

Equality Impact Assessment (EIA) and our equality duty

The Equality Duty helps public bodies to deliver their overall objectives for public services, and as such should be approached as a positive opportunity to support good decision-making.

It encourages public bodies to understand how different people will be affected by their activities so that policies and services are appropriate and accessible to all and meet different people's needs. By understanding the effect of their activities on different people, and how inclusive public services can support and open up people's opportunities, public bodies are better placed to deliver policies and services that are efficient and effective.

Complying with the Equality Duty may involve treating some people better than others, as far as this is allowed by discrimination law. For example, it may involve providing a service in a way which is appropriate for people who share a protected characteristic, such as providing computer training to all people to help them access information and services.

Whilst [the Gunning Principles](#) set out the rules for consulting with 'everyone', additional requirements are in place to avoid discrimination and inequality.

Cheshire East Council is required to comply with the Equality Act 2010 and the Public Sector Equality Duty. The Equality Act 2010 simplified previous anti-discrimination laws with a single piece of legislation. Within the Act, the Public Sector Equality Duty (Section 149) has three aims. It requires public bodies to have due regard to the need to:

- eliminate unlawful discrimination, harassment, victimisation and any other conduct prohibited by the Act, by consciously thinking about equality when making decisions (such as in developing policy, delivering services and commissioning from others)
- advance equality of opportunity between people who share a protected characteristic and people who do not share it, by removing disadvantages, meeting their specific needs, and encouraging their participation in public life
- foster good relations between people who share a protected characteristic and people who do not

The Equality Act identifies nine 'protected characteristics' and makes it a legal requirement to make sure that people with these characteristics are protected from discrimination:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnerships
- Pregnancy and maternity
- Race
- Religion or belief
- Sex
- Sexual orientation

Applying the equality duty to engagement

If you are developing a new policy, strategy or programme you may need to carry out an Equality Impact Assessment. You may be able to ascertain the impact of your proposal on different characteristics through desk-based research and learning from similar programmes, but you also need to carry out some primary research and engagement.

People with protected characteristics are often described as ‘hard to reach’ but you will find everyone can be reached – you just need to tailor your approach, so it is accessible for them.

Please feel free to contact the [Equality and Diversity mailbox](#) who will try to help you to assess the impacts of your proposals and will ensure that you help the Council to comply with the Equality Act 2010 and the Public Sector Equality Duty.

Section 1 – Details of the service, service change, decommissioning of a service, strategy, function or procedure

(Please delete the guidance in italics once you complete a section)

Proposal Title	Bus Service Improvement Plan Delivery Plan 2025/26
Date of Assessment	07/04/2025
Assessment Lead Officer Name and other officers involved	Louise Greenfield Jenny Marston
Directorate/ Service	Highways and Transport
Details of the service, service change, decommissioning of the service, strategy, function	The bus network in Cheshire East plays a key role in providing access to jobs and services and connecting people and places. Buses are an essential component of an integrated transport network. They have a vital role in delivering key Council policy priorities for the economy, social cohesion, public health and environmental sustainability, including decarbonisation.

<p>or procedure.</p>	<p>Improving the bus network is critical to increasing sustainable access for all, to principal towns and key service centres, enabling residents and bus users alike to benefit from an established sense of community and successful economy.</p> <p>The Council’s refreshed Bus Service Improvement Plan (BSIP) was approved by Highways and Transport Committee in June 2024, including an Equality Impact Assessment (EqIA). The assessment was undertaken to support the development of the BSIP, which incorporated Transport Focus passenger data and engagement with user groups and stakeholders through the Bus Enhanced Partnership. The BSIP is being delivered through a programme of work to spend the grant funding allocations from the Department for Transport (DfT) in line with the vision, objectives, and priorities of the BSIP.</p> <p>For 2025/26, a delivery plan has been produced in line with DfT guidance and this EqIA relates to the schemes set out below, which are subject to review and approval at Highway and Transport Committee on 19th June 2025.</p> <p>Capital Funding (£2,122,646)</p> <ul style="list-style-type: none"> • Bus Priority Infrastructure – Further investment in bus priority measures, including Imflow technology at signal junctions. Targeting up to three locations in the borough. Development of future proposals for bus priority measures, including feasibility studies and design work at three prioritised locations. • Bus Stop Infrastructure on Strategic Bus Routes & Towns – Upgrades to bus stops to gold, silver and bronze standards along strategic bus corridors and beginning the rollout of gold stop upgrades in five towns. • Bus Interchange – Funding to support the upgrade and improvement of Macclesfield Bus Station. • Real Time Passenger Information (RTPI) – Implementation of RTPI at eight locations within the borough, followed by the prioritisation and implementation of a further three locations.
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Revenue Funding (£2,879,963)

