

**EQUALITY IMPACT  
ASSESSMENT OF THE  
TACTRAN BUS AND CT/DRT  
STRATEGY**

**Report**

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TACTRAN

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### **A ORGANISATIONS CONSULTED**

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## 1. INTRODUCTION

- 1.1 The Bus and Community/Demand Responsive Transport (Bus & CT/DRT) Strategy sets out the principles and short, medium and long term actions by which the region's bus, community and demand responsive transport network will be maintained and improved. This strategy sits within the wider Regional Transport Strategy (RTS) for TACTRAN which was submitted to the Scottish Government in March 2007 and contributes to the aims and objectives outlined in the Scottish Government's 'An Action Plan for Buses in Scotland'.
- 1.2 A number of the early actions within the RTS involve developing sub-strategies which set out in more detail the policy and delivery framework for specific strands of the RTS; this strategy is responding specifically to the Regional Transport Partnership's (RTP) desire to work closely with key stakeholders to prepare a bus strategy and community / demand responsive transport action plan for the region.
- 1.3 Under the Transport (Scotland) Act 2005, regional transport authorities are required to show how transport will be improved to encourage equal opportunities, amongst other things. Therefore, the Scottish Government has suggested that each RTS and associated strategies should be subject to an Equality Impact Assessment (EQIA).
- 1.4 The aim of this EQIA is to set out how the RTP addressed the issue of equal opportunities in production of the Bus & CT/DRT Strategy, particularly through focussing on its approach to consultation in the development of this document.
- 1.5 The production of this EQIA is based on the guidance provided by the Scottish Executive (as was) in "Scotland's Transport Future: Guidance on Regional Transport Strategies", 2006, Annex K; and the "Equality and Diversity Impact Assessment Toolkit" 2005.
- 1.6 The TACTRAN RTS EQIA is included at Paragraph 7.7 of the RTS document. The preparation and consultation phases for the RTS were designed so that the resulting strategy took into account the views of a wide range of stakeholders. The Scottish Government Equality Unit provided contact details for representatives of equality groups and these were positively engaged through an invitation to comment on the strategy at draft stage and to contribute towards focus group and stakeholder workshops convened to consider various aspects of the emerging strategy. In developing the RTS, TACTRAN consulted with:
- its constituent councils;
  - each Health Board within the TACTRAN area; and
  - other relevant stakeholder groups.
- 1.7 The EQIA confirmed that the RTS contains measures to reduce inequality and address concerns of specific groups in society – for example older people (accessible buses), women and young people (better security on public transport) etc.
- 1.8 As will be shown below, the consultation exercise for the Bus and CT/DRT Strategy built upon that undertaken for the RTS, expanding the list of consultees as appropriate with regard to the more specific content of this strategy.

## 2. THE OBJECTIVES OF THE BUS AND CT/DRT STRATEGY

2.1 The objectives of the TACTRAN Bus & CT/DRT strategy were set following detailed research in to problems and opportunities in the TACTRAN area as well as consultation with the public and key stakeholders.

2.2 The objectives are strongly influenced by transport objectives set out in the RTS and as a consequence address the following key themes:

- Economy;
- Accessibility, equity and social inclusion;
- Environment;
- Safety and security; and
- Integration.

2.3 The objectives of the strategy, located in Chapter 4, are set out in the table below, alongside the high level RTS objectives.

**TABLE 2.1 OBJECTIVES OF THE STRATEGY**

RTS High level strategic objectives	Strategy objectives
Accessibility, equality and social inclusion: <b>To improve accessibility for all, particularly for those suffering from social exclusion</b>	1 To ensure that everyone across the region has access to a key regional centre, where they can access a range of services, facilities and opportunities.
	2 To remove physical, financial and perceptual barriers to accessing road based passenger transport services and infrastructure.
	3 To enable patients and visitors to access necessary health facilities by road based passenger transport
	4 To ensure a level of information provision across the whole road based passenger transport network that promotes its use and does not hinder accessibility.
<b>Economy:</b> To ensure transport helps to deliver regional prosperity	5 To ensure that key employment, education, retail and tourism locations are linked to the passenger transport network by a service that meets the needs of the local economy.
	6 To achieve improvements in journey times and the reliability of the region's road based passenger transport network.

