

## F1457 A1 Equality Impact Assessment (EqIA) form

<b>Project</b>	Bus routes 428 and 492 restructuring; rerouting of westbound bus routes 96, 428 and 492 in Dartford town centre
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<b>Document History</b>	Version	Date	Summary of changes
	0.1	25/06/19	First draft
	0.2	02/07/19	Second draft following review
	0.3	11/07/19	Third draft after review by LCP
	0.4	17/07/19	Fourth draft after review by LCP

<b>Project Related Documents</b>	Doc No.	Document title	Relevant Section(s) of this Document
	1	T631 BSM 522	Routes 96, 428 and 492 review and proposals
	2	Dartford Town Centre, BSM 556	Whole document

## Step 1: Clarifying Aims

### Q1. Outline the aims/objectives/scope of this piece of work

Buses play a unique role in the life of London. They are the most accessible form of public transport and they provide the widest and densest network of travel options for distances that are too long to walk or cycle. Good reliable bus services are fundamental to how our customers move around the city.

However the way our customers are using the bus network is changing. For this reason we continuously monitor the network to understand where demand is increasing or falling. This helps us determine whether or not we are providing services that effectively match customer demand.

The rerouting in Dartford Town Centre is to account for a town centre improvement scheme by Dartford Borough Council.

Routes 96, 428 and 492 provide connections between Greater London and Kent, between Crayford and Bluewater.

It is proposed to:

- Curtail route 428 at Crayford from January 2020
- Curtail route 492 at Dartford town centre from January 2020
- Continue to run westbound journeys on routes 96, 428 and 492 in Dartford town centre along Home Gardens, Westgate Road and Highfield Road North (the same roads as eastbound journeys), no longer serving Market Street, Instone Road and Highfield Road (already in place from 1 July 2019)

Route 96 operates up to every seven to eight minutes between Woolwich and Bluewater. Between Dartford town centre and Bluewater it stops only at Darent Valley Hospital, and uses the Fastrack bus-only road between Darent Valley Hospital and Bluewater, ensuring quicker and more reliable journeys.

Route 428 operates up to every 15 minutes between Erith and Bluewater. Between Dartford town centre and Bluewater it serves the same stops as route 96 (between Dartford town centre and Bluewater stopping only at Darent Valley Hospital) but does not make use of the Fastrack bus-only road.

Route 492 operates up to every 30 minutes between Sidcup and Bluewater. Between Dartford town centre and Bluewater it serves all stops and operates via Stone.

On all three routes there are around 27,000 daily weekday trips.

**Q2. Does this work impact on staff or customers? Please provide details of how.**

**Route 428 curtailed at Crayford**

**Impact on customers**

- Around 1,400 customers per weekday would need to interchange onto route 96
- Around 1,200 customers per weekday would get a frequency reduction

**Impact on Key Locations**

- **Dartford Town Centre:** Customers who would need to change could do so at Crayford onto either routes 96 or 492.
- **Darent Valley Hospital:** Customers who would need to change could do so at Crayford onto route 96.
- **Bluewater Shopping Centre:** Customers who would need to change could do so at Crayford onto route 96.

**Interchange assessment**

- Customers travelling towards Bluewater interchanging at Crayford would alight route 428 adjacent to stop N (Crayford Bridge Sainsburys) and walk approximately 110m to access buses towards Bluewater at stop D (Crayford Bridge). This would also add an additional wait time of four minutes on average to their journey.
- Customers travelling towards Erith interchanging at Crayford could alight routes 96 or 492 at stop N (Crayford Bridge Sainsburys) and board route 428 at the same stop. They would wait an average additional seven and a half minutes.

(Average wait times shown above are based on Monday to Saturday daytimes and would be longer at other times)



## Q2. Does this work impact on staff or customers? Please provide details of how.

### Route 492 curtailed at Dartford town centre

#### Impact on customers

- Around 1,000 customers per weekday would need to interchange to complete existing trips. Around 800 would need to use non-TfL bus routes whilst 200 would be able to interchange onto route 96

Around 120 customers per weekday would get a frequency reduction, of which 30 would need to use non-TfL bus routes for their journey and 90 would be able to use route 96

#### Impact on Key Locations

- **Stone:** Customers to / from west of Dartford town centre could interchange at Home Gardens, Dartford town centre to /from other non-TfL bus routes
- **Bluewater Shopping Centre:** Customers to / from west of Dartford town centre could interchange at Home Gardens, Dartford town centre to / from route 96; customers to / from west of Crayford could interchange at Crayford to / from route 96
- **Between Stone and Bluewater Shopping Centre:** For most of the day, customers would need to use two separate bus routes (at least one of which would be a non-TfL route), interchanging at The Brent (near Shenley Road), London Road (Greenhithe) or Dartford town centre. Facilities that might be accessed by people with protected characteristics include The Brent Primary School, Stone Baptist Church and Elmdene Doctor's Surgery.