- **2025/26 Bus Service Enhancements** – Development of further service enhancements, including improved frequencies and extensions to existing routes, as well as the consideration of new services.
- **Continuation of Silk Town Ticket** – Continuation of Silk Town Ticket trial until March 2026.
- **Continuation of 16-19 Bus Saver** – Continuation of 16-19 pass until March 2027, with consideration of a £1 flat fare, following market changes and feedback since initial implementation.
- **Improved marketing, communications and promotion** – Marketing and communications budget to support the promotion of BSIP schemes and initiatives.
- **Continued support for reconfiguration of Flexible/DRT** – Continuation of single integrated DRT trial service, with extended days and hours of operation (funding for 2026/2027 operations).
- **Transport Focus (Passenger Satisfaction Monitoring)** – Cheshire East have been supported by national Transport Focus team to monitor the satisfaction of passengers, in line with BSIP targets.
- **BSIP Programme (LTA Delivery)** – Additional support for the delivery of the wider BSIP programme within Cheshire East Council.

The 2024 BSIP includes the following vision, which has been carried through into the 2025/26 delivery plan: *“To transform the bus network within Cheshire East to provide attractive, reliable and convenient connections that enable more residents and visitors to choose bus, make fewer car journeys, to contribute to our carbon reduction challenge and improve the health of our citizens”*.

The bus vision is linked to corporate strategic priorities and the Local Transport Plan (LTP). The delivery of the BSIP is split into three phases across our town, inter-urban and rural bus network.

	<ul style="list-style-type: none"> • Phase 1 – stabilise the network • Phase 2 – quality improvements • Phase 3 – network growth <p>Short, medium and long-term ambitions have been identified within the 2024 BSIP. The 2025/26 delivery plan includes schemes which aim to deliver a strong complementary package of measures that deliver on the BSIP vision and ambitions and deliver improvements to passengers, invest in supporting growth and sustainability, as well as ensuring deliverability.</p> <p>The 2025/26 delivery plan schemes have been informed by stakeholder engagement (with both statutory and non-statutory consultees), this has occurred as early as 2021 and has continued at regular intervals (twice a year at EP Forums and three times a year at operator working groups) in the intervening years. Going forwards, ongoing engagement has been planned to monitor and evaluate the schemes throughout implementation.</p> <p>The DfT has allocated £5,444,474 to Cheshire East in 2025/26. This Bus Grant funding is provided to support the necessary investment and expenditure for delivery of the BSIP programme and the 2025-26 Delivery Plan submitted to the DfT. The package of schemes and initiatives will continue the momentum and success of schemes funded by Phase 2 and Phase 3 BSIP+ funding. The funding and proposed schemes will be used to improve bus services (including fares) and infrastructure which delivers tangible improvements for passengers.</p>
<p>Who is impacted?</p>	<p>All residents of Cheshire East may be impacted by the delivery plan as any optimisation of the existing bus network would involve the review of routes and the efficiency of existing services. These would include:</p> <ul style="list-style-type: none"> • Bus operators • People who live / work in the borough • Education / training providers • Local businesses / employers • Anyone with a travel need in the borough <p>Specifically, it would impact residents, stakeholders and visitors with the following protected characteristics:</p>

