
Bus Services Improvement Plan (BSIP) 2021

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| Committee considering report: | Individual Executive Member Decisions |
| Date of Committee: | 14 October 2021 |
| Portfolio Member: | Councillor Richard Somner |
| Report Author: | Emma Jameson |
| Forward Plan Ref: | ID4135 |

1 Purpose of the Report

- 1.1 To seek approval of West Berkshire's Bus Services Improvement Plan 2021 in time for publication by the end of October 2021, and in accordance with the National Bus Strategy, [Bus Back Better](#).

2 Recommendations

- 2.1 To approve West Berkshire's Bus Services Improvement Plan 2021 as set out in Appendix C with the following caveats:
- (a) To agree any changes to Appendix C requested by the West Berkshire Bus Enhanced Partnership Project Team, following their meeting of 13/10/2021 and as presented to the Portfolio Member on 14/10/2021 at the Individual Executive Member meeting.
 - (b) To permit the Services Director Environment (Jon Winstanley), to update the sections in Appendix C highlighted in green and red and/or make any required corrections to statements of fact and/or data in the BSIP identified prior to final publication on 31 October 2021.

3 Implications and Impact Assessment

| Implication | Commentary |
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| Financial: | The Government have set aside £3 billion to realise its new National Bus Strategy. The greater part of this will be allocated to Transport Authorities on the strengths of their BSIPs. |

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| | <p>The BSIP is not a statutory document. It is an ambitious plan of how we would like to improve bus services in West Berkshire, subject to available funding.</p> <p>Prior to 31 October 2021 a funding template will need to be completed and submitted to the Department for Transport, alongside the BSIP, to provide an indicative view of potential local authority and operator priorities for additional Government funding. The template asks for broad detail regarding potential funding requirements, both capital and resource, to deliver the expectations set out in the National Bus Strategy.</p> <p>The Department for Transport will assess the BSIP and funding template to determine funding allocations to support the activities of West Berkshire’s Enhanced Partnership. If we do not receive sufficient funding to pursue specific activities in our BSIP, we will not be committed to inclusion of these activities within our final Enhanced Partnership.</p> |
| <p>Human Resource:</p> | <p>N/A</p> <p>The additional staffing (agency/casual/fixed term/consultancy) considerations for establishing an Enhanced Partnership and BSIP (as funded through the Department for Transport capacity grants of £150,000) were considered separately with DOD4110 and agreed with Abigail Witting, HR, 28/05/2021 and have subsequently been put in place.</p> |
| <p>Legal:</p> | <p>N/A</p> <p>The BSIP is not a statutory document. It is an ambitious plan of how we would like to improve bus services in West Berkshire, subject to available funding. It will only be at the next stage, when establishing the Enhanced Partnership plan and schemes for March 2022 that we will undertake legal considerations.</p> <p>However, in completing the BSIP three commercial operators have requested the signing of Confidentiality Agreements prior to release of data about their services and operations. This data will be used to inform the combined baseline position (of all services in West Berkshire) from which future improvements to services will be measured. As agreed with Dawn Bond, Legal Services, 27/09/2021, we are moving the Confidentiality Agreements towards resolution and signature with two of the operators with a view to inclusion of their data in the BSIP prior to 31 October 2021. It is considered unlikely that we will be able to resolve an agreement with the third operator at this</p> |

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| | <p>time, although this is not considered overly detrimental to the BSIP as it estimated that less than 10% of the route they operate falls within West Berkshire.</p> |
| <p>Risk Management:</p> | <p>The main risks associated with the National Bus Strategy are not meeting the tight deadlines. These are:</p> <ol style="list-style-type: none"> 1. Commit to establishing an Enhanced Partnership by the end of June 2021. (This has been completed). 2. Publish our BSIP by the end of October 2021. (The purpose of this report). 3. By April 2022, our Enhanced Partnership plan and schemes will need to be in place. <p>Officers in Transport Services are aware of these deadlines and a Project, under the governance of the Environment Board and oversight of the Project Board, continues to manage progress.</p> <p>The other main risk is if bus operators do not join the Enhanced Partnership and/or issue letters of support for the BSIP. The letters of support will need to be published alongside the BSIP by 31 October 2021. It is considered unlikely operators will not join the Enhanced Partnership because failure to do so could mean an end to all the Government funding they receive for operating bus services, such as BRG and Bus Services Operator Grant. All operators are also being consulted (as part of the Project Team) at all stages of the project and BSIP production to help ensure that we work collaboratively and agree collective plans.</p> <p>It is important to note that the BSIP is not a statutory document. It is an ambitious plan of how we would like to improve bus services in West Berkshire, subject to available funding. The Department for Transport will assess the BSIP to determine funding allocations to support the activities of West Berkshire's Enhanced Partnership. If we do not receive sufficient funding to pursue specific activities in our BSIP, we will not be committed to inclusion of these activities within our final Enhanced Partnership.</p> |
| <p>Property:</p> | <p>Within the BSIP are details of some proposals for improvements to (and/or additional) bus stops, shelters and bus priority measures. Each proposal is being considered by Network Management for feasibility and planning and will be subject to available funding.</p> |

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| Policy: | The proposal relates to the National Bus Strategy, Bus Back Better, as published in March 2021. | | | |
| | Positive | Neutral | Negative | Commentary |
| Equalities Impact: | Yes | No | No | The bus is seen in the National Bus Strategy as a key tool in ‘Levelling Up.’ In the West Berkshire context this could include enhanced frequencies on key bus corridors, fares simplified or reduced, and the emergence of new demand responsive services to serve areas of sparse population. These improvements all have a positive impact on the life choices and chances of residents, especially to those who are currently transport deprived. |
| A Are there any aspects of the proposed decision, including how it is delivered or accessed, that could impact on inequality? | Yes | No | No | As stated above, the BSIP will result in improvements to local bus services that should benefit all residents of the district, either directly or indirectly. For example, cheaper and simplified bus fares should bring greater affordability of bus travel, especially to those on low incomes. |
| B Will the proposed decision have an impact upon the lives of people with protected characteristics, including employees and service users? | Yes | No | No | Improved bus services (higher frequencies, more routes, extended timetables, new demand responsive services, improved reliability, reduced and simplified fares) would be expected to have a positive impact on all residents, employees and service users. |
| Environmental Impact: | Yes | No | No | Greater patronage of bus services should reduce traffic pollution along key corridors, to the health benefit of those living here. The greening of buses will reduce pollution from this sector of transport. |

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| <p>Health Impact:</p> | <p>Yes</p> | <p>No</p> | <p>No</p> | <p>Improved bus services, particularly in rural areas would improve the accessibility of residents here, particularly those without access to car. This would contribute towards reducing social isolation and access to the facilities of nearby towns.</p> <p>Less car journeys on the road would contribute to cleaner air, especially along congested corridors.</p> |
| <p>ICT Impact:</p> | <p>No</p> | <p>Yes</p> | <p>No</p> | <p>Improvements to bus services will happen on the ground. Improvements to bus services information could have IT implications. These will need to be considered in full if being pursued (subject to available funding), as part of the establishment of an Enhanced Partnership plan and schemes for March 2022.</p> |
| <p>Digital Services Impact:</p> | <p>Yes</p> | <p>No</p> | <p>No</p> | <p>The BSIP will need to be published on the Council's webpage prior to 31 October 2021.</p> <p>Digital solutions are being sought to improve bus information and marketing. For example, in improving how people get information about possible bus journeys. These will need to be considered in full if being pursued (subject to available funding), as part of the establishment of an Enhanced Partnership plan and schemes for March 2022.</p> |

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| <p>Council Strategy Priorities:</p> | <p>Yes</p> | <p>No</p> | <p>No</p> | <p>1/ Ensure our vulnerable children and adults achieve better outcomes. Improved and cheaper bus services in the district would be expected to have a positive impact on such vulnerable residents by increasing their accessibility and access to key facilities.</p> <p>2/ Support everyone to reach their full potential. Improved bus services would enhance residents' access to key resources including educational and retail.</p> <p>3/ Support businesses to start, develop and thrive in West Berkshire. Improved bus services would enhance the travel opportunities of residents, especially those without access to a car. This would mean greater ease of access to employment.</p> <p>4/ Develop local infrastructure, including housing, to support and grow the local economy Enhanced bus priority measures would contribute towards the bus being more reliable and thus more of a positive choice, helping to reduce congestion which can only help the local economy.</p> <p>5/ Maintain a Green District Greater travel on bus services would reduce the number of cars on our roads and the pollution and congestion these cause.</p> <p>6/ Ensure Sustainable services through innovation and partnerships The Enhanced Partnership between the Council and the Bus Operators is intended to bring out the strengths of each party to deliver improved bus services which hopefully will prove sustainable in the long term.</p> |
| <p>Core Business:</p> | <p>Yes</p> | <p>No</p> | <p>No</p> | <p>The Government do not see their new Bus Strategy in any way as business as usual for the bus. This thinking should permeate down to each Transport Authority in their BSIPs. The overall result should be to make the bus the first choice transport for all.</p> |

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| <p>Data Impact:</p> | No | Yes | No | <p>For the resident bus and non-bus user survey used to inform the BSIP, the Consultation and Engagement privacy notice is available on the Council's website. Results from this survey have been anonymised and the BSIP itself contains no personal data.</p> <p>Confidentiality agreements are being put in place with commercial operators to enable them to release data for inclusion in the BSIP.</p> <p>Within the BSIP are initiatives on CCTV, Wi-Fi and tap-on-tap-off technology on vehicles and demand responsive technology which, if to be pursued (subject to funding) may require individual data impact assessments. These will be need to be completed as part of the Enhanced Partnership plan and schemes.</p> |
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| <p>Consultation and Engagement:</p> | <ul style="list-style-type: none">• Local bus operators - Informal consultation commenced with operators prior to the formal Statutory Notice of Intent being issued. After the formal notice was issued and circulated to all parties, operators (along with key partners and teams: West Berkshire Learning Disability Partnership Board, Network Management, Environment Delivery, Engaging & Enabling Local Communities) nominated a representative to attend the monthly Enhanced Partnership meetings to coordinate concerns, ideas and ensure the plan has been developed and produced in accordance with national requirements and with the support of local operators.• Transport Advisory Group (TAG) – the draft plan was circulated and presented to Members at TAG on 30 September 2021, prior to this Decision being taken.• Environment Board - having oversight of the Project Management for governance purposes.• Transport Officers - weekly internal meetings, emails, national briefings.• Residents - a survey seeking views from residents (both bus and non-bus users) was commissioned through/with the assistance of the Customer Engagement & Transformation team. There were 712 completed responses to the survey that took place from late July 2021 to 30 August 2021. These responses have been analysed and key outcomes highlighted within the BSIP.• Parish/Town Councils – Transport Services also contacted all local parish and town councils for comments and ideas for inclusion in the BSIP. |
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4 Executive Summary

- 4.1 The proposed Bus Services Improvement Plan for 2021 is attached at Appendix C and is being considered for approval to enable us to meet the Central Government requirement to publish an initial BSIP by 31 October 2021, in accordance with the National Bus Strategy, [Bus Back Better](#).
- 4.2 The BSIP includes details on key issues identified by residents, operators, the Council and third parties to existing local bus provision and plans for improvement including:
- Increased frequency services
 - New services
 - Bus priority measures and congestion hot-spots
 - Fares review
 - Roadside infrastructure
 - Promoting buses for tourism
 - Investing in de-carbonisation
 - Passenger Charter
 - Targets for improvements in satisfaction, journey times, punctuality etc.

- 4.3 The BSIP is a collaborative document that has been put together by the Council and the local bus operators in West Berkshire with the support of partner organisations and has been widely informed through surveys and consultancy reports.
- 4.4 The proposed BSIP at Appendix C will be presented to the West Berkshire Bus Enhanced Partnership Project Team at a meeting on 13 October 2021. Any final requests for amendment agreed at this Project Team meeting will be declared at the Individual Executive Member Decision meeting on 14 October 2021, for consideration of inclusion.
- 4.5 The proposed BSIP at Appendix C has some sections which, prior to publication by 31 October 2021, would ideally be updated with an informed position. These are highlighted in green or red in the report (and are detailed in full in 5.13). The resolution to each of these sections is not considered likely to make a significant change in the overall context to the BSIP nor to the initiatives being proposed. It is therefore proposed that updates to these sections (and/or any required corrections to statements of fact and/or data in the BSIP identified prior to 31 October 2021), can be included in the final published BSIP for 2021, subject to agreement by the Service Director Environment.

5 Supporting Information

Introduction

- 5.1 This report is seeking approval of the West Berkshire Bus Services Improvement Plan for 2021, to enable its publication by the Department for Transport deadline of 31 October 2021.

Background

- 5.2 In March 2021, the Government launched the National Bus Strategy <https://www.gov.uk/government/publications/bus-back-better>, which sets out an ambitious vision to dramatically improve bus services in England through greater local leadership, to reverse recent trends and encourage passengers back to bus - assisting towards the Carbon Neutral agenda and levelling up of the country.
- 5.3 Local Transport Authorities (LTAs) and local bus operators are required to set up Enhanced Partnerships or franchises by April 2022, including the development and publication of a Bus Services Improvement Plan and establishing an Enhanced Partnership Plan and Schemes. The Plan and Scheme(s) will help deliver a fully integrated service with simple, multi-modal tickets, more bus priority measures, high-quality information for all passengers in more places, enhanced frequencies and evening and weekend services.
- 5.4 In line with the National Bus Strategy, [Bus Back Better](#), and as agreed at the Delegated Officer Decision 4110, West Berkshire Council issued a Statutory Notice of Intent to the setting up of an Enhanced Partnership (for local bus services) in June 2021.
- 5.5 The second major milestone/deadline outlined in the National Bus Strategy, requires local authorities to publish their Bus Services Improvement Plan (BSIP) by the end of October 2021.

5.6 The Bus Services Improvement Plan sets out targets for each year to 2025 and for 2030 with progress to be published every 6 months. (A revised plan will also be required at least every 12 months).

Proposals

5.7 The government has set ambitious timescales for completion of BSIPs. The Bus Services Improvement Plan attached at Appendix C is an informed and collaborative document. It has been put together by West Berkshire's Bus Enhanced Partnership Project Team consisting of representatives for:

- Each local bus operator with active services in West Berkshire
- Transport Services Team
- West Berkshire Learning Disability Partnership Board
- Network Management
- Environment Delivery
- Engaging & Enabling Local Communities.

The BSIP will be considered for final review by the Project Team on 13 October prior to the Individual Executive Decision.

5.8 The Council issued a user and non-bus user survey in July-August 2021, receiving 712 completed responses and the results from this survey have been used to inform the BSIP and identify priorities for improvements to bus services.

5.9 The Transport Advisory Group meeting on 30 September 2021 also gave Members the opportunity for review and comment on the proposed BSIP.

5.10 However, as well as the Project Team, residents and Members, it is important to consider input from neighbouring local authorities, many of whom are still creating their own BSIPs.

5.11 Operator data forms an important part of establishing the baseline from which we will measure progress in bus services improvements over the coming years. With some commercial operators, we are awaiting signing of confidentiality agreements before the data can be released to complete the BSIP.

5.12 The Council have also commissioned various feasibility studies and reports through consultants and third parties to inform and develop specific items within the Bus Services Improvement Plan, and the final reports for some of these studies have not yet been completed.

5.13 As a result there are still some final elements to the BSIP that West Berkshire Council are looking to finalise before 31 October 2021, specifically:

| Section | Details to be finalised |
|--------------------|---|
| Tables 4.2 and 4.3 | Service patronage and mileage data from local bus operators – upon receipt/completion of confidentiality agreements. |
| Figure 4.9 | Passengers boarding buses (compiled from Operator data). Consideration to be given on whether we have separate Eastern Area data. |
| 5 | Headline targets – how and why – to be discussed and agreed with operators at 13 October 2021 Project Team meeting |
| 5.2.1 | Consideration to be given on whether we can agree any journey time targets with operators based on miles per hour. |
| 5.4.2 | “We will set targets of <u>XX</u> % of population being within 300 metres of a bus stop (or 500m in the rural areas) for different frequency bus services”. Confirmation required from ICT that we can measure this easily. |
| 6.3.2 | Newbury to Harwell / Didcot – to be updated with consultant final report. |
| 6.7.5 | Details to be confirmed with National Express. |
| 6.16.3 | To be completed with Reading Borough Council details. |
| 8.1 Table | Journey time miles per hour targets to be included; access to frequent bus service target to be discussed with ICT. |

5.14 The proposal has therefore been put forward to approve West Berkshire’s Bus Services Improvement Plan 2021 as set out in Appendix C with the following caveats:

- (a) To agree any changes to Appendix C requested by the West Berkshire Bus Enhanced Partnership Project Team, following their meeting of 13/10/2021 and as presented to the Portfolio Member on 14/10/2021 at the Individual Executive Member meeting.
- (b) To permit the Services Director Environment (Jon Winstanley), to update the sections in Appendix C highlighted in green and red and/or make any required corrections to statements of fact and/or data in the BSIP identified prior to final publication on 31 October 2021.

