

Moray Council Equality Impact Assessment

Service: Direct Services

Department: Environmental Services

Title of policy/activity: Transfer various public conveniences to community managed operation or close.

1. What are the aims and objectives of the policy/activity?

To make £30,000 worth of annual savings by transferring public toilets to community groups.

The proposal concerns toilets on Buckie: Fishmarket, Strathlene Beach, Town House; Craigellachie Fiddoch Park; Cullen: Harbour, West Beach; Findhorn Middle Block; Forres Grant Park; Hopeman East Beach; Keith: Mid Street, Regent Square, St Ruffus Park; Lossiemouth Esplanade.

2. List the evidence that has been used in this assessment

Internal data (customer satisfaction surveys; equality monitoring data; customer complaints)	No information available on numbers of users
Consultation with officers or partner organisations	Consultation with environmental services
Consultation with community groups	Older People Reference Group Scottish Autism - Moray
External data (statistics, census, research)	House of Commons, Communities and Local Government: The Provision of Toilets. www.bladdercontrol.co.uk
Other	Emails and letters from customers/community groups: Elgin South Area Forum, Keith Community Council, Cullen and Deskford Community Council

3. Detail any gaps in the information that is currently available?

No information on actual usage.

--

4. What measures will be taken to fill the information gaps before the policy/ activity is implemented? These should be included in the action plan

Measure	Timescale
Short of on-site surveys it is impossible to get figures about the use of toilets.	

5. Are there potential impacts on protected groups? Tick as appropriate

	Positive	Negative	None	Unknown
Age – young		√		
Age – elderly		√		
Disability		√		
Race			√	
Religion or belief			√	
Sex		√		
Pregnancy and maternity		√		
Sexual orientation			√	
Gender reassignment		√		
Marriage and civil partnership			√	

6. What are the potential negative impacts?

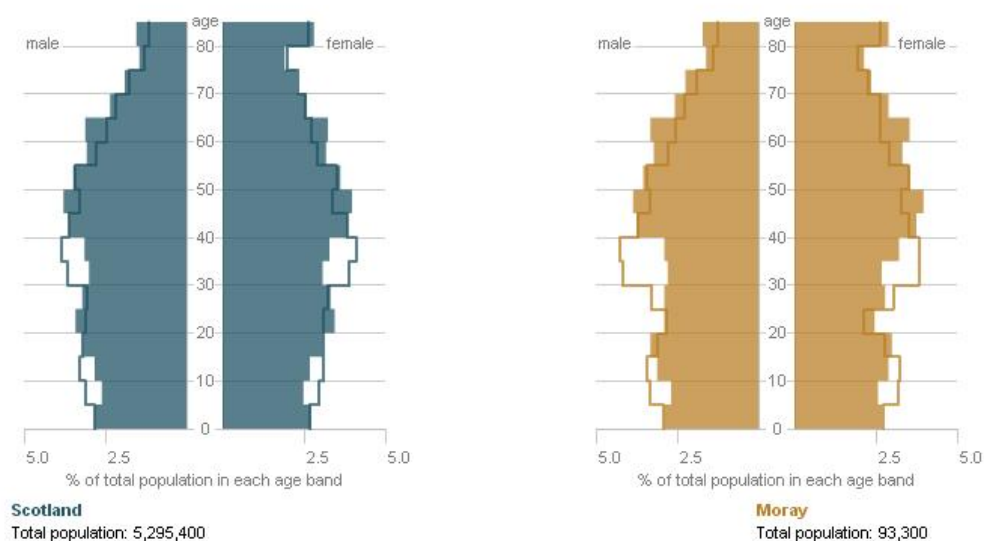
Population in Moray

Total population: 93,300
Males: 45,900 (49.2%)
Females: 47,400 (50.8%)

Age structure in Moray

Age	% in 2011	%change since 2001
Under 15:	16.9%	-3.5%
16 – 64:	64.6%	6.8%
65+:	18.5%	21.7%
80+		28.9%

2011 Census: population estimates for Scotland (outlines show 2001)



Source: 2011 Census, 2001 Census
Based on graphic by [ONS](#)

Age elderly: elderly, because of medication or medical problems are more likely to be affected. Closure can make elderly people more reluctant to go out.

Age young/pregnancy and maternity: families with young people may not be able to get their children to the toilets on time when out on the beach. They will also be more reluctant to use facilities in pubs.

Sex: The report of the House of Commons Committee on Communities and Local Government (*The Provision of Public Toilets. pp.18-19*) gives ample evidence to suggest that women are more likely to be affected than men.

