

# **Equality Impact Assessment (EIA)**

Kedleston Road Transport Improvements Scheme

# 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: Kedleston Road Transport Improvements Scheme

Assessment team leader name: Jon Pumfrey, Project Engineer

Department responsible: Regeneration and Community

Service Area: Highways and Transportation

Other members of assessment team:

Name	Position	Area of expertise	Comments
Richard Robinson	Project Technician	Traffic engineering	
Ann Webster	Equality and Diversity Manager	Disabled People's Issues	
Mick Watts	Access Officer	Disabled People's Issues	
Andy Findlay	Disabled People's Diversity Forum	Disabled People's Issues	


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>Peak hour traffic congestion on Kedleston Road is having a serious impact on the journey time and reliability of bus services. The Kedleston Road Transport Improvements Scheme aims:</p> <ul style="list-style-type: none"> <li>• to reduce delays which affect bus punctuality and reliability</li> <li>• to provide better crossing facilities and footway improvements</li> <li>• to manage on-street parking demand more effectively</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>	<p>The need for the project has been identified by the Integrated Passenger Transport Group.</p> <p>The Traffic and Transportation Projects Group has been tasked with designing and overseeing the implementation of the scheme.</p> <p>Trent Barton has agreed to help publicise the project and provide data to monitor the scheme.</p> <p>The council's Highway Maintenance Term Contractor will deliver the scheme according to the Traffic and Transportation Projects Group design.</p>
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?

- Bus passengers
- Cyclists
- Taxis
- Disabled people
- Pedestrians
- Parents and young children
- Older people
- Churchgoers
- Local businesses and residents
- Car drivers

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?

By implementing the scheme we aim to achieve:

- improved bus journey times and reduced delay. This will provide benefits to existing bus passengers in general and all the sub-groups considered by this Equality Impact Assessment and who use public transport. This could also potentially encourage greater use of public transport
- better conditions for cyclists travelling into the city along Kedleston Road. During busy periods cyclists will be able to use a dedicated inbound bus, cycle and taxi lane which will offer a safer alternative to travelling within a general traffic lane
- improved journey times and reduced delay for taxis. We recognise that taxis, as multi-occupancy vehicles, contribute towards the governments sustainable transport objectives. A dedicated inbound bus, cycle and taxi lane will benefit taxis using this route at busy times
- improved crossing facilities. We aim to replace the existing zebra crossing outside the Polish Club and Catholic Centre with a traffic light controlled crossing near St Alkmund's Church. This will provide better crossing facilities for bus passengers in general who get on and off the bus near St Alkmund's Church, older and disabled local residents who have difficulty crossing Kedleston Road, the parents and children of Emmanuel School, and the churchgoers who

	<p>attend St Alkmund's Church</p> <ul style="list-style-type: none"> <li>• improved footways. Where we have identified specific problems with the footways on this route, we plan to carry out improvement work. This will include some resurfacing work and will ensure that dropped crossings are brought up to current standards. This will benefit local residents, pedestrians walking along this route, and disabled people with visual and mobility impairments.</li> </ul> <p>All of these outcomes satisfy government policy which aims to promote sustainable transport as an alternative to unnecessary car trips. This will also contribute towards satisfying the objectives of our Local Transport Plan.</p>
<b>Question</b>	<b>Response/ findings</b>

<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>Department for Transport policy and guidance, and the objectives contained within our Local Transport Plan support implementing the measures identified as part of the Kedleston Road Transport Improvements scheme. By implementing such proposals, we are not departing from any standards set by other local authorities who have identified the need for similar measures.</p> <p>We have carried out an analysis of the scheme proposals. We have conducted data collection exercises, and various surveys which have led us to conclude that the proposals would offer benefits to a diverse range of people who live near or use Kedleston Road.</p> <p>We completed an extensive consultation exercise in 2006 where we consulted over 10,000 households so that we could obtain their views on our proposals. We found that the overwhelming majority of people did not tell us of any opposition they had to the scheme.</p> <p>We have also recently held two exhibitions which provided updated plans, which took into account the comments people made at the consultation events we held in 2006.</p>
<b>Identifying potential equality issues and factors</b>	

