

Equality Impact Assessment / Equality Analysis

(Version 4)

Item name	Details
Title of service or policy	CRSTS – Bath City Centre Sustainable Transport Corridor Phase 2
Name of directorate and service	Sustainable Communities - Capital Projects and Programmes
Name and role of officers completing the EqlA	V2: Meg Collin – Project Manager
Date of assessment	V1 November 2025

Equality Impact Assessment (or ‘Equality Analysis’) is a process of systematically analysing a new or existing policy or service to identify what impact or likely impact it will have on people and different groups within our community. The main aim is to identify any adverse impacts (i.e. discriminatory or negative consequences for a particular group or sector of the community, and to identify areas where equality can be better promoted). Equality impact Assessments (EqIAs) can be carried out in relation to services provided to customers and residents as well as employment policies/strategies that relate to staffing matters.

This toolkit has been developed to use as a framework when carrying out an Equality Impact Assessment (EqIA) or Equality Analysis. **Not all sections will be relevant – so mark N/A any that are not applicable.** It is intended that this is used as a working document throughout the process, and a final version will be published on the Council’s website following relevant service lead approval.

1.1 Identify the aims of the policy or service and how it is implemented

Key questions	Answers / notes
<p>1.1 Briefly describe purpose of the service/policy e.g.</p> <ul style="list-style-type: none"> • How the service/policy is delivered and by whom • If responsibility for its implementation is shared with other departments or organisations • Intended outcomes 	<p>This trial forms part of the wider Bath City Centre CRSTS Phase 2 project (funded primarily through WECA)</p> <p>The project aims to improve the experience of bus users, through a trial intervention, providing a more reliable service and improving passenger experience.</p> <p>The scheme aims to:</p> <ul style="list-style-type: none"> • Reduce blockages (and therefore delays) for busses on Westgate St – especially during the Christmas Market period – improving the experience for bus users • Build relationships with the bus operators (specifically First Bus and Bath Bus Company) • Trial the principles of the permanent works on Westgate St before implementing them.
<p>1.2 Provide brief details of the scope of the policy or service being reviewed, for example:</p>	<p>The scheme will trial an adaptation to existing infrastructure, to better support the passenger experience for those travelling by bus.</p> <p>The council is working with bus operators, members and other local</p>

<ul style="list-style-type: none"> • Is it a new service/policy or review of an existing one? • Is it a national requirement?). • How much room for review is there? 	<p>stakeholders to develop and evaluate the trial and ensure views of residents are central to any scheme proposed.</p> <p>The council's highways team are directly involved in terms of parking provision, traffic management and quality assurance, to ensure schemes proposed are both safe and deliverable within the existing network.</p>
1.3 Do the aims of this policy link to or conflict with any other policies of the Council?	<p>The project aligns closely with the council's overriding purpose 'to improve people's lives' – through the improvement of public transport provision. This also links to the priority of tackling the Climate and Ecological Emergencies. The following principles are also addressed:</p> <ul style="list-style-type: none"> • Preparing for the Future – through delivery of infrastructure that is fit for the future and modern travel habits • Delivering for Local Residents – ensuring schemes are delivered with minimal disruption and meet users' needs • Focusing on Prevention – contributing to positive health outcomes and reduction in carbon emissions which are harmful to people and the environment <p>The project will also need to balance this with the needs of the local traffic network, and ensuring the scheme is safe for all users, whilst enabling those that need to use their car to continue to do so.</p>

2. Consideration of available data, research and information

Key questions	Data, research and information that you can refer to
2.1 What equality focussed training have staff received to enable them to understand the needs of our diverse community?	Council officers involved in the scheme have received equalities training. Training for staff is available through the internal training portal and is a prerequisite for managers and senior staff. Bespoke and ongoing training is available and encouraged.
2.2 What is the equality profile of service users?	The profile of service users could include all residents and service users of B&NES. Details regarding the profile of the district's population can be found in the Strategic Evidence Base report, at https://beta.bathnes.gov.uk/strategic-evidence

