

**Welwyn Hatfield Borough Council
Equality Impact Assessment**

Assessment completed by: Lucy Aston

Name of policy/project/service to be assessed	Change in service provider for Community bus transport for the Jimmy Macs Lunch Club bus service at The Hive Community Centre, and the Shopper Hopper bus service.
At what stage of consultation has this EqIA been prepared?	Pre consultation <input type="checkbox"/> Post consultation <input checked="" type="checkbox"/> No consultation required <input type="checkbox"/>
Method of analysis undertaken and dates	Managers – desktop screening <input checked="" type="checkbox"/> Date: 25/10/2022 Employee Forum <input type="checkbox"/> Date: Stakeholder review <input checked="" type="checkbox"/> Date: Summer 2022
Who does the policy or service affect?	Customers (public) <input checked="" type="checkbox"/> Internal (staff/Members) <input checked="" type="checkbox"/> External (partners/contractors/agencies) <input type="checkbox"/> Other <input type="checkbox"/>
What are the aims/objectives/purpose or outcome or intended effects of the policy, project or service?	<p>A formal consultation with service users and residents was carried out in summer 2022. The consultation was to seek views on the following two proposals:</p> <p>a) The proposal to move from direct delivery by the council and instead partner with Hertfordshire County Council (HCC) to enable delivery of the lunch club community bus service to Jimmy Macs at The Hive.</p> <p>b) Ceasing direct delivery of the Shopper Hopper service, instead promoting the use of the Community Transport Herts signposting service.</p> <p>A pre-consultation EQIA was completed.</p> <p>After consideration of the consultation feedback, the recommendations have changed. The proposal is to move from direct delivery by the council and instead work in partnership with Communities First Charity to enable delivery of the two services combined: transport for Jimmy Macs lunch club and a shopping bus service</p>

<p>What equality data is available relating to the use or implementation of the policy, project or service?</p>	<p>All users of both services must be either aged 60 years or older or have a disability.</p> <p>No personal data about an individual's characteristic groups is collected. Apart from the initial enquiry to register for the service where checks about age and disability are collected, these are then not stored. The service under GDPR has no reason for collecting and storing such data.</p> <p>As service users request the bus service to collect them, mobility requirements are captured s part of the journey request. Any wheelchairs take up two seats so capacity needs to be monitored based on mobility requirements.</p> <p>Any additional mobility/assistance requirements needing the tail-lift to be used is also captured per a trip due to the overall timings and length of the trips.</p> <p>From this we do know that some of the service users do have disabilities and mobility difficulties requiring assistance. Some are also very frail and vulnerable.</p> <p>Anonymised equality data was collected as part of the formal consultation completed summer 2022.</p>
<p>What consultation has taken place in the development or review of the policy, project or service?</p>	<p>A formal consultation with current service users took place in July and August 2022 for a period of six weeks. The consultation was an anonymous survey, and respondents were asked to confirm their age category, nature of any disabilities and ethnicity.</p>

Does the policy have a positive or negative impact on any of the following Protected Characteristic groups covered by the Equality Act 2010?

	Positive Yes/No	Negative Yes/No	Neutral Yes/No	Evidence & Comments
Age	Yes			<p>Communities First eligibility policy is the same as the council's; you need to be over the age of 60 years or have a disability (permanent or temporary).</p> <p>The section 19 permit for not-for-profit passenger transport services is limited for elderly (60 years plus) and disabled (any age).</p> <p>The positive impact of changing the provider from the council to Communities First, is the additional personal support provided by Communities First. Communities First along with the driver provide additional support on the buses to assist service users, and additional support to assist service users in the shop with their shopping.</p> <p>98% (88) of service users who responded to the consultation survey identified themselves as being 60 years or older</p>
Disability	Yes			<p>Communities First eligibility policy is the same as the council's; you need to be over the age of 60 years or have a disability (permanent or temporary).</p> <p>The section 19 permit for not-for-profit passenger transport services is limited for elderly (60 years plus) and disabled (any age).</p> <p>The positive impact of changing the provider from the council to Communities First, is the additional personal support provided by Communities First. Communities First along with the driver provide</p>

				<p>additional support on the buses to assist service users, and additional support to assist service users in the shop with their shopping. 67% (53) of service users who responded to the consultation survey identified themselves as having a disability, with the three top nature of disabilities identified as:</p> <ul style="list-style-type: none"> • 50% physical disability • 24% hearing loss • 13% vision loss
Ethnicity			Yes	There are no negative or positive identified impacts for this group relating to this project.
Gender re-assignment			Yes	There are no negative or positive identified impacts for this group relating to this policy.
Marriage/Civil partnership			Yes	There are no negative or positive identified impacts for this group relating to this policy.
Pregnancy & Maternity			Yes	There are no negative or positive identified impacts for this group relating to this policy.
Religion or belief			Yes	There are no negative or positive identified impacts for this group relating to this policy.
Sex			Yes	There are no negative or positive identified impacts for this group relating to this policy.
Sexual orientation			Yes	There are no negative or positive identified impacts for this group relating to this policy.

Equality Impact Assessment Outcome:

Low risk

Medium risk

High risk

Any other comments:

For Steering Group use only:

Comments: