

# Equality impact assessment form

**Directorate**

**Service area**

**Name of policy, strategy, review or function being  
assessed**

**Date of assessment**

**Name of Director/Head of Service signing it off**

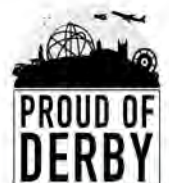
**Decision of Cabinet, Personnel Committee or Chief  
Officer Group**

**Date published on website**

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Derby City Council



## **Equality impact assessment – please read this section first before you do the assessment**

This is our equality impact assessment form to help you equality check what you are doing when you are about to produce a new policy, review an older one, write a strategy or plan or review your services and functions. In fact you need to do an equality impact assessment whenever a decision is needed that affects people and **before** that decision is made.

So why do we need to do equality impact assessments? Although the law does not require us to do them now, the courts still place significant weight on the existence of some form of documentary evidence of compliance with the **Public Sector Equality Duty** when determining judicial review cases. This method helps us to make our decisions fairly, taking into account any equality implications, so yes we still need to do them.

The Public Sector Equality Duty is part of the Equality Act 2010 and this Duty requires us as a public body to have '**due regard**' to eliminating discrimination, harassment and victimisation and any other conduct that is prohibited by or under the Act. It requires us to advance equality of opportunity and foster good relations between people who share a '**relevant protected characteristic**' and people who don't.

Having 'due regard' means:

- removing or minimising disadvantages suffered by people due to their protected characteristics
- taking steps to meet the needs of people with certain protected characteristics where these are different from the needs of other people
- encouraging people with certain protected characteristics to participate in public life or in other activities where the participation is disproportionately low.

The protected characteristics are:

- age
- disability
- gender identity
- marriage and civil partnership
- pregnancy and maternity
- race
- religion or belief
- sex
- sexual orientation

This completed form should be attached to any Chief Officer Group, Cabinet or Personnel Committee report to help elected members make their decisions by taking the equality implications into account. Equality impact assessments **must be done before** decisions are made. Include the Cabinet or Personnel Committee's decision on the front sheet when you know it.

You'll find that doing these assessments will help you to:

- understand your customers' and communities needs
- develop service improvements
- improve service satisfaction
- demonstrate that you have been fair and open and considered equality when working on re-structuring
- make sure you pay due regard to the requirements of the Public Sector Equality Duty.

Don't do the form by yourself, get a small team together and make sure you include key people in the team such as representatives from our Diversity Forums and employee networks and you could invite trade union representatives too – the more knowledge around the table the better. You also need to decide how and who you will consult with to help inform the equality impact assessment. Our Lead on Equality and Diversity can help with useful contacts – we have a team of people who are used to doing these assessments and can help with information on barriers facing particular groups and remedies to overcome these barriers.

You'll need to pull together all the information you can about how what you are assessing affects different groups of people and then examine this information to check whether some people will be negatively or positively affected. Then you'll need to look at ways of lessening any negative effects or making the service more accessible – this is where your assessment team is very useful and you can also use the wider community. Against every negative impact you will need to complete the mitigation section to explain how you will lessen the impact.

Agree an equality action plan with your assessment team, setting targets for dealing with any negative effects or gaps in information you may have found. Set up a way of monitoring these actions to make sure they are done and include them in your service business plans.

When you have completed the assessment, get it signed by your Head of Service or Service Director and **send it to our Lead on Equality and Diversity for checking and to publish on our website.** It is a public document so must not contain any jargon and be easy to understand.

Remember, we need to do these assessments as part of our everyday business, so we get our equality responsibilities right and stay within the law – Equality Act 2010.

## **Equality groups and protected characteristics**

These are the equality groups of people we need to think about when we are doing equality impact assessments and these people can be our customers or our employees and job applicants...