<p>2.3 Are there any recent customer satisfaction surveys to refer to? What were the results? Are there any gaps? Or differences in experience/outcomes?</p>	<p><i>For the wider Bath City Centre Phase 2 project:</i></p> <ul style="list-style-type: none"> • Multiple avenues were used to raise awareness of the project, including: a webpage, questionnaire, leaflets, press release, stakeholder emails, social media, online webinar and drop in events. • Following this, public consultation was undertaken via: a public questionnaire, online webinar, in person drop in events, and stakeholder emails. • Specific stakeholders were contacted directly about the consultation exercise, including disability and access groups, local businesses, charities and health and welfare organisations <p>Over one thousand questionnaire responses were received, as well as specific emails and written responses. This includes responses from Walk/Ride Bath, Guide Dogs, Bath Alliance for Transport and Public Realm, and others.</p> <p>When asked if more people would use buses in Bath if the proposals made them more punctual, 61% responded yes.</p> <p>10% of respondents considered themselves to be disabled.</p> <p><i>For this trial:</i></p> <ul style="list-style-type: none"> • The proposal has been developed in close collaboration with the bus companies, Highways and Active Travel <p>Due to the temporary nature of the trial, no further engagement or consultation with the public has been carried out. However internal consultees have been engaged to assess the impacts and the trial will be closely monitored to assess any adverse impacts on those with protected characteristics.</p>
<p>2.4 What engagement or consultation has been undertaken as part of this EIA and with whom? What were the results?</p>	<p>See 2.3.</p>
<p>2.5 If you are planning to undertake any consultation in the future regarding this service or</p>	<p>A review with the bus companies is planned for 4 days into the trial, and a wider review will take place shortly afterwards to ensure that the trial has achieved its objectives from their perspectives and to ensure we are complying with their accessibility standards.</p>

policy, how will you include equality considerations within this?	Future engagement is planned with statutory stakeholders, as part of amendments to traffic regulation orders if the trial is made permanent.
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3. Assessment of impact: 'Equality analysis'

Based upon any data you have considered, or the results of consultation or research, use the spaces below to demonstrate you have analysed how the service or policy:

- Meets any particular needs of equalities groups or could help promote equality in some way.
- Could have a negative or adverse impact for any of the equality groups

Key questions	Examples of what the service has done to promote equality	Examples of actual or potential negative or adverse impact and what steps have been or could be taken to address this
3.1 Issues relating to all groups and protected characteristics	<p>This trial will facilitate access to bus travel, an alternative to driving and thus a decrease in carbon emissions. A reduction in cars will also support the reduction of pollution, which can negatively impact people's health.</p> <p>For individuals who may not have access to a car, particularly with economic constraints, improved bus infrastructure provides an affordable and sustainable way to move around. Furthermore, it can offer increased accessibility to work, education, healthcare, and social activities, levelling the playing field for everyone.</p> <p>This project aims to reduce car dependency across the entire community. This will have</p>	<p>There is a need to consider disabled people who rely on their vehicles to get around plus other groups that rely on vehicles for their jobs. The loss of 6no. pay and display parking bays may result in an adverse impact.</p> <p>The relocation of bus stops during the trial will reduce seating provision for the Park & Ride bus, which may have an adverse effect for disabled and pregnant people, however it will increase seating for users of the no. 3 and 4 busses (by relocating them to nearer to a bus shelter.) Any permanent scheme would look to provide seating close to all bus stops.</p>

