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Title	Bus Reform Equality Impact Assessment (EqIA)
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Version	Final Draft

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## 1. Review of bus network delivery options

- 1.1 This document has been produced by ITP, alongside the Bus Franchising Assessment, on behalf of Cambridgeshire and Peterborough Combined Authority. It sets out the Equality Impact Assessment (EqIA), comparing provision of a bus network under different delivery options – namely Bus Franchising or an Enhanced Partnership.

## 2. Assessment of impacts

### Purpose of the EqIA

- 2.1 The Equality Act 2010 protects people against discrimination, harassment, and victimisation in relation to housing, education, the provision of services, work, and other areas of public life. It prohibits discrimination based on a number of prescribed characteristics, usually referred to as 'protected characteristics'.
- 2.2 Protected characteristics are specific aspects of a person's identity defined by the Equality Act 2010. They include:
- Age
  - Disability
  - Gender reassignment
  - Pregnancy and maternity
  - Race – this includes ethnic or national origins, colour, and nationality
  - Religion or belief
  - Sex (gender)
  - Sexual orientation
- 2.3 The Public Sector Equality Duty, set out in the Equality Act 2010, requires public authorities to:
- Eliminate unlawful discrimination, harassment, and victimisation.
  - Advance equality of opportunity between people who share a protected characteristic and those who do not.

- Remove or minimise disadvantages suffered by persons who share a relevant protected characteristic that are connected to that characteristic.
- Take steps to meet the needs of persons who share a relevant protected characteristic that are different from the needs of persons who do not share it.
- Encourage persons who share a relevant protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.
- Foster good relations between people who share a protected characteristic and those who do not.

2.4 The purpose of carrying out an Equality Impact Assessment is to assess the impact of a change to services or policy on people with protected characteristics and to demonstrate that the Council has considered the aims of the Equality Duty.

## Purpose of bus reform

2.5 A Bus Reform Assessment has been undertaken to consider the various options that exist to optimise the delivery and coordination of urban, inter-urban, and sub-regional bus services across the Cambridgeshire and Peterborough Combined Authority area. The review makes use of powers granted under the Bus Services Act (2017) to obtain detailed information from local bus operators in order to forecast the potential impacts, costs and benefits associated with delivering improvements to local bus networks.

2.6 An Outline Business Case (OBC) has been developed to consider which of the models open to local authorities for improving local bus services (Enhanced Partnerships and Franchising) could best meet the identified success metrics and deliver tangible and sustained improvements to bus services. These have been tested alongside 'business as usual' (deregulated market) service provision.

2.7 The Assessment sets out a preferred option for consideration by the Combined Authority Board prior to any formal public consultation on a draft proposal and recommended approach. This EqlA considers the potential impacts of each model.

## Main activities reviewed

2.8 The review considers the following potential changes to bus service provision that could result from different models for coordinating and operating bus services:

- Routes, service frequencies and achievable journey times that could result from optimisation of bus services across the area.

- Fares, multi-operator tickets and concessions to encourage higher levels of bus use across the area.
- Cross-subsidisation of some (currently) commercially unviable bus services, potentially utilising surplus profit from more viable routes across the area.
- Service quality improvements to buses, waiting facilities, on-board amenities (Wi-Fi), audible announcements, live route mapping, USB charging).
- Accessibility improvements to stops, boarding areas, buses, and on-board information in order to maximise inclusivity for all.
- Common branding across the network, or sub-areas of the network, to facilitate easier traveller comprehension of the routes and services available.

## Consultation

### Who has been consulted?

- 2.9 Market research was carried out across Cambridgeshire and Peterborough area during November and December 2019 to understand local attitudes and perceptions towards existing bus services and obtain people's views on what future bus provision should look like. Wide representation was sought across urban and rural areas and amongst users and non-users of buses. To facilitate this, the research took the form of on-street surveys, an on-line survey, six focus groups and discussions with relevant stakeholders and interested parties.
- 2.10 Further engagement with stakeholders has been undertaken more recently during the period through which the Assessment has been carried out.

### Feedback from the market research

- 2.11 In total, 5,166 people participated in the market research (1,240 via the on-street surveys and 3,926 via online survey). The results showed considerable support for bus services, with over 80% of existing bus users and non-bus users supportive of potential improvements to bus services. The most important factor regarding current bus use was reliability of service, followed by service frequencies; 65% of bus users cited service reliability as their main concern.
- 2.12 In terms of potential improvements to bus services, users wanted to see greater reliability and less disruption on the road network, more frequent services connecting more places and more co-ordination, with services joining up better (e.g. service timings and connections and combined fares and tickets). Non-bus users supported a range of improvements, including more frequent services, quicker journey times, more services connecting places, greater integration, and good value fares. 23% of non-bus

users indicated that there was nothing that would persuade them to use improved bus services.

## Changes made due to the feedback

2.13 The research showed that people wanted to see enhanced bus services that are reliable and go more often, more directly, to more places. These aspirations are mirrored in the Cambridgeshire and Peterborough Local Transport and Connectivity Plan and have been translated into a Bus Strategy with the ambition to transform bus services in the coming years as part of an integrated transport system that supports the economy and social fabric of the region. This is guiding the CA's work and decision-making regarding the options for organising and coordinating bus services across the Cambridgeshire and Peterborough Region.

## Data

2.14 Data collated for the development of the Local Transport and Connectivity Plan, and bus operator data obtained through the provisions in the Bus Services Act 2017, have been used to inform the development of the bus network organisation options.

## People who might be affected

2.15 Any future change in approach to bus service coordination and delivery will be subject to formal public consultation, following a decision by the Combined Authority Board. Users and non-users of bus services across the Combined Authority area will be consulted at this point in time, with the ability to comment on the preferred delivery model and the supporting evidence, including the full Outline Business Case Assessment.

## Main beneficiaries

2.16 The main beneficiaries of any change in the bus network operating model will be:

- Existing bus users in the CPCA area.
- Residents of new residential areas in the CPCA area who may benefit from new/improved bus services that are available when they move into the area.

2.17 Secondary beneficiaries include:

- Non-bus users who may come to use improved bus services across the area.
- Non-bus users whose location may now be covered by new bus routes or expanded reach offered by services.

- Non-bus users who may benefit from mode shift to improved bus services, thereby reducing the traffic congestion and delays experienced on local and strategic transport networks.

Table 1: Protected Characteristic - Age

Protected Characteristic: Age					
Demographics			England profile	CPCA Area profile	
	Under 25		29% (2023) <sup>1</sup>	30% (2023)	
	Over 65		18% (2023)	18% (2023)	
Impact rating	Evidence justifying the impact rating				
Overall impact	Positive				
Positive Impact	√	<u>Overall comments</u>		<u>Franchising</u>	<u>Enhanced Partnership</u>
		<u>Fares</u>	<p>Older fare-paying bus passengers, who are below the eligibility age, or do not qualify for the English National Concessionary Travel Scheme, may benefit from a wider range of fare products, cheaper fares, and multi-route/service discounts.</p> <p>Younger people, who are more likely to use the bus in the CA area [LC7101EW] and earn less money <a href="#">[UK Parliament, 2021]</a> may benefit from a wider range of fare products, cheaper</p>	<p>Single operator tickets would be withdrawn and replaced by integrated network-wide ticketing, simplifying the fares products offered. Better value would be provided by network-wide tickets offered without any premium over previous single-operator tickets.</p>	<p>Integrated ticketing would be introduced, but operator-only tickets would continue. Whilst offering choice of different products, with potential savings for single operator tickets, the multi-operator ticket would be offered at a premium.</p>

<sup>1</sup> [TS007 - Age by single year](#)

		fares and multi-route/service discounts.		
	<u>Routes</u>	<p>Improved bus services (e.g. higher frequencies) should have a positive impact (especially on currently car-captive groups, such as in rural areas).</p> <p>Improved bus services should positively impact under 25s, as the age group most likely to travel to work by public transport in the CA area [LC7101EW]*</p> <p>Social inclusion benefits for new/retained routes (e.g. for older people, who make up higher proportions of populations in rural areas) [ONS, 2018].</p> <p>*may vary between urban/rural settings and individual settlements</p> <p>More routes will enable younger people to have greater access to opportunities such as education,</p>	<p>Greater CA control over geography and coverage of routes.</p> <p>DRT and/or feeder services would be pursued in some rural areas, replacing market-day services, and providing access to areas currently not served.</p> <p>Services would interchange with trunk services to main centres via purpose built rural hubs.</p>	<p>DRT and/or feeder services would be pursued in some rural areas, replacing market-day services, and providing access to areas currently not served.</p>

			employment, and recreational activities.		
		<u>Journey times</u>	Likely to benefit from improved journey times, particularly on routes between market towns and into the larger settlements of Peterborough and Cambridge, with rural areas surrounding urban settlements in the CPCA area having high concentrations of people age 65+ <a href="#">[Cambridgeshire Insight, 2021]</a>	<p>Greater CA control over route timings / delay penalties through contract specification.</p> <p>DRT and feeder services would be integrated with timetables, potentially improving journey times.</p> <p>Franchise model offers journey time savings with improvement to local services that directly link villages, market towns and cities accounting for 43% of these savings and an additional 5% of overall time savings for local services connecting smaller settlements to market towns.<sup>2</sup></p>	DRT and feeder services would be integrated with timetables, potentially improving journey times.
		<u>Service reliability/frequencies</u>	Benefits for those who struggle to stand or might not be able to wait for long periods, such as elderly passengers.	Quality Incentive Contracts will incentivise operators to achieve service reliability.	Potential for some improved reliability through measures

<sup>2</sup> Findings of economic model developed for CPCA



		<p>Better frequency and reliability should positively impact under 25s, as the age group most likely to travel to work by public transport in the CPCA area [LC7101EW]*</p> <p>Could be achieved through bus priority measures under any scenario.</p>	<p>Greater CA control over service frequencies through contract specification.</p>	<p>introduced and closer monitoring.</p>
	<p><u><a href="#">Audible announcements on buses/at stops</a></u></p>	<p>Ease of use for people who experience visual impairment(s) and/or cognitive impairments (such as Dementia), which are more prevalent among older people. <a href="#">[Alzheimer’s Research UK, 2018]</a></p> <p>For younger passengers, audible announcements provide reassurance and reduce anxiety. Knowing when stops are approaching helps passengers feel more confident and less stressed during their journey. With more younger people being more likely to have some form of anxiety, with an estimated 28% of younger people aged 16 to 29 being likely to experience some form of anxiety <a href="#">[ONS, 2021]</a>, having these announcements will support them while traveling by buses as they will have the reassurance needed.</p>	<p>CA would be able to specify aspects of vehicle design (In accordance with Public Service Vehicles Accessibility Regulations 2000 and the National Bus Strategy).</p> <p>CA would control bus stops (including design and accessibility feature specification).</p>	<p>CA would be able to encourage aspects of vehicle design.</p> <p>CA would control bus stops (including design and accessibility feature specification).</p>