- Age;
- Disability;
- Gender;
- Race/ethnicity;
- Sexual orientation;
- Gender reassignment;
- Marriage/Civil partnership; and
- Pregnancy/Maternity
- Religion & belief

There is a potential for varying impacts on some groups:

- Young People – can be vulnerable to social exclusion through reliance on public transport, walking & cycling. Personal security and the cost of public transport can be a barrier. Also, the desire to access public transport during evenings / weekends where availability is less.
- Older People – reliant on public transport and can face particular challenges relating to physical access to public transport. Also fear of crime can be a barrier.
- Disabled – can face particular challenges relating to physical access to public transport. Access to transport information is a potential barrier restricting, for instance, deaf and visually impaired people. Access to disabled parking can also be a challenge.
- Gender – women are likely to be more reliant on public transport than men which can impact on their access to services. Fear of crime can be more of an issue for women.
- Racial Groups – access to appropriate transport information could be a barrier through language difficulties and the ability to read / understand timetables.
- Deprivation – lack of access to a car can be a common cause of social exclusion. Cost of public transport can be an issue for those on low income who tend to be reliant on this form of transport and walking / cycling.

The sources used to collate the evidence listed above are pulled the 2021 and 2024 BSIP.

<p>Links and impact on other services, strategies, functions or procedures.</p>	<p>The package of schemes identified under the Local Bus Grant funding work towards achieving the BSIP 2024 ambition and align with the LTP. The LTP (2019-2024) outlines the role transport will play in supporting the long-term goals to improve the economy, protect the environment, improve health and wellbeing and the quality of place. It is noted that the LTP is currently being updated.</p> <p>The bus network in Cheshire East is a fundamental part of the local transport network providing accessibility to residents and businesses in the borough. The work to develop a BSIP and Enhanced Partnership with bus operators will assist in delivering the following strategic commitments (1, 2 and 3) in the Council’s new Cheshire East Plan (2025-29).</p> <p>Unlocking prosperity for all (1) and improving health and wellbeing (2) – undertaking consultation and engagement with the bus industry, users groups, key stakeholders and statutory consultees will ensure that the schemes outlined in the delivery plan are successful. Active and open engagement with the bus sector is fundamental to developing an improved bus network.</p> <p>Unlocking prosperity for all (1), improving health and wellbeing (2) and an effective and enabling council (3) – the approach to partnership working and data sharing with the commercial bus operators is expected to help the Council address some of the gaps and inconsistencies in the provision of local bus services across the borough.</p> <p>Unlocking prosperity for all (1), improving health and wellbeing (2) and an effective and enabling council (3) – through our responses to the National Bus Strategy, the aim would be to develop proposals that improve the local bus network and ensure it plays a stronger role in meeting the transport needs of local communities, encouraging greater reliance on local bus as a viable alternative, and more sustainable mode of transport across the borough. Achieving these outcomes will contribute to the Council’s aims for reducing carbon impacts and improving local air quality.</p> <p>The Corporate Plan outlines targets to reduce areas of the borough not served by public transport. The Council has already demonstrated a commitment to this through its successful bid to DfT funding as part of the Rural Mobility Fund, subsequent operations of the Go-Too service and continued delivery of the boroughwide FlexiLink service.</p> <p>The Corporate Plan also identifies the desire for thriving and active rural communities by 2025. The importance of local buses for rural communities has been reflected in the Delivery Plan 2025/26 through proposed investment in rural communities and demand responsive transport (DRT).</p>
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	<p>The Corporate Plan outlines the significant pressures in Children’s Services, particularly placements for looked after children and services for children with special educational needs, including home to school transport. A significant number of school children across the borough use buses to access educational establishments and this is considered in the Delivery Plan 2025/26 and package of interventions, aimed at young people and care leavers.</p>
<p>How does the service, service change, strategy, function or procedure help the Council meet the requirements of the Public Sector Equality Duty?</p>	<p>Improving the bus network is considered critical to increasing sustainable access for all, to principal towns and key service centres. This directly addresses the need to advance equality of opportunity by making essential services and opportunities more accessible to all residents, including those who may not have access to private transport due to age, disability, economic status, or other protected characteristics.</p> <p>The focus on improving access to employment, education and health through supported services directly supports equal opportunities in these critical areas.</p> <p>Service enhancements, including improved frequencies and extensions to existing routes, as well as additional weekend services aim to improve accessibility for residents across the borough, potentially benefiting those with mobility issues or those reliant on public transport for work or leisure. The improved Sunday service accessibility, noted to have increased access to towns and key service centres by bus on a Sunday, particularly benefits individuals who may have work or other commitments on weekdays or Saturdays.</p> <p>The 16-19 Bus Saver discount scheme for young people is designed to make bus travel more affordable for this age group, potentially increasing their access to education, employment, and social activities, thus advancing equality of opportunity for young people. The introduction of a £1 flat fare has further enhanced this scheme.</p> <p>The continued support for the reconfiguration of flexible / demand responsive transport (DRT) with extended days and hours of operation aims to support rural connectivity to towns and key service centres. This is likely to benefit residents in rural areas who may face greater transport disadvantage, thereby advancing equality of opportunity based on geographical location.</p> <p>Initiatives aimed at making bus services easier to use for passengers help to eliminate unlawful discrimination, harassment and victimisation mainly based around increased accessibility and safety initiatives. For example, the launch</p>

	<p>of the Buses in Cheshire East website with travel planning capabilities and the implementation of Real Time Passenger Information (RTPI) can particularly benefit individuals with sensory impairments or those who require more detailed information to plan their journeys confidently.</p> <p>Upgrading bus stop infrastructure to gold, silver, and bronze standards improves the quality of waiting environments, making them more accessible and safer for a diverse range of users, including older people, disabled individuals, and those with young children. Improvements to bus interchanges like Macclesfield Bus Station can make the network easier to navigate for all passengers.</p> <p>Improved marketing, communications, and promotion of BSIP schemes aim to create a greater understanding of the bus offer, ensuring that information about services and improvements reaches all segments of the population.</p> <p>The introduction and continuation of initiatives like the Silk Town Ticket the 16-19 Bus Saver and the promotion of System One ticketing aim to provide cheaper fares. Affordable transport options are particularly important for individuals on lower incomes, thereby addressing potential economic barriers to access and promoting equality of opportunity. The feasibility study into a multi-operator ticket for the south of the borough also aligns with this aim.</p>
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Section 2 - Information – What do you know?

<p>What do you know?</p>	<p>The current network of local bus services operating across Cheshire East provide access between, and links within, the principal towns of Crewe and Macclesfield as well as to a number of smaller towns and parishes across the borough including Congleton, Wilmslow, Nantwich and Sandbach.</p> <p>The 2024 BSIP provides an evidence base (which has been informed by stakeholder engagement conducted by Cheshire East officers as well as Transport Focus, a statutory watchdog for transport passengers in Great Britain) for the schemes proposed and should be reviewed alongside this document. Below are key extracts of information from the BSIP based on that stakeholder engagement:</p> <ul style="list-style-type: none"> • 57% of Cheshire East bus services are fully supported and 22% are partially supported. • An average of 85% of the population in the AM peak period (weekday) can reach a town or key service centre
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	<p>within 40 minutes by bus).</p> <ul style="list-style-type: none"> • An average of 25% of the population of the population on Sundays can reach a town or key service centre within 40 minutes by bus. • 27% increase in total passenger journeys in Cheshire East since 2021/22, only 9% are concessionary fare passengers. • 6.9 total passenger journey per head (2022/23). • Five bus stations and over 1,800 bus stops within Cheshire East. • 83% of respondents were satisfied with their overall bus journey a recorded in Transport Focus annual report March 2024. • 77% of respondents were satisfied with the punctuality of their bus at the stop. • 79% of respondents were satisfied with the value for money of their journey. • 74% of bus services provided by all operators were on-time. • 398,800 residents in 2021, an increase of 28,700 since the 2011 census. • Average population density is 392 inhabitants per km². • 58% of the population is working age. • 20.5% of the population is 18 and under and 21.5% people are retirement age (66 and older). • A quarter of Cheshire East neighbourhoods are ranked in the least deprived areas of England. • With 7% of neighbourhoods in Cheshire East ranked in the most deprived 20% of areas in England. • 15% of households do not have access to a car or van. • 41% of households have access to 1 car or van, with 44% having access to 2 or more cars or vans. <p>To arrive at the assumptions outlined in section 4, the BSIP evidence base, stakeholder consultation and socio-demographic information (including 2021 census data and IMD data) has been collated and analysed.</p>
<p>Information you used to arrive at the decision</p>	<p>As part of the BSIP, Enhanced Partnership (EP) Plan and EP Scheme development, a comprehensive review of the current bus market within Cheshire East has taken place. This evidence base explores the following data:</p> <ul style="list-style-type: none"> • Network and routes • Fleet composition • Bus user patronage and trends

