

Equality Analysis Form

1. Introduction

1.1 Purpose of Equality Analysis

The council has an important role in creating a fair society through the services we provide, the people we employ and the money we spend. Equality is integral to everything the council does. We are committed to making Croydon a stronger, fairer borough where no community or individual is held back.

Undertaking an Equality Analysis helps to determine whether a proposed change will have a positive, negative, or no impact on groups that share a protected characteristic. Conclusions drawn from Equality Analyses helps us to better understand the needs of all our communities, enable us to target services and budgets more effectively and also helps us to comply with the Equality Act 2010.

An equality analysis must be completed as early as possible during the planning stages of any proposed change to ensure information gained from the process is incorporated in any decisions made.

In practice, the term '**proposed change**' broadly covers the following:-

- Policies, strategies and plans;
- Projects and programmes;
- Commissioning (including re-commissioning and de-commissioning);
- Service review;
- Budget allocation/analysis;
- Staff restructures (including outsourcing);
- Business transformation programmes;
- Organisational change programmes;
- Processes (for example thresholds, eligibility, entitlements, and access criteria).

2. Proposed change

Directorate	SCRER
Title of proposed change	Bus Shelter and Associated advertising provision, installation and maintenance
Name of Officer carrying out Equality Analysis	Ian Lilley

2.1 Purpose of proposed change (see 1.1 above for examples of proposed changes)

Briefly summarise the proposed change and why it is being considered/anticipated outcomes. What is meant to achieve and how is it seeking to achieve this? Please also state if it is an amendment to an existing arrangement or a new proposal.

Croydon Council is currently undergoing a re procurement exercise for borough-wide provision of council provided bus shelters and associated advertising via a new contract following the termination of the Valo Smart City contract. The new contract will provide bus shelters and include digital and non digital advertising up to 115 locations within Croydon. The object of this procurement exercise is to provide bus shelters for the residents of Croydon (where the provision is the responsibility of Croydon Council) and provide a stable income stream to the council.

The successful bidder will own, install, finance, operate and maintain all 115 new bus shelters, for the duration of the contract. We would expect the 10-year concession term to start when a minimum of 80 new bus shelters are installed and commissioned. We expect to have first option to install additional new bus shelters and advertising panels during the contract period.

The successful bidder will provide, install and maintain all of Croydon's 115 bus shelters at locations across the borough.

The assessment below is based upon work undertaken previously for the failed Valo contract.

Key considerations in the design of the bus shelters and street advertising furniture

- Accessibility and mobility
- Visual impact
- Crime, safety and anti-social behaviour and data
- Public realm and street decluttering
- TFL and TFL trams
- Digital & non digital advertising screens

It is important to note that the majority of bus shelters within the borough are not provided via this contract but are provided by TfL and other Bus Service Operators.

The installations may have a temporary adverse effect on protected groups during the period of works but this will be easily mitigated against using the actions outlined section 5 of this document with little or no residual impact. The benefits to the council and community are long lasting and therefore outweigh the temporary negative aspects identified leaving a positive impact on the whole council and visitors to the borough.

3. Impact of the proposed change

Important Note: It is necessary to determine how each of the protected groups could be impacted by the proposed change. Who benefits and how (and who, therefore doesn't and why?) Summarise any positive impacts or benefits, any negative impacts and any neutral impacts and the evidence you have taken into account to reach this conclusion. Be aware that there may be positive, negative and neutral impacts within each characteristic.

Where an impact is unknown, state so. If there is insufficient information or evidence to reach a decision you will need to gather appropriate quantitative and qualitative information from a range of sources e.g. Croydon Observatory a useful source of information such as Borough Strategies and Plans, Borough and Ward Profiles, Joint Strategic Health Needs Assessments <http://www.croydonobservatory.org/> Other sources include performance monitoring reports, complaints, survey data, audit reports, inspection reports, national research and feedback gained through engagement with service users, voluntary and community organisations and contractors.