<b>Environment:</b> To ensure that the transport system contributes to safeguarding the environment and promotes opportunities for improvement	7	To enhance the environmental standards of the road based passenger transport fleet and infrastructure.
	8	To achieve greater use of road based passenger transport services in place of travel by private car
<b>Health and well-being:</b> To promote the health and well-being of communities	9	To increase physical activity and improve access to leisure opportunities across the region by road based passenger transport
<b>Safety and security:</b> To improve the real and perceived safety and security of the transport network	10	To provide for and improve the safety of passengers when travelling on the road based passenger transport network.
<b>Integration:</b> To improve integration, both within transport and between transport and other policy areas	11	To increase connectivity between road based passenger transport services and between different modes of transport
	12	To strengthen the links between land-use planning and provision of road based passenger transport

### Groups the strategy intends to provide benefits for

- 2.4 The Bus and CT/DRT Strategy sets out the priorities and actions for investment in these transport modes over the next fifteen years and it is intended that the policies and interventions outlined in the strategy will benefit everyone who lives, works and travels within the region. Visitors to the region will also be affected by the strategy through access to an improved bus network across the region, and greater connectivity with the surrounding area as a result.
- 2.5 Through implementation of the Bus and CT/DRT Strategy there is the potential to improve transport for the young, elderly, those with mobility difficulties, learning difficulties and those with hearing or visual impairments, particularly through improved access to the transport network and improved safety whilst travelling on the transport network.

### Evidence of the transport needs of equality groups

- 2.6 The first stage in developing the Bus & CT/DRT Strategy involved detailed research into the socio-demographic profile of the area. Accessibility in terms of geographic accessibility (the availability of transport links to access key services such as health, education and employment) and physical accessibility (the physical ability to use the transport services that are available) were examined. A series of accessibility maps were produced which enabled the evidence gathered during the background research phase to be used to produce a detailed picture of the issues for different areas and social groups within the region. This information then informed the scoping and option development/appraisal stages of the strategy.

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## **Impact of the strategy on different equality groups**

- 2.7 During the strategy development process the evidence available was considered in terms of the possible impact that the different aspects of the strategy might have on different equality groups. The impact of strategy interventions relating to scheduled bus services will be significant across the area and population. Bus provision is particularly pertinent to those who can not use private transport for age or health reasons, particularly those too young or old to drive. An element of the population also rely on bus travel for economic reasons, particularly those on low incomes who do not have access to a private car. Facilities for disabled passengers are available within the TACTRAN area and low floor buses are utilised on some scheduled services. CT and DRT services provide a key facility for those with mobility difficulties who can not access the scheduled bus services despite the facilities provided within vehicles and associated infrastructure. These services provide important access to healthcare and other services for these groups. No interventions are particularly focussed on groups defined by sexual orientation, gender, religious faith or political beliefs, as all interventions are designed to include all groups within the parameters described above, meaning all of these groups would also be included in the benefits of the interventions.

### **Potential adverse impact of the strategy on particular groups**

- 2.8 Based on the evidence and information available and due to the nature of transport policy and initiatives, it is not believed that the strategy will have any specific adverse/negative impacts on the Lesbian/Gay/Bisexual and Transgender community, or those with specific religious/political interests.

### **Inclusion of equality groups and/or their representatives during consultation**

- 2.9 A wide ranging consultation exercise has been undertaken to obtain an understanding of the key issues and opportunities in terms of bus, community transport and demand responsive transport provision across the TACTRAN area. This consultation has included local authorities, public transport operators, health boards and community transport / demand responsive transport representatives. A full list of organisations consulted is provided at the end of this document. A stakeholder workshop was held on 6th February 2008 to which all stakeholders were invited to discuss the key issues and opportunities, which led on to a discussion focussed on drafting objectives for the strategy. The Audit Report, which also accompanies the strategy, provides full details of the consultation undertaken at each stage.
- 2.10 In addition to the workshop an e-survey of community transport/social/health transport providers in the TACTRAN area was undertaken (between 11<sup>th</sup> January and 18<sup>th</sup> January 2008), a list of all CT/DRT schemes in the area was created with all representatives given the chance to participate in the e-survey. Full details of the coverage of and responses gained from the survey is available in the Audit Report. To supplement the e-survey certain key CT/DRT stakeholders were identified for interview to understand more of an idea of this varied sector. These stakeholders were identified due to the scope of their organisations.