	<ul style="list-style-type: none"> • Bus passenger feedback and user groups • Fares and ticketing • Population and overview of socio-economic factors • The Cheshire East Council Tartan Rug • Bus accessibility and connectivity – mapping the current levels of bus accessibility across Cheshire East to principal towns and key service centres; and • Historic monthly patronage data from operators to identify longer term trends in usage as well as any seasonal variation. <p>The full evidence base is detailed within the latest Cheshire East Bus Service Improvement Plan.</p>
Gaps in your Information	It is not thought that there are any gaps in the information to date, but the evidence base and EqIA should be continually reviewed and updated to understand if any issues worsen, or new issues arise.

Section 3 - Information - What did people tell you?

What did people tell you about your proposals?	<p>Consultation events have occurred in the form of Enhanced Partnership (EP) Forums where all key stakeholders get a chance to feedback and review any proposals, all feedback received has been positive and informative.</p> <p>Regular operator working groups are held by the Council to receive industry updates, feedback and comments on any proposed scheme and will be continued throughout the life of the programme.</p>
Details and dates of the consultation/s and/or engagement activities	<p>As part of the process to develop the BSIP, engagement activities were undertaken with Councillors, Towns and Parishes, community groups, passengers and the public to collect a wide range of thoughts and ideas which helped to shape the vision and priorities for the bus network.</p> <p>The BSIP and EP documents are publicly available and have gone through the appropriate consultation channels. Statutory consultees that were consulted included:</p>

- All operators of local bus services
- Organisations that represent local passengers
- Other local authorities that would be affected by the proposals
- Traffic Commissioner
- Chief of Police
- Transport Focus
- Competition and Markets Authority (CMA)

The Enhanced Partnership (EP) Forum in particular allows for a wider conference of interested parties to raise thoughts and opinions on the BSIP and EP documentation. The EP Forum will consist of the following members and will facilitate future variations and updates to the BSIP, EP Plan and Scheme:

- Cheshire East Borough Council
- All local bus operators
- Bus User Groups
- Train operating companies
- Healthcare and education providers
- Police
- Chamber of Commerce
- Neighbouring Authorities and LEP
- Traffic Commissioner
- Engagement with schools as part of fares and ticketing products.

The following meetings have enabled partners to inform and influence the proposed schemes for the Local Bus Grant funding.

- Enhanced Partnership Forum May and November 2024
- Operator Working Group September 2024 and January 2025

	<ul style="list-style-type: none"> Enhanced Partnership Board November 2024, March 2025 and May 2025. <p>The Council have an ongoing commitment to the Enhanced Partnership developed as part of the BSIP. Stakeholder engagement and consultation will continue for any and all of the proposed schemes under the Local Bus Grant funding. Formal consultation and engagement will be continued through the Enhanced Partnership Forums (upcoming Forum in June 2025), operator working groups and Enhanced Partnership Boards.</p>
Are there any gaps in consultation and engagement feedback?	No gaps have been identified.

Section 4 - Review of information, consultation feedback and equality analysis

Protected characteristics groups from the Equality Act 2010	What do you know? <i>Summary of information used to inform the proposal</i> <u>Refer to Section 2</u>	What did people tell you? <i>Summary of customer and/or staff feedback</i> <u>Refer to section 3</u>	What does this mean? <i>Impacts identified from the information and feedback (actual and potential).</i> <i>These can be either positive, negative or have no impact.</i>
Age	Young people can be vulnerable to social exclusion through reliance on public transport, walking & cycling. Personal security and the cost of public transport can be a	It has been noted that elderly people are struggling to access medical appointments due to insufficiency in the bus network.	No particular negative impacts have been identified at this stage however, there may be positive impacts on older and younger people who tend as groups to use public transport more than other age groups. Nationally, the proportion of trips made by bus is highest amongst those aged between 17 and 20. Young people also face barriers to transport, include the availability and cost of public transport, particularly to further and higher education. Bus use is higher for those aged 60 and over than

	<p>barrier. Also, the desire to access public transport during evenings / weekends where availability is less.</p> <p>The elderly are reliant on public transport and can face particular challenges relating to physical access to public transport. Also fear of crime can be a barrier.</p>	<p>Uptake amongst the younger people is low due to affordability and attractiveness.</p>	<p>those in middle aged groups and this has been considered within the delivery plan.</p> <p>Within the delivery plan there is ambition to make bus services more appealing and available for residents within Cheshire East. There is a desire for fares to be cheaper, services to be more frequent and comfortable. These measures will be put in place to increase patronage and as a result existing bus users (including the young and old who make up a significant proportion of current bus users) will benefit from these service enhancements.</p> <p>The reconfiguration of DRT with extended days and hours of operation will also provide improved offer and easier to use flexible transport to residents of the borough, potentially benefiting older individuals in rural areas or younger people with less conventional travel needs.</p>
<p>Disability</p>	<p>The disabled can face particular challenges relating to physical access to public transport. Access to transport information is a potential barrier restricting, for instance, deaf and visually impaired people. Access to disabled parking can also be a challenge</p>	<p>Previous consultations have shown that people with disabilities make up a disproportionately high number of bus users. As a result of BSIP funding decisions, any future service alterations may leave residents isolated with no alternative travel options.</p>	<p>No particular negative impacts have been identified at this stage, however positive impacts are possible depending on how the delivery plan is implemented but generally the BSIP and EP itself is intended to be positive.</p> <p>Key challenges faced by disabled people on the transport system include being able to access accurate and relevant travel information both before and during the journey, being able to access public transport interchanges, especially at night when these may be poorly lit, being able to access public transport vehicles and concerns regarding safety and comfort on the public transport network. This has been considered within the delivery plan.</p> <p>The delivery plan document proposes to enhance vehicle and bus stop accessibility (which is critical to anyone with a physical impairment) in a bid</p>

			to draw more passengers to local services. Similarly, more accessible information is proposed in an easy to read/understand format which will benefit passengers with visual, hearing and physical disabilities as well as all other customer groups.
Gender reassignment	Fear or crime can be an issue.	Issues around safety and inclusivity.	No particular negative impacts have been identified at this stage; however, it is widely accepted that gendered abuse and sexual harassment are particularly associated with public transport with concerns around personal safety when travelling and this has been considered within the delivery plan.
Pregnancy and maternity	Women are likely to be more reliant on public transport than men which can impact on their access to services. Fear of crime can be more of an issue for women. Accessibility around pushchairs on buses can be an issue.	Issues raised around driver training and pushchair space/access.	No particular negative impacts have been identified at this stage; however, a lack of adequate public transport provision creates further barriers to accessing medical establishments providing essential maternity services and has been considered within the delivery plan.
Race/ethnicity	Access to appropriate transport information could be a barrier through language difficulties and the ability to read / understand timetables	Issues around safety and inclusivity.	No particular negative impacts have been identified at this stage however it is important to recognise that bus services are aimed at all potential users regardless of ethnicity. Consideration also needs to be given to how fears and risks of violence associated with public transport disproportionately affect people from ethnic minorities.
Religion or belief	Fear or crime can be an issue.	Issues around safety and inclusivity.	No particular negative impacts have been identified at this stage; however, consideration needs to be given to how fears and risks of violence associated