- Age equality – the effects on younger and older people
- Disability equality – the effects on the whole range of disabled people, including Deaf people, hearing impaired people, visually impaired people, people with mental health issues, people with learning difficulties, people living with autism and people with physical impairments
- Gender identity – the effects on trans people
- Marriage and civil partnership equality
- Pregnancy and maternity equality - women who are pregnant or who have recently had a baby, including breast feeding mothers
- Race equality – the effects on minority ethnic communities, including newer communities, Gypsies and Travellers and the Roma community
- Religion and belief or non-belief equality – the effects on religious and cultural communities, customers and employees
- Sex equality – the effects on both men and women and boys and girls
- Sexual Orientation equality – the effects on lesbians, gay men and bisexual people

## **Contact for help**

Ann Webster – Lead on Equality and Diversity

[ann.webster@derby.gov.uk](mailto:ann.webster@derby.gov.uk)

Tel 01332 643722 Minicom 01332 640666 Mobile 07812301144

## The form

We use the term ‘policy’ as shorthand on this form for the full range of policies, practices, plans, reviews, activities and procedures.

Policies will usually fall into three main categories...

- Organisational policies and functions, such as recruitment, complaints procedures, re-structures
- Key decisions such as allocating funding to voluntary organisations, budget setting
- Policies that set criteria or guidelines for others to use, such as criteria about school admissions, procurement methods, disabled facilities grants, on street parking bays

If in doubt – it’s better and safer to do an Equality Impact Assessment than not to bother! You never know when we may get a legal challenge and someone applies for Judicial Review.

### What’s the name of the policy you are assessing?

### The assessment team

Team leader’s name and job title –

Other team members

Name	Job title	Organisation	Area of expertise

## **Step 1 – setting the scene**

Make sure you have clear aims and objectives on what you are impact assessing – this way you keep to the purpose of the assessment and are less likely to get side tracked.

- 1 What are the main aims, objectives and purpose of the policy? How does it fit in with the wider aims of the Council and wider Derby Plan? Include here any links to the Council Plan, Derby Plan or your Directorate Service Plan.**

Derby has been selected as one of the cities to trial e-scooters. This is part of the Government's plans to support a 'green' restart of local travel and help mitigate reduced public transport capacity.

Improving and providing innovative transport options to mitigate the growing impacts of congestion and carbon is an integral part of The Derby Plan theme of being 'A city with big ambitions'. The e-scooter is an important mode of travel for Derby's future micro-mobility ambitions and is a key element of the Derby Future Transport Zone programme.

It is important that both Nottingham City Council (NCC) and Derby City Council (DCC) use this opportunity to see how e-scooters adapt to the local landscape and new regulations put in place by the Department of Transport (DfT). The primary aim of the trial is to build robust evidence about the safety, benefits, public perceptions, and wider impacts of electric scooters in order to inform legal changes that may be necessary after the trial period ends. The secondary aim is to understand how the local transport systems are working, what factors support or hinder this, and learn lessons for future roll out.

The trials across the country will vary in size and operation. In Derby we will focus on providing longer term hire arrangements rather than short term 'on street' options. This will help address many of the issues the city encountered during the operation of the ebikes derby scheme.

Personal e-scooters will remain banned on public roads and pavements, and another aim of the trial is to assess if these restrictions could be lifted in the future.

All the requirements of the scheme are listed on the DfT website, including the specifications of e-scooters, restrictions, processes and evaluation methods:

<https://www.gov.uk/government/publications/e-scooter-trials-guidance-for-local-areas-and-rental-operators/e-scooter-trials-guidance-for-local-areas-and-rental-operators>

## **2 Who delivers/will deliver the policy, including any consultation on it and any outside organisations who deliver under procurement arrangements?**

The DfT have fast tracked the roll-out of e-scooters and are making regulatory changes to treat e-scooters like cycles and electrically assisted pedal cycles (EAPCs). To support this the DfT have produced guidance on the design, implementation and management of trials that LAs and Operators need to follow.

Privately-owned e-scooters will remain illegal.

The contract with the operator will be managed by NCC with DCC as a key partner in the scheme.

All operations of the scheme will be managed by the operator, who will also provide the e-scooters and accessories for the trial. Whilst we can't account for every eventuality, our focus is trying to appoint a willing partner who we can work with collaboratively to develop an approach and be in a position to proactively respond should issues arise.

To support the operation of the trial, DCC will issue an experimental traffic regulation order to allow electric scooters to operate electric scooters within the City of Derby. The order will allow electric scooters (used for the trial) to use those areas where cycles are permitted, including:

- bus lanes / bus only streets
- shared pedestrian / cycle areas
- no entry except for cycles

The Government have made changes to the traffic sign regulations to enable the trials to take place which means it will not be necessary to make any changes on site to the signs. The trial will be supported by appropriate information being provided to the public from both the scooter operators and the Council, including appropriate marketing engagement.

