

DARTFORD BOROUGH COUNCIL – INTERIM BUS SHELTER CONTRACT

Customer Access Review – Full Assessment

Before completing this Full Assessment, please read the [Guidance Note](#) on Customer Access Reviews.
Initial Screening is required before completion of a Full Assessment.

Assessment details	
Assessment area	Dartford Borough (see map attached as Appendix A)
Date of assessment	13/11/2023
Directorate and Service	Planning Services – Directorate of Growth & Community
Manager	Sonia Collins / Mark Aplin
Officer conducting assessment	Lukman Agboola
Step 1: Scoping the assessment	
1. What are the aims and objectives of the activity or proposal?	1. To enter into an interim bus shelter contract with current service provider for a period of 12 months from 1 January to 31 December 2024 to maintain bus shelters listed in the contract 2. To carry out a tendering process for the long term contract.
2. Who will be affected by the activity or proposal?	Local bus users, residents, businesses, employees, commuters and visitors in the area and bus operators.
3. How does the activity or proposal contribute to: a) any key performance indicators? b) policies, values or objectives of Dartford Borough Council?	Of the Corporate Plan 2021 to 2023, the proposal contributes to the following strategic aim to promote an environment which is attractive, with improved air quality and which provides a realistic choice of travel options: ET1. Reduce carbon emissions and improve air quality in the Borough ET4. Ensure a high quality street scene.

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Step 1: Scoping the assessment	
	The proposal also contributes directly to the following key actions associated with the Environment and Sustainability aim in the Corporate Plan: • Work with developers to agree standards of design, layout and energy efficiency on proposed developments. • Continue to monitor air quality in the Borough in accordance with national requirements and will seek to identify and implement measures within our control which have a positive impact upon air quality and/ or reduce the potential health impact of pollution incidents. Proposals will support bus use and work to achieve carbon reduction improve air quality in the Borough.
4. Which aspects of the activity or proposal are dictated by legislation/regulation and where do we have discretion in how they are delivered?	Installation of the green roof bus shelters in the town centre area as part of the Dartford Town Centre Improvement Scheme to help improve air quality, store rainwater, improve biodiversity, encouraging greener ways to travel. New bus shelters are fitted with LED lighting. There is discretion in terms of approaches adopted by the service provider(s) to meet the NET Zero targets and reduce carbon footprint as part of the interim and long term contracts.
Step 2: Information collection	
5. What do you know about the groups of people who will be affected? (i.e. demographic information in relation to the protected	The information known about the affected groups of people in terms of the protected characteristics of the population of Dartford Borough and mode

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Step 2: Information collection																										
characteristic groups of age, disability, religion or belief, race, sex, sexual orientation, gender identity, marriage / civil partnership / co-habiting or lone parent.	of travel are informed by the Census data from the Office of National Statistics (ONS). Census 2001, 2011 & 2021 data The 2021 Census data for the borough of Dartford provides some information on the number of people in the area who may have a protected characteristic. The data compares Dartford average to Kent average but also highlights population changes between 2001 and 2021 and modes of travel in 2021. (https://www.kent.gov.uk/about-the-council/information-and-data/facts-and-figures-about-Kent/population-and-census#tab-1,4), and provides an indication of those who may have protected characteristics living in the Dartford Borough. <u>Total population change in Kent vs Dartford</u> <table><tr><th></th><th colspan="2">2001/2011 change</th><th colspan="2">2001/2011 change</th></tr><tr><th></th><th>Number</th><th>%</th><th>Number</th><th>%</th></tr><tr><td>Kent</td><td>134,000</td><td>10.1</td><td>112,400</td><td>7.7</td></tr><tr><td>Dartford</td><td>11,500</td><td>13.4</td><td>19,400</td><td>19.9%</td></tr><tr><td></td><td></td><td></td><td></td><td></td></tr></table> Source: 2021 Census ,1st Release 28 June 2022; 2011 Census, 1st Release - July 2012; 2001 Census, Office for National Statistics (ONS) All numbers are rounded to the nearest 100 and percentages are calculated using rounded numbers. Presented by Kent Analytics, Kent County Council Dartford saw the highest percentage total population increase with 19.9% or 19,400 people.		2001/2011 change		2001/2011 change			Number	%	Number	%	Kent	134,000	10.1	112,400	7.7	Dartford	11,500	13.4	19,400	19.9%					
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	<u>Method of travel to work numbers – Bus, minibus or coach</u> <table><tr><th></th><th>All usual residents 16-74 in employment</th><th>Nos by bus, minibus & coach</th><th>% by bus, minibus & coach</th></tr><tr><td>Kent</td><td>728,620</td><td>25,169</td><td>3.5</td></tr><tr><td>Dartford</td><td>58,824</td><td>4,573</td><td>7.8</td></tr><tr><td></td><td></td><td></td><td></td></tr></table> Source: 2021 Census table TS038 - Disability, The Office for National Statistics (ONS), Table presented by Kent Analytics, Kent County Council Dartford saw the highest proportion in the use of bus/minibus or coach in Kent. <u>Disability under the Equality Act</u> <table><tr><th></th><th>All usual residents</th><th>Disabled under the Equality Act</th><th>% Disabled under the Equality Act</th></tr><tr><td>Kent</td><td>1,576,069</td><td>281,423</td><td>17.9</td></tr><tr><td>Dartford</td><td>116,753</td><td>16,374</td><td>14.0</td></tr><tr><td></td><td></td><td></td><td></td></tr></table> Source: 2021 Census table TS038 - Disability, The Office for National Statistics (ONS), Table presented by Kent Analytics, Kent County Council The percentage of the population who are identified as disabled under the Equality Act is lower than the Kent percentage.		All usual residents 16-74 in employment	Nos by bus, minibus & coach	% by bus, minibus & coach	Kent	728,620	25,169	3.5	Dartford	58,824	4,573	7.8						All usual residents	Disabled under the Equality Act	% Disabled under the Equality Act	Kent	1,576,069	281,423	17.9	Dartford	116,753	16,374	14.0				
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Step 2: Information collection					
	Age by Sex – population by 5-year group and sex				
		Males		Females	
		Number	% of total population	Number	% of total population)
	Kent (All ages)	768,400	48.8	807,700	51.2%
	Dartford (All Ages)	57,200	49.0	59,600	51.0%
Source: 2021 Census, Office for National Statistics © Crown Copyright Chart presented by Kent Analytics, Kent County					
The distribution of population sex by age in Dartford follows the same pattern as in Kent overall.					
Race					
Forty-seven per cent (47%) of the population is from a Black, Asian or minority ethnic (BAME) background within the Borough compared to 18.7% in Kent.					
Language					
89% of all adults in household have English as a main language in Dartford compared to 93.4% in Kent.					

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Step 2: Information collection	
	Religion or belief In the Borough, forty-eight (48%) of the population is Christian compared with thirty-seven per cent (37%) who have no religion. Other religions which are prevalent in the higher volumes for the rest of the borough are Hindu and Muslim. Single Family Household : Married or civil partnership or co-habiting or lone parent Within the Borough, the following proportion fall into this group: - Married or civil partnership couple – 34.6% - Cohabiting couple family – 13.5% - Lone parent family - 11.9% - Other single family household - 0.8% Gender Identity Within the Borough, the following proportion fall into this group: - Gender identity the same as sex registered at birth – 94.3% - Gender identity different from sex registered at birth but no specific identity given – 0.2% - Trans woman – 0.1% - Trans man 0.1% - All other gender identities – 0.1 Sexual Orientation (Aged 16 and over) Within the Borough, the following proportion fall into this group: - Straight or Heterosexual – 91.2% - Gay or Lesbian – 1.2% - Bisexual – 0.9% - All other sexual orientations - 0.2%

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Step 2: Information collection	
	- All other gender identities – 0.1 Conclusions When considering the issues for this Customer Access Review, it will be important to consider whether the operation and maintenance impact each of the protected characteristics. It is anticipated that the service providers will be required to assess impact of any maintenance or new installation work that may have an adverse impact on bus users paying attention to identified needs of any of the groups that fall within the protected characteristics above.
6. What consultation has taken place with affected groups? Please describe who was consulted and the key findings	Ongoing engagement with service provider, service operators, bus operators with reference to be made to the Fastrack customer satisfaction survey undertaken by Kent County Council in 2023.
7. Are there any gaps in information? If so, what additional research and/or consultation is needed to ensure that affected groups needs and views are taken into account?	None identified at this stage.

Step 3: Assessing the equality impact	
8. Consider whether the activity or proposal has or will have any positive or negative equality impacts on the protected characteristic groups in relation to the following aims of the Public Sector Equality Duty: a) tackling unlawful discrimination b) promoting equality of opportunity c) promoting good relations <u>NOTES:</u> - The Initial Screening will have identified which aims of the Public Sector Equality Duty are relevant to the activity or proposal for consideration - For existing activities, consider how they are working in practice for each relevant protected group	

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Step 3: Assessing the equality impact

- For new proposals, consider whether there is anything that could give rise to positive and negative equality impacts for each relevant protected group
- If there is no identified equality impact, please tick the 'No Impact' box and explain why in question 9
- If the equality impact is unclear, please tick the 'Unknown' box and explain why in question 9

Step 3: Assessing the equality impact				
PROTECTED CHARACTERISTIC	POSITIVE IMPACTS	NEGATIVE IMPACTS	NO IMPACT	UNKNOWN
Age	Promotes bus use.	None identified at this stage	☒	☐
Disability	Promotes bus use and comfortable bus shelters.	None identified at this stage	☒	☐
Sex	None identified at this stage	None identified at this stage	☐	☒
Gender reassignment	None identified at this stage	None identified at this stage	☐	☒
Race / Language	None identified at this stage	None identified at this stage but consideration to be given to mitigating impact on any disadvantaged groups.	☐	☒
Religion/Belief	None identified at this stage	None identified at this stage but consideration to be given to mitigating impact on any disadvantaged groups.	☐	☒
Sexual Orientation	None identified at this stage	None identified at this stage.	☐	☒
Pregnancy/Maternity	None identified at this stage	None identified at this stage.	☐	☐
Marriage / Civil Partnership / co-habiting and lone parent*	None identified at this stage	None identified at this stage	☐	☒

* Regarding the protected characteristic of Marriage and Civil Partnership – public bodies need to comply with the first aim of the Public Sector Equality Duty and only in the context of employment.

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Step 3: Assessing the equality impact	
9. If 'no impact' or 'unknown' was selected, please explain	Service provider(s) will be required to assess the impact of any maintenance or new installation works to consider whether these will have adverse impact on bus users and mitigate impact on any of the identified protected characteristics.
10. If Dartford Borough Council works with partners to deliver the activity or proposal, please describe any circumstances that could give rise to positive or negative equality impacts between different groups	Impact during maintenance repairs and new installations of bus shelters.
11. Any other comments	None.

Step 4: Action plan
12. Based on the information in Steps 1 to 3, please list the actions that will be taken to address: a) any gaps in information and consultation b) how any negative impacts on equality will be mitigated or eradicated Output from the first round of consultation will be reviewed to assess impact on this Customer Access Review (CAR). If required, an updated CAR will be undertaken before the next stage of consultation and proposal development.

a) If additional information and/or consultation is required or the impact is still unclear, what actions will you put in place to gather the information you need?

Information needs	Action	Intended outcome	Date for completion	How this will be monitored	Responsible officer
None identified at this stage.					
None identified at this stage.					
None identified at this stage.					

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Information needs	Action	Intended outcome	Date for completion	How this will be monitored	Responsible officer
None identified at this stage.					
None identified at this stage.					

b) If any negative impacts on equality were found, what actions will you put in place to mitigate or eradicate these impacts?

Identified impacts (and who is affected)	Action	Intended outcome	Date for completion	How this will be monitored	Responsible officer
N/A					
N/A					
N/A					
N/A					
N/A					

Step 5: Decision making and future monitoring	
13. Which decision making process does this Customer Access Review need to go through? i.e. who does this need to be approved by?	At this stage – Legal & Director of Growth and Community.
14. Is the subject of the Customer Access Review going to committee? If yes, include your findings in the committee report and attach this assessment to the report	☐ Yes ☒ No
15. How will you continue to monitor the activity or proposal on protected characteristic groups?	Ongoing engagement with service provider (s).
16. When will you review this Customer Access Review?	At the end of the interim contract in December 2024.

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Step 6: Final steps
17. Once this Customer Access Review has been approved, send this assessment to the Policy & Projects Officer
18. Implement the actions identified from this Customer Access Review and ensure progress is monitored and recorded