

# Working Paper - EqIA

Project Title:	TACTRAN Regional Travel Information Strategy
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## 1 Overview

1.1.1 The following explanation of the general background to EqIA and its application to preparation of a Regional Transport Strategy will also be of relevance to the Regional Travel Information Strategy.

### 1.2 Legislative framework

1.2.1 The Scotland Act defines equal opportunities as:

***"the prevention, elimination or regulation of discrimination between persons on grounds of sex or marital status, on racial grounds, or on grounds of disability, age, sexual orientation, language or social origin, or of other personal attributes, including beliefs or opinions, such as religious beliefs or political opinions."***

1.2.2 Section 5 (2) (d) of the Transport (Scotland) Act 2005 ("the Act") places a duty on each Regional Transport Partnership (RTP) in Scotland, when preparing their Regional Transport Strategies, to "include provision about ... how transport in the region will be provided, developed, improved, and operated so as ... (v) to encourage equal opportunities and, in particular, the observance of the equal opportunities requirements".

1.2.3 In March 2006, the Scottish Executive published Scotland's Transport Future: Guidance on Regional Transport Strategies ("RTS Guidance") for the RTP's in Scotland. Section B (I) of the RTS Guidance noted "a number of guiding principles, based on the national aims and objectives for transport and on the Executive's overall policy goals, should underpin the content of the regional transport strategies".

1.2.4 The fifth of these principles was noted in the Guidance as "addressing transport inequalities, including provision of and access to transport for disabled people and putting into action the (proposed) statutory duty to promote equal opportunities".

1.2.5 Paragraphs 33 and 34 of the Guidance explained further how the Executive envisaged the RTPs fulfilling the requirement under Section 5 (2) (d) of the Act:

*“33. Strategies should consider how to address particular social inclusion/equality issues, including meeting the particular travel needs of older people, disabled people and their carers, children and young people, women, and people from minority ethnic communities. This is particularly important in the case of disabled people and minority ethnic communities given that Transport Partnerships will be made subject to a statutory general duty to promote race and disability equality (and in due course gender).*

*34. RTPs should consider the transport needs of those groups of people who experience inequality and exclusion (an equality impact assessment can assist in this), involve specific groups in consultation on the strategy, in the option appraisal and selection stage, take into account the likely impacts on meeting these transport needs, and monitor the impacts of the strategy on those groups.”*

- 1.2.6 Annex D of the Guidance provided more detail about how the Executive expected RTPs to address the needs of “those groups who experience more difficulties than most”. The Executive suggested undertaking an Equality Impact Assessment (EqIA); involving equality groups in consultation on the strategy; taking into account the likely impacts on these groups of options considered at the appraisal and selection stage; and monitoring the impacts on equality groups of outcomes from the strategy.
- 1.2.7 Annex K of the Guidance provides further advice on undertaking an EqIA, although the Executive acknowledges that “there is not currently a set format for this”.

### **1.3 RTS STAG and Equalities**

- 1.3.1 Section 10.7.1 of the Scottish Government’s Scottish Transport Appraisal Guidance (STAG) highlights the duty to assess the impact of the proposals contained within the RTS on equalities groups:

*10.7.1 The need to consider the distribution of impacts is emphasised by the challenges faced in delivering transport investment. Most objections to transport change are from people who feel that they are not being treated fairly or that their needs are not being met in some way. Accessibility measures describe transport provision as it is viewed by users, so measures of the distribution of impacts by people group are helpful in demonstrating that planned transport changes impact fairly on all sections in society by: age group, socio-economic status, gender, ethnicity, and mobility status.*

- 1.3.2 The EqIAs, and other work on equalities, was used to complete the STAG AST.
- 1.3.3 The generic term *equalities groups* is often used to describe the diversity of these groups, although the difficulties they may face when engaging with the transport system vary widely. For the purposes of preparing the Regional Transport Information Strategies, the following equalities groups have been identified as having specific difficulties when using the transport system. Examples of the different types of problems they may face are also listed.

■ **People with disabilities**

Example: a wheelchair user may have difficulty accessing a train due to the step between platform and vehicle

■ **Older people**

Example: an older person may have difficulty travelling to visit a friend due to the high cost of getting there and back.

■ **People aged under 16**

Example: a person under 16 may not be able to attend a youth club in the evening because of the lack of public transport available at that time, and to that place.

■ **Young adults or students aged 16 –25**

Example: a student may be apprehensive about travelling back to their halls of residence after studying at college in the evening due to fears over personal safety when travelling by bus.

■ **Women**

Example: a woman may have personal safety fears about waiting on a rail station platform alone at night.

■ **People from black and minority ethnic communities, and asylum seekers**

Example: a person from a minority ethnic community may have difficulty accessing specific community food shopping facilities due to lack of transport.

■ **People who are lesbian, gay, bisexual or transgender**

Example: a transgender person may experience negative behaviour from other passengers when travelling by bus, and be reluctant to travel on public transport.

■ **People whose first language is not English, including tourists**

Example: a person whose first language is not English may have difficulty understanding an announcement at a rail station and miss important information about the running of their service

■ **People with religious or political beliefs**

Example: a Muslim woman wearing a veil may feel uncomfortable about identifying herself when showing her travel pass to the bus driver

■ **Parents / Guardians / Carers**

Example: a mother with a child buggy may experience anxiety about finding an appropriate space on a bus for the buggy, and therefore be reluctant to travel

1.3.4 Not all of these groups and/or issues will be specifically relevant to Information Strategies.

## 2 Scoping

2.1.1 Scottish Government advice on the application of EqIA to transport policies highlights the following groups as requiring particular consideration:

- Age;
- Disability;
- Gender;
- Race; and
- Social Inclusion.