		<p><u>Consistent branding</u></p>	<p>Ease of use for people who experience visual impairment(s) and/or cognitive impairments (such as Dementia), which are more prevalent among older people. <a href="#">[Alzheimer’s Research UK, 2018]</a></p> <p>Easier comprehension of the local public transport network for all</p>	<p>Consistent branding could be applied across the bus network, including vehicles, infrastructure, and information materials.</p>	<p>Consistent branding across the network could be negotiated and agreed with operators.</p>
		<p><u>New facilities (e.g. waiting areas)</u></p>	<p>Seating for older people who may be less able to stand.</p> <p>Protection from elements when waiting.</p> <p>Provision of toilets improves comfort levels, particularly at rural hubs or where alternative services are unavailable.</p> <p>Young people aged 16-34 felt very or fairly unsafe using public transport after dark. Provision of lighting will support the lowering of this figure. <a href="#">[ONS, 2022]</a> Improving the quality of facilities will improve the perception of safety when traveling after dark and raise the number of younger people traveling by bus. Younger people have had negative opinions towards litter and dirty seats, and poor environments while waiting for buses which in turn impacted their perception of safety. Of 807 young bus users, 26% haven’t felt safe when</p>	<p>CA would have control of, or influence over, bus facilities.</p>	<p>CA would have control of, or influence over, bus facilities.</p>

			traveling by bus [ <a href="#">Transport Focus, 2018</a> ]		
No Impact		<u>Fares</u>	Unlikely to have an impact on the majority of older people in receipt of state pension, as most will travel free as part of the English National Concessionary Travel Scheme.	No particular impact.	No particular impact.
Negative Impact		<u>Enable new trips</u>	<p>Existing routes will ideally get busier as a result of positive changes to the network, impacting on current passengers, so access to seats could potentially be more challenging at peak times which may impact older passengers. However, in mitigation, increasing patronage may lead to more buses or larger buses on busy routes, with more frequent services and enhanced journey time reliability for all passengers.</p> <p>Driver training can support younger people in using the bus more frequently for education, work, and leisure. Often younger people feel stereotyped by bus drivers and other passengers and were treated with suspicion or disrespect. There have been situations where the bus drivers have been inappropriate towards younger passengers. The bus driver is key to how young people feel about the journey; a friendly approachable</p>	No particular impact.	No particular impact.

			<p>driver makes young people feel relaxed when they board and helps to set the tone for the journey (<a href="#">Transport Focus, 2018</a>).</p> <p>Driver training can alter this perception by ensuring they address everyone with the same approach and avoid stereotypes to encourage more younger people to travel by bus.</p> <p>Research from the DfT has highlighted a common theme among young people is drivers not accepting young people's bus passes (<a href="#">Thornthwaite, 2010</a>). This will deter young people from traveling as they are not getting the most out of their passes. Driver training to know what passes should be accepted to avoid this in the future.</p>		
		<p><u>Off-bus/smart ticketing</u></p>	<p>Potentially difficult for some older people (e.g. non-concessionary pass holders) to use, as they are less likely to be literate in online services (<a href="#">Age UK, 2018</a>) and some rely on or prefer to use cash to make payments (<a href="#">Age UK, 2021</a>) including for bus fares.</p> <p>With DRT (suggested for all operating models) access would be likely through an app, People aged 65+ are less likely to have a smart</p>	<p>No particular impact.</p>	<p>No particular impact.</p>

			phone than other age groups <a href="#">[Statista 2021]</a> , although there is an expectation that a telephone booking service would be maintained.		
		<u>Fares</u>	Delivering aspirational elements of bus network organisation could cause fare increases in the future (if patronage does not increase) – this may have negative impacts on affordability, particularly for younger people and people on lower incomes who rely on buses.	CA will control and set fares, with the ability to consider wider objectives than maximising revenue.	No particular impact, with small number of operators setting and increasing fares.
Possible reasonable adjustments, monitoring		<u>Enable new trips</u>	Monitor patronage and provide appropriate capacity to avoid overcrowding on vehicles.  Undertake driver training to provide assistance and not pull away from stops until such vulnerable users are seated, in accordance with the National Bus Strategy and above and beyond requirements of relevant legislation such as the Equality Act 2010 and The Public Service Vehicles (Conduct of Drivers, Inspectors, Conductors and Passengers) Regulations 1990.	Responsibility mainly with operators, although CA would have an interest in this information to closely monitor usage.  CA could specify driver training requirements as part of franchising agreement.	Responsibility for data collection would be with operators.  CA could suggest driver training.
		<u>Off-bus/smart ticketing</u>	Consider ways in which more traditional methods of payment/concession cards are still available.	Greater CA control over off-bus ticket purchasing, allowing scope for in-street payment machines/cash vending at bus stations.	No particular impact – operators may choose to maintain cash payment options, but limited CA control.