3.1 Deciding whether the potential impact is positive or negative

Table 1 – Positive/Negative impact

For each protected characteristic group show whether the impact of the proposed change on service users and/or staff is positive or negative by briefly outlining the nature of the impact in the appropriate column. . If it is decided that analysis is not relevant to some groups, this should be recorded and explained. In all circumstances you should list the source of the evidence used to make this judgement where possible.

Protected characteristic group(s)	Positive impact	Negative impact	Source of evidence
Age	<ul style="list-style-type: none"> • Public transport is used by people of all ages: young people and older people. • Improved infrastructure when the new bus shelter is installed, social, recreation and travel to essential services. • Improved safety for bus users and pedestrians of all ages using the bus shelters. • Installation of the shelters could affect people's health and wellbeing positively as they may have stopped attending social groups, being active or attending health appointments 	<ul style="list-style-type: none"> • The installation of the new bus shelter will result in the temporary closure of the surrounding areas in and around the bus shelter and bus stops, this may result in uneven footway surfaces which could affect people of all ages. • Pedestrians and other road users may need to use an alternative path or route due to the temporary closure of the area around the bus shelters and bus stops which may increase their travel and journey time in accessing services such as school, work, hospital, leisure etc. • The noise from the removal and installation work for the bus shelters 	<ul style="list-style-type: none"> • Findings of previous public consultation • National research • Local demographics information • Previous Consultation with the Metropolitan Police Secure by Design team and Anti-Terrorism Team. • Previous Consultation TFL Crime reduction and operations teams.

		<p>could cause anxiety and confusion for some people.</p>	<ul style="list-style-type: none"> • Previous Consultation with other TFL departments – Trams, Local Communities and partnership, • Consultation LBC colleagues – Public Realm, Planning and strategic transport, Place review, Violence reduction, Pollution and Croydon Design.
<p>Disability</p>	<ul style="list-style-type: none"> • Disability elements of the Equality Act will be implemented as part of the design of the new bus shelter, which will incorporate inclusive facilities accessible to disabled people such space for wheel chair users. • Public Transport is used frequently by disabled people with mild to moderate disabilities, provision of the bus shelter will increase confidence in the service. • The design of the new bus shelters will meet all statutory requirements including the Equality Act 2010, TFL accessible bus stop design guidance. • Safer access for buses, improves safety for bus users and pedestrians. The waiting area within the bus shelter will help avoid confusion in new areas often experienced by people with disabilities. • The improved lighting within the new bus shelter will help to improve perception of personal safety. • The installation of the bus shelter will impact people with disability in that the shelters provides seating and shelter from the weather. This group may be more likely to use public transport for a variety of reasons and also as they may have Freedom passes which enables them to travel free on the public transport. 	<ul style="list-style-type: none"> • To install the new shelters the bus stop and surrounding areas will need to be temporarily closed for the duration of the removal and installation. Bus stop users and pedestrians may have to make use of an alternative bus stop or walk further to the temporary bus stop provided while the work is going on. • The installation works can cause major obstructions on the footpaths around the bus shelters, this unexpected change to the landscape can cause an obstruction for blind and partially sighted people. • The installation works can be sprawling and noisy thereby causing confusion and anxiety for some disabled people. • The installation works will result in the temporary closures of footpaths around the bus shelter, for bus passengers & pedestrians. This may temporarily disrupt access to essential services for disability groups meaning alternative routes may be required 	<ul style="list-style-type: none"> • https://www.croydonobservatory.org/ • http://content.tfl.gov.uk/bus-stop-design-guidance.pdf • https://www.croydon.gov.uk/planning-and-regeneration/planning/planning-policy/conservation-and-heritage/conservation-areas • https://www.croydonobservatory.org/ • https://www.gov.uk/government/collections/bus-statistics • https://www.gov.uk/government/statistical-data-