	far-reaching positive impacts, including reduced congestion and air pollution, which are of particular importance for people with respiratory issues and environmental sensitivities. Furthermore, decreased car dependency can lead to cost savings, particularly for those who face financial barriers to car ownership, thereby promoting economic equality.	
3.2 Sex – identify the impact/potential impact of the policy on women and men.	As in 3.1 above.	No impact identified at this time. This will be reviewed throughout the programme.
3.3 Pregnancy and maternity	As in 3.1 above.	The relocation of bus stops during the trial will reduce seating provision for the Park & Ride bus, which may have an adverse effect for disabled and pregnant people, however it will increase seating for users of the no. 3 and 4 busses (by relocating them to nearer to a bus shelter.) Any permanent scheme would look to provide seating close to all bus stops.
3.4 Gender reassignment – identify the impact/potential impact of the policy on transgender people	As in 3.1 above.	Ensuring personal safety in public spaces, particularly for individuals in the trans community who may often be targets of hate crimes, will be considered during the implementation stages. The road location for the bus is the same and is in a well-lit and populated area.
3.5 Disability – identify the impact/potential impact of the policy on disabled people (ensure consideration of physical, sensory and mental health needs/differences)	As in 3.1 above Improvements to bus infrastructure, such as seating at bus stops, will support people with	As in 3.1 above. Changes in travel infrastructure might create safety concerns for disabled pedestrians. Therefore, specific interventions and safety

	<p>physical disabilities. Access on and off the bus remains the same.</p> <p>The road location remains the same and there are dropped kerbs available at the top, middle and bottom of Westgate Buildings for disabled people with mobility aids.</p> <p>Disabled parking bays on Westgate Street will not be impacted by this project.</p>	<p>measures will be implemented where necessary.</p> <p>Action:</p> <ul style="list-style-type: none"> • Maps will have accessible colour palette and appropriate colour contrast to support partially sighted and people with colour blindness <p>The P&R bus will have a verbal reminder for all passengers that the location for alighting and boarding has changed. This may support blind or partially sighted people. A member of staff for First Bus will be present on Westgate Buildings at peak times during the initial trial to help guide anyone who is unsure of the bus stop locations.</p>
3.6 Age – identify the impact/potential impact of the policy on different age groups	<p>Creating a better bus journey experience will benefit both younger and older people who are more reliant on public transport because they cannot drive or are unable to own a car. Has the potential to increase independence for younger groups.</p>	<p>No impact identified at this time. This will be reviewed throughout the programme.</p> <p>Older people living with dementia may find the change of bus location challenging. There will be additional signage to support with the transition.</p>
3.7 Race – identify the impact/potential impact on across different ethnic groups	<p>As in 3.1 above.</p>	<p>No impact identified at this time. This will be reviewed throughout the programme.</p> <p>Ensuring personal safety in public spaces, particularly for ethnic minority groups who may often be targets of hate crimes, will be considered during the implementation stages. The road location for the bus is the same and is in a well-lit and populated area.</p> <p>The bus is visibly recognised by the use of large font numbers, and the new signage will also use numbers as an alternative</p>

		format for people who require translation services.
3.8 Sexual orientation – identify the impact/potential impact of the policy on lesbian, gay, bisexual, heterosexual, questioning people	As in 3.1 above.	No impact identified at this time. This will be reviewed throughout the programme. Ensuring personal safety in public spaces, particularly for individuals in the LGBTQ+ community who may often be targets of hate crimes, will be considered during the implementation stages. The road location for the bus is the same and is in a well-lit and populated area.
3.9 Marriage and civil partnership – does the policy/strategy treat married and civil partnered people equally?	As in 3.1 above.	No impact identified at this time. This will be reviewed throughout the programme.
3.10 Religion/belief – identify the impact/potential impact of the policy on people of different religious/faith groups and also upon those with no religion.	As in 3.1 above.	No impact identified at this time. This will be reviewed throughout the programme. Ensuring personal safety in public spaces, particularly for people of faith who may be targets of hate crimes, will be considered during the implementation stages. The road location for the bus is the same and is in a well-lit and populated area.
3.11 Socio-economically disadvantaged* – identify the impact on people who are disadvantaged due to factors like family background, educational attainment, neighbourhood, employment status can influence life chances	As in 3.1 above. Additionally, bus travel supports households with no vehicle.	Ensure information is easily accessible and widely distributed. Data informs that low-income households are likely to have achieved lower educational attainment and may have reduced literacy skills.

