

COMMUNITY IMPACT ASSESSMENT

	Key Sections	Your Answer
1.	Scope: <ul style="list-style-type: none"> What is the existing service, document or action being impact assessed? What are the aims and objectives of the service, document or action? 	<p>Reviewing the decision to phase out contracted bus services over 4 year period, identified in the Integrated Plan 2011/12 (Environment Services) Disinvestments and Savings</p> <p>The existing service provides socially necessary bus services under contract to CCC where there are gaps in the commercial bus network.</p> <p>The current strategy in the 2006-2011 LTP. The vision is “To provide an efficient and affordable bus service that makes a major contribution to the County’s sustainable transport objectives in terms of transfer of journeys from the car, promoting economic development and providing access to communities.”</p> <p>Currently around 80 supported services with 1,924,870 passenger journeys on these services. Overall, including commercial services, 22,060,128 passenger journeys per year which has increased by 46% since 2001/2.</p> <p>Full list of services attached Appendix 4.</p>
	<ul style="list-style-type: none"> What is the proposed change? What will be different? 	<p>On 15th February 2011 the County Council's Full Council voted that funding for all contracted bus routes be removed over four years. This could lead to the removal of 20% of journeys in the current bus network.</p> <p>Following a decision at Cabinet on 5 July 2011, it was agreed that a review of last year’s Integrated Plan decision regarding bus subsidy reductions should take place. This review is being carried out as part of the 2012 Integrated Planning Process, ensuring that we fully capture the processes of having due regard to our Equality and other duties in our decision making process.</p> <p>As part of this process views were sought on not only the principle of making the funding reduction but also on the impact of specific route reductions and all subsidised routes were included in the consultation. Views were also sought on the routes where subsidies have already been removed, to measure the level of impact this has had in these areas.</p>

		It is proposed that a phased programme of subsidy reductions will be developed. A further Cabinet report in March will then set down specific areas where subsidies will be withdrawn in September 2012 as well as a broad programme of phased reductions for April 2013 and beyond. This will then trigger focussed community engagement and development under the Cambridgeshire Future Transport project to provide replacement services from September 2012.
2.	<p>Who should be involved:</p> <ul style="list-style-type: none"> Who is involved in this impact assessment? <p>e.g. Council officers, stakeholders from partner organisations, service users and community experts</p>	<p>Council officers and Councillors have been involved in reviewing the decision and formulating the consultation process.</p> <p>Stakeholders involved in the Consultation</p> <p>The consultation ran from 14th September until 9th December and the link to the consultation, as well as details about how to receive paper copies, was communicated: to all County Councillors, District Councillors, Parish and Town Councillors; through three press releases; via posters and flyers to bus companies; on the County Council's website and Shape your Place websites; Neighbourhood Panel Meetings; libraries; Fenland One Stop Shops; as well as to representative groups such as COPE, Age UK Cambridgeshire, Love Cambridge and ACRE to ask them to forward on to their members.</p> <p>Stakeholders for future work around mitigating the impact will also include bus operators, members, bus users, district councils, parish councils, community transport operators and stakeholders involved in the consultation listed above.</p>
3 a)	<p>What will the impact be?</p> <ul style="list-style-type: none"> What groups will be affected by this? What will the impacts on these groups be? What evidence has been used to inform this view? 	<p>Summary of the groups affected and the impacts identified.</p> <p>A consultation ran from 14th September until 9th December to gather views on the potential impact on Cambridgeshire residents of removing all bus subsidies. Overall there were 1,894 responses, with 1,470 respondents saying they used at least one subsidised bus route from a list of over 70 subsidised routes presented. Although web surveys can produce a skewed sample, missing out some parts of the population, the number of responses is good enough to ensure statistically significant results (a minimum of 1,100 responses is a common standard for statutory surveys such as the former Place Survey) with a standard error of $\pm 2.25\%$ at the 95% confidence limit.</p> <p>Of the consultation responses 81.8% don't support the withdrawal of all subsidies, with 15.3% undecided. 61.8% of respondents were female, 46.1% over 65, 22.3% in full time employment, 35.4% in households without a car, 36.6% with a longstanding illness, disability or infirmity and</p>