Question	Response/ findings
----------	--------------------

What do you already know about the equality impact or need? For example, from research, feedback, consultation or any performance monitoring

We understand that disabled people who live in the local area use the buses that operate on Kedleston Road. Those with learning disabilities who attend the Adult Learning Centre at the Rycote Centre and who do not drive or have supported transport also rely on public transport. Older people in the local area also depend on the buses to gain access to essential services at local district centres, or in the city centre. Any improvements made to local bus services would benefit these groups.

The improved crossing facilities have been requested on numerous occasions by residents who live in the area surrounding Whitecross Street. Many Derby Homes properties are located in this area. These properties consist of sheltered/supported housing for older and disabled people. Such a property is Whitecross House. We also received a petition from 117 people who live in this area who asked us for crossing facilities near St Alkmund's Church.

More specifically, people with visual impairments would also significantly benefit from the provision of a traffic light controlled crossing. This would provide a safer crossing place, which would also enable them to more easily access public transport.

St Alkmund's Church currently has an agreement with the ATS Euromaster garage which allows the churchgoers to park in the garage car park on Sundays. At present, there are no safe facilities which will help people cross Kedleston Road to attend St Alkmund's church. The new crossing

	<p>facilities will significantly benefit this group of people. Emmanuel School also has an agreement with St Alkmund's Church which allows parents to park in the church car park so that they can drop off or pick up their children. This will vastly improve conditions for this group of people.</p> <p>The improvements to the footways will offer significant benefit to all road users belonging to the groups considered by the Equality Impact Assessment. This will particularly benefit disabled people.</p>
<b>Question</b>	<b>Response/ findings</b>
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?	This question is not applicable to this specific Equality Impact Assessment.
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?	We do not have this general information available. We understand that the Rycote Centre functions have recently changed. The Rycote Centre now functions as a respite day centre, which is operated by Vitalise New Horizon, and as an adult learning centre. Vitalise New Horizon provides its own specialist transport for disabled people who use the facilities. This has provided us with important information which has helped us to decide to remove the existing zebra crossing outside the Polish Club and Catholic Centre.
<b>Question</b>	<b>Response/ findings</b>

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?

Prior to holding our exhibitions we contacted 150 residents who would be 'directly' affected by the scheme. We offered to visit them and provided them with the opportunity to talk to us about how the scheme affected them.

We visited the residents of Hawthorn Court, a private retirement complex for people over the age of 55. Approximately 50 people live in Hawthorn Court. The residents expressed concerns about the removal of the bus stop and zebra crossing located outside the Polish Club and Catholic Centre.

We understand their concerns and recognise that they will have to travel further to access public transport and cross the road. Nevertheless, we are able to justify our decisions.

- The existing zebra crossing will be pose unacceptable safety risks if it is retained once the bus, cycle and taxi lanes are implemented.
- The replacement traffic light controlled crossing near St Alkmund's Church offers improved facilities.
- The existing zebra crossing is not well used and the nearby Five Lamps junction also offers safer traffic light controlled crossing facilities.
- We accept that some inconvenience will be experienced by the residents of Hawthorn Court. This will be offset by the significant benefits provided to many other groups considered by this Equality Impact Assessment. These benefits will mainly result from the new traffic light controlled crossing near St Alkmund's Church.
- The bus stop outside the Polish Club and Catholic

