

Equality and Safety Impact Assessment

The **public sector Equality Duty** (Section 149 of the Equality Act) requires public bodies to have due regard to the need to eliminate discrimination, advance equality of opportunity, and foster good relations between different people carrying out their activities.

The Equality Duty supports good decision making – it encourages public bodies to be more efficient and effective by understanding how different people will be affected by their activities, so that their policies and services are appropriate and accessible to all and meet different people’s needs. The Council’s Equality and Safety Impact Assessment (ESIA) includes an assessment of the community safety impact assessment to comply with section 17 of the Crime and Disorder Act and will enable the council to better understand the potential impact of the budget proposals and consider mitigating action.

Name or Brief Description of Proposal	E&T 39 – Itchen Bridge Resourcing.
Brief Service Profile (including number of customers)	<p>The Council converted the Itchen Bridge to an automated system on 28th February 2013 with two members of staff on duty on a shift system between 6am and midnight daily. CCTV is currently used to monitor the period from midnight to 6 am.</p> <p>The proposal is to reduce the hours when staff are present to between 7 am and 10 pm Monday to Friday and 8 am to 8 pm weekends and bank holidays.</p> <p>Use of CCTV monitoring will be extended to cover the periods when staff will not be on duty. The reduction in staffing hours reflects the reduced traffic levels and the need to staff intervention. After 10pm Mondays to Fridays and 8pm weekends less than 500 vehicles per hour cross the bridge. This compares to around 1500 vehicles per hour crossing the bridge a peak times.</p>
Summary of Impact and Issues	<p>The number of times that staff are required to assist customers is estimated to be 33% lower the late evening.</p> <p>Staff will continue to be present between 7 am and 10 pm Monday to Friday and 8 am to 8 pm weekends and bank holidays.</p> <p>For customers who require assistance, this will continue to be provided, but using the CCTV via the control centre.</p> <p>Currently, most customer intervention is due to:</p> <ul style="list-style-type: none"> • coins dropping through the machine due to the use of

	<p>incorrect coinage</p> <ul style="list-style-type: none"> customers without the correct money -the bridge does not give change. <p>Assistance via CCTV can be reached via telecom points on every machine and can be used for general information. It can also be used for deferred payments - this enables customers who wish to use the bridge but cannot make payment at the time, to use the bridge and make payment later (plus an administration charge). It can also be used to direct people from the bridge (in cases where the customer is unable to make payment and does wish to make a deferred payment).</p> <p>When on duty, staff are able to assist with incorrect coinage and correct money. This will not be possible during periods when assistance is provided via CCTV.</p>
Potential Positive Impacts	More customers may choose to use smartcards rather than cash which means that customers do not have to find the correct money or have change. It will also mean that customers will not over pay.
Responsible Service Manager	Simon Bell, Public Transport and Operations Manager
Date	8th January 2016

Approved by Senior Manager	Paul Walker, Travel and Transport Manager
Date	27 th January 2016

Potential Impact

Impact Assessment	Details of Impact	Possible Solutions & Mitigating Actions
Age	No identified negative impacts.	N/A
Disability	Many disabled people qualify for free transits if they register with the Council.	Ensure that disabled people who qualify, have a smartcard.
Gender Reassignment	No identified negative impacts.	N/A
Marriage and Civil Partnership	No identified negative impacts.	N/A
Pregnancy and Maternity	No identified negative impacts.	N/A
Race	No identified negative impacts.	N/A
Religion or	No identified negative impacts.	N/A

Impact Assessment	Details of Impact	Possible Solutions & Mitigating Actions
Belief		
Sex	No identified negative impacts	
Sexual Orientation	No identified negative impacts.	N/A
Community Safety	No identified negative impacts.	N/A
Poverty	No identified negative impacts.	N/A
Other Significant Impacts	No identified negative impacts.	N/A

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