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- 2.11 All stakeholders were then given the opportunity to respond with comments to the draft strategy. TACTRAN identified 163 individual stakeholders to be consulted on the draft Bus and CT/DRT Strategy. These stakeholders had previously been consulted as part of the initial consultation.
- 2.12 Stakeholders were sent the draft strategy by email or post and given two weeks to respond by letter or email (the consultation period ran from 5th to 19th March 2008). Attached to the draft strategy was a covering letter explaining the strategy development process and links to the audit report of current bus provision and the Strategic Environmental Assessment were provided. The covering letter also asked stakeholders to respond to certain aspects of the strategy with reference to subject areas specific to their interests.
- 2.13 TACTRAN has endeavoured to cover all categories of stakeholders where possible although it should be noted that the Bus and CT/DRT Strategy is a strategic, high-level document, which may not be of direct relevance to all the groups within the area. It has therefore been decided to target community organisations which have access to a wide range of local and CT/DRT service providers and passengers.

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### **3. KEY OUTCOMES OF THE CONSULTATION WITH EQUALITY GROUPS**

- 3.1 All comments gathered during the consultation exercise were assessed and incorporated in to the modified strategy; as such the strategy was developed with emphasis on issues raised by equality groups as well as the wider stakeholder issues identified. The consultation showed that there is a high usage of CT/DRT in the TACTRAN area and concern that funding will continue to be available in the future to enable this to continue. The consultation showed, though, that there are still gaps in public transport provision for those who cannot use conventional bus services. Until these gaps are filled access to essential services by public transport is limited for certain groups in certain areas; certain locations in Crieff and Crianlarich have been identified as having particular CT/DRT service gaps.
- 3.2 As well as gaps in services for those who can not access bus facilities, many equality groups rely on scheduled bus services for access to services for economic reasons. The consultation highlighted a number of gaps in service provision of scheduled bus services. These are primarily in rural areas, where frequencies are often low. There are also gaps in provision in urban areas in the evenings and at weekends, even where daytime services are adequate. Longer distance local inter-urban services were highlighted as being slow and infrequent.
- 3.3 Stakeholders felt that facilities for people with mobility impairments are poor and that there should be greater driver training about how to carry such passengers. It was also felt that there should be greater coverage of low floor bus services and also information relating to them. (Users are not confident that they will be able to travel on a low floor vehicle for both the outward and return part of a journey). Competition for space between wheelchair users and parents with buggies was also noted by stakeholders as an accessibility issue. Another was the fact that wheelchair users are not always able to use the bus stop closest to their home, as it may not be DDA compliant.

#### **Modifications to the strategy**

- 3.4 As stated above, the strategy has been developed through an open and inclusive process of stakeholder involvement and consultation. All comments received on the Draft Bus and CT/DRT Strategy during the consultation period were considered, fed back into the development of the strategy and the final strategy was amended accordingly. No adverse impacts have been identified for any members of any of the interest groups in the TACTRAN area, however the amendments referred to above were made in order to maximise the benefits of the strategy for as many people as possible. As no adverse impacts were identified, no modifications were required to be made to the strategy other than taking on board comments gathered during the consultation process.

#### **Monitoring**

- 3.5 In order to effectively monitor the progress of the strategy towards achieving the strategy objectives, a number of measurable indicators have been identified to monitor each objective. The monitoring strategy is contained within Chapter 4 of the Bus and CT/DRT Strategy.

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### **Publishing of the strategy**

- 3.6 The EQIA will be included as an addendum to the Bus & CT/DRT Strategy. Once published, the strategy will be available on the TACTRAN website and copies distributed to all stakeholders involved in the consultation. Hard copies of the document will also be available.