#### Interchange assessment

- Customers to / from west of Dartford town centre interchanging at Home Gardens in Dartford town centre could make a same (or adjacent) stop interchange to / from route 96 or non-TfL bus routes. Customers would need to walk up to 75 metres eastbound and up to 25 metres westbound. Average additional wait time would be 4 minutes when waiting for route 96, 15 minutes when waiting for route 492, and about 10 minutes when waiting for non-TfL bus routes
- Customers to / from west of Crayford interchanging at Crayford could interchange between routes 96 and 492 at the same stop, stop D eastbound or stop N westbound. Average additional wait time would be 4 minutes when waiting for route 96 and 15 minutes when waiting for route 492
- For most of the day, customers travelling between Stone and Bluewater could no longer use a direct bus. This is because there is no non-TfL route equivalent. Options are:
  - Interchange at The Brent (near Shenley Road) and cross the road to change between non-TfL routes (approximately 100 metres walk). Customers would have an additional average wait time of about 10-15 minutes
  - Interchange at London Road (Greenhithe) and cross the road to change between non-TfL routes (approximately 70 metres walk). Customers would have an additional average wait time of about 10 minutes
  - Interchange at Dartford Town Centre, Home Gardens between non-TfL routes or between a non-TfL route and route 96. This could involve a walk of up to 350 metres using a ramped pedestrian bridge and an average additional wait time of 10 minutes.

(Average wait times shown above are based on Monday to Saturday daytimes and would be longer at other times)

**Q2. Does this work impact on staff or customers? Please provide details of how.**

**Continuing to run westbound journeys on routes 96, 428 and 492 in Dartford town centre along Home Gardens, Westgate Road and Highfield Road North (the same roads as eastbound journeys), no longer serving Market Street, Instone Road and Highfield Road (already in place from 1 July 2019)**

**Impact on Customers**

- This rerouting affects 3,000 customers per weekday
- Same stop interchange between TfL routes continues to be available as all three have been re-routed.
- Customers benefit from a simpler network and closer access to Dartford rail station
- Customers accessing the main town centre shops who previously boarded or alighted to the south have a similar walk distance to / from the north, but do not have to cross Instone Road or Market Street
- Customers whose journey starts or ends in the area to the south of the town centre, or who interchange to / from other (non-TfL) bus routes which do not serve Home Gardens, may have additional walk distances of over 400 metres, although in some cases may be able to use alternative (non-TfL) bus routes
- No specific security impacts of the change in walk distance or passenger wait time have been identified



## Step 2: The Evidence Base

**Q3. Record here the data you have gathered about the diversity of the people potentially impacted by this work. You should also include any research on the issues affecting inclusion in relation to your work**

Consider evidence in relation to all relevant protected characteristics;

- Age
- Disability including carers<sup>1</sup>
- Gender
- Gender reassignment
- Marriage/civil partnership
- Other – refugees, low income, homeless people
- Pregnancy/maternity
- Race
- Religion or belief
- Sexual orientation

**According to the 2011 census data, the local demographics for Bexley and Dartford are:**

**Disability composition:**

Day to day activities not limited- Bexley: 84.0%; Dartford: 84.9% (National Average 82.1%)

Day to day activities limited a lot- Bexley: 7.4%; Dartford: 6.8% (National Average 8.5%)

Day to day activities limited a little- Bexley: 8.6%; Dartford: 8.3% (National Average 9.4%)

**Age composition (Bexley):**

**0-17-** Bexley: 23.3%; Dartford: 23.0% (National Average 21.3%)

**18-24-** Bexley: 8.9%; Dartford: 8.6% (National Average 9.4%)

**25-44-** Bexley: 26.4%; Dartford: 29.7% (National Average 27.4%)

**45-64-** Bexley: 25.3%; Dartford: 24.2% (National Average 25.4%)

**65+-** Bexley: 16.1%; Dartford: 14.4% (National Average 16.4%)

<sup>1</sup> Including those with physical, mental and hidden impairments as well as **carers** who provide unpaid care for a friend or family member who due to illness, disability, or a mental health issue cannot cope without their support



## Step 3: Impact

**Q4. Given the evidence listed in step 2, consider and describe what potential short, medium and longer term negative impacts this work could have on people related to their protected characteristics?**