Source of Comment	Relevance to the Information Strategy
Gender	
<p>WOMEN AND TRANSPORT: MOVING FORWARD (Scottish Executive, 2000)</p>	<p>Recommendations relating to information:</p> <ul style="list-style-type: none"> <li>1.1 accessible and clear timetables;</li> <li>1.2 translated information;</li> <li>1.3 reliable and up to date information;</li> <li>1.4 information in a range of formats;</li> <li>1.5 distribution of information through relevant outlets;</li> <li>1.6 accurate information at bus stops and facilities;</li> <li>1.7 increased information about fares, accessibility, routes and safety;</li> <li>1.8 a single point of access to multi-modal information, by telephone and via the internet;</li> <li>1.9 provision of national timetable information;</li> <li>1.10 an improvement in the ability to access service information from staff.</li> </ul>
Race	
<p>No specific sources cited for transport research, but comments on ethnic minority groups from "Women in Transport" (2000) have wider relevance.</p>	<p>Lack of availability of information for those for whom English was not their first language, and, for example :</p> <p>"if they're new to the country and they want to get from A to B and they don't know how to".</p> <p>The issues relating to information applied not only to actual use of transport, but also to the provision of written information relating to services, as well as to the provision of announcements on vehicles (for example, where a train was splitting).</p>
Social Inclusion	
<p>THE ROLE OF TRANSPORT IN SOCIAL EXCLUSION IN URBAN SCOTLAND (Scottish Executive, 2001)</p>	<p>Travel planning was ad hoc. Participants appeared to hold in their memories a vast amount of knowledge about transport and quoted bus numbers, times and routes throughout. When asked how they found out about buses</p>

Source of Comment	Relevance to the Information Strategy
	<p>(their main mode), the prime source of information seemed to be word-of-mouth and experience.</p> <p>Issues that have emerged from the analysis of the qualitative data which could be included in such initiatives [includes] ... provision of accurate information on all services and routes.</p> <p>The information provided should be clear and easily accessible from a number of points including on the bus or train, at the stances and stations, and from telephone information lines.</p> <p>Another possibility that could be considered is inclusion of timetables for the main bus routes in local free papers that are widely distributed to homes on a weekly basis.</p>

### 3 Application and Assessment

- 3.1.1 Taking account of the legislative and best practice background (section 1), and the scope of the potential impacts (section 2), this section describes how EqIA was “mainstreamed” in development of the Regional Travel Information Strategy (RTIS).
- 3.1.2 The Information Strategy drew on a variety of sources of work, each of which took account of potential equalities impacts, viz:
- Best Practice Review;
  - Audit of Existing Provision; and
  - Consultation.
- 3.1.3 Each of these reviews highlighted key issues which the Information Strategy should address. Those with an impact on Equalities Groups are identified in Table 3.1 below along with a description of how they were addressed in the emerging strategy.
- 3.1.4 Following completion of these reviews, we synthesised the emerging recommendations into the RTIS. During this process our primary driving force was the needs of all users, including equalities groups.
- 3.1.5 **Thus it can be seen that at all stages in the development of the strategies the potential impact of travel information on equalities groups was taken fully into account, and indeed represented one of the key driving forces in emerging policies highlighted in the strategy.**

**Table 3.1 Application of Equalities Impact Assessment**

Equalities Issues Identified	Application in RTIS (see key below)
<b>Best Practice Review</b>	
The residents of households without access to a car, such as many elderly, disabled and young people, depend upon public transport and taxi services to provide accessibility to essential services and facilities	P2 P3 P4
Pre-trip information at the planning stage is crucial in influencing travel behaviour and problems regarding information at the planning stage are most likely to deter the use of sustainable modes;	P1 P5 P6 P7
For providing a consistent and coherent interface a multi-modal Regional Information Strategy should carefully address information requirements at each journey stage for both existing and also potential users of all modes	P1 P2 P4 P7
A Regional multi-modal Travel Information Strategy (and its components) should ensure that travel information will be available: where it is necessary and cost effective to provide them; in formats which can be understood and used by the potential passengers; and in ways which are easy to keep up to date	P1 P6 P7
<b>Audit of Existing Provision</b>	
Ensuring consistency of approach across all councils and their websites – the same information available, in the same way, in the same format	P1 P5 P7
Within local authorities there is a lack of information about taxi travel and motorcycling	P1 P2
Travel information about walking and cycling could be much improved	P1 P2
<b>Consultation</b>	
There appeared to be strong stakeholder support for a region-wide package of transport information measures, with a targeted roll-out of new transport information, focusing on all groups of society and using appropriate media to appeal to each group.	P1 P2 P3 P4 P6 P7
<b>Key to Strategy Principles:</b>	
P1 Travel Information should be consistent, coherent, comprehensive (including routes, journey times, cost and facilities) and easily available	
P2 Information should be tailored to users' needs	
P3 Information on access to key locations should be provided	

- P4 Information on lifeline services in rural and remote areas should be provided
- P5 Information should allow for planning and comparing journey options, including sustainable/active travel options, along with guidance on reliability
- P6 Information on planned and unplanned variations to service should be readily available
- P7 Information should enhance journey experience and give reassurance throughout the journey