		<u>Fares</u>	Monitor long-term fare changes and continually assess the potential impacts of any increases on older and younger people.	Scope for CA oversight as an independent body through franchise contract specification.	No particular impact
Good practice opportunities		<u>Fares</u>	Develop a range of fare products that cater to various family groups/age groups/journey types that apply consistently across the CA area or sub-areas.	CA would set fares and specify integrated fare products.	CA could coordinate the provision of all-operator fares products (subject to Competition and Markets Authority guidance); whilst operators maintain control of operator-only fares.
		<u>Routes</u>	Ensure rural areas are/continue to be served.	Services would be planned and supported to serve all parts of the CA region.	Services would be planned and supported to serve all parts of the CA region.
		<u>Audible and visual announcements on buses/at stops</u>	Provide audible announcements (engagement/consultation of disability/older people's groups during design).	No particular impact; bus stops would continue to be the responsibility of CA; most operators already specifying audible announcements and visual displays on vehicles.	No particular impact; bus stops would continue to be the responsibility of CA; most operators already specifying audible announcements and visual displays on vehicles.
		<u>Consistent branding</u>	Develop and apply more consistent branding across the bus fleet (engagement/consultation of disability/older people's groups during design).	CA would co-ordinate and specify route numbering and route branding / colour coding. Consistent branding would exist across the network.	CA would not be able to require consistent branding but could encourage operators to introduce it.
		<u>New facilities (e.g. waiting areas)</u>	Provide seating and shelter as minimum, with further amenities	Responsibility of CA	Responsibility of CA

			including signage, lighting, and toilets wherever feasible to do so.		
		<u>'Please offer me a seat' badges</u>	Provision of badges or cards which enable people who are less able to stand to be offered a seat without necessarily asking (as used in London and Brighton)	CA would be able to specify the use of this type of scheme.	CA would be able to suggest this type of scheme.
		<u>Overall</u>	Pro-active communication of any changes in order to reduce negative impacts on people for whom change can be stressful and/or disconcerting, particularly for those who experience cognitive impairments such as Dementia (more common amongst older people).	CA would have overall responsibility for promoting the network.	CA and operators would share the responsibility for promoting the network.
Summary of differences in operating models				Likely to produce the most positive impacts in terms of integration between operators and providing a network that is planned to maximise coverage.	Likely to gain many of the positive impacts of integration and legally binding standards for operators but maintain more operator-individuality than franchising.

Table 2: Protected Characteristic – Disabled People

Protected Characteristic					
Disabled People					
Demographics	UK profile		CPCA Area profile		
	24% (2021) <sup>3</sup>		22% (2021)		
Impact rating	Evidence justifying the impact rating				
Overall impact	Positive				
Positive Impact	√	<u>Overall comments</u>		Franchising	Enhanced Partnership
		<u>Fares</u>	People who experience disabilities but are fare-paying bus passengers (i.e. those who do not qualify for the English National Concessionary Travel Scheme) may benefit from a wider range of fare products, cheaper fares, and multi-route/service discounts.	Single operator tickets would be withdrawn and replaced by integrated network-wide ticketing, simplifying the fares products offered. Better value would be provided by network-wide tickets offered without any premium over previous single-operator tickets.	Integrated ticketing would be introduced, but operator-only tickets would continue. Whilst offering choice of different products, with potential savings for single operator tickets, the multi-operator ticket would be offered at a premium.
		<u>Off-bus/smart ticketing</u>	Simplification of fares may benefit some people with cognitive disabilities.	No particular impact.	No particular impact.

<sup>3</sup> [TS038 - Disability](#)



	<p><u>Routes</u></p>	<p>Service improvements (e.g. increased frequencies) should have a positive impact (especially on currently car-captive groups e.g. in rural areas). Disabled adults make 3/5 journeys by car, which is comparable to non-disabled adults. However, they make a greater proportion of their travel by bus, 7% compared with 5% for adults without disabilities. <a href="#">[DfT, 2021]</a> and therefore stand to benefit.</p> <p>Social inclusion benefits for new/retained routes (e.g. for the 13% of disabled people in rural areas). [QS303EW].</p>	<p>Greater CA control over geography and coverage of routes.</p> <p>DRT and/or feeder services would be pursued in some rural areas, replacing market-day services, and providing access to areas currently not served. Services would interchange with trunk services to main centres via purpose built rural hubs.</p>	<p>DRT and/or feeder services would be pursued in some rural areas, replacing market-day services, and providing access to areas currently not served.</p>
	<p><u>Service reliability/frequencies</u></p>	<p>Benefits for those who struggle to stand or might not be able to wait for long periods.</p> <p>Could be achieved through bus priority measures under any scenario</p>	<p>Quality Incentive Contracts will incentivise operators to achieve service reliability.</p> <p>Greater CA control over service frequencies through contract specification.</p>	<p>No particular impact.</p>
	<p><u>Audible and visual announcements on buses/at stops</u></p>	<p>Improve ease of use of buses for people who experience visual and cognitive impairments.</p>	<p>CA would be able to specify aspects of vehicle design.</p> <p>CA would control bus stops (including design and</p>	<p>CA would be able to specify aspects of vehicle design.</p> <p>CA would control bus stops (including design and</p>

				accessibility feature specification).	accessibility feature specification).
		<u>Consistent branding</u>	Ease of use for people who experience visual and/or cognitive impairments. Easier comprehension of the local public transport network for all.	Consistent branding could be applied across the bus network, including vehicles, infrastructure, and information materials.	Consistent branding across the network could be negotiated and agreed with operators.
		<u>New facilities (e.g. waiting areas)</u>	Seating for people who may be less able to stand (e.g. those who experience physical disabilities). Protection from elements when waiting. Provision of toilets and Changing Places close to key interchange facilities improves comfort levels and dignity for some people who experience disabilities. This is particularly important at rural hubs or where alternative services are unavailable. Quieter waiting areas away from high volume traffic / pedestrian footfall areas for people who experience cognitive impairments.	CA would have control of bus facilities.	CA would have control of bus facilities.

	No Impact	<u>Fares</u>	Unlikely to have an impact on the majority of people experiencing registered/severe disabilities as most will travel for free as part of the English National Concessionary Travel Scheme.	No particular impact.	No particular impact.
		<u>Enable new trips</u>	Existing routes will ideally get busier as a result of positive changes to the network, impacting on current passengers, so access to seats could potentially be more challenging at peak times which may impact older passengers. However, increasing patronage would be likely to result in additional buses being added to busy routes, with more frequent services and enhanced journey time reliability for all passengers.	No particular impact.	No particular impact.
	Negative Impact	<u>Off-bus/smart ticketing</u>	Change difficult for people who experience cognitive disabilities. Off-bus machines need to be suitably accessible for people who experience a range of cognitive, physical, and sensory impairments.	No particular impact.	No particular impact.
	Possible reasonable adjustments, monitoring	<u>Enable new trips</u>	Monitor patronage and provide appropriate capacity to avoid overcrowding on vehicles.	Responsibility mainly with operators, although CA would have an interest in this	Responsibility for data collection would be with operators.

			Provide driver training to provide assistance and not pull away from stops until such vulnerable users are seated (in accordance with the Bus Back Better strategy and above and beyond requirements of relevant legislation such as the Equality Act 2010 and The Public Service Vehicles (Conduct of Drivers, Inspectors, Conductors and Passengers) Regulations 1990). Independent travel training for disabled people.	information to closely monitor usage.  CA could specify driver training as part of franchising agreement.	CA could suggest driver training.
		<u>Off-bus/smart ticketing</u>	Consider ways in which more traditional methods of payment/concession cards are still available.	Greater CA control over off-bus ticket purchasing, allowing scope for in-street payment machines/cash vending at bus stations.	No particular impact – operators may choose to maintain cash payment options, but limited CA control.
		<u>Fares</u>	Monitor long-term fare changes and continually assess the potential impacts of any increases affecting older and younger people.	Scope for CA oversight as an independent body through franchise contract specification	No particular impact
Good practice opportunities		<u>Fares</u>	Develop a range of fare products that cater to various family groups/age groups/journey types that apply consistently across the CA area or sub-areas.	CA would set fares/specify integrated fare products	CA could coordinate the provision of all-operator fares products (subject to Competition and Markets Authority guidance); whilst operators maintain control of operator-only fares.

		Provide carer/companion tickets for travellers with disabilities.		
	<u>Routes</u>	Ensure rural areas are/continue to be served.	Services would be planned and supported to serve all parts of the CA region.	Services would be planned and supported to serve all parts of the CA region.
	<u>Audible announcements on buses/at stops</u>	Provide audible announcements (engagement/consultation of disability/older people’s groups during design).	No particular impact; Bus stops would continue to be the responsibility of CA; most operators already specifying audible announcements and visual displays on vehicles.	No particular impact; Bus stops would continue to be the responsibility of CA; most operators already specifying audible announcements and visual displays on vehicles.
	<u>Consistent branding</u>	Develop and apply more consistent branding across the bus fleet (engagement/consultation of disability/older people’s groups during design).	CA would co-ordinate and specify route numbering and route branding / colour coding. Consistent branding would exist across the network.	CA would not be able to require consistent branding but could encourage operators to introduce it.
	<u>New facilities (e.g. waiting areas)</u>	Provide seating and shelter as minimum, with further amenities including signage, lighting, and toilets wherever feasible to do so.	Responsibility of CA	Responsibility of CA
	<u>‘Please offer me a seat’ badges</u>	Provision of badges or cards which enable people who are less able to stand to be offered a seat without necessarily asking (as used in London and Brighton)	CA would be able to specify the use of this type of scheme.	CA would be able to suggest this type of scheme.

		<p><u>Language and Communication</u></p>	<p>In the UK, 14% of people have learning difficulties (1 in 7) (<a href="#">GOV, 2020</a>). Some learning difficulties such as autism and dyslexia can have an impact on individuals ability to communicate. Operators may need to use slightly different language for audible and visible information.</p> <p>Being patronised by drivers may deter disabled people from traveling by bus. Driver training should support drivers in learning how to use concise, simple language when providing accessible information to increase passenger understanding and should use some of the principles of easy read language. (<a href="#">GOV, 2024</a>).</p> <p>Drivers need to ensure they are speaking directly to a disabled person, even if they have an interpreter or companion with them, using, a normal tone of voice, don't patronise or talk down, not speaking or finish a sentence for the person you are</p>	
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			<p>talking to, and ensuring they address disabled people in the same way they would everyone else (<a href="#">GOV, 2021</a>).</p>		
		<u>Enabling new trips</u>	<p>Disability awareness training for drivers supports disabled people in using bus services.</p>		
		<u>Overall</u>	<p>Pro-active communication of any changes in order to reduce negative impacts on people for whom change can be stressful and/or disconcerting, particularly for those who experience cognitive impairments such as Dementia (more common amongst older people).</p>	<p>CA would have overall responsibility for promoting the network</p>	<p>CA and operators would share the responsibility for promoting the network.</p>
	Summary of differences in operating models			<p>Likely to produce the most positive impacts in terms of integration between operators and providing a network that is planned to maximise coverage.</p>	<p>Likely to gain many of the positive impacts of integration and legally binding standards for operators but maintain more operator-individuality than franchising.</p>

Table 3: Protected Characteristic – Gender Reassignment

		Protected Characteristic Gender Reassignment			
Demographics	UK profile			CPCA Area profile	
	0.1% (2021) <sup>4</sup>			0.1% (2021)	
Impact rating	Evidence justifying the impact rating				
Overall impact	Positive				
Positive Impact	√	<u>Overall comments</u>		<u>Franchising</u>	<u>Enhanced Partnership</u>
		<u>Availability of CCTV</u>	In the UK trans people are twice as likely to be victims of crime. <a href="#">[The Guardian, 2020]</a> . CCTV acts as a deterrent to crime <a href="#">[College of policing, 2021]</a> and improved evidence base increases likelihood of perpetrators of harassment/assault etc. being caught.  Improves perceived safety for transgender/gender reassigned people (particularly when travelling at night or alone)	CA would be able to specify aspects of vehicle design and would control at-stop security features.	CA would be able to encourage aspects of vehicle design and would control at-stop security features.
No Impact					

<sup>4</sup> [TS078 - Gender identity](#)



Negative Impact					
Possible reasonable adjustments, monitoring					
Good practice opportunities		<u>Availability of CCTV</u>	Include CCTV in new vehicles and make footage available to the police when appropriate; advertising the presence of cameras may also deter hate crimes	CA would be able to specify aspects of vehicle design and would control at-stop security features.	CA would be able to encourage aspects of vehicle design and would control at-stop security features.
Summary of differences in operating models				No particular benefit between operating models	

Table 4: Protected Characteristic: Sex

Protected Characteristic				
Sex				
Demographics	GB profile		CPCA Area profile	
	Male: 49% (29,177,340) (2021) <sup>5</sup> Female: 51% (30,420,202) (2021)		Male: 49% (335,468) (2021) Female: 51% (343,381) (2021)	
Impact rating	Evidence justifying the impact rating			
Overall Impact	Positive			
Positive Impact	√	<u>Overall comments</u>	<u>Franchising</u>	<u>Enhanced Partnership</u>
		<u>Fares</u>	Fare integration and/or family type tickets likely to have positive impact on female travellers (who are more likely to trip chain or travel with children). <a href="#">[Dft,2015]</a> .	Single operator tickets would be withdrawn and replaced by integrated network-wide ticketing, simplifying the fares products offered. Better value would be provided by network-wide tickets offered without any premium over previous single-operator tickets.

<sup>5</sup> TS008 - Sex

	<p><u>Journey times</u></p>	<p>Reduced journey times may provide more free time for additional tasks (incl. unpaid labour e.g. childcare, shopping etc – which are more common amongst women with women carrying out 60% more unpaid work than men <a href="#">[ONS, 2016]</a></p>	<p>Greater CA control over geography and coverage of routes. DRT and feeder services would be integrated with timetables, potentially improving journey times.</p>	<p>DRT and feeder services would be integrated with timetables, potentially improving journey times.</p>
	<p><u>Service reliability/frequencies</u></p>	<p>Increased perceived and actual safety for women waiting for buses at night, for example (as a result of reduced waiting times). Some studies report up to 84% of women said they felt unsafe waiting for a bus after dark <a href="#">[USDRAW, 2010]</a>.</p> <p>Could be achieved through bus priority measures under any scenario</p>	<p>Potential for contract extension particularly incentivises operators to achieve service reliability.</p> <p>Greater CA control over service frequencies through contract specification.</p>	<p>No particular impact.</p>
	<p><u>New facilities (e.g. waiting areas)</u></p>	<p>Protection from elements when waiting Improved natural surveillance of busier waiting areas (e.g. bus stations) should improve perceived safety and reduce opportunities for crime, with women more at risk than men of some crimes such as sexual harassment <a href="#">[Gov, 2020]</a> and some studies reporting that 71% of women have experienced sexual harassment in a public place <a href="#">[The Guardian, 2021]</a></p>	<p>CA would have control or influence over bus facilities.</p>	<p>CA would have control or influence over bus facilities.</p>

		<u>Availability of CCTV</u>	Acts as a deterrent to crime [ <a href="#">College of policing, 2021</a> ] and improved evidence base increases likelihood of perpetrators of sexual harassment etc. being caught  Improves perceived safety for women (e.g. when travelling at night or alone)	CA would be able to specify aspects of vehicle design and would control at-stop security features.	CA would be able to encourage aspects of vehicle design and would control at-stop security features.
No Impact					
Negative Impact					
Possible reasonable adjustments, monitoring					
Good practice opportunities		<u>Fares</u>	Develop a range of fare products that cater to various family groups/age groups/journey types that apply consistently across the CPCA area or sub-areas.	CA would set fares/specify integrated fare products.	CA would set fares/specify integrated fare products; whilst operators maintain control of operator-only fares.
		<u>New facilities (e.g. waiting areas)</u>	Provide seating and shelter as minimum, with further amenities including signage, lighting, and toilets wherever feasible to do so.	Responsibility of CA.	Responsibility of CA.

<p>Summary of differences in operating models</p>	<p>Likely to produce the most positive impacts in terms of integration between operators and providing a network that is planned to maximise coverage and reliability.</p>	<p>Likely to gain many of the positive impacts of integration and legally binding provision of facilities and measures by authorities and operators. Maintains more operator-individuality than franchising.</p>
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Table 5: Protected Characteristic: Marriage and Civil Partnership

Protected Characteristic Marriage and Civil Partnership				
Demographics	UK profile		CPCA Area profile	
	47% (2021) <sup>6</sup>		49% (2021)	
Impact rating	Evidence justifying the impact rating			
Overall impact	Neutral			
Positive Impact	<u>Overall comments</u>		<u>Franchising</u>	<u>Enhanced Partnership</u>
No Impact		No expected impact		
Negative Impact				
Possible reasonable adjustments, monitoring				
Good practice opportunities				

<sup>6</sup> [TS002 - Legal partnership status](#)

Summary of differences in operating models		
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Table 6: Protected Characteristic – Pregnancy and Maternity

Protected Characteristic Pregnancy and Maternity					
Demographics	UK profile		CPCA Area profile		
	N/K		N/K		
Impact rating	Evidence justifying the impact rating				
Overall impact	Positive				
Positive Impact	√	<u>Overall comments</u>		<u>Franchising</u>	<u>Enhanced Partnership</u>
		<u>Fares</u>	Fares integration and/or family type tickets likely to have positive impact on people travelling with children.	Single operator tickets would be withdrawn and replaced by integrated network-wide ticketing, simplifying the fares products offered. Better value would be provided by network-wide tickets offered without any premium over previous single-operator tickets.	Integrated ticketing would be introduced, but operator-only tickets would continue. Whilst offering choice of different products, with potential savings for single operator tickets, the multi-operator ticket would be offered at a premium.

		<u>Journey times</u>	Reduced journey times may provide more free time for additional tasks (incl. unpaid labour e.g. childcare).	Greater CA control over geography and coverage of routes.  DRT and feeder services would be integrated with timetables, potentially improving journey times.	DRT and feeder services would be integrated with timetables, potentially improving journey times.
		<u>New facilities (e.g. waiting areas)</u>	Protection from elements when waiting. Comfortable seating when waiting for bus services and waiting areas that make it easier to manage younger children safely (given likely proximity to highway environments) and allow a resting place for pregnant women who may be less able to stand.	CA would have control of bus facilities.	CA would have control of bus facilities.
	No Impact				
	Negative Impact	<u>Enable new trips</u>	Existing routes will ideally get busier as a result of positive changes to the network, impacting on current passengers, so access to seats could potentially be more challenging at peak times which may impact pregnant women or people with pushchairs. However, increasing patronage would be likely to result in additional buses being added to busy routes, with more	No particular impact.	No particular impact.



			frequent services and enhanced journey time reliability for all passengers.		
Possible reasonable adjustments, monitoring		<u>Enable new trips</u>	<p>Monitor patronage and provide appropriate capacity to avoid overcrowding on vehicles.</p> <p>Provide driver training to provide assistance and not pull away from stops until such vulnerable users are seated (in accordance with the National Bus Strategy and above and beyond requirements of relevant legislation such as the Equality Act 2010 and The Public Service Vehicles (Conduct of Drivers, Inspectors, Conductors and Passengers) Regulations 1990).</p>	<p>Responsibility mainly with operators, although CA would have an interest in this information to closely monitor usage.</p> <p>CA could specify driver training requirements as part of franchising agreement.</p>	<p>Responsibility for data collection would be with operators.</p> <p>CA could suggest driver training.</p>
Good practice opportunities		'Baby-on-board' badges	Provision of badges which enable pregnant women to be offered a seat without necessarily asking (as used in London)	CA would be able to specify the use of this type of scheme.	CA would be able to suggest this type of scheme.
Summary of differences in operating models				Likely to produce the most positive impacts in terms of integration between operators and providing a network that is planned to maximise coverage and reliability.	Likely to gain many of the positive impacts of integration and legally binding standards for operators but maintain more operator-individuality than franchising.

Table 7: Protected Characteristic: Race and Ethnicity

		Protected Characteristic Race (Ethnicity)			
Demographics	UK profile	CPCA Area profile			
	81.7% (White) 9.3% (Asian, Asian British, Asian Welsh) 4% Black, Black British, Black Welsh, Caribbean or African 2.9% (Mixed or Multiple ethnic groups) 2.1% (Other ethnic group) ( <a href="#">ONS, 2022</a> )	85.4% (White) 7.9% (Asian, Asian British, Asian Welsh) 2.1% (Black, Black British, Black Welsh, Caribbean, African) 3% (Mixed or Multiple ethnic groups) 1.7% Other ethnic group ( <a href="#">Cambridgeshire Insight, 2021</a> )			
Impact rating	Evidence justifying the impact rating				
Overall Impact	<b>Positive</b>				
Positive Impact	√	<u>Overall comments</u>		<u>Franchising</u>	<u>Enhanced Partnership</u>
		<u>Availability of CCTV</u> Acts as a deterrent to crime [ <a href="#">College of policing, 2021</a> ] and improved evidence base increases likelihood of perpetrators of harassment/assault etc. being caught. 8% of racially motivated hate crimes in the East of England took place within the Cambridgeshire police force area. [ <a href="#">Home Office, 2021</a> ] and people of mixed ethnicity are slightly more	CA would be able to specify aspects of vehicle design and would control at-stop security features.	CA would be able to specify aspects of vehicle design and would control at-stop security features.	

			likely than other ethnic groups to be victims of crime. <a href="#">[Gov.UK, 2021]</a> Improves perceived safety for people of all ethnicities (particularly when travelling at night or alone).		
		<u>Routes</u>	In the UK, round 3% of white people were unemployed in 2022, compared with 6% of people from all other ethnic groups combined. Bangladeshi and Pakistani (9%), Asian 'other' (7%) and black (7%) ethnic groups show the highest unemployment rates. As well as this, in every ethnic group, 16- to 24-year-olds were more likely to be unemployed than any other age group [Gov, 2023]. Having more bus routes and services will open up more job opportunities as people will be able to get to jobs easier.	Routes will be designed under franchise contracts to connect at interchanges to increase connectivity to more destinations.	Operators can be encouraged to integrate services and improve connections, but operators are free to change services and routes as and when they wish.
	No Impact				
	Negative Impact				
	Possible reasonable adjustments, monitoring				