5.15 This will enable West Berkshire to publish our Bus Services Improvement Plan 2021 in time for the deadline of 31 October 2021, along with the required letters of operator

support and submit a copy of the BSIP to the Department for Transport with the specified funding template.

6 Other options considered

- 6.1 A number of other suggestions for bus services improvements have been raised by residents, operators, Council officers, Members, parish/town councils and partner organisations. Unfortunately, it is not feasible/practical to deliver everything and initiatives require the agreed support of all West Berkshire local bus operators and the Council, as this is a collaborative document. Measures for inclusion have therefore been considered in terms of priorities, practicality, widespread support and deliverability.
- 6.2 However, we will be required to review the Bus Services Improvement Plan every 12 months. As opportunities arise and technologies develop, new/additional initiatives may be included in future releases of our BSIP.

7 Conclusion

- 7.1 West Berkshire Council, with our local bus operators and partners have risen to the challenge of producing an ambitious and informed Bus Services Improvement Plan in accordance with the National Bus Strategy.
- 7.2 This report sets to agree to the content, and facilitate the completion, of West Berkshire's Bus Services Improvement Plan for 2021, to enable publication by 31 October 2021.

8 Appendices

- 8.1 Appendix A – Equalities Impact Assessment
- 8.2 Appendix B – Data Protection Impact Assessment
- 8.3 Appendix C – Bus Services Improvement Plan 2021

Corporate Board's recommendation

N/A

Background Papers:

- [Bus Back Better](#) – a national bus strategy for England
 - [Bus Services Improvement Plan](#) – guidance for local authorities and bus operators
 - DOD4110 – The Delegated Officer Decision 4110, as considered in June 2021, agreed to the issue of a Statement of Intent for establishing an Enhanced Partnership (for local bus services) in West Berkshire.
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Subject to Call-In:

Yes: No:

- The item is due to be referred to Council for final approval
- Delays in implementation could have serious financial implications for the Council
- Delays in implementation could compromise the Council's position
- Considered or reviewed by Overview and Scrutiny Management Committee or associated Task Groups within preceding six months
- Item is Urgent Key Decision
- Report is to note only

Wards affected: all West Berkshire wards.

Officer details:

Name: Emma Jameson
Job Title: Principal Transport Officer
Tel No: 01635 519306
E-mail: emma.jameson@westberks.gov.uk

Document Control

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|----------------|--------------|----------------|------------|
| Document Ref: | - | Date Created: | 04/10/2021 |
| Version: | 1.0 | Date Modified: | |
| Author: | Emma Jameson | | |
| Owning Service | Environment | | |

Change History

| Version | Date | Description | Change ID |
|---------|------|-------------|-----------|
| 1 | | | |
| 2 | | | |

Appendix A

Equality Impact Assessment (EqIA) - Stage One

As part of the Delegated Officer Decision 4110, a Stage 1 EqIA was completed with regard to the agreement to issue a statutory notice of intent to establish an Enhanced Partnerships for local bus services and commit to the creation of a Bus Services Improvement Plan. This EqIA has been reviewed now that the BSIP has been created and it is considered that the EqIA still applies and no changes have been made. The EqIA has been copied and included below for completeness.

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| <p>What is the proposed decision that you are asking the Executive to make:</p> | <p>To agree that the Council commences the statutory process to establish a West Berkshire Enhanced Partnership (for local bus services). This would then culminate in the production of our Bus Services Improvement Plan to deliver improved bus services as outlined in the new national bus strategy.</p> |
| <p>Summary of relevant legislation:</p> | <p>The new national bus strategy, Bus Back Better, requests Transport Authorities to advance along either of two pathways to improve bus services: (A) By entering into Enhanced Partnerships with bus operators; (B) By going down the Franchising route, as in London. The former is deemed the appropriate route for West Berkshire and this has been agreed by bus operators approached. Legislation does not currently allow West Berkshire Council to follow the Franchising model, and in any case, the Department for Transport recommend establishing an Enhanced Partnership first.</p> |
| <p>Does the proposed decision conflict with any of the Council's priorities for improvement?</p> <ul style="list-style-type: none"> • Ensure our vulnerable children and adults achieve better outcomes • Support everyone to reach their full potential • Support businesses to start develop and thrive in West Berkshire • Develop local infrastructure including housing to support and grow the local economy Maintain a green district • Ensure sustainable services through innovation and partnerships | <p>No, the proposed decision does not conflict with any of the Council's priorities for improvement.</p> |

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| Name of Budget Holder: | Jon Winstanley |
| Name of Service/Directorate: | Environment / Place |
| Name of assessor: | Matthew Metcalfe, Transport Services Team |
| Date of assessment: | 20/05/2021 |
| Version and release date (if applicable): | |

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| Is this a ? | | This is a strategy to improve local bus services in the district. | |
| Policy | No | New or proposed | Yes |
| Strategy | Yes | Already exists and is being reviewed | No |
| Function | No | Is changing | No |
| Service | No | | |

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| (1) What are the main aims, objectives and intended outcomes of the proposed decision and who is likely to benefit from it? | |
| Aims: | <p>An Enhanced Partnership will enable the Council to improve bus services in the district as outlined in the new National Bus Strategy, Bus Back Better.</p> <p>The essential aims of the national strategy are to get bus patronage back to what it was before the pandemic; to increase patronage and buses' modal share and to ensure that buses are an attractive alternative to the car for far more people.</p> <p>Of major importance is the fact that the bus is seen in the new National Bus Strategy as a key tool in 'Levelling Up.' Transport deprivation should be reduced or eliminated for all our residents.</p> |
| Objectives: | <p>The exact objectives will be set by the Council and Bus Operators working together in an Enhanced Partnership to publish and deliver its Bus Services Improvement Plan.</p> <p>Objectives will include improving bus frequency; coverage; reliability; ticketing and fares; information, bus stop and waiting infrastructure and the environment.</p> |
| Outcomes: | <p>The overall desired outcome of Bus Back Better is for the bus to be seen as the transport of choice; not uncompetitive and unattractive in comparison to the private car as is currently the case. The fulfilment of</p> |

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| | the objectives outlined above are a big step in this direction. |
| Benefits: | <p>The benefits of improving our bus services are manifold and include:</p> <ul style="list-style-type: none"> • Improved air quality through the reduction of pollution, especially from single occupancy cars. • Reduced congestion on our roads through transfer of car journeys to the bus. This results in more efficient use of road space. • Enhanced transport opportunities of our residents, especially in the rural areas. This would enable better access to, for example, job opportunities, educational opportunities and medical & leisure activities. • Improved health outcomes through reduced vehicle pollution and social isolation. • The improved access to job, educational, leisure and cultural opportunities within the district would underpin the economic sustainability of all these services. |

(2) Which groups might be affected and how? Is it positively or negatively and what sources of information have been used to determine this?

| Group Affected | What might be the effect? | Information to support this |
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| Age | Positive | <p>More bus services would be expected to result in more travel opportunities for people of all ages. For example, additional evening / late evening buses could enable more people to attend evening courses at Newbury College / attend performances at the Corn Exchange and get home from an evening out with friends. Taxies are relatively expensive.</p> <p>Reduced fares would be expected to make bus travel more affordable to all age groups.</p> <p>Older people are generally more reliant on public transport to access essential services and facilities than those of working age. Older people also tend to require greater access to health services. This can be particularly problematic in remote rural areas where there is limited or no public transport coverage. These issues can be further compounded by a lack of awareness in availability of bus services and community transport services.</p> |

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| | | <p>Older people can also encounter physical barriers, such as trip hazards from uneven surfaces, crossing busy roads, and difficulties boarding and alighting buses and using steps at railway stations.</p> <p>Population forecasts indicate that the number of older people in the District is set to increase by 2026</p> <p>Young people are also often reliant on public transport to access education, employment, and training opportunities, as well as for social and leisure activities. The barriers for mobility for young people include cost and availability of public transport, especially in rural areas.</p> |
| Disability | Positive | <p>Disabled people who have the National Off Peak Bus Pass would have more opportunities to travel from improved bus services.</p> <p>Improved road side infrastructure and waiting areas would also contribute to making bus travel easier to use.</p> <p>Both national and local data acknowledges that transport issues have a significant impact on the lives of people with disabilities. Disabled people tend to travel and drive cars less often than the rest of the population. People with disabilities can also experience problems in using public transport, with issues such as inaccessible bus stops, stations, and vehicles, and a lack of clear travel information for various transport services. These are all areas we would seek to improve in the Bus Services Improvement Plan.</p> |
| Gender Reassignment | Positive | Improved bus services would be expected to have a positive impact on all sections of society. |
| Marriage and Civil Partnership | Positive | Improved bus services would be expected to have a positive impact on all sections of society. |
| Pregnancy and Maternity | Positive | Improved bus services would be expected to have a positive impact on all sections of society. Improved access to medical & health centres may be particularly beneficial. |
| Race | Positive | One of the main transport issues concerning race and ethnicity relates to barriers in accessing public transport and transport services. This includes the need for information on public transport services (such as routing, timetables, and fares information) being made available in different formats and |

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| | | languages to reduce inequality of access. This is something the Bus Services Improvement Plan would seek to address. |
| Religion or Belief | Positive | Improved bus services would hopefully make it easier to get to and from your place of worship. |
| Sex | Positive | Evidence from national surveys indicates that women in general have less access to cars than men, and are more likely to use public transport. Women would therefore hopefully welcome improved bus services. All sexes would be expected to benefit from more frequent bus services which reduces wait time between journeys. Real Time Information services can be accessed for updates on the progress of the bus they are waiting for so decisions can be made on when to arrive at the bus stop. This would enhance confidence and a sense of safety in using the bus. |
| Sexual Orientation | Positive | Improved bus services would be expected to have a positive impact on all sections of society. |
| Further Comments: | | |
| There are no known negative effects to any groups of people listed above arising from improving bus services in the district. | | |

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| (3) Result | |
| Are there any aspects of the proposed decision, including how it is delivered or accessed, that could contribute to inequality? | No |
| Improved bus services in the district would be expected to have positive outcomes for all residents and visitors of the district. | |
| Will the proposed decision have an adverse impact upon the lives of people, including employees and service users? | No |
| As outlined above, it is expected that improved bus services in the district would have positive direct or indirect impacts on all residents of the district. | |

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| (4) Identify next steps as appropriate: | |
| EqIA Stage 2 required | No |
| Owner of EqIA Stage Two: | |
| Timescale for EqIA Stage Two: | |

Name: Matthew Metcalfe

Date: 20/05/2021

Appendix B

Data Protection Impact Assessment – Stage One

The General Data Protection Regulations require a Data Protection Impact Assessment (DPIA) for certain projects that have a significant impact on the rights of data subjects.

Should you require additional guidance in completing this assessment, please refer to the Information Management Officer via dp@westberks.gov.uk

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| Directorate: | Place |
| Service: | Environment |
| Team: | Transport Services Team |
| Lead Officer: | Emma Jameson |
| Title of Project/System: | Bus Services Improvement Plan 2021 |
| Date of Assessment: | 04/10/2021 |

Do you need to do a Data Protection Impact Assessment (DPIA)?

| | Yes | No |
|---|--------------------------|-------------------------------------|
| <p>Will you be processing SENSITIVE or “special category” personal data?</p> <p><i>Note – sensitive personal data is described as “ data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, and the processing of genetic data, biometric data for the purpose of uniquely identifying a natural person, data concerning health or data concerning a natural person’s sex life or sexual orientation”</i></p> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| <p>Will you be processing data on a large scale?</p> <p><i>Note – Large scale might apply to the number of individuals affected OR the volume of data you are processing OR both</i></p> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| <p>Will your project or system have a “social media” dimension?</p> <p><i>Note – will it have an interactive element which allows users to communicate directly with one another?</i></p> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| <p>Will any decisions be automated?</p> <p><i>Note – does your system or process involve circumstances where an individual’s input is “scored” or assessed without intervention/review/checking by a human being? Will there be any “profiling” of data subjects?</i></p> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

| | Yes | No |
|--|--------------------------|-------------------------------------|
| Will your project/system involve CCTV or monitoring of an area accessible to the public? | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Will you be using the data you collect to match or cross-reference against another existing set of data? | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Will you be using any novel, or technologically advanced systems or processes? | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| <small>Note – this could include biometrics, “internet of things” connectivity or anything that is currently not widely utilised</small> | | |

If you answer “Yes” to any of the above, you will probably need to complete [Data Protection Impact Assessment - Stage Two](#). If you are unsure, please consult with the Information Management Officer before proceeding.

It should be noted that this Data Protection Impact Assessment has been completed with consideration of the BSIP as a document.

Some of the initiatives described in the document, if pursued (subject to available funding), will require individual DPIAs – to be completed prior to March 2022 as part of the establishment of an Enhanced Partnership plan and schemes.

The bus user and non-user survey carried out with the assistance of the Consultation and Engagement team, used to inform this BSIP, has been carried out in line with the [data privacy policy](#).

Appendix C

West Berkshire Bus Services Improvement Plan 2021