### **3 Who are the main customers, users, partners, employees or groups affected by this proposal?**



## Users

Derby is set to receive around 50 e-scooters for the trial which will be offered to selected applicants on a long-term loan arrangement, such as a month or even a year. Derby will not provide e-scooters for short-term hire on the streets as part of the trial.

Our approach is to help those who may not have alternatives to public transport, and have been affected by Covid-19, such as key workers, students and job seekers. This will provide a range of evidence and data for the DfT on the usage of different user groups.

With regards to the legal age limit we are cooperating with the DfT and the DVLA which require users to be 16+ and hold a valid driver's license. In addition, the e-scooters will still be classed as motor vehicles for the trial, meaning the users will also need to have valid insurance to apply.

## Partners

The key partners in the scheme will be Nottingham City Council and the Operator that will run the scheme. We are also working with the Police, Safety Community Teams and local enforcement teams. The scheme in Derby is very small by comparison to other cities and the loan type arrangement will give more control over issues the city faced with the discontinued ebikes scheme around theft and vandalism.

## Employees

It is expected that Derby City Council employees could apply to the scheme if they meet the relevant criteria. The operator will take full liability for the scheme, insurances, etc, and any applicant/user would enter a direct agreement with the Operator and not the Council.

## Groups affected by this proposal

The trial scheme will hopefully demonstrate that a well-managed scheme can operate in the city alongside other forms of transport and public.

The e-scooters have a wide range of features to help reduce issues around theft/vandalism and meet health and safety requirements. The procurement process was weighted heavily towards schemes that could meet essential criteria around health and safety of the public and the user. Avoiding conflicts with disabled people was a key part of the criteria and this will be monitored closely during the trial.

We want to work closely with different interest groups and will involve the relevant disability and equality teams and lead officers in the development of the trial.

## **Step 2 – collecting information and assessing impact**

- 4 Who have you consulted and engaged with so far about this policy, and what did they tell you? Who else do you plan to consult with? – tell us here how you did this consultation and how you made it accessible for the equality groups, such as accessible locations, interpreters and translations, accessible documents.**

Derby City Council have ambitious plans via Transforming Cities and Future Transport Zone programmes to deliver a multimodal transport network that support sustainable economic growth. e-scooters will play an important role in this by providing alternative travel solutions during uncertain times.

The trial has had the approval of Derby CC Members, and the evidence gained during the trial will inform future decisions on scooter usage, both for loan/hire schemes and public use.

The procurement process by led by Nottingham City Council and was weighted heavily towards operators that could meet essential criteria around health and safety of the public and the user

The Operator will proactively engage throughout the trial with local partners and groups. Throughout the trial data will be collated by the operator and presented both internally and with the DfT to highlight scheme progress and report any issues. This will include information on the number of users, trips, thefts, collisions and other incidents.

There is little robust data on the equalities impacts of e-scooters. Gathering evidence of this is part of our rationale for trialling scooters. Reference has been made to a Government consultation on e-scooters, published reports and feedback from key stakeholder groups in the development of this Equality Impact Assessment.

Government held a consultation on legalising rental e-scooter trials from 18 May to 2 June 2020. Responses to this consultation, and stakeholder meetings that took place at the time of the consultation, provide some evidence of the impact of e-scooters:

Groups representing disabled people mentioned that while e-scooters could offer an alternative means of transport for some disabled people, e-scooters are likely to have a potentially negative impact on deaf people, and blind and visually impaired people. Their representative bodies raised three key concerns: that e-scooters are dangerous as they cannot be heard; that discarded or badly parked rental scooters can be an obstruction or cause injuries; and that e-scooters should not be allowed on the pavement under any circumstances. Failure to address these issues could discourage visually impaired people from travelling or leaving the house. Further information on the consultation is provided here:

<https://www.gov.uk/government/consultations/legalising-rental-escooter-trials-defining-e-scooters-and-rules-for-their-use/legalising-rental-e-scooter-trials>

Some respondents, including some local authorities, expressed concern about potential impacts around race for the requirement that e-scooter users taking part in the trials should hold a driving licence. Government figures on the number of people over 17 holding a driving licence (<https://www.ethnicity-facts-figures.service.gov.uk/culture-and-community/transport/drivinglicences/latest>) shows that between 2014 and 2018, an average of 74% of people aged 17 years and over in England had a driving licence; 76% of White people had a driving licence (the highest percentage out of all ethnic groups); o 52% of Black people had a driving licence (the lowest percentage of all ethnic groups).

The following are examples of research reports on micromobility and e-scooter use that demonstrate potential impacts around age, disability, sex and race. An ITF report into Safe Micromobility published in 2020 (<https://www.itf-oecd.org/safe-micromobility>) provides evidence of differences for some protected characteristics:

The majority of cyclists in car-oriented cities are young to middle-aged males. In bicycle-friendly cities, however, cycling is inclusive with a larger share of women, children and seniors (Garrard et al., 2012).

Youth and lack of experience have a compound effect on crash risk. This was observed among novice car drivers: the crash rate of older novice drivers is lower than that of younger ones (Curry et al., 2017). Underlying factors contributing to this risk for young drivers are immaturity, lack of experience, impairment, and lifestyles associated with their age and gender. Young drivers engage more frequently in high-risk situations such as night-time driving and driving older cars with fewer safety features (European Commission, 2015).

A Populus report on the ‘micromobility revolution’ (<https://medium.com/populus-ai/the-micro-mobility-revolution-95e396db3754>) showed more women reported a positive perception of scooters (72 percent) than men (67 percent). Populus’s data also indicates that women might be adopting e-scooters more quickly than they have bike-sharing.

- 5 Using the skills and knowledge in your assessment team, and from any consultation you have done, what do you already know about the equality impact of the policy on particular groups? Also, use any other information you know about such as any customer feedback, surveys, national research or data. Indicate by a tick for each protected characteristic group whether this is a negative or a positive impact. If it’s negative, fill in the**

mitigation section as well to explain how you are going to lessen the impact.

### Age

What do you already know?	Positive impact	Negative impact	Mitigation
Younger users		x	It is likely that users will have to be 16+ to qualify for the trial and hold a drivers licence.

### Disability

What do you already know?	Positive impact	Negative impact	Mitigation
<p><b>Parking</b></p> <p>The titles (in bold italics) are suggested recommendations to the trial from the RNIB and responses from the Council.</p>		x	<p>The proposed operational model is to offer long-term hire arrangements to individuals who will take ownership of the scooter during the hire period. As there will be no on-street hire option we hope that users will take responsibility of the scooters and therefore not leave them in the street, minimising conflict between users of public spaces.</p> <p><b><i>Create designated parking bays for e-scooters, where a detectable kerb (with a minimum height of 60mm) separates walkways from parked e-scooters.</i></b></p> <p>The scheme in Derby is very small and focused with no street hire option. Creating designated bays, and reallocating car parking spaces, is something that would be considered for a larger scheme. The proposal for Derby is to include geo-fenced parking areas in the app and provide training for users on where and how to park the e-scooter.</p>

What do you already know?	Positive impact	Negative impact	Mitigation
			<p>The operation of the scheme and approach to parking is something that will be reviewed. Parking zones can look very different and could include a sign and/or markings to designate an e-scooter parking area.</p> <p>The e-scooters in Derby, unlike many in other cities, have the double kickstand so that don't fall over onto pavements, etc.</p> <p><b><i>Strong mechanisms to enforce compliance with parking rules should be written into tender and contract documents.</i></b></p> <p>The 50 participants will take ownership of the e-scooter, so we don't expect e-scooters to be left all over the place. This is happening with the larger 'on-street' short term hire schemes. It might happen at some point, and if the e-scooter is parked irresponsibly, such as in an entrance to Intu, then the Operator will send a warning to the user and block them if it happens again.</p> <p><b><i>Monitoring of adherence to parking requirements is essential,</i></b></p> <p>There is a hotline to report irresponsible parking and the Operator will be able to move the e-scooter within an hour. In addition, we are discussing options with the Police and community officers to give them access to move e-scooters. One of the issues with the eBikes scheme was the inability to move them once they had run out of battery.</p>