Good practice opportunities	<u>Availability of CCTV</u>	Include CCTV in new vehicles and make footage available to the police when appropriate; advertising the presence of cameras may also deter hate crimes	CA would be able to specify aspects of vehicle design and would control at-stop security features.	CA would be able to encourage aspects of vehicle design and would control at-stop security features.
	<u>Language</u>	<p>Driver training to be able to understand basics of other languages or to find ways to communicate with those whose first language isn't English or struggle with understanding travel information. In CPCA, those who have English as their main language is 88.1% (<a href="#">Cambridgeshire Insight, 2021</a>). Allowing the 11.9% where English isn't their first language will make people feel more comfortable traveling by bus if they are able to communicate and in turn will create a more inclusive environment.</p> <p>To reach all potential passengers , drivers need to make effective use of accessible communication formats. Not everybody's first language is English and therefore it is important to be able to communicate effectively to enable everyone to be able to use public transport. They may be able to understand straightforward texts on familiar topics accurately and</p>	CA could require basic aspects of different languages to be included in driver training. It will also be able to provide information materials in different languages.	CA could encourage operators to consider ways of incorporating basic information in other languages.

			<p>independently, but information from unfamiliar sources, in this case travel information, could cause problems. Transport provides access to many amenities; employment, education, leisure, and activities. Lack of access to public transport, due to low literacy levels, equates to less opportunities for 7.1 million adults in England preventing people from accessing work/education/leisure opportunities (<a href="#">Natural Literacy Trust, n.d.</a>). TfL offer the Tube map in 15 other languages including languages such as Polish, Arabic and Greek (<a href="#">TfL, 2024</a>). Provision of bus timetables, ticketing information and other key information in different languages would support those who have English as an additional language and enable them to use public transport without concerns.</p>		
<p>Summary of differences in operating models</p>			<p>No particular benefit between operating models</p>		

Table 8: Protected Characteristic - Religion and Belief

Protected Characteristic Religion and Belief				
Demographics	Demographics (UK profile: self-declared as part of a religious group in urban settlements)		Demographics (Cambridgeshire profile: self-declared as part of a religious group)	
	57% (2021) <sup>7</sup>		53% <sup>8</sup> (2021)	
Impact rating	Evidence justifying the impact rating			
Overall Impact	Positive			
Positive Impact	√	<u>Overall comments</u>	<u>Franchising</u>	<u>Enhanced Partnership</u>
		<u>Availability of CCTV</u> Acts as a deterrent to crime [ <a href="#">College of policing, 2021</a> ] and improved evidence base increases likelihood of perpetrators of harassment/assault etc. being caught. 12% of Religiously motivated hate crimes in the East of England took place within the Cambridgeshire police force area [ <a href="#">Home Office, 2021</a> ] and 6% of all hate crimes recorded by police across the UK were related to religion. Improves perceived safety for people of different religions, where this is something that is visible and	CA would be able to specify aspects of vehicle design and would control at-stop security features.	CA would be able to encourage aspects of vehicle design and would control at-stop security features.

<sup>7</sup> [TS030 - Religion](#)

			can spur hate crimes etc (particularly when travelling at night or alone)		
	No Impact				
	Negative Impact				
	Possible reasonable adjustments, monitoring				
	Good practice opportunities	<u>Availability of CCTV</u>	Include CCTV in new vehicles and make footage available to the police when appropriate; advertising the presence of cameras may also deter hate crimes	CA would be able to specify aspects of vehicle design and would control at-stop security features.	CA would be able to encourage aspects of vehicle design and would control at-stop security features.
	Summary of differences in operating models			No particular benefit between operating models	

Table 9: Protected Characteristic - Sexual Orientation

Protected Characteristic					
Sexual Orientation					
Demographics	UK profile		East of England profile		
	3.2% self-declared as non-heterosexual (2021) <sup>9</sup>		3.5% self-declared as non-heterosexual (2021)		
Impact rating	Evidence justifying the impact rating				
Overall impact	Positive				
Positive Impact	√	<u>Overall comments</u>		<u>Franchising</u>	<u>Enhanced Partnership</u>
		<u>Availability of CCTV</u>	Acts as a deterrent to crime [College of policing, 2021] and improved evidence base increases likelihood of perpetrators of harassment/assault etc. being caught. According to a study by YouGov, One in five LGBT people have experienced a hate crime or incident because of their sexual orientation and/or gender identity in the last 12 months [Stonewall, 2021]  Improves perceived safety for LGBTQ+ people (particularly when travelling at night or alone)	CPCA would be able to specify aspects of vehicle design and would control at-stop security features.	CPCA would be able to encourage aspects of vehicle design and would control at-stop security features.

<sup>9</sup> [TS077 - Sexual orientation](#)



No Impact					
Negative Impact					
Possible reasonable adjustments, monitoring					
Good practice opportunities		<u>Availability of CCTV</u>	Include CCTV in new vehicles and make footage available to the police when appropriate; advertising the presence of cameras may also deter hate crimes	CA would be able to specify aspects of vehicle design and would control at-stop security features.	CA would be able to encourage aspects of vehicle design and would control at-stop security features.
Summary of differences in operating models				No particular benefit between operating models	

## 3. Outcomes

### Monitoring systems

- 3.1 Various metrics will be used to monitor the impact of the bus network organisation proposals. These will be defined more as proposals are developed, but are likely to include:
- Passenger satisfaction and user experience surveys
  - Bus patronage numbers
  - Journey time and bus service reliability and punctuality
- 3.2 More detail on planned performance monitoring is contained within the Commercial Case of the Bus Services Delivery Reform Outline Business Case Assessment.