	<p>Centre is not well used. We plan to remove this bus stop and relocate the existing bus shelter sited near St Alkmund's Church to a position nearer the Five Lamps junctions. Despite making these changes, this still adheres to Department for Transport guidance which states that there should not be more than 400m between bus stops.</p> <p>We did consider that the parking restrictions outside the vets could affect blue badge holders who used these services. Nevertheless, the current demand for parking in this area does not guarantee blue badge holders a space. It is unlikely that the scheme would be making it significantly more difficult for blue badge holders to park near the vets. It was noted that parking in Elms Street was still available. This on-street parking provision was extremely close to the vets practice.</p> <p>Through data gathering exercises and listening to all groups of local residents and road users, we have identified measures that would benefit most people.</p>
<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>	<p>We have recorded all written responses that we have received following our consultation events and exhibitions.</p> <p>We also hold traffic data from surveys we have organised which has helped us design the scheme. Trent Barton possesses bus patronage figures for the 'Allestree' bus service.</p> <p>Department for Transport guidance also provides information on bus lane implementation and design.</p>

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>There are no current equality or diversity objectives that relate to this transport improvements scheme. Although the council does have an Equality and Diversity Policy and a three year Equality and Diversity Plan and achieved the Level 3 Equality Mark of the Equality Standard for Local Government, which covers all six strands of equality.</p>
<p>Is the service having a positive or negative effect on particular people in the community, or particular groups or communities?</p>	<p>The transport scheme has not yet been implemented. We anticipate that overall there will be specific benefits for</p> <ul style="list-style-type: none"> <li>• Disabled people</li> <li>• Parents and young children</li> <li>• Older people</li> <li>• Churchgoers</li> </ul> <p>We have identified that there will be negative effects for the 50 older people who live in the Hawthorn Court retirement complex.</p>

# 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>
----------------------------	---------------------------------------	--------------------------	---	----------------------------

<p>Customer feedback and complaints</p>	<p>We carried out an extensive consultation exercise in 2006. We also recently held a number of exhibitions to publicise the scheme's implementation. On both occasions we provided people with the opportunity to add their comments.</p> <p>We also wrote to 150 residents on Kedleston Road who would be 'directly' affected by the scheme. We asked them whether they would like us to visit them with the plans and discuss how the scheme would affect them.</p> <p>We have met with the residents of the Hawthorn Court retirement complex and spoken to a</p>	<p>Various consultation events.</p>	<p>We understand that some concerns have been expressed by the residents of Hawthorn Court. This relates to the removal of the bus stop and zebra crossing outside the Polish Club and Catholic Centre. The residents would like us to retain both the bus stop and zebra crossing. We have considered this under the Old People equality strand.</p> <p>Other views were expressed by those who completed the comments we received following the consultation and exhibitions. These objections to the scheme did not relate to the equality strands considered in this Equality Impact Assessment.</p>	
---	---	-------------------------------------	--	--

	contact at the Rycote Centre.			
Consultation and community involvement	We have carried out extensive public consultation, and will adhere to regulations by publicly advertising the traffic regulation order which is required to implement the scheme. This will provide people with a further opportunity to raise their views.	Various consultation events.	Please see previous comment.	
Performance information including Best Value				
Take up and usage data				
Comparative information or data where no local information				
Census, national or regional statistics				

<p>Access audits or assessments such as DDA assessments</p>	<p>A road safety audit has been completed which has highlighted that we should look at improving the existing dropped crossings.</p> <p>The Equality Impact Assessment meeting also highlighted some similar issues which we could address in our designs.</p>	<p>An independent team led by our Traffic Management section completed the Road Safety Audit</p> <p>A group including people who specialise in disabled peoples issues, and a member of the disabled peoples diversity forum met to discuss the scheme.</p>	<p>We understand that we should upgrade the existing dropped crossings so that we can bring them up to current standards.</p> <p>We also understand that we should seek more advice from our Arboricultural service. We should seek to identify alternative tree species that drop a minimal amount of leaves for planting at the Kings Mead House layby. These type of species should help people with mobility impairments and wheelchair users who have problems with footways that are covered in fallen leaves.</p>	
<p>Workforce profile</p>				