Protected Characteristic		Explain the potential negative impact
Age	Y	<p>Inconvenience of additional interchanges.</p> <p>Increased walk distances of less than 150 metres for customers interchanging between routes, with the exception of customers travelling between Stone and Bluewater, where additional walk distance may be up to 350 metres.</p> <p>Westbound customers accessing areas to the south of Dartford town centre may have an increase in walk distance of over 400 metres.</p> <p>Average wait time is expected to increase by between 4 and 15 minutes (Monday to Saturday daytimes; longer at other times).</p>
Disability including carers	Y	<p>Inconvenience of additional interchanges.</p> <p>Increased walk distances of less than 150 metres for customers interchanging between routes, with the exception of customers travelling between Stone and Bluewater, where additional walk distance may be up to 350 metres.</p> <p>Westbound customers accessing areas to the south of Dartford town centre may have an increase in walk distance of over 400 metres.</p> <p>Average wait time is expected to increase by between 4 and 15 minutes (Monday to Saturday daytimes; longer at other times).</p>
Gender	N	
Gender reassignment	N	



<b>Marriage/civil partnership</b>	<b>N</b>	
<b>Other – e.g. refugees, low income, homeless people</b>	<b>N</b>	<b>Customers who can no longer use a TfL route would need to pay fares for non-TfL services instead or as well, which may be higher than current TfL fares.</b>
<b>Pregnancy/maternity</b>	<b>Y</b>	<p><b>Inconvenience of additional interchanges.</b></p> <p><b>Increased walk distances of less than 150 metres for customers interchanging between routes, with the exception of customers travelling between Stone and Bluewater, where additional walk distance may be up to 350 metres.</b></p> <p><b>Westbound customers accessing areas to the south of Dartford town centre may have an increase in walk distance of over 400 metres</b></p> <p><b>Average wait time is expected to increase by between 4 and 15 minutes (Monday to Saturday daytimes; longer at other times).</b></p>
<b>Race</b>	<b>N</b>	
<b>Religion or belief</b>	<b>N</b>	
<b>Sexual orientation</b>	<b>N</b>	



**Q5. Given the evidence listed in step 2, consider and describe what potential positive impacts this work could have on people related to their protected characteristics?**

Protected Characteristic		Explain the potential positive impact
Age	Y	Westbound customers accessing Dartford rail station would have a greater than 400 metre reduction in walk distance. This would save more than five minutes at an average walk speed.
Disability including carers	Y	Westbound customers accessing Dartford rail station would have a greater than 400 metre reduction in walk distance. This would save more than five minutes at an average walk speed.
Gender	N	
Gender reassignment	N	
Marriage/civil partnership	N	
Other – e.g. refugees, low income, homeless people	N	
Pregnancy/maternity	Y	Westbound customers accessing Dartford rail station would have a greater than 400 metre reduction in walk distance. This would save more than five minutes at an average walk speed.
Race	N	
Religion or belief	N	
Sexual orientation	N	



## Step 4: Consultation

### Q6. How has consultation with those who share a protected characteristic informed your work?

List the groups you intend to consult with or have consulted and reference any previous relevant consultation? <sup>2</sup>	If consultation has taken place what issues were raised in relation to one or more of the protected characteristics?
<p>We are consulting on these proposed changes between mid July and 10 September 2019 and will seek views from a wide range of organisations representing people with protected characteristics.</p>	

### Q7. Where relevant, record any consultation you have had with other projects / teams who you are working with to deliver this piece of work. This is really important where the mitigations for any potential negative impacts rely on the delivery of work by other teams.

TfL is reviewing an option to mitigate interchange for eastbound customers at Crayford. This would involve route 428 running further along Crayford Road to u-turn at the roundabout with Station Road, before returning to Roman Way. This would allow eastbound customers to change buses at the same stop instead of walking approximately 110m.

Kent County Council is reviewing sites for possible additional westbound bus stops between Home Gardens and the top of West Hill in Dartford town centre, to fill a long gap in stops for routes 96, 428 and 492.

<sup>2</sup> This could include our staff networks, the Independent Disability Advisory Group, the Valuing People Group, local minority groups etc.



## Step 5: Informed Decision-Making

### Q8. In light of the assessment now made, what do you propose to do next?

This section will be completed following the consultation.

1. Change the work to mitigate against potential negative impacts found	
2. Continue the work as is because no potential negative impacts found	
3. Justify and continue the work despite negative impacts (please provide justification)	
4. Stop the work because discrimination is unjustifiable and no obvious ways to mitigate	

## Step 6: Action Planning

Q9. You must address any negative impacts identified in step 3 and 4. Please demonstrate how you will do this or record any actions already taken to do this. Please remember to add any positive actions you can take that further any positive impacts identified in step 3 and 4.

Action	Due	Owner
<p><b>Actions will be identified based on the consultation responses and the EqIA will then be updated</b></p> <p><b>For any specific issues identified in the consultation we will undertake a review of what mitigating measures we can take and consider their cost-effectiveness and impact on groups with protected characteristics.</b></p> <p><b>All the stops identified for interchange have shelters and seating except for the eastbound stop on The Brent. We will investigate with Kent County Council whether it would be feasible to add these facilities to this stop and whether it is able to add them to new westbound stops through Dartford.</b></p>		

