

# 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: **Provision of Council Supported Public Transport Services**

Assessment team leader name: David Dowbenko

Department responsible: Neighbourhoods      Service Area: Integrated Passenger Transport Group

Other members of assessment team:

Name	Position	Area of expertise	Comments
Ann Webster	Lead on Equality and Diversity	Equality	
Chris Hegarty	Team Leader – Co-ordination & Strategy	Public transport strategy & concessionary fares scheme	
Linda Ayriss	Team Leader Passenger Transport Operations Team	Transport provision & concessionary fares scheme	
Andy Findlay	Disabled People's Diversity Forum and Older People's Forum	Disability equality and older people's equality, bus services	
Moirra Findlay	Carer Ambassador	Carer's issues and disabled people's issues	
Perveez Sadiq	Service Director – Business Intelligence and Sector Development – Adults, Health and Housing	Adult Social Services – older people and disabled people	

Question	Response/ findings
<p>What are the main aims and objectives or purpose of the policy, practice, service or function that you are assessing?</p>	<p>The services provided by the City Council are aimed at supporting three areas of public transport provision. Firstly by financially supporting some bus services, many journeys made on these routes would not be possible on commercially provided services. In addition, by providing subsidies for the fares paid by passengers on local buses and trains, the Council helps to make travel more affordable.</p> <p>There are three areas of service provision being considered; namely local travel concessions additional to the national concessionary fares scheme; supported local bus service provision and community transport bus service provision in Derby:</p> <ol style="list-style-type: none"> <li>1. Travel concessions supported by the Council are intended to make travel more affordable for people who may have less disposable income; namely young people, disabled people and older people: <ul style="list-style-type: none"> <li>• Free off-peak travel (after 9.30am and before 11pm Monday to Friday and all day at weekends and on bank holidays) is available for older people and those with certain impairments across England. This is, funded by central government as part of the English National Concessionary Travel Scheme (ENCTS). The scheme was introduced in 2008. At that time, elected members of the Derbyshire authorities decided that it was appropriate to provide additional benefits over and above those of the ENCTS. One of these local benefits is that the Council also provides free travel after 9.30am on Community Transport dial-a-bus services, used by people who have difficulty</li> </ul> </li> </ol>

	<p>using regular bus services because of mobility impairments.</p> <ul style="list-style-type: none"> <li>• The Council also funds half fare travel on local train journeys in and around Derbyshire.</li> <li>• The b_line scheme currently provides a 50% subsidy on local bus and train travel for young people between the ages of 14 to 19 and who are in full time education. Travel is not restricted to school or college use but qualifies on any weekday or weekend. Approximately 11000 young people in Derby carry a b_line card, and enjoy discounts at many shops and services and the use of the card to access library services and as a proof of age card.</li> </ul> <p>2. The supported local bus network generally comprises less well-used services running as “socially necessary services”. These services do not carry sufficient passengers for them to be commercially viable, so the Council subsidises the costs of their provision because of the socially important role that they play. Removal of any service may reduce travel opportunities for local people to reach work, education, shopping and social/leisure destinations.</p> <p>3. Following a review of existing services in 2007, community transport services in Derby were retendered, following market research and surveys to determine the types of services preferred by potential passengers. As mentioned above, the remit was to provide transport for people who have difficulty using regular bus services because of mobility impairments. The resulting contract, which has a total budget of £293,000 for 2011/12, has five elements: namely ring &amp; ride to health; dial a bus</p>
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	(supermarket service); dial a bus (city centre service); group hire and a football bus service for home matches used by disabled people.
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	The City Council acts as the commissioning body for supported local bus services. The services are then delivered by locally-based bus operators, who have been selected following tendering exercises.

Question	Response/ findings	
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?	<b>Groups</b>	<b>Effects identified from data/ information</b>
	Older people	<ul style="list-style-type: none"> <li>• Older people make up a significant proportion of the local population – and are less likely to have access to a car. We are expecting our population to go up by 17% in the next 30 years, with people over 70 increasing by some 41%.</li> <li>• Transport is seen as a key enabler for older people to take part in social activities and to meet friends and families, with consequent benefits for increased independent living and wellbeing.</li> <li>• Older people are disproportionately represented in the lower income brackets, so any loss of travel concessions will push up transport costs</li> <li>• Older people are more likely to have mobility impairments and therefore loss of a service or the need to walk further to catch a bus will mean they will be less likely to access the things they need and may affect them being to get out at all.</li> </ul>
	Disabled people	<ul style="list-style-type: none"> <li>• The last Census identified that nearly 19% disabled people live in Derby, that's 42,862 disabled people, which is above the national average. We have a Royal School for Deaf Children in the city and many of the students stay and make Derby their home, so we have one of the highest populations of Deaf People in the country. Any changes to services will have to be communicated to Derby's Deaf People's community and also to visually impaired people in accessible formats. The more recent May 2010 Nomis Labour Market statistics found that the total number of people in Derby receiving a disability related benefit was 13,070. The number of Derby residents claiming Carers Allowance increased by 510 between May 2000 and May 2010 to 2,100 claimants, this is 1.2% of the population and is similar to the percentages claiming in</li> </ul>

		<p>the East Midlands – 1.2% and Great Britain – 1.1%. Going back to the Census, 16,100 residents were providing 1-19 hours of care, 2,746 providing 20-49 hours of care and 4,884 residents providing 50 or more hours of care a week.</p> <ul style="list-style-type: none"> <li>• Disabled people cite transport i.e. the lack of it as the main problem in the area where they live – far more than crime, housing or local facilities. Transport is in fact one of the ‘7 needs’ of disabled people as identified by organisations of disabled people</li> <li>• Frequency of public transport is seen as the most important improvement that could be made to local services, so loss of service or a reduction in frequency would increase transport problems.</li> <li>• Disabled people are more likely to have low incomes or poorly paid jobs and will therefore be more reliant on the travel concessions offered by Gold Card.</li> <li>• Loss of local services could mean a longer walk to catch a bus, causing problems for those with mobility impairments and also visually impaired people who use buses frequently.</li> <li>• Disabled people travel around a third less than the general public, but are far more likely to use buses more often.</li> </ul> <p>Community transport buses cater for particular disabled people’s needs where the mainstream buses, and even accessible hackney carriages, are not an option due to some people’s impairments and the size of their wheelchairs</p>	
	Younger people	<ul style="list-style-type: none"> <li>• Although we have an ageing population, like the rest of the UK, we have a slightly younger profile than the national average. Derby University and Derby College, also give us quite a large student population in Derby.</li> <li>• Increased travel costs, whether through higher fares or reduced subsidy, are likely to have a significant impact for regular users especially for school journeys. This</li> </ul>	

		<p>will be less significant for occasional users although it could increase dependence on parents and friends for lifts for journeys for social and other reasons</p> <ul style="list-style-type: none"> <li>• Access to after-school activities may be restricted to those on low incomes or dependent on public transport</li> <li>• Younger people are far more likely to use the bus than the train, so loss of local bus services will reduce young people's opportunities to travel.</li> </ul>	
	Race	<ul style="list-style-type: none"> <li>• According to the 2001 Census, nearly 16% minority ethnic people live in Derby, including 8.4% Asian people, of which 4% are Pakistani and 3.8% Indian and 1.8% Black or Black British people, of which 1.4% are African Caribbean. Irish people make up 1.4% of our community. We know our community profile has changed since the Census, as new communities join us, for example people from Poland, Bosnia, Africa, Kosovo, Iraq, and Turkey and we also have a Roma community. In fact there are about 180 nationalities represented in Derby and around 71 languages spoken, the main non English languages being Punjabi, Urdu and Polish, followed by French.</li> <li>• Some minority ethnic communities may live in poorer communities with higher levels of deprivation and unemployment. They are disproportionally on lower incomes, often work unsocial hours and may have limited access to cars.</li> <li>• Minority ethnic communities may have cultural requirements requiring travel to facilities such as specialist food shops or places of worship. Reductions in levels of service could mean that these are more difficult to access.</li> <li>• Some members of minority ethnic communities will have language barriers to understanding travel information; any significant changes that are likely to impact on minority communities will require that this is taken into account.</li> </ul>	

	Gender	<ul style="list-style-type: none"> <li>• We are a population of 240,100 with 121,500 men and 122,600 women. .</li> <li>• Women still tend to be primarily responsible for childcare and caring for elderly, sick and disabled relatives. They are also more likely to be in part-time work, on lower incomes and more dependent on public transport.</li> <li>• Part-time work is often shift work and shift patterns often require the ability to access public transport during the early mornings and evenings. These services are often lightly-used and vulnerable to service cuts or reductions if budget pressures exist for an operator.</li> <li>• Women are far more likely than men to feel unsafe when waiting for a bus or a train, especially after dark. Reduced service frequencies could exacerbate this.</li> <li>• In lower income households where there is one car in the family, the men are likely to have first use of the vehicle, leaving women to be more dependent on public transport.</li> </ul>
	Gender Reassignment	<ul style="list-style-type: none"> <li>• The Gender Identity Research &amp; Education Society (GIREs) estimates that 1 in 4,000 people are transgender. In the city of Derby, this could equate to approximately 65 people.</li> <li>• Those who are transitioning are more likely to be accessing healthcare facilities for a number of years, and loss of bus services routed near hospitals, GP surgeries or other health facilities.</li> <li>• Transgender people may also need to travel further afield to socialise, get healthy and find group support. They are also likely to have issues with personal safety.</li> </ul>
	Religion & Belief	<ul style="list-style-type: none"> <li>• People's main religion and beliefs in Derby include Christian 67.4%, Muslim 4.5%, Sikh 3.2%, and people</li> </ul>



		<p>with no religion at 15.9%.</p> <ul style="list-style-type: none"> <li>• A reduction in bus services could impact the numbers of believers attending their place of worship, particularly as there are less mosques and temples in the city than there are churches and so people attending these places of worship generally have to travel further unless they live in the community where they are .</li> </ul>	
	Sexual Orientation	<ul style="list-style-type: none"> <li>• We have a very active LGBT community in Derby with several gay bars and clubs. We estimate we have about 15,846 lesbians, gay men and bi-sexual people living in Derby, according to the National Audit Office suggestion of 6.6% representation of the population</li> <li>• Lesbian, gay, bisexual and transsexual (LGBT) people may travel further to nearby cities, in order to socialise and to find group support.</li> <li>• Personal safety is also an issue for LGBT people, who report high levels of hate crime.</li> <li>• It is not anticipated that the proposals will affect people disproportionately because of their sexual orientation.</li> </ul>	
	Pregnancy & Maternity	<ul style="list-style-type: none"> <li>• Women are more likely than men to be lone parents.</li> <li>• Teenage mothers are less likely to complete their education, many have no qualifications by age 33, be in receipt of benefits and, if employed, be on lower incomes than their peers.</li> <li>• Pregnant women will have a greater need to access ante-natal care</li> <li>• These factors mean that this group will be more likely to rely on public transport; any withdrawal of services, reductions in frequency or changes to travel concessions may impact on their access to services.</li> </ul>	
	Marriage & Civil	<ul style="list-style-type: none"> <li>• No particular issues identified.</li> </ul>	