Disability: A shortage of toilets is likely to affect people with conditions such as: diabetes a range of conditions causing urinal or faecal incontinence. The NHS estimates that between 3 and 6 million people in the UK have some degree of urinary incontinence.

Studies suggest that in the UK "major faecal incontinence" affects 1.4% of the general population over 40 years old and constipation affects between 3% and 15% of the population.

In 2001 an English study about prevalence of faecal incontinence in adults over 40 years old concluded that "faecal incontinence is a common symptom in men as well in women", particularly in older people.

In the UK, 24% of older people are affected by urinary incontinence. Of those older people in institutional care, 30-60% are affected by urinary incontinence, and 25% by bowel incontinence.

There was one response which could indicate the risk of discrimination arising out of disability: MY ARGUMENT TO SAVE THE PUBLIC TOILETS AT CULLEN HARBOUR AND BEACH IS THAT MY GRANDSON XXX IS AUTISTIC AND WHEN WE GO TO THE BEACH AND THE HARBOUR AND HE IS IN SWIMMING HE "HAS" TO COME OUT OF THE WATER TO GO PEE. HE CANNOT PEE IN THE WATER AS HE HAS TO USE A PROPER TOILET. IF THERE WERE NO TOILET OPEN HE WOULD NO LONGER BE ABLE TO GO SWIMMING WHICH HE LOVES.

The remaining toilet in Cullen is up a hill and more difficult to access by people with mobility problems

7. Have any of the affected groups been consulted. If yes, please give details of how this was done and what the results were. If no, how have you ensured that you can make an informed decision about mitigating steps.

Public meetings in affected areas.
Letters/emails forwarded to Equal Opportunities Officer.
Email communication with Community Groups

8. What mitigating steps will be taken to remove those impacts? These should be included in the action plan.

Mitigating step	Timescale
Hand toilets over to community. Priority will be given to groups who wish to take over the amenities for use as public toilets. Fast track CAT and drawing up service level agreements. Current negotiations involve: Cullen Harbour, Cullen Beach, Findhorn middle block, Hopeman East, Lossiemouth Esplanade.	As soon as possible after offers accepted
On-line easy to access information about availability of toilets throughout Moray to be made public through the Moray Council website.	End of August 2013
Signage and directions to be made available in affected areas. This was suggested by Elgin South Area Forum	July 2013
In relation to the issue of the grandson who has autism, the following steps have been taken. Negotiations to transfer the toilets in Cullen Harbour	Begun June 2013

and Cullen beach are at an advanced stage.

The toilets are to stay open until the end of the season to allow time for transfer to communities.

9. What steps can be taken to promote good relations between various groups?
These should be included in the action plan.

NA

10. How does the policy/activity create opportunities for advancing equality of opportunity?

NA.

11. What monitoring arrangements will be put in place? These should be included in the action plan.

Monitoring of standards/condition of toilets by Council staff on an occasional basis

12. What is the outcome of the assessment? Tick as appropriate.

1	No impacts have been identified	
2	Impacts have been identified, these can be mitigated as outlined in question 8	√
3	The activity will have negative impacts which cannot be mitigated fully	

13. Set out the justification that the activity can and should go ahead despite the negative impact?

- The proposals standardise the provision of public toilets throughout Moray with additional provision provided according to local demand and willingness to take over the maintenance of toilets.
- Negotiations with community groups are at the stage where service level agreements about continued provision of toilets can be concluded before the start of the next season.
- The Council has no Statutory Duty to provide Public Toilets

- One Public Toilet will be retained in the towns and villages where toilets are to be handed over to community groups. Those remaining are all wheelchair accessible.
- Toilets are available in local cafes, Bars and Hotels.
- The Council's web site will show where the Public Toilets are located in Moray
- The Council has offered to transfer the assets to local Community Groups

Sign off and authorisation

Department	Environmental Service
Title of Policy/activity	Transfer various Public Conveniences to Community managed operation or close
We have completed the equality impact assessment for this policy/activity.	Name: Don Toonen Position: Equalities Officer Date: 03.05.13
Authorisation by Director or Head of Service	Name: Stephen P Cooper Position: Head of Direct Services Date: 08.05.13

The impact assessment should now be authorised by either the Director or Head of Service.

Please return this form, along with the completed screening process and full assessment forms, to the Equal Opportunities Officer, Chief Executive's Office.