			sets/bus01-local-bus-passenger-journeys https://tfl.gov.uk/forms/14144.aspx?borough=Croydon&nameid=croydon&boroughid=8 http://content.tfl.gov.uk/bus-route-maps/croydon-a4-070513.pdf
Gender	<ul style="list-style-type: none"> • People of all genders will feel safer using the new bus shelters as these are being designed from crime prevention and public safety perspective. • The lighting within the new bus shelter will help to improve perception of personal safety. 	<ul style="list-style-type: none"> • The installation of the new bus shelter will result in the temporary closure of the surrounding areas around the bus shelter and bus stops, this may result in uneven footway surfaces which could affect people of all gender. • During the temporary closure of the bus stop and surrounding areas around the bus shelters when the existing bus shelter is being removed and the new ones installed, women may feel unsafe using diversions away from usual walking routes or waiting area for buses in temporary bus stops due to fear of crime. 	
Gender Reassignment	<ul style="list-style-type: none"> • Transgender people will feel safer using the new bus shelters as these are being designed from crime prevention and public safety perspective, the new features in the new bus shelters will increase confidence when travelling for employment, learning, health and social activities. • The new bus shelters will provide lighting, which will increase safety for transgender people. 	<ul style="list-style-type: none"> • The installation of the new bus shelter will result in the temporary closure of the surrounding areas around the bus shelter and bus stops, this may result in uneven footway surfaces which could affect transgender people. • During the temporary closure of the bus stop and surrounding areas around the bus shelters when the new shelters are installed, transgender people feel unsafe using diversions away from usual walking routes or waiting area for buses in temporary bus stops due to fear of crime. 	
Marriage or Civil Partnership	<ul style="list-style-type: none"> • Married and Civil Partnership people will feel safer using the new bus 	<ul style="list-style-type: none"> • The installation of the new bus shelter will result in the temporary 	

	<p>shelters as these are being designed from crime prevention and public safety perspective.</p> <ul style="list-style-type: none"> The new bus shelters will provide better lighting. 	<p>closure of the surrounding areas around the bus shelter and bus stops, this may result in uneven footway surfaces which could affect people who are married or in civil partnership relationships.</p>	
Religion or belief	<ul style="list-style-type: none"> People with a particular religion or belief will feel safer using the new bus shelters as these are being designed from crime prevention and public safety perspective. The new bus shelters will provide lighting, in and around the bus shelter/bus stop which will increase safety for people with a particular religion or belief. 	<ul style="list-style-type: none"> During the temporary closure of the bus stop and surrounding areas around the bus shelters when the new one is installed people with a particular religion or belief may feel unsafe using diversions away from usual walking routes or waiting area for buses in temporary bus stops due to fear of crime. 	
Race	<ul style="list-style-type: none"> BAME groups are frequent user groups of public transport so an upgrade of the existing bus shelters Increased confidence in the use of the upgraded bus shelters will led to increased opportunities for independent travel. 	<ul style="list-style-type: none"> Communication barriers could cause confusion and anxiety for different ethnic groups in relation notices on the bus stop flag poles for the installation of the new bus shelters. People from different ethnic groups may feel unsafe using diversions away from usual walking routes or waiting area for buses in temporary bus stops due to fear of crime during the installation of the new shelters Adverts, council messages and travel information on the new bus shelters will be in English which could cause communication barriers for people whose first language is not English. 	
Sexual Orientation	<ul style="list-style-type: none"> People with a particular sexual orientation will feel safe using the new bus shelters as these are being designed from crime prevention and public safety perspective The new bus shelters will provide better lighting, in and around the bus 	<ul style="list-style-type: none"> People with a particular sexual orientation may feel unsafe using diversions away from usual walking routes or waiting area for buses in temporary bus stops due to fear of crime during the removal of the 	