	Partnership	
	Low waged	<ul style="list-style-type: none"> <li>• More likely to be reliant on public transport – areas of deprivation in Derby are generally also those areas with least levels of car ownership.</li> <li>• People without a car are more likely to report difficulties accessing hospitals and other services than those with a car.</li> <li>• The loss of special, subsidised school transport could impact severely on some families.</li> <li>• b_line and Gold Card travel concessions make travel more affordable so any changes could disproportionately affect the low waged people.</li> </ul>

Question	Response/ findings
<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>	<p>There are many pressures on the Council's budget, both immediate and in the near future. Whilst significant savings to budgets for local bus services have been achieved as part of the regular tendering process to review and renew bus contracts, the current financial situation cannot be maintained.</p> <p>There is an immediate need to consider which supported bus services and community transport operations offer value for money and are necessary to maintain. In addition, as the City and County Councils work in partnership to deliver the English National Concessionary Travel Scheme in both Derby and Derbyshire, it will be necessary for the City Council to consider whether to match the reductions in the additional ENCTS benefits agreed by the County Council in March this year.</p> <p>Consideration now needs to be given to removing all Community Transport services and a significant reduction in the number of other supported bus services. To ensure that the operation of concessions across Derby and Derbyshire remain consistent there will also be a withdrawal of the half fare rail travel, the level of subsidy for the b_line scheme is also likely to be reduced from 50% to 33% with effect from August 2011.</p> <p>The reduction in service will help achieve budget efficiencies identified by the Council however we will seek to provide transport services that meet most needs but which are efficient and provide value for money.</p>

Question	Response/ findings
<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>The supported local bus services network has existed in its present form since 2005, when reviews revealed an urgent need to provide a number of bus services to address existing gaps in provision in terms of the commercial bus network in Derby. An example would be the 17/17A service, which provides a link into Derby for elderly people living in low-lying areas of Darley Abbey village located away from the main A6 transport corridor.</p> <p>Community transport bus services in Derby were formerly provided as a service level agreement between the Council and a charity that provided accessible public transport. The provision was reviewed in 2007, with market research and passenger surveys being undertaken. Following this work, the service was retendered in its existing form, which aimed to meet people's needs expressed at that point in time.</p> <p>Free off-peak travel (after 9.30am and before 11pm Monday to Friday and all day at weekends and on bank holiday) is available for older people and those with certain impairments across England, funded by central government as part of the English National Concessionary Travel Scheme (ENCTS). The scheme was introduced in 2008. At that time, the elected members of the Derbyshire authorities decided that it was appropriate to provide additional benefits over and above those of the ENCTS.</p>

## 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>	<p>The impact of the changes necessary to meet the desired level of budget savings is likely to cut across public transport service provision; affecting both bus services themselves and concessions that help out with the affordability of transport. A package of savings that will affect both service provision and concessions is proposed and considered within this assessment.</p> <p>The proposals are informed by the results from a major public transport consultation exercise: this ran from 1<sup>st</sup> November 2010 until 31<sup>st</sup> January 2011; a period of 13 weeks. It was arranged to reach the broadest range of people, in recognition of the potential impacts of any savings affecting a wide range of the population. Both on-line and paper-based questionnaires were widely available and publicised through the council website, news releases, libraries and direct mailings to interested parties, including bodies representing particular groups of people. The consultation was also promoted through the Council's three Diversity Forum and copies were circulated to all elected members. Copies of the questionnaire were also made available on the various supported bus services themselves and via all of the neighbourhood board meetings.</p> <p>The City Council's consultation received a good response; 1506 replies were received and analysed.</p> <p>The sample of respondents is not necessarily representative of the population as a whole, but is more likely to represent that part of the population who feel they will be affected by any changes. For example, 74% of</p>

	<p>respondents have indicated that they have Gold Cards compared to only 11% who said they had a B Line Card. However, one of the key benefits of the consultation is the better insight and understanding of how people feel about the proposed changes, so that their opinions can be considered when making decisions.</p> <p>The aim of the consultation was to expose and understand the issues, and not simply to hold a referendum into people's views. The response is inevitably heavily influenced by the respondent's own/family's use of transport services, so a low level of response may simply reflect the level of usage of a service. The good overall level of response suggests the exercise has been successful in reaching affected groups and therefore extending the understanding of the issues facing people who use public transport.</p> <p>Derbyshire County Council also undertook a parallel public transport survey for people living in Derbyshire, with the same timescales as our consultation.</p>
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Question	Response/ findings
<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>Broadly speaking, overall bus passenger numbers in Derby are healthy and higher than in recent years. However, many of the local supported bus services and community transport services are, by their very nature, lightly-used, and therefore expensive to provide – however community transport is used by some disabled people who are not able to access mainstream transport because of their particular impairments or the fact that the spaces on accessible buses are not large enough to take their wheelchairs.</p> <p>The consultation results provide an indication of usage levels for each of the services by the people who responded to the survey.</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>	<p>Numbers of older people have increased over recent years; a trend which is expected to continue.</p> <p>There has been a recent increase in the number of people coming to Derby of both Eastern European and African origins. See Census information earlier.</p> <p>Source: CSP Demographic Survey, 2008.</p>

Question	Response/ findings
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?	No evidence of any particular problems or difficulties at present but loss of or removal of services/concessions could create difficulties, as described previously.
What information or data exists? For example, statistics, customer feedback, complaints, research, monitoring – who keeps it and can you get hold of it?	<p>The consultation results provide an indication of usage levels for each of the services by the people who responded to the survey.</p> <p>The Council's Integrated Passenger Transport Group is able to collate usage figures as required from the operators of particular services.</p> <p>Comments are also received from bus operators and the public (these can be either positive or negative)</p>
Do any equality or diversity objectives already exist? If so, what are they and what is current performance like against them?	A general legal duty of promoting equality or diversity exists and we have our Equality and Diversity Action Plan.
Is the service having a positive or negative effect on particular people in the community, or particular groups or communities?	Yes – positive. See previous question regarding take up of the service, but removal of the services will have a negative impact as identified earlier .