(this is not a legal requirement, but is a local priority).		<p>The bus is visibly recognised by the use of large font numbers, and the new signage will also use numbers as an alternative format to the written word.</p> <p>The P&R bus will have a verbal reminder for all passengers that the location for alighting and boarding has changed.</p>
3.12 Rural communities* identify the impact / potential impact on people living in rural communities	As in 3.1 above.	<p>No impact identified at this time. This will be reviewed throughout the programme.</p> <p>People living in rural areas may be more likely to use the bus to reduce the cost of parking in central Bath.</p>
3.13 Armed Forces Community ** serving members; reservists; veterans and their families, including the bereaved. Public services are required by law to pay due regard to the Armed Forces Community when developing policy, procedures and making decisions, particularly in the areas of public housing, education and healthcare (to remove disadvantage and consider special provision).	As in 3.1 above	No impact identified at this time. This will be reviewed throughout the programme.
3.14 Care Experienced *** This working definition is currently under review and therefore subject to change: In B&NES, you are 'care-experienced' if you spent any time in your childhood in Local Authority care, living away from your parent(s) for example, you were	As in 3.1 above. Additionally, bus travel supports households with no vehicle.	<p>Ensure information is easily accessible and widely distributed.</p> <p>Data informs that those leaving care are likely to have achieved lower educational attainment and may have reduced literacy skills. They also may be more frequent users of the local bus services (excluding park and ride) due to their having a bus pass.</p>

adopted, lived in residential, foster care, kinship care, or a special guardianship arrangement.		The bus is visibly recognised by the use of large font numbers, and the new signage will also use numbers as an alternative format to the written word. The road location for the bus is the same and is in a well-lit and populated area.
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*There is no requirement within the public sector duty of the Equality Act to consider groups who may be disadvantaged due to socio economic status, or because of living in a rural area. However, these are significant issues within B&NES and have therefore been included here.

** The Equality Act does not cover armed forces community. However, the Armed Forces Bill (which came in on 22 Nov 2022) introduces a requirement to pay 'due regard' to make sure the Armed Forces Community are not disadvantaged when accessing public services.

***The Equality Act does not cover care experienced people. B&NES adopted this group as a protected characteristic in March 2024 alongside over 80 other Local Authorities. Although we have data for care leavers and children/young people who are currently in the care of B&NES we do not have wider data on disadvantage experienced through being in care.

4. Bath and North East Somerset Council Equality Impact Assessment Improvement Plan

Please list actions that you plan to take as a result of this assessment/analysis. These actions should be based upon the analysis of data and engagement, any gaps in the data you have identified, and any steps you will be taking to address any negative impacts or remove barriers. The actions need to be built into your service planning framework. Actions/targets should be measurable, achievable, realistic and time framed.

Issues identified	Actions required	Progress milestones	Officer responsible	By when
Ensure that signage is clear and maps have accessible colour palette and appropriate	Verify signage clarity and plan for its timely implementation	Review of signage.	Meg Collin	20-Nov- 25

colour contrast to support partially sighted and people with colour blindness				
EqlAs to be reviewed annually or if significant changes happen within the service provision.	To review the EIA		Project Lead	Ongoing
Ensure alternative forms of information are available on the bus and at Westgate Buildings at peak times	Request that bus companies put a tannoy announcement to Park & Ride users before they leave the bus to remind them of new pick up location. Request First Bus to provide personnel with high-vis on Westgate Buildings at peak times during the trial.		Meg Collin	28-Nov-25

5. Sign off and publishing

Once you have completed this form, it needs to be 'approved' by your Divisional Director or their nominated officer. Following this sign off, send a copy to the Equality Team (equality@bathnes.gov.uk), who will publish it on the Council's website. Keep a copy for your own records.

Signed off by: Tom Foster

(Divisional Director or nominated senior officer)

Date: 3 December 2025