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**APPENDIX A**  
**ORGANISATIONS CONSULTED**

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## A1. ORGANISATIONS CONSULTED

**APPENDIX: TABLE A1.1 ORGANISATIONS CONSULTED**

Age Concern Angus
Aberdeenshire Council
Aberfeldy Motor Services
Aberfoyle Coaches
Age Concern Scotland
Age Concern Scotland
Angus Access Panel
Angus Association of Voluntary Organisation
Angus College
Angus Council
Angus Council - DRT
Angus Council - rep Angus College
Angus Council - Social Work
Angus Rural Partnership
Angus Transport Forum & Multimodal Transport Solutions
Armstrong of Crianlarich
Black and Minority Ethnic Elders Group
Black Community Development Project
Broons Buses & Taxis
Bryans' Coaches
Bus Users Complaints Tribunal
Bus Users Group
Caber Coaches
Cairngorms National Park Authority
Capability Scotland
Central Scotland Racial Equality Council
Central Shopmobility Ltd
Children in Scotland
Close the Gap Project
Commissioner for Children and Young People in Scotland
Communities Scotland
Confederation of Passenger Transport/ Passengers' View
CoSLA , Spokesperson for Older People
CPT Scotland
Crieff Travel
CTA (Community Transport Association)
Deaf Action
Deafblind Scotland
Dial-a-Journey
Docherty's Midland Coaches
Dundee Access Group
Dundee Accessible Transport Action Group (DATAG)
Dundee and Angus Chamber of Commerce
Dundee Blind & Partially Sighted Society
Dundee City Council
Dundee City Council - Planning
Dundee College
Earnside Coaches
Elizabeth Yule
Enable
Equality & Human Rights Commission
Ferguson Coaches
First
Fisher Tours, Dundee

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Forfarshire Society for the Blind
Forth Valley College
G&N Wishart
Glenesk Travel
Goosecroft Coaches Ltd
Hamilton Coaches
Hamish Gordon Coach Hire
Harlequin Coaches Ltd
Help the Aged
Hitrans
Hunter's Executive Coaches
Inclusion Scotland
James Donald
JP Minicoaches
Kingshouse Travel Ltd
Loch Lomond & Trossachs National Park
Mackie's Coaches
McColl's Coaches Ltd
McGill's Bus Services Ltd
Meffan's Coaches Ltd
Mitchell's Coaches
M-Line Coaches
Mobility and Access Committee for Scotland
Morrison's Travel
National Express
Nestran
NHS Forth Valley
NHS Tayside
Passenger Focus
Passenger's View Scotland
Pegasus Travel
Perth & Kinross Community Transport Group
Perth and Kinross Council
Perth and Kinross Council - DRT
Perth College
Perthshire Chamber of Commerce
Prestige Tours Ltd
REACH Community Health Project
RNIB Scotland
Rowan Travel
Royal Mail
Scottish Accessible Transport Alliance
Scottish Ambulance Service
Scottish Association for Mental Health
Scottish Association for Public Transport
Scottish Citylink Coaches Ltd / Stagecoach
Scottish Consortium for Learning Disability
Scottish Council on Deafness
Scottish Disability Equality Forum
Scottish Executive
Scottish Executive - Transport Scotland
Scottish Older Peoples Advisory Group
Scottish Pensioners Forum
Scottish Traveller Education Programme
Sestran
Sidlaw Executive Travel
Smith & Sons Coaches

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SPT
Stagecoach East Scotland
Stirling Council - Community services
Stirling Council
Stirling Council - Children's services
Stirling Council - City Centre Management
Stirling Council - Public Transport
Strathmore Travel
T & K Sweeney
Tayside Association for the Deaf
Traffic Commissioner for Scotland
TRANSform Scotland
Travel Dundee
Traveline Scotland
University of Abertay (Dundee Business School)
University of Dundee
University of Stirling
Visit Scotland
Woods Coaches
WRVS

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## CONTROL SHEET

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