

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	London Road Cycling and Walking Improvements
Date of assessment	28/28/2024
Directorate and Service	Planning Services
Manager	Mark Aplin
Officer conducting assessment	Sylvia Synodinou
Step 1: Scoping the assessment	
1. What are the aims and objectives of the activity or proposal?	Progressing public engagement on proposed walking and cycling improvements along London Road with the aim of agreement on a Concept Design.
2. Who will be affected by the activity or proposal?	Local residents, local businesses, commuters and visitors
3. How does the activity or proposal contribute to: a) any key performance indicators? b) policies, values or objectives of Dartford Borough Council?	<p>The proposal contributes to the following core values outlined in the DBC Corporate Plan 2024-2027:</p> <ul style="list-style-type: none"> - Accessible services for all - Working in partnership and influencing others to lead and drive positive improvement <p>Transparency in decision-making</p> <p>The proposal contributes to the following traffic and transport objectives detailed in the DBC Corporate Plan 2024-2027:</p> <ul style="list-style-type: none"> - Transport infrastructure improvements - Encourage adoption of more sustainable methods of transport through the provision of reliable alternatives - Support an enlightened and realistic approach to transport integration to minimise traffic impacts - Support alternatives to private car use - Support a range of upgrades to the transport network, and a choice of sustainable and active travel options - Ensure cycling, walking and pedestrian routes and safe and well-lit - Reduce the impact of traffic on air quality

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Step 1: Scoping the assessment	
4. Which aspects of the activity or proposal are dictated by legislation/regulation and where do we have discretion in how they are delivered?	The proposed engagement is not directly dictated by legislation or regulation.
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 characteristic groups of age, disability, pregnancy and maternity, religion or belief, race, sex, sexual orientation, gender reassignment, marriage and civil partnership)	According to the 2021 Census, the population of Stone House electoral area was 6,700. Most significantly for this proposal, a quarter of residents (21.5%) were born outside of the UK: almost a tenth (9.1%) of the community are Asian, Asian British or Asian Welsh, and a further 13.0% are Black, Black British, Black Welsh, Caribbean or African. This level of diversity will require a considered approach to engagement to ensure outreach and inclusivity.
6. What consultation has taken place with affected groups? Please describe who was consulted and the key findings	<p>There has been no formal consultation to date on the project with affected groups. However, public engagement was undertaken as part of the preparation of the Dartford Local Cycling and Walking Infrastructure Plan (LCWIP).</p> <p>The most extensive and detailed engagement was during the network development stages for cycling and walking which included meetings (online and in person) to identify routes, analyse their condition and consider potential improvements. In-person engagement continued into the prioritisation stage, in particular with Dartford and Gravesham Cycling Forum, Dartford Community Cycle Training, Dartford Health Walks, Stone Parish Council (following the Stone Neighbourhood Plan).</p>
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?	The main gap in information is the community's perception of the London Road project. The proposed public engagement will seek to understand the views of the affected groups in relation to the Concept Design that has been developed, which elements are supported and which might be considered for review. The consultation will also seek to understand the current travel behaviours of the community and willingness or barriers to active travel options.

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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

NOTES:

- 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
- 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	If supported, the London Road project will provide an additional form of travel suitable for all ages that may not have access to private vehicles.		<input type="checkbox"/>	<input type="checkbox"/>
Disability	If supported, the London Road project will provide an additional travel options for people that may not be able to operate private vehicles.		<input type="checkbox"/>	<input type="checkbox"/>
Sex			<input checked="" type="checkbox"/>	<input type="checkbox"/>
Gender reassignment			<input checked="" type="checkbox"/>	<input type="checkbox"/>
Race			<input checked="" type="checkbox"/>	<input type="checkbox"/>
Religion/Belief			<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sexual Orientation			<input checked="" type="checkbox"/>	<input type="checkbox"/>

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Step 3: Assessing the equality impact				
PROTECTED CHARACTERISTIC	POSITIVE IMPACTS	NEGATIVE IMPACTS	NO IMPACT	UNKNOWN
Pregnancy/Maternity	If supported, the London Road project will provide upgraded footpaths safer for parents with children and prams.		<input checked="" type="checkbox"/>	<input type="checkbox"/>
Marriage and Civil Partnership*			<input checked="" type="checkbox"/>	<input type="checkbox"/>

* 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.

Step 3: Assessing the equality impact	
9. If 'no impact' or 'unknown' was selected, please explain	The proposal is not directly related to most of the protected characteristics. However, the proposal will provide additional travel options to everyone in the community, and create safer active travel infrastructure for everyone which is intended to have a positive impact for all residents.
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	As the proposal is located within the Stone Parish, there could be more positive impacts granted to residents of Stone compared to residents in other parts of the Borough.
11. Any other comments	

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

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?

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Information needs	Action	Intended outcome	Date for completion	How this will be monitored	Responsible officer
Support for the project	Public engagement process	Public support for the project	September 2025	Preparation of engagement plan and engagement outcomes report	Mark Aplin Sylvia Synodinou

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

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?	The final approval is subject to full Council approval.
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	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
15. How will you continue to monitor the activity or proposal on protected characteristic groups?	We will monitor the key demographic characteristics that are engaged throughout the engagement process to identify if any key affected groups are missing.
16. When will you review this Customer Access Review?	Every three months once approved

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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