>2024</p> <p>Subject to funding</p>	<p>SCC</p>

# Equality Impact Assessment

Question	Answer
<p><b>What other changes is the council planning/already in place that may affect the same groups of residents?</b></p> <p><b>Are there any dependencies decisions makers need to be aware of</b></p>	<p>The Government have recently announced the National Disability Strategy. A large part of that strategy is focused on transport. The BSIP will account for this in our approach to accessibility to and on bus services, subject to the funding being available.</p> <p>Being ‘greener’ and looking to get greener buses on our roads will help with air quality and the county council’s aspiration to be carbon neutral by 2030 and as a county by 2050.</p> <p>Not specific to the BSIP because it is covered in separate legislation, the new Passenger Information Regulations start from October 2024. This requires bus operators to have audio and visual “next stop” announcements on buses. Depending on when the bus first went into service, operators have until October 2026 to have fully comply with the requirements in the legislation.</p>

Question	Answer
<p><b>Any negative impacts that cannot be mitigated? Please identify impact and explain why</b></p>	<p>There are no negative impacts identified in this update.</p>

**You will need to copy and paste these boxes for each of the protected characteristics likely to be impacted.**

# Equality Impact Assessment

## 3. Staff

All staff who use buses will have the same impacts as those covered in the equalities section above

Question	Answer
<b>What information (data) do you have on affected service users/residents with this characteristic?</b>	As per section 2
<b>Impacts</b> (Delete as applicable)	As per section 2.

Impacts identified	Supporting evidence	How will you maximise positive/minimise negative impacts?	When will this be implemented by?	Owner
What impacts have you identified?	What are you basing this on?	Actions to mitigate or enhance impacts	Due date	Who is responsible for this?

Question	Answer
<b>What other changes is the council planning/already in place that may affect the same groups of residents? Are there any dependencies decisions makers need to be aware of</b>	If so, please detail your awareness of whether this will exacerbate impacts for those with protected characteristics and the mitigating actions that will be taken to limit the cumulative impacts of these changes.

Question	Answer
<b>Any negative impacts that cannot be mitigated? Please identify impact and explain why</b>	Same as Section 2.

You will need to copy and paste these boxes for each of the protected characteristics likely to be impacted



## 4. Amendments to the proposals

CHANGE	REASON FOR CHANGE
What changes have you made as a result of this EIA?	Why have these changes been made?
Updated some delivery priorities for agreement.	Feedback from stakeholders focused on improving accessibility for disabled people. Also, anyone who may have additional needs when travelling or faces barriers to them travelling.

## 5. Recommendation

Based your assessment, please indicate which course of action you are recommending to decision makers. You should explain your recommendation below.

Outcome Number	Description	Tick
Outcome One	<b>No major change to the policy/service/function required.</b> This EIA has not identified any potential for discrimination or negative impact, and all opportunities to promote equality have been undertaken	
Outcome Two	<b>Adjust the policy/service/function</b> to remove barriers identified by the EIA or better advance equality. Are you satisfied that the proposed adjustments will remove the barriers you identified?	
Outcome Three	<b>Continue the policy/service/function</b> despite potential for negative impact or missed opportunities to advance equality identified. You will need to make sure the EIA clearly sets out the justifications for continuing with it. You need to consider whether there are: <ul style="list-style-type: none"> <li>• Sufficient plans to stop or minimise the negative impact</li> <li>• Mitigating actions for any remaining negative impacts</li> <li>plans to monitor the actual impact.</li> </ul>	✓
Outcome Four	<b>Stop and rethink</b> the policy when the EIA shows actual or potential unlawful discrimination  (For guidance on what is unlawful discrimination, refer to the <a href="#">Equality and Human Rights Commission's guidance and Codes of Practice on the Equality Act</a> concerning employment, goods and services and equal pay).	



# Equality Impact Assessment

Question	Answer
<b>Confirmation and explanation of recommended outcome</b>	<p>Recommended Outcome Three.</p> <p>The continued delivery through the Enhanced Partnership between the County Council and bus operators, supported in some instances by Government funding, is helping deliver our BSIP aspirations.</p> <p>The involvement of the Bus Forum, with disability groups and bus users represented, has directly influenced the inclusion of new interventions and the prioritisation of activity that will improve bus service delivery, fund new vehicles and support infrastructure changes to improve accessibility.</p> <p>All of the aspirations in the BSIP are positive for people with protected characteristics.</p>

# Equality Impact Assessment

## 6a. Version control

Version Number	Purpose/Change	Author	Date
0.2	Update following BSIP funding announcement	Keith McKain	19 April 2022
1.1	Updated as part of the June 2024 BSIP refresh process	Keith McKain	05 May 2024
1.2	Updated V1.1 following feedback from the Equalities Impact Assessment Champions Network	Keith McKain	07 May 2024
1.3	Updated to reflect the BSIP Phase 4 Investment	Keith McKain	20 Feb 2025

The above provides historical data about each update made to the Equality Impact Assessment. Please do include the name of the author, date and notes about changes made – so that you are able to refer back to what changes have been made throughout this iterative process. For further information, please see the EIA Guidance document on version control.

## 6b. Approval

Approved by*	Date approved
Head of Service	
Executive Director	
Cabinet Member	
Directorate Equality Group	

<b>EIA Author</b>	Keith McKain
-------------------	--------------

\*Secure approval from the appropriate level of management based on nature of issue and scale of change being assessed.

## 6c. EIA Team

# Equality Impact Assessment

Name	Job Title	Organisation	Team Role
Keith McKain	Programme Manager, National Bus Strategy	SCC	Author

If you would like this information in large print, Braille, on CD or in another language please contact us on:

Tel: 03456 009 009

Textphone (via Text Relay): 18001 03456 009 009

SMS: 07860 053 465

Email: [contactcentre@surreycc.gov.uk](mailto:contactcentre@surreycc.gov.uk)