	<ul style="list-style-type: none"> What plans are in place to mitigate any negative impacts identified? 	<p>55.7% have a concessionary bus pass.</p> <p>In terms of impact the main reason for travel is that 45.9% travel for essential shopping, 27.1% for non-essential shopping, 25.2% for attending healthcare and 19.7% for work. Comments talk about the loss of independence, increased social isolation, increased congestion and emissions, inability to shop for basics and an increase in demand for other county council services.</p> <p>A breakdown of specific impacts by group identified from responses to the consultation can be found below. The comments only represent a small proportion of the responses received. The full report on the results of the consultation can be found at appendix 1.</p> <p>Disability</p> <p>14.9% of respondents stated that they have a disability that limits their general mobility and 21.7% stated that they do have a disability but that this does not limit their general mobility. This equates to 36.6% of respondents. 2.7% of respondents hold a disabled persons bus pass.</p> <p>People with a disability emphasised that the bus services under threat were a lifeline to them which they felt they couldn't do without and that withdrawal of service would leave them isolated and less independent.</p> <p>Some of the comments from the consultation in relation to impacts on those with a disability include;</p> <p><i>"We have been trying to encourage our autistic son (18 yr) to be more independent. We had some success getting him to use buses. Now they are so infrequent, especially to & from St Ives, which is a journey we do frequently, his confidence in using them successfully is gone. He spends more and more time at home alone."</i></p> <p><i>"I have epilepsy which means that i am not allowed to drive. I am able to do voluntary work in Ely and if i were to lose this the impact would be severe. The village shop we have is very expensive so being able to get to the larger supermarkets is vital."</i></p> <p><i>"Social isolation is a problem when you are disabled. A reliable bus service with wheelchair access is essential for most of my day-to-day domestic and social needs. To have any of these cut or the price increased impacts my life disproportionately in a negative way."</i></p> <p><i>"Because of my poor eye sight I am totally reliant on public transport. I am unable to move away from my village because of the higher cost of property in Ely. My nearest shop, post office, cash machine, doctor etc are a good 45mins walk away, manageable in fine weather, but not in bad weather or winter months. I would be totally isolated without"</i></p>
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	<p>Service 106.”</p> <p><i>“My son has additional needs and I had been teaching him to travel using this service. How can you expect people to learn a skill 'using public transport' if you withdraw it! This will greatly change how or even IF my son learns to use public transport.”</i></p> <p>Older People</p> <p>56.3% of respondents hold a concessionary bus pass 48.7 % of respondents are retired</p> <p>Older People emphasised the disproportionate impact on them of the proposed changes. They listed the services that they would struggle to access if services are withdrawn and these included shops, post offices and NHS services. Some of the comments from the consultation in relation to impacts on older people include;</p> <p><i>“The impact that the withdrawal of the Service 31 will have on me is that, being a 67 year old woman needing to work part time in Cambridge and having no other means of transport, I will be forced to give up my job and will be unable to live on my pension. Furthermore I will become isolated and unable to leave the Village; I will not be alone in this situation as it will impact upon others in similar circumstances to me, also on young teenagers reliant on public transport to carry them safely to and from Cambridge.”</i></p> <p><i>“Like many OAPs my life would become restricted not only because of cost of alternative transport. The ability to be able to travel on one or more buses to get to appointments.”</i></p> <p><i>“I am a widow of 78, do not drive and not able to walk far. I therefore have to rely on family and friends to get about. We do have car care in our village but these drivers have lives of their own and naturally need at least one or two days notice. But living on my own it's nice to be able to go out when you feel like it, if you are feeling a bit down and want to get some company. Personally I would be quite willing to pay a concession on fares like we had to before.”</i></p> <p><i>“Service 199 is well-used by older residents, including myself (I am 80), many of whom cannot drive or walk very far. Other services are almost all too far away from where most Newnham users live (IE services 18, Citi4 and Uni4). Our twice-a-week shoppers' bus is therefore a lifeline for many. The bus is an essential means of getting to banks and shops, it reduces congestion (taxi/car use) and not least it provides a social service by keeping old people in touch with one another and the wider community. The service runs on Tuesdays and Fridays only, one return journey on each of those days.”</i></p> <p><i>“Our bus service has been reduced at the moment this is manageable, if reduced any further or withdrawn for many elderly, young people, young families who in the present climate have no transport of their own, this would cause real hardship. I have arthritis, am a pensioner, I have to shop, visit the doctor regularly, without a bus service I would have to pay £14 for taxi fares every time I needed to do this - which means half of my food allowance each week. Community</i></p>
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	<p><i>transport has to be booked 48 hours in advance which in medical emergencies isn't always possible - it also costs."</i></p> <p><i>"My wife and I are now both retired. We do not drive and therefore rely on public transport to get around. We increasingly find that the cutback in bus services is making our hometown of Chatteris become more and more isolated. We are seriously considering now that we should move house to somewhere that has a railway station, e.g. Ely, March or Peterborough because using the train would offer us a more reliable method of getting out and about. Our fear then would be that "the powers that be" would decide that trains were too much of a luxury to be allowed to stop at the smaller stations such as Ely or March."</i></p> <p><i>"The bus gives me independence, a life. Even if I have no money I can use my bus pass and visit Cambridge, walk around the shops and call in at the Central Library. I feel better when I get home. My daughter lives in Haverhill, she is disabled, we shop together and have a coffee etc., and without the bus I could not visit her whenever I can. I am sure that the elderly find the bus pass, and the buses to use them on, the best things the government has done for us."</i></p> <p>Young People</p> <p>Under 16 0.3% 16 to 24 4.6%</p> <p>Young People focused on the cost of the existing service and the additional costs to them of having to find alternatives should the bus service be withdraw. There were some comments about the withdrawal of services heightening rural isolation. Some of the comments from the consultation in relation to impacts on young people include;</p> <p><i>"I myself do not use the 31 very often. However when I was a student, I used it all the time. I am mindful that we are not within cycling or walking distance to any train station, our sixth form education is based in Cambridge and if we loose this service we are limited our children to how they get to college on a daily basis. Car insurance for 17 and 18 year olds is incredibly expensive so the bus is relied on. I asked the driver and he said it is well used regularly. Just because we are on the edge of the County, why should we loose yet more services? The bus enables freedom to some older folk who do not drive"</i></p> <p><i>"My daughter is not the only school pupil relying on this service - which is already inflexible. The service only gets her to and from school; it does not operate to allow her to get home after a club or activity once the school day is over. If she misses the bus there isn't another one to Gamlingay for two hours. The weekly ticket is more expensive than a day return - as it assumes you will use it for 7 days, not 5."</i></p> <p><i>"When parents are working or no car available for a lift I am unable to visit friends, go shopping e.g. clothes, books, meet friends for social activities, cinema, swimming etc. Sometimes I would be stranded in Cambridge and have to walk home."</i></p>
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		<p>Rural Isolation</p> <p>Some of the comments from the consultation in relation to impacts in relation to rural isolation include;</p> <p><i>"We choose to live in a rural area with some links to neighbouring villages and towns you are now taking away these resources. You are going to kill the rural villages completely making them isolated from all services. The only people able to survive in these ghost towns will be the rich with cars."</i></p> <p><i>"Withdrawing certain services would have an negative impact on my leisure & work time for a start, as I would not be in a position to travel very far at all, being a non driver & living in a rural area, who at the same time, cannot afford to move to a urban environment where the transport maybe more frequent."</i></p> <p><i>"Our village has no shop or pub. Also no access to any other village with a bus, as there is no pathway out, only directly on to the A1. This impact for the young and older people of the village puts us into isolation. More houses have gone up for sale because of the isolation this has caused."</i></p> <p>Deprivation</p> <p>1.7% unemployed Looked after home/family 2.5% Permanently sick/disabled 2.2%</p> <p>Some of the comments from the consultation in relation to impacts in relation to rural isolation include;</p> <p><i>"I depend on buses as I cannot afford the running costs of a car now, and know that there are others in this position. Also Saffron Walden no longer has a rail station, so I need a bus to reach Audley End Station. I do have a cycle but do not feel safe on it except at quiet times, e.g. early mornings."</i></p> <p><i>"I have no car and i have two children i am reliant on the bus and i had to give my job up also my husband works in Cambridge and he has to work two weekends in a month staying in a B&B as the bus service is non existent."</i></p>
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Family Life