# 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 nine protected characteristics where you can</b>	<b>Gaps in information</b>
Customer feedback and complaints	Ongoing and from results of the recent consultation exercise.	Public and Service Users	People are very satisfied with current levels of provision; particularly with community transport, passenger information and service 17 to Darley Abbey and 111 to Pride Park.	
Consultation and community involvement	From results of the recent consultation exercise.	Public and Service Users	As above	People who we find hard to reach and those who chose not to complete the survey forms.
Performance information including Best Value	Usage & cost data	Internal reports from service providers	Passenger numbers; gender; location, Gold Card & b_line usage and, for community transport services; wheelchair user numbers & ethnicity.	
Take up and usage data	See above	See above	See above	

<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 nine protected characteristics where you can</b>	<b>Gaps in information</b>
Comparative information or data where no local information	N/A	N/A		
Census, national or regional statistics	County Council Public Transport survey results and ongoing internal reports.	Derbyshire County Council/Derby City Council	See earlier demographic information.	
Access audits or assessments such as DDA assessments	N/A	N/A	Disabled people's access mentioned throughout this EIA	
Workforce profile	N/A			
Where service delivered under procurement arrangements – workforce profile for deliverers	Bus operator staff have a diverse profile - including female and visible ethnic minority employees and disabled employees – sexuality and religious belief not known			
Monitoring and	Not yet reviewed.			

Data or information	When and how was it collected?	Where is it from?	What does it tell you? You need to consider all nine protected characteristics where you can	Gaps in information
scrutiny outcomes				

## 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?	Alternative services
		Response from consultation	Usage of service	Comments from questionnaire		
<b>Service 17/17a</b>	<p>Serves-Broadway, Darley Abbey Village, and Allestree. Operates hourly Monday to Friday from 0840 to 1740</p> <p>The service accesses areas of Darley and Allestree ward which are not accessed by other bus services.</p> <p>The subsidy costs approximately £9,000 per annum and the service is used by 24,660 passengers.</p> <p>Approximate subsidy per passenger is £0.36</p>	<p>In the consultation 29% of respondents considered the 17/17a as very or fairly important.</p> <p>It was also considered the most important service to keep running by 16% of respondents.</p>	<p>21% of respondents said they used the service at least once a week with a further 5% using it within the last 6 months</p>	<p>"17/17a is the only bus service that runs along Broadway and is valuable to local resident"</p> <p>"17/17a bus is an important service around Darley Abbey many elderly people rely on it. It would be very difficult to get into town centre if it was to be stopped"</p> <p>"As a registered blind person the 17/17a service is essential to enable me to get safely to my GP's surgery at Park Lane Allestree. The alternative 6.1-6.4 service are not acceptable as this would require me to cross the busy A6 dual carriageway at the end of Church Lane Darley Abbey.</p>	<p>There are no other bus services on the Broadway, Darley Abbey Village or on the Ford Lane/Derwent Avenue part of Allestree.</p> <p>Certain parts of the route have a large number of elderly people living on them including the Leylands retirement village on Broadway. This problem is made worse in Darley Abbey village by the steep hill from the village to the A6</p> <p>If this service was withdrawn some residents in these areas would be over 400m walk from the nearest alternative bus service. 400m is the maximum distance the DfT suggest people should have to walk to access a bus service.</p>	<p>There are frequent commercially operated bus routes on Duffield Road and Kedleston Road. These run to the city centre and other key locations.</p> <p>The services operate from 0630 to 2330 Monday to Saturday with a more limited Sunday service</p>

Service or function	Policy or practice	Findings			Which groups are affected and how?	Alternative services
		Response from consultation	Usage of service	Comments from questionnaire		
<b>Service 19</b>	<p>Serves-Spondon and Chaddesden. Operates hourly Monday to Friday from 1000 to 1500</p> <p>Currently part of service 111, so it is difficult to provide an exact cost per passenger.</p> <p>Service 19 carries 21,841 passengers per annum.</p> <p>The current subsidy for the 111&amp;19 costs approximately £81,000pa.</p>	<p>In the consultation 12% of respondents considered the 19 as very or fairly important.</p> <p>It was also considered the most important service to keep running by 3% of respondents.</p>	<p>6% of respondents said they used the service at least once a week, with a further 5% using it within the last 6 months</p>	<p>"The 19 bus serves a lot of older members for going to town and back some of them have disabilities and it is very convenient for them to catch this 19 bus"</p> <p>" The 19 bus service is a godsend as it is uphill to the village for shops and doctors etc"</p>	<p>There are no other bus services to the Albert Road estate in Chaddesden or from the Arnhem Terrace area to Spondon village centre.</p> <p>Parts of the route are in areas which are classified as being amongst the 25% of most deprived in the Country.</p> <p>If this service was withdrawn none of the residents in these areas would be over 400m walk from the nearest alternative bus service.</p>	<p>Frequent commercially operated bus services on Nottingham/Derby Road close to the Albert Road estate linking here with the city centre and parts of Spondon. These run from 0615 to 2330 Monday to Saturday, with a more limited Sunday service.</p> <p>The Arnhem Terrace area also has a frequent commercially operated bus service to the City Centre and part of Chaddesden from 0700 to 2300 Monday to Saturday, with a more limited service on Sundays.</p>

Service or function	Policy or practice	Findings			Which groups are affected and how?	Alternative services
		Response from consultation	Usage of service	Comments from questionnaire		
<b>Service 35</b>	<p>Serves Royal Derby Hospital, Mickleover and Littleover areas. Operates hourly Monday to Friday from 1000 to 1500</p> <p>The subsidy costs approximately £37,000 per annum and the service is used by some 24,725 passengers.</p> <p>Approximate subsidy per passenger is £1.50</p>	<p>In the consultation 22% of respondents considered the 35 as very or fairly important.</p> <p>It was also considered the most important service to keep running by 9% of respondents.</p>	<p>13% of respondents said they used the service at least once a week with a further 7% using it within the last 6 months</p>	<p>"If the 35 service is cut, the elderly and disabled residence of Bretton Avenue Littleover would have no public transport within easy reach"</p> <p>"Service 35 is very important to me as I use it every day as is my vital link to the Royal Derby which unfortunately I have to attend quite frequently"</p> <p>"The 35 service is a life line to many people in this area who are aged, disabled and do not drive a car"</p>	<p>There are no other bus services to Bretton Avenue /Kings Drive and the Hollow and Havenbault Lane areas of Littleover.</p> <p>If this service was withdrawn, some residents in these areas would be over 400m walk from the nearest alternative bus service.</p> <p>400m is the maximum distance the DfT suggest people should have to walk to access a bus service.</p> <p>There are several adapted properties in Bretton Avenue where disabled people live.</p>	<p>Frequent commercially operated bus services on Uttoxeter Road Burton Road and Chain Lane/Corden Avenue close to the Bretton Avenue/Kings Drive area.</p> <p>Services on Uttoxeter Road from 0530 to 2345 Monday to Saturday; limited Sunday service, linking this part of Littleover with the city centre and Mickleover.</p> <p>Frequent commercial services on Burton Road from 0715 to 2300 Monday to Saturday; more limited Sunday service. These link this area with the city centre, Blagreaves Lane and parts of Normanton</p> <p>Frequent commercial services on Chain Lane/ Corden Avenue from 0630 to 2200 Monday to Saturday - less frequent services on a Sunday. These link this area with the Royal Derby Hospital, the city centre and Blagreaves Lane and parts of Normanton.</p> <p>Also frequent commercial services operating on Rykneld Road close to Havenbault Lane to the city centre from 0730 to 1845 Monday to Saturday. Very limited Sunday service. There are no other bus services from the Havenbault Lane area to Mickleover.</p>

Service or function	Policy or practice	Findings			Which groups are affected and how?	Alternative services
		Response from consultation	Usage of service	Comments from questionnaire		
<b>Service 111</b>	<p>Serves Pride Park including the park and ride site and Wyvern. Operates every 10-15 minutes Monday to Saturday from 0700 to 1900</p> <p>Currently combined with service 19, so it is difficult to provide an exact cost per passenger.</p> <p>Service 111 carries 168,566 passengers per annum.</p> <p>The current subsidy for the 111&amp;19 costs approximately £81,000pa.</p>	<p>In the consultation 30% of respondents considered the 111 as very or fairly important. It was also considered the most important service to keep running by 12% of respondents.</p>	<p>16% of respondents said they used the service at least once a week with a further 10% using it within the last 6 months</p>	<p>"People use the 111 bus to get to work and there is no alternative"</p> <p>"Please do not cancel the 111 its my only safe way of getting to work, I don't have a car and rely on this daily to complete my shift"</p> <p>"Don't stop the 111 it is essential for people who don't drive because walking across Wyvern/Pride Park is so dangerous"</p>	<p>If this service were to be withdrawn, there would be large areas of Pride Park and all of the Wyvern which would be more than 400m from the nearest bus service.</p> <p>As this is an area with predominantly commercial buildings, this could mean people would have difficulties getting to and from work.</p> <p>It would also mean that one of the city's two park and ride sites would have to close - putting additional pressure on parking and roads in the city centre.</p> <p>Disability Direct – the city's main information and advice centre for disabled people is on Pride Park and so withdrawing this service would have a negative impact on disabled people and carers wanting to use the service if they do not have their own transport</p>	<p>There is a frequent commercial service operating along Pride Parkway from 0700 to 1830 Monday to Friday.</p> <p>There are no bus services in the evenings or at weekends.</p>

Service or function	Policy or practice	Findings			Which groups are affected and how?	Alternative services
		<i>Response from consultation</i>	<i>Usage of service</i>	<i>Comments from questionnaire</i>		
<b>Service 9</b>	<p>Serves Chaddesden, Spondon, Ockbrook and Borrowash. Operates hourly Monday to Saturday from 0700 to 1900</p> <p>The service is jointly funded by the City and County Councils.</p> <p>It should be noted that the County Council have not identified service 9 as one of the routes they are planning to withdraw funding from.</p> <p>The City Council's subsidy costs approximately £15,000 per annum and the service is used by some 58,275 passengers.</p> <p>Approximate subsidy per passenger is £0.26</p>	<p>In the consultation 24% of respondents considered the 9 as very or fairly important. It was also considered the most important service to keep running by 14% of respondents.</p>	<p>19% of respondents said they used the service at least once a week with a further 6% using it within the last 6 months</p>	<p>"Service 9 is a vital public transport link for the residents of Ockbrook. It is the only public transport available in Ockbrook"</p> <p>"If the 9 is discontinued Ockbrook will be cut off"</p> <p>"The 9 service is most important as it is the only connection between Spondon, Ockbrook and Borrowash"</p>	<p>If this service was withdrawn, there are no areas along its route within Derby City itself where passengers would need to walk more than 400m to access an alternative service.</p> <p>In the County area there would however be a large area where people would need to walk considerably longer than 400m to access a bus route as this is the only service which goes to Ockbrook.</p>	<p>Frequent commercially operated bus services on Nottingham/ Derby Road linking this part of Chaddesden with the city centre and parts of Spondon.</p> <p>These run from 0615 to 2330 Monday to Saturday; limited Sunday service.</p> <p>Spondon also has a frequent commercially operated bus service to the City Centre and part of Chaddesden from 0530 to 2330 Monday to Saturday ; limited service on Sundays.</p> <p>In the County area Borrowash has a frequent commercially operated service to Derby City Centre, Chaddesden and parts of Spondon from 0600 to 2330 Monday to Saturday; limited Sunday service.</p>

Service or function	Policy or practice	Findings			Which groups are affected and how?	Alternative services
		<i>Response from consultation</i>	<i>Usage of service</i>	<i>Comments from questionnaire</i>		
<b>Community transport (Dial a Bus supermarket service)</b>	<p>Serves the whole city. Operates Monday to Wednesday from approximately 0930 to 1500</p> <p>This element of the contract costs £81,000pa.</p> <p>Costs range between £10 – £13 per passenger</p>	<p>In the consultation 52% of respondents considered the Dial a Bus supermarket service as very or fairly important.</p> <p>It was also considered the most important service to keep running by 19% of respondents which is the highest figure for any of the services mentioned in the questionnaire.</p>	30% of respondents said they used the service at least once a week with a further 5% using it within the last 6 months	<p>“ The community dial a bus service is very important to the elderly not all of us have family who can use their to take us to supermarket”</p> <p>“ “The community transport buses are a big help to me to get to the supermarket and the drivers are very helpful to me”</p> <p>“Community transport shopping service is very important to me I've been using it for 17 years it has given me my independence in doing my own shopping”</p>	<p>These services operate all over the city so it is very hard to locate a specific geographical area which may experience problems if they were withdrawn.</p> <p>However, as these services are specifically designed for people who struggle to use conventional bus services for whatever reason it is these type of people (i.e. old people or disabled people will be most affected if this service was withdrawn.</p> <p>Of those that responded to the consultation over 45% said they were disabled people with over 25% reporting someone in their household was a disabled person</p> <p>Disabled people who may not be able to use mainstream transport will be negatively affected by this withdrawal.</p>	<p>As these services operate all over the city, it is very hard to specify commercial alternatives.</p> <p>Derby is fortunate to have a network of commercial services which operate at least every 20 minutes from virtually all areas to the city centre from 0700 to 1830 Monday to Saturday.</p> <p>Most areas also have a regular evening and Sunday service.</p> <p>Also virtually all the commercial bus services in the city are now operated using low floor wheelchair accessible vehicles specifically designed to meet the needs of most people – but there will still be some disabled people who may not be able to use this transport due to their particular impairment.</p>
<b>Community transport (Dial a bus city centre)</b>	<p>Serves the whole city. Operates Wednesday to Friday from approximately 0930 to 1500</p> <p>This element of the contract costs</p>	<p>In the consultation 52% of respondents considered the Dial a Bus to the city centre service as very or fairly important.</p> <p>It was also considered</p>	29% of respondents said they used the service at least once a week with a further 4% using it within the last 6 months	<p>“ Door to door is the only transport that I use to get into town it is such a reliable service and takes me right to the door with helpful friendly drivers”</p> <p>I would not be able to get</p>	As above	As above.



	<p>£76,000pa.</p> <p>Costs range between £13 -£18 per passenger</p>	<p>the most important service to keep running by 9% of respondents.</p>		<p>out at all to the city centre if it wasn't for these buses they are a really big help"</p>		
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Service or function	Policy or practice	Findings			Which groups are affected and how?	Alternative services
		<i>Response from consultation</i>	<i>Usage of service</i>	<i>Comments from questionnaire</i>		
<b>Community transport (Ring and ride to health)</b>	<p>Serves the whole city. Operates when required Monday to Friday from 0700 to 1700</p> <p>This element of the contract costs £60,000pa.</p> <p>Costs range between £32 - £63 per passenger</p>	<p>In the consultation 51% of respondents considered the Ring and Ride to health service as very or fairly important.</p> <p>It was also considered the most important service to keep running by 7% of respondents.</p>	<p>20% of respondents said they used the service at least once a week with a further 9% using it within the last 6 months</p>	<p>No specific comments received about this service.</p>	<p>These services operate all over the city so it is very hard to locate a specific geographical area which may experience problems if they were withdrawn.</p> <p>However as these services are specifically designed for people who struggle to use conventional bus services for whatever reason it is these people (i.e. older people disabled people who will be most affected if this service was withdrawn.</p> <p>Of those that responded to the consultation over 45% said they were disabled people with over 25% reporting someone in their household was a disabled person</p>	<p>Bus services to Royal Derby Hospital were improved significantly in January 2011, with the introduction of 33/33a and 36/36a services.</p> <p>This created a direct route to the hospital from a number of areas in the south of the city for first time.</p> <p>As a result, many passengers from these areas no longer need to change buses in the city centre to reach the hospital.</p> <p>These services operate regularly from 0600 to 2100 Monday to Saturday and on a more limited basis on Sunday.</p> <p>The Mickleover, Royal Derby Villager 1 and 2, X38 and unibus 5 provide a very regular service to the hospital from the city centre at all times.</p> <p>The NHS also provides transport for certain types of patients e.g. those undergoing more serious procedures or with specific medical conditions</p>

Service or function	Policy or practice	Findings			Which groups are affected and how?	Alternative services
		Response from consultation	Usage of service	Comments from questionnaire		
<b>Community Transport (Football Bus)</b>	<p>Serves the whole city. Operates on Derby County match day Saturdays only</p> <p>This element of the contract costs £2,000pa.</p> <p>Costs range between £3 - £4 per passenger</p>	<p>In the consultation, 29% of respondents considered the football service as very or fairly important.</p> <p>It was also considered the most important service to keep running by 2% of respondents.</p>	<p>3% of respondents said they used the service at least once a week with a further 2% using it within the last 6 months</p>	<p>"Having restricted mobility stopping the football service would create a problem to myself and a lot of Derby County supporters who hold a season ticket"</p> <p>"Having supported Derby County for over 64 years without community transport football bus this would mean I would not be able to go anymore"</p>	<p>These services operate all over the city so it is very hard to locate a specific geographical area which may experience problems if they were withdrawn.</p> <p>However as these services are specifically designed for people who struggle to use conventional bus services for whatever reason it is these people (i.e. old people or disabled people ) who be most affected if this service was withdrawn.</p> <p>Of those that responded to the consultation over 45% said they were disabled people with over 25% reporting someone in their household was a disabled person</p>	<p>There is no alternative bus service as an hour before kick off on match days the police close the roads around Pride Park stadium.</p> <p>This means the one bus service in the area (the 111) has to stop operating</p> <p>Some access by taxis and season ticket holders in private cars is still permitted, but this will not provide an alternative service to those disabled people who cannot use mainstream transport</p>
<b>Community Transport (Group Hire)</b>	<p>Serves the whole city and the surrounding area. Operates Monday to Friday 0800 to 1700</p> <p>This element of the contract costs £50,000pa.</p> <p>Costs range between £13 - £27 per passenger</p>	<p>In the consultation 40% of respondents considered the group hire service as very or fairly important. It was also considered the most important service to keep running by 2% of respondents.</p>	<p>8% of respondents said they used the service at least once a week with a further 2% using it within the last 6 months</p>	<p>No specific comments received about this service.</p>	<p>These services operate all over the city so it is very hard to locate a specific geographical area or type of person which may experience problems if they were withdrawn</p>	<p>Since this service was introduced commercial mini bus hire companies in Derby have introduced new vehicles which are wheelchair accessible and therefore viable alternatives do exist.</p> <p>The cost of using these would be more than the cost of the community transport service, as the Council subsidies these.</p>

Service or function	Policy or practice	Findings	Which groups are affected and how?	Alternative services
<b>b_line Card</b>	<p>Currently offers a 50% subsidy on local bus &amp; train travel for young people between the ages of 14 and 19 who are in full time education</p> <p>Travel is not restricted to school or college use but qualifies on any weekday or weekend.</p> <p>The County Council have already decided to reduce the b_line subsidy from 50% to 33% for their residents. The scheme is administered jointly by our two authorities, so there is no practical alternative other than to introduce the same arrangements for City residents.</p>	<p>Around 11000 young people carry a b_line card and enjoy discounts at many shops and services and the use of the card to access library services and as a proof of age card.</p>	<p>Increased travel costs, whether through higher fares or reduced subsidy, are likely to have a significant impact for regular users especially for school journeys using commercial bus services.</p> <p>This will be less significant for occasional users, although it could increase dependence on parents and friends for lifts for journeys for social and other reasons</p> <p>Access to after-school activities may be restricted to those on low incomes or dependent on public transport</p>	N/A

Service or function	Policy or practice	Findings	Which groups are affected and how?	Alternative services
<b>Gold Card Half-Fare Rail Travel Concession</b>	<p>The Gold Card allows people to use local train services for half fare.</p> <p>The County Council have already decided to withdraw this concession from their residents. The scheme is administered jointly by our two authorities, so there is little alternative other than to introduce the same arrangements for City residents</p>	<p>For some people, the train offers the most convenient or preferred method of travel, especially for longer journeys when going to cities such as Manchester, Nottingham or Sheffield.</p> <p>Rail is only really significant for local journeys in Derbyshire, where the area is well served by the rail network; it is much less useful to people in locations such as the City of Derby, where the suburbs are not rail-served and there may be a long journey to the main station.</p>	<p>The highest levels of use of concessions by Gold Card holders are in the east of the county – Chesterfield (the highest with over 30,000 trips annually) and Long Eaton; and in the north west from Buxton, Glossop, New Mills and Hadfield.</p> <p>A total of 380,000 train journeys were made last year by Gold card holders, and feedback from users has highlighted the convenience – speed and connectivity – offered by the train over the bus alternatives.</p>	<p>Destinations reached by train can also be reached by bus for free, providing travel is outside the morning peak.</p> <p>However, the journey may involve a change of buses and will usually take longer.</p>

Service or function	Policy or practice	Findings	Which groups are affected and how?	Alternative services
<b>Gold Card Dial a Bus Concession</b>	<p>The Gold Card allows people free use of the Dial a Bus services after 9.30am.</p> <p>The County Council have already decided to withdraw this concession on their community transport services.</p>	<p>Consultation responses indicated that the dial a bus services were viewed as important or fairly important by 52% of respondents.</p> <p>As noted previously, when asked which was the most important service to try to keep running, the highest percentage, 19% (the highest percentage for this answer) stated that the Council should try to retain the Community Transport Dial a Bus to supermarkets.</p> <p>When asked where the Council could make savings, 27% of respondents agreed that the Council should reduce the funding of Dial a Bus services and ask Gold Card holders, who currently travel for free on the se services, to make a contribution. Some users of the supermarket services have also approached officers directly and expressed similar opinions.</p>	<p>As these services are specifically designed for people who struggle to use conventional bus services for whatever reason it is these people (i.e. old people disabled people who would be most affected if this concession was withdrawn.</p>	N/A

## Objectives - process, impact or outcome based

Please give your proposed objectives/ targets in this table

<b>Objective/Target:</b>	
Specific	Inform affected stakeholders of decisions arising from the report.
Measurable	Delivery of publicity and communication to explain proposed changes, timescales, travel options and opportunity for financial assistance.
Achievable	Officers have previous experience of publicising service changes and withdrawals.
Relevant	Directly relevant – will help people to make alternative travel choices
Timed	To be completed by August 2011

<b>Objective/Target:</b>	
Specific	Encourage commercial operators to consider alteration of existing services or provision of alternative services
Measurable	Provision of alternative service to replace one/s withdrawn as a result of budget economy measures
Achievable	Approach to potential operators is low-cost, but any success will depend entirely on third party action.
Relevant	Directly relevant – will help people to make alternative travel choices
Timed	Initial contact by August 2011. Follow up over a year.