Action plan

Action	Start	Complete	Lead Officer	Expected Outcome	
Offer the transfer of the Public Toilets to Community Groups under CAT or a Service Level Agreement	May 2013		Steve Williamson	Not all Public Toilets will be taken over by Community Groups and hence many toilets will be closed	Additional workload for Environmental Protection, CAT, Legal and Estates Officers in communicating with Community Groups and preparing SLA/Lease/CAT agreements
Council Officer support/advice to Community Groups regarding the management of the toilets		Ongoing	Steve Williamson	Advice/support available on request	Minimal
Council Officers will monitor the standards/condition of toilets and update Community Groups accordingly		Ongoing	Steve Williamson	Problems/Issues identified would be rectified by Community Groups	Minimal
Website on public toilets updated and made available through Moray Council website.	August 2013	October 2013	Don Toonen	The public will be better informed of location of public toilets	This will be part of the implementation

[illegible]

Moray Council Equality Impact Assessment

Service: Environmental Services
Department: Public Transport Unit
Title of policy/activity: Subsidised Bus Services

1. What are the aims and objectives of the policy/activity?

The Council has a duty, under sections 63 – 64 of the Transport Act 1985, to secure the provision of such passenger transport services as it considers appropriate to meet any public transport requirements in its area which would not, in its view, be met apart from action taken on its part. The Council also has a duty to formulate and publish, from time to time, general policies as to the description of services it proposes to secure.

The Council recognises public transport's role as a key element of the transportation system providing for travel both within and to/from its area. Public transport also offers considerable potential as a means of combating the adverse economic and environmental effects of increasing car use and associated traffic congestion.

The provision of an adequate public transport system is essential to maintaining the opportunities and quality of life for those without access to private means of travel.

The Council will exercise its powers under sections 63 – 64 of the Transport Act 1985, to secure the provision of passenger transport services to meet needs which are not otherwise met.

2. List the evidence that has been used in this assessment

Internal data (customer satisfaction surveys; equality monitoring data; customer complaints)	
Consultation with officers or partner organisations	Equal Opportunities Officer. Research and Information Officers.
Consultation with community groups	Report on the current usage of Stagecoach 31 bus service by residents of Findhorn Village, Findhorn Foundation Community and Kinloss.
External data (statistics, census, research)	User profiles Stagecoach and Deveron coaches.
Other	

3. Detail any gaps in the information that is currently available?

There is no disaggregated data of concessionary users from Deveron coaches.

4. What measures will be taken to fill the information gaps before the policy/ activity is implemented? These should be included in the action plan

Measure	Timescale
None. The information available is sufficient to gauge the impacts on elderly and disabled users.	

5. Are there potential impacts on protected groups? Tick as appropriate

	Positive	Negative	None	Unknown
Age – young		x		
Age – elderly		x		
Disability		x		
Race			x	
Religion or belief			x	
Sex			x	
Pregnancy and maternity			x	
Sexual orientation			x	
Gender reassignment			x	
Marriage and civil partnership			x	

6. What are the potential negative impacts?

Rural isolation, inability to access work opportunities, further education, medical appointments, retail facilities, and recreational facilities. Less opportunity for concessionary card holders to benefit from free travel.

7. What mitigating steps will be taken to remove those impacts? These should be included in the action plan.

Mitigating step	Timescale
Additional dial a bus services will be made available.	

The retention of two existing subsidised bus contracts, ML 202 Tomintoul to Keith, Tuesdays only and ML 205 Tomintoul to Elgin Fridays only at an annual cost of £6,500 per contract.	Immediately.
The introduction of a new dial-a-bus service in the rural Elgin/Burghead/Lossmouth area where no bus services currently operate. This would provide dial-a-bus services in every area of Moray where no alternative transport is available. The annual cost for this new service is £30,000 per annum.	Immediately upon termination of existing contracts.
The enhancement of existing dial-a-bus services at a cost of £17,000 per annum, whilst a sum of £8,000 per annum will be allocated to the Council's contract centre for additional staff resources required to cope with the additional booking workload.	Immediately upon termination of existing contracts.
The remaining £2,000 will be used to publicise and promote the entire Dial-a-bus network.	Immediately upon termination of existing contracts.

8. What steps can be taken to promote good relations between various groups?
These should be included in the action plan.

NA.

9. How does the policy/activity create opportunities for advancing equality of opportunity?

It has a potential negative impact for advancing equality of opportunity as it removes/restricts access to work and further education. This will be addressed through the mitigating actions outlined in the spreadsheet containing the 3 options.

10. What monitoring arrangements will be put in place? These should be included in the action plan.

Dial a bus bookings/usage will be monitored.

11. What is the outcome of the assessment? Tick as appropriate.

1	No impacts have been identified	
2	Impacts have been identified, these can be mitigated as outlined in question 7	x
3	The activity will have negative impacts which cannot be mitigated fully	

12. Set out the justification that the activity can and should go ahead despite the negative impact?

The services that are withdrawn will be replaced with more demand responsive transport which can better serve the needs in rural areas as outlined in report to the Moray Council 3 July 2013.

The Report on the current usage of Stagecoach 31 bus service by residents of Findhorn Village, Findhorn Foundation Community and Kinloss indicated that a reduction of the 31 bus to a two-hour service would, although not desirable, be acceptable.

Retention of the Tomintoul to Keith, and Tomintoul Elgin services was decided in response to local demand.

Sign off and authorisation

Department	
Title of Policy/activity	Subsidised Bus Services
We have completed the equality impact assessment for this policy/activity.	Name: Peter Findlay Position: Public Transport Manager Date:
Authorisation by Director or Head of Service.	Name: Position: Date:

The impact assessment should now be authorised by either the Director or Head of Service.

Please return this form, along with the completed screening process and full assessment forms, to the Equal Opportunities Officer, Chief Executive's Office.

Action plan

Action	Start	Complete	Lead Officer	Expected Outcome	Resource Implications
Retention of subsidised bus contracts for Tomintoul to Keith and Tomintoul to Elgin.	immediately				To be covered within allocated funding.
Introduction of new Dial a bus service in Elgin/Burghead/Lossiemouth area.	immediately			Increased availability of service where previously there was none.	To be covered within allocated funding.
Enhance existing dial-a-bus services.	immediately			Increased availability of dial-a-bus services.	To be covered within allocated funding.
Additional publicity to promote entire Dial-a-bus services.	immediately			Increased uptake of dial-a-bus services.	To be covered within allocated funding.

