



DERBY CITY COUNCIL

# **Equality Impact Assessment**

## **Rickshaws in Derby City Centre**

**Started November 2008 and  
completed April 2009**

**Equality impact, needs and requirements assessment form**

Please use this form to record your findings, proposed actions, equality objectives and targets. Use the guidance notes to help you do the assessment or contact the Equality Standard Project Manager if you need some advice

### About the policy, practice, service or function you are assessing

Name of policy, practice, service or function: Rickshaws in Derby City Centre

Assessment team leader name: Adrian Astle - Project Engineer

Date of assessment: 17 November 2008

Department responsible: Regeneration and Community

Service Area: Highways

Other members of assessment team:

Name	Position	Area of expertise	Comments
Nancy Pountain	Chair - Derby Access Group member of Derby Disability Network / DCIL/ Disabled People's Diversity Forum	Disabled People's and older people's issues	
Janet Warner	Disabled People's Diversity Forum / Derby Access Group / Derby Disability Network / Trustee of Derby Shopmobility	Disabled People's Issues	
Judi Bateman	Treasurer- Derby Access Group / Chair Derby Disability Network / DCIL and Vice Chair Disabled People's Diversity Forum	Disabled People's Issues	
Ian Butler	Team Leader Projects	Highways and Traffic	
Stephen Gaskin	Project Engineer	Highways and Traffic	
Ann Webster	Equality and Diversity Mgr	Equality and Diversity	

<b>Question</b>	<b>Response/ findings</b>
<p>What are the main aims and objectives or purpose of the policy, practice, service or function that you are assessing?</p>	<p>Rickshaws in Derby City Centre:</p> <ul style="list-style-type: none"> <li>• To provide a way of connecting the new Westfield Shopping centre and the Cathedral Quarter of the city.</li> <li>• To provide a bicycle rickshaw service throughout the city centre on predetermined routes including pedestrian areas.</li> <li>• To improve the economic vitality of the Cathedral Quarter of the city centre</li> </ul>
<p>Who implements, carries out or delivers the policy, practice, service or function? Please state where this is more than one person, team, department, or body – and include any outside organisations who deliver under procurement arrangements</p>	<ul style="list-style-type: none"> <li>• Derby City Council</li> <li>• City Centre Management Derby</li> <li>• Taxi Licensing section</li> <li>• Private bicycle rickshaw companies</li> </ul>
<b>Question</b>	<b>Response/ findings</b>
<p>Who is affected by the policy, practice, service or function, or by how it is delivered? Such as, who are the external and internal customers, groups, or communities?</p>	<ul style="list-style-type: none"> <li>• Visitors to the City</li> <li>• Shoppers</li> <li>• Traders</li> <li>• Delivery Drivers</li> <li>• Taxis</li> <li>• Buses</li> <li>• Cyclists</li> <li>• Disabled people, in particular deaf and hearing impaired people and visually impaired people</li> <li>• Parents with young children</li> <li>• Older people</li> </ul>

<p>What outcomes do we want to achieve, why and for whom? For example, what do you want to be providing, how well, what changes or improvements, and what should the benefits be for customers, groups or communities?</p>	<ul style="list-style-type: none"> <li>• To provide better connectivity between the new Westfield Shopping centre and the Cathedral Quarter of the city.</li> <li>• To provide a bicycle rickshaw service throughout the city centre on predetermined routes including pedestrian areas.</li> <li>• To improve the economic vitality of the Cathedral Quarter of the city centre.</li> </ul>
<p><b>Question</b></p> <p>What existing or previous inspections of the policy, practice, service or function are there? For example, Best Value Inspections, policy reviews, research into the effects of a policy or practice.</p> <p>What did they tell you?</p>	<p><b>Response/ findings</b></p> <ul style="list-style-type: none"> <li>• DFT policy Cycling in pedestrian areas</li> <li>• Minutes of Disabled Peoples &amp; Diversity Project Group</li> <li>• Disabled people and older people objected to cycling being allowed in pedestrian areas such as St Peter's Street as they would cause an access barrier to personal safety in travelling in these areas, particularly for Deaf and hearing impaired people and visually impaired people. Because we have a legal disability equality positive duty to promote equality for disabled people – the idea was quashed at full Council. Some cyclists still do use St Peter's Street, but they can be fined if it is policed.</li> <li>• The Disabled People's Diversity Forum has made it very clear that they do not support the use of rickshaws in pedestrian areas of Derby as they feel it will make the area a 'no go' for them.</li> </ul>

## Identifying potential equality issues and factors

Question	Response/ findings
<p>What do you already know about the equality impact or need? For example, from research, feedback, consultation or any performance monitoring</p>	<ul style="list-style-type: none"> <li>• Link needed from Westfield to Cathedral Quarter</li> <li>• Rickshaws are not the Ideal vehicle which meets the needs of the service.</li> <li>• Request from City Centre Management Team</li> <li>• Objections from disabled people and older people</li> </ul>
<p>Is there any evidence of higher or lower take up under the policy or practice, or of the service or function for any particular groups? For example, who uses the service, who doesn't and why not?</p>	<p>Service not functional yet, but as far as we know the rickshaws do not appear to be accessible for disabled people. Further investigations done after this assessment, proved that the rickshaws are not accessible to wheelchair users and some mobility impaired people.</p>
<p>Have there been any important demographic changes or trends locally? For example is the population changing, and if so, how and what might that mean for the service or function?</p>	<ul style="list-style-type: none"> <li>• Increase in older population.</li> <li>• 19% of people in Derby are disabled people</li> <li>• Increase Eastern European population.</li> <li>• City Centre Living</li> <li>• Car ownership increasing.</li> </ul>

Question	Response/ findings
<p>Is there an indication that any of the policies or practices involved with the service or function creates particular problems or difficulties for any groups of customers or communities?</p>	<ul style="list-style-type: none"> <li>• The use of rickshaws in pedestrian places would cause significant problems for visually impaired people and this would make them not want to shop in the city centre.</li> <li>• Hearing impaired people would not be able to hear them in the pedestrian areas and again not want to come into the city centre.</li> <li>• The rickshaws do not have much space on them for carrying luggage and shopping.</li> <li>• Experimental Traffic Order – Still concerns over viability of service</li> <li>• Could be seen as unfair to cyclists, if rickshaws are allowed in pedestrian areas and yet they are not – and rickshaws will cause the same type of barriers for disabled people as cyclists</li> </ul>
<p>What information or data exists? For example, statistics, customer feedback, complaints, research, monitoring – who keeps it and can you get hold of it?</p>	<ul style="list-style-type: none"> <li>• Concerns over the suitability of the design for disabled people</li> <li>• Concerns about the use of rickshaws in pedestrian areas</li> <li>• Cycling in pedestrianised areas DFT.</li> <li>• National Cycling Strategy.</li> <li>• Complaints of drop in trade in Cathedral Quarter.</li> </ul>
Question	Response/ findings
<p>Does any equality or diversity objectives already exist? If so, what are they and what is current performance like against them?</p>	<p>Derby City Council has an Equality and Diversity Policy and a three year Equality and Diversity Plan</p>

	and achieved the Level 3 Equality Mark of the Equality Standard for Local Government , which covers all six strands of equality
Is the service having a positive or negative effect on particular people in the community, or particular groups or communities?	Service not yet in place, but if rickshaws are allowed in pedestrian areas there will be a negative impact on disabled people and older people.

## Collecting the information and data about how the policy, practice, service or function, impacts on communities

Please record your information and data in this table and think about:

- what information or data you will need
- using both quantitative and qualitative data
- making sure that where possible there is information that allows all perspectives to be considered
- identifying any gaps in the information/ data and what it can tell you

<b>Data or information</b>	<b>When and how was it collected?</b>	<b>Where is it from?</b>	<b>What does it tell you? You need to consider all six equality strands where you can</b>	<b>Gaps in information</b>
Customer feedback and complaints	Discussions at various meetings of the Disabled People's Diversity Forum and Project Group	Disabled people	That disabled people are extremely concerned about the use of rickshaws in the city centre. They are not accessible to wheelchair	

<b>Data or information</b>	<b>When and how was it collected?</b>	<b>Where is it from?</b>	<b>What does it tell you? You need to consider all six equality strands where you can</b>	<b>Gaps in information</b>
			users nor people with mobility impairments	
Consultation and community involvement	Consultation with Statutory consultees on the Traffic Regulation Order.			Need to consult community groups too, in particular older and disabled people
Performance information including Best Value	N/A			
Take up and usage data	N/A			
Comparative information or data where no local information	Consultation with Nottingham and Leicester and contacted other Councils who had decided not to allow the use of rickshaws in their area -			
Census, national or regional statistics	N/A			

<b>Data or information</b>	<b>When and how was it collected?</b>	<b>Where is it from?</b>	<b>What does it tell you? You need to consider all six equality strands where you can</b>	<b>Gaps in information</b>
Access audits or assessments such as DDA assessments	Rickshaws need to be wheelchair accessible if they operate under a hackney carriage licence  Disabled people object to rickshaws being used in pedestrian routes in the city centre			
Workforce profile	All Rickshaw drivers should have CRB checks and comply with all City Council Taxi Licensing requirements			
Where service delivered under procurement arrangements – workforce profile for deliverers	N/A			
Monitoring and scrutiny outcomes	N/A			

## Analysing the information and data and setting equality objectives and targets

Please give your detailed findings in this table

Service or function	Policy or practice	Findings	Which groups are affected and how	Whose needs are not being met and how?
Rickshaws in Pedestrian Areas		Licensed as Hackney Carriage - must be wheelchair and DDA compliant Rickshaws Disabled people's organisations object to the use of them in pedestrian areas	Visually impaired people Hearing impaired and Deaf people Parents and young children Older people All people visiting the city centre Disabled people	Disabled people feel safe to go in the pedestrian areas since no cycling is allowed – allowing rickshaws will take that safety feeling away and will probably mean that the area will be a no go area for some people  Disabled people and older people come from all backgrounds and so will be in the other equality strands too.

<b>Service or function</b>	<b>Policy or practice</b>	<b>Findings</b>	<b>Which groups are affected and how</b>	<b>Whose needs are not being met and how?</b>
Rickshaws on Roads and Streets		Licensed as Hackney Carriage or Private Hire.	Buses Taxis Disabled people	Rickshaws may get in the way of bus stops, taxi ranks and dropped kerbs

### **Objectives - process, impact or outcome based**

Please give your proposed objectives/ targets in this table

<b>Objective/Target:</b>	
Specific	Carry out controlled surveys with users, such as Derby Access Group , CAMTAD, Derbyshire Association of Blind People, Senior Forum before rickshaws are allowed in pedestrian areas
Measurable	Yes
Achievable	Yes
Relevant	Yes
Timed	Before Traffic Regulation Order is Implemented.

## Monitoring and reviewing - incorporating into performance management

Please summarise your objectives and targets in this table with your proposed monitoring and reporting arrangements

Objective	Planned action	Target performance			Responsible lead officer	Reporting cycle, for example, quarterly
		2009/10	2010/2011	2011/2012		
Make sure that the full views and experiences are taken into account of people affected by the introduction of rickshaws in pedestrian places, particularly disabled people and older people	Conduct a survey	2009			Adrian Astle	To be done before traffic order made and reported to Cabinet on findings of the survey