Some of the comments from the consultation in relation to impacts in relation to family life include;

"While I am not one of the people most affected by the withdrawal of the specific services, the cutbacks in transportation opportunities are reducing the life-chances for me in Cambridgeshire as I cannot operate my own car, cannot afford taxi or similar provision, and do not have friends or family members from whom I can obtain regular lifts. As I consider everything from future educational or leisure opportunities to job applications to the potential of obtaining more adequate housing, I am limited in scope most by whether or not reliable, affordable public transport exists in particular areas. In specific, I am terrified of accepting housing in more outlying areas only to find a bus route is chopped, thus cutting off the opportunity for even basic participation in society. I know that this is happening for others, and it makes me highly concerned on their behalf."

"My job would suffer, I wouldn't be able to pull my weight within my team, and could face expensive taxi fares (which I do occasionally pay when unavoidable). I need my job, it would be disgusting to lose my job due to the bus service being reduced even more or worse still - axed. Also - Ramsey is a struggling area, desperate to be the town it should be - reduce/axe bus services even more - and the town would be even worse off."

"I live in Chatteris, it is bad enough since the last cuts to bus services but with 1,000 new houses planned for the area it would be catastrophic. It is bad for local businesses. We also have a new Tesco planned so buses would encourage people to come into the area. My son has special needs and I would be unable to take him to hospital appointments, my dentist is in Ely, how will I get there? There are many old people in the area who do not drive. Also businesses would be less likely to come to the Fens; there are a lot of software companies in Cambs. We should be doing our best to attract companies such as these and an area with an excellent transport system would be a bonus."

"If the 19 bus route was withdrawn from service it would have a devastating effect on my family. I work at Addenbrookes Hospital and do not drive so i rely on the bus to get me to and from work on a daily basis. I also have 2 teenage children one of whom goes to college in Cambridge and one of whom will go in 2 years who rely on the buses to get to and from College."

"We are a one car household, which at times can be difficult to juggle, and we therefore rely on the bus service as a back up when one of us has to be somewhere different to the other. This is not leisure travel, but juggling between working, caring for an elderly parent with Alzheimer's and volunteer work as a Special Constable. My Sister does not have her own transport and lives in a rural village, where withdrawal of the bus service would mean she could no longer work as she has no alternative. She earns minimum wage and shares the joint care of our father with Alzheimer's, loss of the bus would mean she would have to live on benefits and not get out of the house which would be detrimental to her health."

"My partner has mobility problems and we cannot afford a car. My children are entirely dependent on bus to get to

school because at 2.9 miles the county judges they need no help. I am dependent on the bus to get to work, station is over 3 miles away

Sex

Female 61.8%

Male 38.2%

Race

White: British 1625 (85.8%)

White: Irish 18 (1%)

White: Any other White background 48 (2.5%)

0.3% Mixed

0.3% Asian

0.2% Black or Black British

0.2% Chinese

Prefer not to say 134 (7.1%)

Other (Please state): 77 (4.1%)

The above implications of the proposed changes have been informed by the results of the public consultation as this represents the direct views and impact on Cambridgeshire residents rather than generic studies. Officer's views are that the responses received are consistent with the expected results on both which groups will be impacted and what that impact would be. The only under-representation noted is that of young people, although alternative provision will be provided where this involves attendance at the appropriate education establishment.

Mitigating work

The overall aim is to link any bus subsidy reduction with emerging future transport developments so that savings can be achieved but suitable replacements put in place. A more flexible approach to the provision of public transport services for communities is proposed where future provision could be provided through franchises, community transport providers, a small number of low cost socially necessary contracted services, services where cost would be incurred elsewhere within Cambridgeshire County Council such as for education contracts or reduced commercially provided services. In addition it is proposed to have a more joined up transport provision with education, social access and health transport.