BUS OPTIONS

Appendix 1

SERVICE DETAILS							OPTION 1				OPTION 2				OPTION 3			
Bus Route No	Route description	Existing Annual Cost	Passenger Numbers	Passenger Type	Reasons for travel	EIA comments. Note: all numbers are over a 6 month period	Service change/ implications	Cost	Comment	EIA comment	Service change/ implications	Cost	Comment	EIA comment	Service change/ implications	Cost	Comment	EIA comment
362	Tomintoul - Keith (Tues only	£6,500	av 28 per week over 35 week period	Mostly elderly	Shopping - Medical appt	Very high percentage of concessionary users(98%, 1,377 concessionary travellers over 6 months). No alternative form of transport for this group. No shops in Tomintoul.	Keep existing contract in place	£6,500	This option will retain the only weekly service to Keith, operted under contract by Deveron.	No impact compared to current service	Keep existing contract in place	£6,500	This option will retain the only weekly service to Keith, operted under contract by Deveron.	No impact compared to current service	Apply Dial A-Bus	£15,000	Increase capacity on existing in-house off peak dial a bus service	Capacity of bus may not be able to accommodate shopping. No shops in Tomintoul. ASDA or TESCO's home delivery service available this may impact on elderly.
363	Tomintoul - Elgin (Thur only)	£6,500	av 19 per week over 35 week period	Mostly elderly	Shopping - Medical appt	Very high percentage of concessionary users(96%, 1,092 concessonary travellers over 6 months). No alternative form of transport for this group. No shops in Tomintoul.	Keep existing contract in place	£6,500	This option will retain the only weekly service to Elgin, operted under contract by Deveron.	No impact compared to current service	Keep existing contract in place	£6,500	This option will retain the only weekly service to Elgin, operted under contract by Deveron.	No impact compared to current service	Apply Dial A-Bus			Capacity of bus may not be able to accommodate shopping. No shops in Tomintoul. ASDA or TESCO's home delivery service available this may impact on elderly.
309	Cullen/Buckie - Keith rail link	£90,480	av 266 per week over 35 week period	Employed, unemployed, elderly.	Work, education, connection to other transport services, medical appt, shopping.	Majority of users (54%, 7,624) concessionary users. Service provides access to Aberdeen rail link. Off peak travel accounts for approximately 60% of all journeys.	Retain part of contract provision	£57,000	This option will retain the peak Deveron contracted scheduled service to meet the 0655, 1009, 1638 and 1830 trains at Keith Station	Impact on concessionary users minimised, access to Aberdeen rail link stays intact, albeit reduced for off peak. People will have to change their travel arrangements around new timetable.	Off Peak Dial-A-Bus or off peak scheduled journeys	£47,000	This would be an extension of the in-house Dial-A-Bus service using existing fleet resources (2 vehicles) between school opening and closing times and extended to include the Kingston area	Peak users affected. May impact on hospital users for ARI.	Apply Dial A-Bus	£15,000	Increase capacity on existing in-house off peak dial a bus service	Peak users affected. May impact on hospital users for ARI.
302	Banff/Rothiemay to Keith (Tues and Fri)	£4,992	av 71 over 4 weeks	Mostly elderly	Shopping - Medical appt	73% (994) of users are over 60, 10% of users (148) are disabled.	Passengers use existing Keith dial a bus			impact on concessionary users minimised. People will have to change their travel arrangements around new timetable.	Passengers use existing Keith dial a bus			impact on concessionary users minimised. People will have to change their travel arrangements around new timetable.	Apply Dial A-Bus			impact on concessionary users minimised.
31	Elgin- College of Roseisle diversion	£10,400	av 264 over 4 weeks	Employed, students.	Work, education, shopping, medical appt.	52% (8,390) of users are aged over 60, 10% (1,654) have a disability. Findhorn & Kinloss carried out a community survey with 175 responses. Elgin bound passengers travel to work, Forres bound mainly around shopping. 60% of respondents have used the bus for medical appointments. Community council have asked to retain the timetable around working hours.	Reduced commercial service frequency on this route			Impact on service users. Aim to retain timetable for work bound travellers. People will have to change their travel arrangements around new timetable.	Reduced commercial service frequency on this route			Impact on service users. Aim to retain timetable for work bound travellers. People will have to change their travel arrangements around new timetable.	Apply Dial A-Bus	£30,000	Introduce new dial a bus service for rural Lossiemouth, Hopeman and Burghead areas.	minimum impact
31	Forres - Findhorn (mon - Sat)	£73,884	av 1520 over 4 weeks	Employed, students.	Work, education, shopping, medical appt.	As above	Reduced commercial service frequency on this route			As above	Reduced commercial service frequency on this route			As above				As above
33	Elgin to Lossiemouth (Evenings Mon - Fri + Sat)	£23,400	av 776 over 4 weeks	Employed, students, young people.	Work, education, shopping, medical appt, social.	15% of users (2,454) are over 60, 10% of users (1,276) are disabled.	Reduced commercial service frequency on this route			Minimum impact. People will have to change their travel arrangements around new timetable.	Reduced commercial service frequency on this route			Minimum impact. People will have to change their travel arrangements around new timetable.	Apply Dial A-Bus			As a mitigating action this goes further than option 1 or 2
34	Elgin to Kingston (Mon Fri)	£18,200	av 406 over 4 weeks	Employed, unemployed, elderly.	Work, education, shopping, medical appt.	39% of passengers (4,648) are aged over 60, 9% (1,044) have a disability.	Reduced commercial service frequency on this route and extend D-A-B	£0		Mitigating action: extend exisiting dial-a-bus from Kingston to Fochabers to link into other services. People will have to change their travel arrangements around new timetable.	Reduced commercial service frequency on this route and extend D-A-B	£0		Mitigating action: extend exisiting dial-a-bus from Kingston to Fochabers to link into other services. People will have to change their travel arrangements around new timetable.	Apply Dial A-Bus			Same as options 1 or 2
34	Elgin to Kingston (Sat)	£2,862	av 67 over 4 weeks	Employed, elderly, young perople.	Work, shopping, social.	As above	Reduced commercial service frequency on this route			As above	Reduced commercial service frequency on this route			As above	Apply Dial A-Bus			Same as options 1 or 2
35	Elgin to Cullen (evenings Mon - Sat)	£56,160	av 648 over 4 weeks	Employed, students, young people.	Work, shopping, social.	15% of users (793) are aged over 60, 6% (218) have a disability	Reduced commercial service frequency on this route			Minimum impact. People will have to change their travel arrangements around new timetable.	Reduced commercial service frequency on this route			Minimum impact. People will have to change their travel arrangements around new timetable.				
10	Pilmuir diversion Mon-Fri	£9,100	av 150 over 4 weeks	Employed, students, young people.	Work, education, shopping, medical appt.	11% (293) of users are aged over 60, 10% (291) of users have a disability.	Reduced commercial service frequency on this route			Minimum impact. People will have to change their travel arrangements around new timetable.	Reduced commercial service frequency on this route			Minimum impact. People will have to change their travel arrangements around new timetable.				Minimum impact
Other Costs												£10,000	Additional costs required to increase capacity for call centre	Essential if developing responsive transport		£10,000	Additional costs required to increase capacity for call centre	Essential if developing responsive transport
Total		£302,478						£70,000				£70,000				£70,000		