Where service delivered under procurement arrangements – workforce profile for deliverers				
Monitoring and 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	Whose needs are not being met and how?
The removal of the zebra crossing and bus stop which are currently located outside the Polish Club and Catholic Centre		Following our consultation events, we found that the residents of Hawthorn Court were opposed to the removal of the zebra crossing and bus stop.	Older and disabled people –the residents of the over 55s retirement complex, - Hawthorn Court.	<p>We were informed that there were approximately 50 residents at Hawthorn Court. We were also informed that some residents had mobility or visual impairments.</p> <p>We were told that removing the zebra crossing and bus stop would impact on these people.</p>

<p>The introduction of waiting restrictions outside the Scarsdale Veterinary Practice</p>		<p>We listened to concerns that restricting parking outside the vets would make it difficult for disabled people to park close to the vets.</p>	<p>The scheme will restrict parking for blue badge holders. They will no longer be able to park outside the vets at busy times.</p>	<p>Although we recognise that this could be a problem for blue badge holders, there is no guarantee under the present conditions that they will be able to park close to the vets. On most occasions the spaces directly outside the vets are already taken by other vehicles.</p> <p>We have also been informed that the vets may open up their car park to customers in the future. This may allow them to provide a dedicated disabled customer parking space.</p>
---	--	---	---	---

## Objectives - process, impact or outcome based

Please give your proposed objectives/ targets in this table

<b>Objective/Target:</b>	<b>To ensure that all bus stops within the remit of the project are DDA compliant</b>
Specific	Complete an audit of all bus stop between Broadway and Five Lamps
Measurable	Yes
Achievable	Yes
Relevant	Yes
Timed	To be completed prior to the scheme designs being finalised

<b>Objective/Target:</b>	<b>To ensure that all dropped crossings within the remit of the project are brought up to current standards</b>
Specific	Complete an audit of all dropped kerbs between Broadway and Five Lamps
Measurable	Yes
Achievable	Yes
Relevant	Yes
Timed	To be completed prior to the scheme designs being finalised

<b>Objective/Target:</b>	<b>To ensure that we plant tree species that will minimise the affect on mobility impaired people or wheelchair users</b>
Specific	Obtain a list of appropriate tree species by consulting with the Arboricultural section
Measurable	Yes
Achievable	Yes
Relevant	Yes
Timed	To be completed prior to the scheme designs being finalised

## 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	2010/11	2011/12		

<p>The 2 main performance indicators for bus services which are also Local Area Agreement (LAA) targets for the city council are National Indicator 177, number of Local bus passenger journeys and 178 National Indicator, the percentage of Bus services running on time.</p>	<p>Bus passenger numbers in 08/09 were increased by the introduction of the national concessionary fare scheme for people over the age of 60 and disabled people. We need to ensure that these people continue to use public transport and encourage non-card holders to travel by bus. Data from buses travelling along Kedleston Road will be used to assess our progress towards achieving our targets.</p>	<p>National Indicator 177 – 17263126</p> <p>National Indicator 178 – 87%</p>	<p>National Indicator 177 – 17338783</p> <p>National Indicator 178 – 88%</p>		<p>Chris Hegarty, Integrated Passenger Transport Group</p>	<p>These targets form the basis for Local Transport Plan monitoring. Progress is reported on annually.</p>
---	--	--	--	--	--	--

<p>BVPI 104, Increase the percentage of users satisfied with local bus services</p>	<p>The scheme aims to make buses more reliable and improve punctuality. This will result from improved journey times. Bus user satisfaction is measured by means of a survey conducted by the bus operators.</p>	<p>Increase the percentage of users satisfied with local bus services to 77% by 2009/10</p>			<p>Chris Hegarty, Integrated Passenger Transport Group</p>	<p>These targets form the basis for Local Transport Plan monitoring. Progress is reported on annually. However, monitoring is assessed by collating data from bus operator surveys. The next surveys are due to be completed during 09/10 and 12/13</p>
---	--	---	--	--	--	---