	shelter/bus stop which will increase safety for people with a particular sexual orientation.	existing bus shelters and installation of the new ones	
Pregnancy or Maternity	<ul style="list-style-type: none"> • Pregnant women and new parents will feel safe using the new bus shelters as these are being designed from crime prevention and public safety perspective. • Pregnant women and new parents will feel safe using the new bus shelters as these are being designed with the needs of wheelchairs and pushchairs/buggies in mind. 	<ul style="list-style-type: none"> • Pregnant women and new parents may feel unsafe using diversions away from usual walking routes or waiting area for buses in temporary bus stops due to fear of crime during the removal of the existing bus shelters and installation of the new ones • Attendance at health or other essential appointments could be disrupted or delayed as a result of the installation works going on around the bus shelter/bus stop surroundings. • Increased risk of falls and injury during removal and installation works. • Confidence in ability to complete journeys independently could be affected leading to longer term issues with wellbeing and possible depression. 	

Important note: You must act to eliminate any potential negative impact which, if it occurred would breach the Equality Act 2010. In some situations this could mean abandoning your proposed change as you may not be able to take action to mitigate all negative impacts.

When you act to reduce any negative impact or maximise any positive impact, you must ensure that this does not create a negative impact on service users and/or staff belonging to groups that share protected characteristics. **Please use table 4 to record actions that will be taken to remove or minimise any potential negative impact**

3.2 Additional information needed to determine impact of proposed change

Table 2 – Additional information needed to determine impact of proposed change

If you need to undertake further research and data gathering to help determine the likely impact of the proposed change, outline the information needed in this table. Please use the table below to describe any consultation with stakeholders and summarise how it has influenced the proposed change. Please attach evidence or provide link to appropriate data or reports:

Additional information needed and or Consultation Findings	Information source	Date for completion

For guidance and support with consultation and engagement visit <https://intranet.croydon.gov.uk/working-croydon/communications/consultation-and-engagement/starting-engagement-or-consultation>

3.3 Impact scores

Example

If we are going to reduce parking provision in a particular location, officers will need to assess the equality impact as follows;

1. Determine the Likelihood of impact. You can do this by using the key in table 5 as a guide, for the purpose of this example, the likelihood of impact score is 2 (likely to impact)
2. Determine the Severity of impact. You can do this by using the key in table 5 as a guide, for the purpose of this example, the Severity of impact score is also 2 (likely to impact)
3. Calculate the equality impact score using table 4 below and the formula **Likelihood x Severity** and record it in table 5, for the purpose of this example - **Likelihood (2) x Severity (2) = 4**

Table 4 – Equality Impact Score

Sev erit y of Imp act	3	3	6	9
	2	2	4	6
	1	1	2	3
		1	2	3
	Likelihood of Impact			

Key

Risk Index	Risk Magnitude
6 – 9	High
3 – 5	Medium
1 – 3	Low

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Table 3 – Impact scores

Column 1 PROTECTED GROUP	Column 2 LIKELIHOOD OF IMPACT SCORE Use the key below to score the likelihood of the proposed change impacting each of the protected groups, by inserting either 1, 2, or 3 against each protected group. 1 = Unlikely to impact 2 = Likely to impact 3 = Certain to impact	Column 3 SEVERITY OF IMPACT SCORE Use the key below to score the severity of impact of the proposed change on each of the protected groups, by inserting either 1, 2, or 3 against each protected group. 1 = Unlikely to impact 2 = Likely to impact 3 = Certain to impact	Column 4 EQUALITY IMPACT SCORE Calculate the equality impact score for each protected group by multiplying scores in column 2 by scores in column 3. Enter the results below against each protected group. Equality impact score = likelihood of impact score x severity of impact score.
Age	3	1	3 - Low
Disability	3	1	3 - Low
Gender	3	1	3 - Low
Gender reassignment	3	1	3 - Low
Marriage / Civil Partnership	3	1	3 - Low
Race	3	1	3 - Low
Religion or belief	3	1	3 - Low
Sexual Orientation	3	1	3 - Low
Pregnancy or Maternity	3	1	3 - Low

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4. Statutory duties

4.1 Public Sector Duties

Tick the relevant box(es) to indicate whether the proposed change will adversely impact the Council's ability to meet any of the Public Sector Duties in the Equality Act 2010 set out below.

Advancing equality of opportunity between people who belong to protected groups

Eliminating unlawful discrimination, harassment and victimisation

Fostering good relations between people who belong to protected characteristic groups

Important note: If the proposed change adversely impacts the Council's ability to meet any of the Public Sector Duties set out above, mitigating actions must be outlined in the Action Plan in section 5 below.

5. Action Plan to mitigate negative impacts of proposed change

Important note: Describe what alternatives have been considered and/or what actions will be taken to remove or minimise any potential negative impact identified in Table 1. Attach evidence or provide link to appropriate data, reports, etc:

Table 4 – Action Plan to mitigate negative impacts

Complete this table to show any negative impacts identified for service users and/or staff from protected groups, and planned actions mitigate them.				
Protected characteristic	Negative impact	Mitigating action(s)	Action owner	Date for completion
All protected groups are impacted in the same way so have been grouped together accordingly				

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<p>All protected groups are impacted in the same way so have been grouped together accordingly</p>	<p>Older people and disabled people being unable to attend/ access essential appointments/ services/ due to the disruption caused to their journeys by the installation of the new shelters</p>	<ul style="list-style-type: none"> • Access to services and shops in and around the bus shelters to be kept clear with ramps where required • Risk assessment to be completed for affected groups. • Safety information will be put up in and around area of the bus shelters during installation. • The site in and around the bus shelters and advertising diversion routes and temporary bus stops to follow health and safety regulations. • Signage will be put in place where appropriate to notify the public of the temporary disruption caused by the removal of the bus shelters. 	<p>Successful bidder</p> <p>Successful bidder</p> <p>Successful bidder</p> <p>CDS & TFL</p>	

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6. Decision on the proposed change

Based on the information outlined in this Equality Analysis enter **X** in column 3 (**Conclusion**) alongside the relevant statement to show your conclusion.

Decision	Definition	Conclusion - Mark 'X' below
No major change	<p>Our analysis demonstrates that the policy is robust. The evidence shows no potential for discrimination and we have taken all opportunities to advance equality and foster good relations, subject to continuing monitoring and review. If you reach this conclusion, state your reasons and briefly outline the evidence used to support your decision.</p> <p>The overall impact of the installation of bus shelters and associated advertising is positive across the protected groups. The negative impacts that have been identified within this document are associated with the disruption caused during installation works. The actions identified in section 5 will mitigate these negative elements sufficiently to just the rating of 'No Major Change'.</p>	X
Adjust the proposed change	<p>We will take steps to lessen the impact of the proposed change should it adversely impact the Council's ability to meet any of the Public Sector Duties set out under section 4 above, remove barriers or better promote equality. We are going to take action to ensure these opportunities are realised. If you reach this conclusion, you must outline the actions you will take in Action Plan in section 5 of the Equality Analysis form</p>	x
Continue the proposed change	<p>We will adopt or continue with the change, despite potential for adverse impact or opportunities to lessen the impact of discrimination, harassment or victimisation and better advance equality and foster good relations between groups through the change. However, we are not planning to implement them as we are satisfied that our project will not lead to unlawful discrimination and there are justifiable reasons to continue as planned. If you reach this conclusion, you should clearly set out the justifications for doing this and it must be in line with the duty to have due regard and how you reached this decision.</p>	
Stop or amend the proposed change	<p>Our change would have adverse effects on one or more protected groups that are not justified and cannot be mitigated. Our proposed change must be stopped or amended.</p>	

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Will this decision be considered at a scheduled meeting? e.g. Contracts and Commissioning Board (CCB) / Cabinet No	Meeting title: Date:
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7. Sign-Off

Officers that must approve this decision	
Equalities Lead	Name: Ken Orlukwu Date: 06/06/2024 Position: Senior Equalities Officer
Director	Name: Date: Position: