



METRO

Equality Impact Assessment

What is the organisation strategy or policy being assessed? Castleford Bus Station Final Scheme	Department: Development	Date: 23 August 2013
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1. Responsibility and Ownership

Service Area: Customer Services & Transport Services
Lead Assessor: Dean Ellison, Project Assistant
Members of the assessment team: Mark Auger, Project Manager Alistair Branch, Project Architect Giles Nightingale, Corporate Development
Any others involved in the assessment (peer review / external challenge): Chris Mason, Projects Manager Erica Ward, Community Liaison & Accessibility Coordinator

2. Terms of Reference

2.1 Briefly describe the aims of the strategy or policy you are assessing:

This document is to be considered in partnership with the Castleford Bus Station Temporary Works Equality Impact Assessment and the Castleford Bus Station Project Initiation Document (PID).

The current Castleford Bus Station is a fifteen stand drive-through facility, with a daily footfall of 12,800 passengers. The station facilities and waiting environment do not meet Metro's current standards. This view is supported by feedback received at public consultation¹ events where members of public rated the sites seating provision, comfort and appearance as dissatisfactory, and also highlighted the lack of level boarding and not feeling safe at the bus station.

The redevelopment of Castleford Bus Station is included in the current Implementation Plan, which forms a part of the West Yorkshire Local Transport Plan.

A scheme has been developed to build a new bus station featuring eight Drive In Reverse Out stands, two on-street drive through stands and a dedicated on street coach stand. This design provides an accessible, modern facility and an improved waiting environment.

A Detailed Planning Application has been submitted and tender documentation is currently being prepared with a target of starting onsite construction in 2014.

2.2 Who is intended to benefit from the outcomes of the strategy or policy?

The expected benefits for this scheme are outlined in the PID.

Groups expected to benefit from the new bus station include:

- **Bus Passengers:** Benefits will include:
 - Creating a secure, weather-proof, fully enclosed and well lit waiting environment with improved seating.
 - Improved accessibility with level boarding for buses for wheelchairs and prams.
 - Providing modern public and disabled toilets and baby change facilities
 - Providing secure environment with 24 hour CCTV coverage and an on-site staff presence from the first to last bus
 - Real time information
 - Improved interchange between the bus and rail station
- **Bus Operator Benefits:**
 - Modern driver facilities for all operators
 - A new, secure Arriva site office allowing cashing up on site.

¹ The Castleford Public Consultation report can be read online [here](#).

- Benefits to Other Road Users: Modal shift to bus use can reduce delays for other road users and reducing CO₂ emissions.

A Design & Access Statement, developed through consultation with local access groups has been included in the schemes Detailed Planning Application to demonstrate how a full range of accessibility improvements have been incorporated into the schemes design.

What objectives are intended to be delivered by the strategy or policy?

Redeveloping the site is intended to achieve:

- Lower reported levels of accident near misses
- Improved bus station satisfaction scores
- Increased bus patronage
- Promoting equality of access
- Providing a gateway approaching Castleford from the west of the town.

2.3 Project Specific Objectives

1.Meets Operational Requirements

- Meets current and future bus network capacity demands and operational requirements
- Avoids any health and safety concerns relating to customer use and site operations
- Reduces CO₂emissions by increasing bus mode share.

2.Meets Customer Demands

- Improve waiting environment for public transport users
- Improve interchange between bus and rail station
- Improve facilities for other sustainable modes
- Improve accessibility through consultation with local access groups during the bus station design phase
- Increases access to employment
- Increase bus satisfaction with bus use

3.Contributes to Wakefield MDC economic regeneration objectives for Castleford

- Support 'Castleford Growth and Infrastructure Delivery Plan' through investment in public transport facilities and connectivity improvements
- Enhance the main access gateways by public transport
- Improve the built environment of Castleford

Please list other strategies and policies and operational areas which relate to this strategy or policy:

This strategy supports two proposals within The West Yorkshire [Local Transport Plan 3](#) that sets out a 15 year strategy for developing and managing an integrated transport system that will support economic growth, reduce carbon dependency and improve quality of life.

Proposal 12: Work with Planning Authorities to ensure that development is concentrated in sustainable, accessible and safe locations and delivered in a way that encourages sustainable travel choices to be made.

Proposal 17: Develop a new model for transport planning at a community level to enhance local accessibility.

The delivery of Castleford Bus Station will also support a number of the Local Transport Plans key indicators:

LTP3 Key Indicator	LTP Target	Project Benefit
Journey time reliability	Increase % of network where peak journey time reliability is equivalent to inter-peak	No expected impact
Access to employment	Increase % of working population able to access key employment centres within 30 minutes using core public transport network	Reduced barriers to bus travel, such as concerns about personal safety.
Mode Share	Keep total number of car trips at 2011 levels Increase % of trips made by sustainable modes from 36% to 42%.	Greater % of journeys in Castleford made by bus
Emissions of CO ₂ from Transport	Reduce CO ₂ from Transport by 30% between base year and 2026.	Reduced CO ₂ in Castleford - linked to Mode share change
All road user casualties - KSI	Cut KSIs by 50% between 2005-09 baseline and 2026.	No expected impact
Satisfaction with transport	Increase combined satisfaction score from 6.6 to 7.0 by 2017.	Increased customer satisfaction with transport services in Castleford

‘Equality’ is one of the LTP3’s cross-cutting themes:

“All proposals will seek to deliver equality of access within value for money and affordability constraints. Interventions will meet all relevant equality legislation, but the aspiration is to go further and remove barriers to groups that have, in the past, found it more difficult to access the transport strategy network and services. Plans for addressing specific barriers to travel are contained in Proposal 20 (Address **barriers to travel**, including the use of **concessionary fares schemes**)”.