			with public transport disproportionately affect people because of their religion or religious beliefs.
Sex	Women are likely to be more reliant on public transport than men which can impact on their access to services. Fear of crime can be more of an issue for women.	Issues around safety and inclusivity.	No particular negative impacts have been identified at this stage; however, it is widely recognised that women are very often constrained by several barriers that shape how they travel. Women are also more likely to travel by bus and less likely to travel by rail than men and this has been considered within the delivery plan.
Sexual orientation	Fear or crime can be an issue.	Issues around safety and inclusivity.	No particular negative impacts have been identified at this stage; however, it is crucial to consider how fears and risks of violence associated with public transport proportionately affects people from the LGBTQIA+ community.
Marriage and civil partnership	N/A	Not raised as a current issue for Cheshire East Bus Network in consultant or engagement events.	No negative impacts have been identified at this stage.

Section 5 - Review of information, consultation feedback and equality analysis

Mitigation	What can you do to mitigate any negative impacts or further enhance positive impacts?
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<p><i>Please summarise the impacts listed in section 4 and what will be done to mitigate these impacts</i></p>	<p>Protected characteristic specific mitigation:</p> <ul style="list-style-type: none"> • Age – Gather further data from future consultation on impact and alternatives for older and younger people during consultation periods. Explore further possibilities for mitigation. • Disability – Gather further data from future consultation on the impact and alternatives for people with disabilities during consultation periods. Explore further possibilities for mitigation. <p>No further negative impacts were identified, and mitigation will be managed as outlined above for age and disability.</p> <p>Specific mitigation for some schemes has already been identified through previous consultation:</p> <ul style="list-style-type: none"> • Multi-operator ticket – implement a robust governance structure and conduct 3 monthly reviews as recommended by participating bus operators. • 16-19 Bus Saver – implement a robust governance structure and conduct 3 monthly reviews as recommended by participating bus operators. • RTPI – consulting on different types of RTPI to understand what works best for passengers with protected characteristics. • DRT – periodic reviews and trial runs. • Service enhancements – periodic reviews around capacity and accessibility. Continued engagement to understand whether socially necessary journeys are being provided. <p>On a programme level, mitigation will be ensured for any potential negative impacts that arise through ongoing consultation and engagement (EP Forums and Operator working groups) alongside periodic reviews (subject to KPIs) and a robust risk register for each scheme.</p>
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Section 6 – Monitoring and review

Details of monitoring activities	As part of the BSIP and EP overarching process, the DfT requires quarterly monitoring against each scheme in the programme. In addition, dashboards have been set up to internal monitor the success of each scheme against set KPIs. Complaints are analysed as and when they are received, and adjustment are made as deemed necessary.
Date and responsible officer for the review of the EIA	It is recommended that the EIA be reviewed approximately 6 months after it has been signed off. The responsible officer for the review is Jenny Marston.

Section 7 – Sign off

When you have completed your draft EIA, it should be sent to the [Equality, Diversity and Inclusion Mailbox](#) for review.

If your EIA is approved, it must then be signed off by a senior manager within your Department (Head of Service or above).

Name	Richard Hibbert
Date	30/05/2025
Signature	

Once the EIA has been signed off, please forward a copy to the [Equality, Diversity and Inclusion mailbox](#) for it to be published on the website.

For Transparency, we are committed to publishing all Equality Impact Assessments relating to public engagement.

Help and support - For support and advice please contact the [Equality, Diversity and Inclusion mailbox](#)