		<p>It is important that sufficient notice is given of planned service withdrawals to allow time for community engagement and the development of alternative service provision. Subsidy will be withdrawn over a period of three years in a phased programme which will allow sufficient time to work with local communities to shape alternatives, such as franchises, to meet their needs. A report will be provided to Cabinet on 6 March which will include a programme of services identified for replacement in 2012/13.</p> <p>Although the proposed solution is not guaranteed to provide the required savings and accessibility outcomes the expectation is that it will do so. If this expectation is not realised then the programme will be revisited and reviewed through the appropriate member processes.</p> <p>Overall the net impact of the proposals on disadvantaged groups should be very limited. A degree of negative impact is unavoidable but bearing in mind the level of financial challenge there are no viable alternative ways of achieving the savings and accessibility outcomes.</p>															
4.	<p>Making a judgement:</p> <ul style="list-style-type: none"> Your final judgement – will your service, document or action have a positive, negative or neutral equality impact? If it will have a positive impact on some groups and a neutral impact on others, is this justified? <p>Are there any existing or potential equality issues with your service,</p>	<table> <tr> <th>Equality strand</th><th>Judgement based on evidence cited above (positive, negative, neutral)</th><th>Issues or opportunities that need to be addressed</th></tr> <tr> <td>Age</td><td>Negative</td><td>See section 5 below</td></tr> <tr> <td>Sex</td><td>Negative</td><td>See section 5 below</td></tr> <tr> <td>Disability</td><td>Negative</td><td>See section 5 below</td></tr> <tr> <td>Ethnicity, race and culture</td><td>Neutral</td><td>See section 5 below</td></tr> </table>	Equality strand	Judgement based on evidence cited above (positive, negative, neutral)	Issues or opportunities that need to be addressed	Age	Negative	See section 5 below	Sex	Negative	See section 5 below	Disability	Negative	See section 5 below	Ethnicity, race and culture	Neutral	See section 5 below
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Age	Negative	See section 5 below															
Sex	Negative	See section 5 below															
Disability	Negative	See section 5 below															
Ethnicity, race and culture	Neutral	See section 5 below															

	document or action that need to be addressed?	Sexual orientation	Neutral	See section 5 below	
		Religion or belief	Neutral	See section 5 below	
		Pregnancy & Maternity	Neutral	See section 5 below	
		Marriage and Civil Partnership	Neutral	See section 5 below	
		Gender reassignment	Neutral	See section 5 below	
		You may also want to make a judgement on:			
		Rural isolation	Negative	See section 5 below	
		Deprivation	Negative	See section 5 below	
		Family Life	Negative	See section 5 below	
5.	Action planning: <ul style="list-style-type: none">Are there any actions that you have identified to address any potentially unjustifiable differences in impact on different equality groupsAre there any actions you have identified to take advantage of an opportunity you have	<p>The overall aim is to link any bus subsidy reduction with emerging future transport developments so that savings can be achieved but suitable replacements put in place. A more flexible approach to the provision of public transport services for communities is proposed where future provision could be provided through franchises, community transport providers, a small number of low cost socially necessary contracted services, services where cost would be incurred elsewhere within Cambridgeshire County Council such as for education contracts or reduced commercially provided services. In addition it is proposed to have a more joined up transport provision with education, social access and health transport.</p> <p>It is important that sufficient notice is given of planned service withdrawals to allow time for community engagement and the development of alternative service provision. Subsidy will be withdrawn over a period of three years in a phased programme which will allow sufficient time to work with local communities to shape alternatives, such as franchises, to meet their needs. A report will be provided to Cabinet on 6 March which will include a programme of services identified for</p>			

	<p>identified to promote equality and diversity</p> <ul style="list-style-type: none"> Where will these actions be recorded (i.e. which service plan, strategy action plan etc.)? 	<p>replacement in 2012/13.</p> <p>Overall the net impact of the proposals on disadvantaged groups should be very limited. A degree of negative impact is unavoidable but bearing in mind the level of financial challenge there are no viable alternative ways of achieving the savings and accessibility outcomes.</p>
6.	<p>Monitoring and Review:</p> <ul style="list-style-type: none"> If the actions identified in stage 5 are not incorporated into an existing action plan, how will you monitor them? When will you review this impact assessment? Who will be responsible? 	<p>The changes will be phased over a period of 3 years, with reviews on an annual basis. Each phase will involve a member process, community engagement and a review of this impact assessment.</p> <p>Although the proposed solution is not guaranteed to provide the required savings and accessibility outcomes the expectation is that it will do so. If this expectation is not realised then the programme will be revisited and reviewed through the appropriate member processes.</p>

If it is relevant to your area, you may also need to consider the impact on community cohesion:

<p>Community Cohesion</p> <p><i>Answer the above with yes, no, or not applicable</i></p>	
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<p>a. Will this service, document or action help community groups to develop a vision of a shared future?</p> <p>b. Will this service, document or action help community groups to improve their understanding and respect for each other?</p> <p>c. Does this service, document or action promote engagement of children and young people in the locality?</p> <p>d. Have local stakeholders and community leaders been engaged in the planning of this service, document or action?</p> <p>If you have answered NO to any of these questions please outline the reasons and consider if and how this work needs doing</p>	
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