Transport Hubs:

Castleford Bus Station is also intended to act as a Transport Hub, supporting the following LTP Proposals

- LTP3 Proposal 14: Improve interchange and integration including the development of transport hubs.

- LTP3 Proposal 15: Develop and use integrated ticketing and smartcard technology to facilitate seamless travel across modes

3. Equalities Implications

Is there reason to believe that any people who share a protected characteristic could be *adversely* affected by this strategy or policy?

Protected characteristics are: age; disability; gender reassignment; pregnancy and maternity; race; religion or belief; gender; sexual orientation, marital status (inc. civil partnership).

The new facility will provide significantly better facilities for all bus station users but there are changes to procedure that we have considered.

Castleford will be the second Metro facility where a charge is introduced for using public toilets. The disabled toilets and baby change facilities will remain free with access controlled by radar key and by bus station staff. This has been introduced to ensure that high quality facilities can be afforded and that they are appropriately maintained. This has been demonstrated as an effective solution to antisocial behaviour at other bus stations.

During public consultation for the scheme a member of public requested that the disabled toilets contain a hoist and adult changing area.

Which people sharing a protected characteristic are affected?

Introducing a charge for using the public toilets at Castleford may affect elderly people using the new facility. We have considered two issues in evaluating this change:

- 25% of people over 55 have an overactive bladder necessitating frequent access to toilet facilities.
- Age UK statistics say 16% of pensions live in poverty and may find an access charges prohibitive

The exclusion of a hoist and adult changing area affects disabled people needing these facilities. While not an offered facility now, potentially a small proportion of bus station users could benefit from its inclusion.

4. Evidence of adverse impact or unmet needs

What is the concern about adverse impact or unmet needs on the grounds of:	What evidence do you have for this?
<p>Age Removing free access to toilet facilities may discourage bus station users from using them.</p>	<ul style="list-style-type: none"> • 25% of people over 55 have an overactive bladder • 75% of people completing the Castleford Public Consultation Questionnaire were over 55 • 16% of pensions live in poverty
<p>Disability Failure to provide a hoist and adult changing area may lead people to believe the needs of disabled bus station users are being ignored.</p>	<ul style="list-style-type: none"> • Comment received at public consultation
<p>Gender reassignment Usage data is not collected</p>	<p>Data not collected as part of the consultation. No evidence this group will be disproportionately impacted.</p>
<p>Pregnancy and maternity Usage data is not collected</p>	<p>The existing baby change facilities will be replaced with an improved facility with access controlled by bus station staff.</p>
<p>Race Usage data is not collected</p>	<p>No evidence this group will be disproportionately impacted.</p>
<p>Religion or belief Usage data is not collected</p>	<p>No evidence this group will be disproportionately impacted.</p>
<p>Gender Usage data is not collected</p>	<p>No evidence this group will be disproportionately impacted.</p>
<p>Sexual orientation Usage data is not collected</p>	<p>No evidence this group will be disproportionately impacted.</p>
<p>Marital Status (inc. civil partnership) Usage data is not collected</p>	<p>No evidence this group will be disproportionately impacted.</p>

5. Decisions and recommendations

Following the assessment, is further action required?

To ensure staff understand peoples need for urgent access to toilet facilities and that a consistent procedure is followed for granting free access it is recommended that a staff procedural guide is written. These guidelines will also need to cover access to the disabled WC and baby changing facilities and the use of radar keys.

These guidelines should also ensure that charges for using toilet facilities are kept to a minimum amount to prevent creating socioeconomic barrier to facility use. Reviewing charges at similar sites suggests a 20p charge is sufficient.

Consultation with the WANDS access groups also made the following recommendations:

1. The location of the toilets should be clearly marked should someone need to find them in an emergency. This should be incorporated into the site signage strategy.
2. If a radar key is needed to access the disabled toilet this should be noted on signage. This ensures that if someone has a radar key they can ready it as they approach and saves people without radar keys having to make multiple trips across the concourse to obtain access.
3. Radar keys should be available from the customer assistant and there should be signage making bus station users aware of this as the customer service desk.

It is should also be noted that charges for using the facilities will be kept to a minimum amount to prevent creating an economic barrier use and that revenue generated will be used to maintain high standards of the facilities.

Hoists and adult changing will not be provided; they are not provided at any Metro facilities and evidence suggests that a bus station would not be a suitable place to site them². When discussed with local access groups is was agreed that it would not be appropriate to provide these facilities at the bus station given at its current patronage levels.

² British Standard 8300 indicates that it is only appropriate to supply adult changing facilities at major transport termini or interchanges, e.g. large railway stations and airports.

What are your recommendations? Do you need to:

- **Take any immediate action?**
None

- **Prioritise the problems identified and develop equality objectives and targets for people who share protected characteristics based on this assessment?**
 1. Ensuring that procedures are in place to manage toilet access and the use of radar keys.
 2. Including toilet access arrangements in the site strategy guidelines.
 3. Discussing with the need for adult changing facilities elsewhere in Castleford with WMDC.

Conduct to a more detailed impact assessment?

No.

List the specific actions that will be taken to address the problems you have identified:

1. Procedural guidelines for pay toilets will be developed prior to their introduction at Leeds Bus Station. This document will be developed further to cover radar key access³, usage charges and to address any operational issues experience at Leeds Bus Station. This document will then be included in staff training manuals for Castleford based staff.
2. Bus station signage will be developed at a later stage of the project and the above comments will be acknowledged in forming the strategy.
3. Metro will raise the lack of adult changing areas in Castleford with WMDC at the next Project Board.

Who will do this?

Dean Ellison, Project Assistant

Signature of lead assessor:

Name of lead assessor: Dean Ellison

Date: 5th September 2013

³ National Key Scheme Guide 2011: Accessible Toilets for Disabled People (Paperback)