<b>Objective/Target:</b>	
Specific	Reduce the cost of using public transport for people by promoting operator-provided discount schemes such as multi-journey tickets, and multi-operator wayfarers.
Measurable	Increased uptake of operator provided discount tickets.
Achievable	Some tickets exist currently.
Relevant	Directly relevant – will help some people to access alternative travel choices
Timed	Initiative to be pursued for one year.

<b>Objective/Target:</b>	
Specific	Investigate the introduction of a flat fare concession for remaining dial-a-bus supermarket service for Gold Card holders until 31 March 2012
Measurable	Introduction of subsidy
Achievable	Simple measure.
Relevant	Directly relevant – will help people to access remaining community transport service until financial year end, when monies run out.
Timed	If implemented, will cease on 31/03/12

<b>Objective/Target:</b>	
Specific	Evaluate whether information provision relating to public transport may be improved
Measurable	Production of report.
Achievable	Simple measure.
Relevant	Directly relevant – will help people to access alternative travel choices
Timed	Report to be produced by December 2011.

<b>Objective/Target:</b>	
Specific	Discuss options with Derby County Football Club for ways of continuing the football service for disabled supporters
Measurable	Production of report.
Achievable	Simple measure.
Relevant	Directly relevant – will help disabled people who rely on community transport to continue going to football matches
Timed	Report to be produced by December 2011.

<b>Objective/Target:</b>	
Specific	Discuss options with Derby Hospital NHS and EMAS ways of making getting to and from the hospital more easier for disabled people, including claiming back travel expenses
Measurable	Production of report.
Achievable	Simple measure.
Relevant	Directly relevant – will help people to access alternative travel choices
Timed	Report to be produced by December 2011.

<b>Objective/Target:</b>	
Specific	Discuss options with supermarkets for the continuance of the supermarket service

Measurable	Production of report.
Achievable	Simple measure.
Relevant	Directly relevant – will help people to access alternative travel choices
Timed	Report to be produced by December 2011.



# 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 details etc
Inform affected stakeholders of decisions arising from the report.	Develop & deliver a publicity and communication programme to explain proposed changes, timescales and travel options.	To ensure that all service users, providers and interested parties are fully aware of the changes to service provision by August 2011. Delivery of information by letter, on service leaflets, DCC website and through the media.	David Dowbenko	To be completed by August 2011
Encourage commercial operators to consider alteration of existing services or provision of alternative services.	Alert local bus operators of services to be withdrawn to determine whether their services can accommodate passenger needs.	Direct communication with service providers having sufficient capacity, including main public transport operators, mini bus hire companies and large taxi companies in Derby. Will seek to encourage others to provide service where a commercial market might exist.	David Dowbenko	Initial contact by August 2011.  On-going exercise within the first year.  Will report progress on a six monthly basis to relevant Cabinet member and LTP Steering Group meetings
Reduce the cost of using public transport for people affected by any decision arising from the report.	Promote operator-provided discount schemes such as multi-journey tickets, and multi-operator	Some work has been undertaken to develop options in relation to inter ticketing arrangements for the key public transport service providers. This work will be	Chris Hegarty	Will report progress on a six monthly basis to relevant Cabinet member

	'wayfarer' tickets.	further developed. The potential for Sustainable Transport Funding to be awarded to the Council later this year will further enhance opportunities for kick starting such initiatives.		and LTP Steering Group meetings
Introduce a subsidy to enable partial retention of most popular community transport service	Investigate the introduction of a flat fare concession for remaining dial-a-bus supermarket service for Gold Card holders until 31 March 2012	Should members agree to retain the dial-a-bus supermarket service, a £2 flat fare subsidy is proposed.	Chris Hegarty	If service retention is agreed; to be implemented by August 2011
Evaluate whether information provision relating to public transport may be improved	Investigate measures to improve availability of public transport information, including fares and ticketing options	Assess current measures used and produce a report suggesting how public transport information should be delivered following the service changes in this assessment.	Chris Hegarty	Report to be produced by December 2011. To be made available to the Council's three Diversity Fora.
Investigate options with Derby County Football Club for ways of continuing the football service for disabled supporters	Arrange a meeting to discuss the service with Derby County Football Club	Do all we can to make sure that the disabled people who need this service are still able to attend the football matches	Chris Hegarty	Report to be produced by December 2011. To be made available to the Council's three Diversity Fora.
Investigate options with Derby Hospital NHS and EMAS ways of making getting to and from the hospital more easier for	Arrange for representatives of Derby Hospital NHS and EMAS to attend the Disabled People's Diversity Forum in	Do all we can to make sure that disabled people can access the hospital	Chris Hegarty	Report to be produced by December 2011. To be made available to the Council's three

disabled people, including claiming back travel expenses	June so that discussions can be held about the service			Diversity Fora
Investigate options with supermarkets for the continuance of the supermarket service	Discuss with supermarkets and other sponsors ways of continuing the service after March 2012	Do all we can to make sure that disabled people can get to supermarkets if they do not have access to other transport	Chris Hegarty	Report to be produced by December 2011. To be made available to the Council's three Diversity Fora