What do you already know?	Positive impact	Negative impact	Mitigation
			<p><b><i>Consider instating a cap on e-scooter numbers to ensure that parking facilities are not overwhelmed.</i></b></p> <p>There will only be 50 e-scooters for the Derby trial with the main audience being key workers using the e-scooters for work and students travelling to / from the University. Parking will be reviewed throughout the trial, and if we do encounter unforeseen issues then it will be the operator's responsibility to implement a solution.</p>
<p><b>Infrastructure</b></p>			<p><b><i>Pavements and footways with a detectable kerb with a minimum height of 60mm, and accessible, signal-controlled pedestrian crossings (such as pelican crossings), with correctly installed tactile paving, on roads and cycleways, are essential for blind and partially sighted people to navigate safely and independently.</i></b></p> <p>The new regulations for e-scooters means they are classed in the same category as pedal bikes. High quality infrastructure that improves the network, safety and connectivity for all users is essential to these types of schemes. It is encouraging that Derby City Council has been very successful in recent bids, such as Transforming Cities Fund, for capital funding to ensure infrastructure is improved across the city.</p> <p><b><i>Street and infrastructure designs which encourage pedestrians to share space with cycles are inaccessible (such as 'shared spaces', mini Hollands, bus stop bypasses/borders/floating bus stops, and Toucan crossing points) because they</i></b></p>

What do you already know?	Positive impact	Negative impact	Mitigation
			<p><b><i>force blind and partially sighted people to mix with fast moving vehicles they cannot see or hear.</i></b></p> <p>The Government have made changes to the traffic sign regulations to enable the trials to take place which includes allowing usage of e-scooters in shared spaces. Whilst this raises concerns with regards to potential conflict in shared spaces, the system in Derby will be able to create low-speed zones (4mph) in high footfall areas and the e-scooters will be restricted to speeds of 15.5mph, which is much slower than privately owned e-scooters that can reach up to 30mph.</p> <p>As soon as an escooter is within a low-speed area the scooter motor will reduce the speed automatically and the user will be notified via the scooter and the app.</p> <p>Also, to reiterate we are promoting responsible use by working with a small number of participants and will ban any users that misuse the scheme.</p> <p><b><i>Until shared-space and mixed-use areas are made accessible with detectable kerbs e-scooters must not be allowed in these areas as there will be a high risk of collision.</i></b></p> <p>See above. Also, there is no greater risk of collision from an e-scooter than a standard pedal bike. In fact, there is less as the e-scooters are slower, more visible, have a loud horn, bright lights and make a noise to raise awareness of their position. It is important not to class these e-scooters the</p>



What do you already know?	Positive impact	Negative impact	Mitigation
			<p>same as unrestricted privately owned e-scooters that are built without any safety features in mind.</p> <p><b><i>Where changes have been made to street design or use, these must be clearly and accessibly communicated to local blind and partially sighted people. For example, new cycleways on roads or changes in vehicle direction can be dangerous for people with sight loss trying to safely cross because it is so difficult for them to detect silent vehicles like bicycles and e-scooters.</i></b></p> <p>This is relevant for all infrastructure schemes and all modes of transport.</p> <p><b><i>Careful consideration should be given to which areas should be restricted access for e-scooters, such as near to hospitals, shared use spaces, around schools, shopping centres, pedestrian zones, or areas with high numbers of disabled or elderly people.</i></b></p> <p>The operator are developing a map that will include the slow-speed and no-go zones in the city. This will be shared prior to the scheme launch.</p> <p><b><i>Prioritise e-scooter operators that can offer technological solutions to driver behaviour issues like bluetooth beacons or geofencing to stop e-scooters driving in restricted areas and restrict speeds in areas where this would be appropriate.</i></b></p> <p>The experimental order will permit e-scooter use in all areas that currently permit cycle</p>

What do you already know?	Positive impact	Negative impact	Mitigation
			<p>use. Although, the technology means we can create low speed zones to reduce the speed, such as 4mph. As soon as an scooter is within a low-speed area the scooter motor will reduce the speed automatically and the user will be notified via the scooter and the app.</p> <p>Restricted/low speed areas can be configured and adjusted within an hour. For example, if there was an event on in Derby with increased footfall, the operator could make the surrounding area a restricted or low speed area for the duration of the event.</p>
<p><b>Robust enforcement</b></p>			<p><b><i>Work with operators and the police to define how you will proactively enforce the rule prohibiting e-scooters on pavements with points on licence and fines.</i></b></p> <p>The purpose of the e-scooter trial is to see how a managed scheme, with advanced safety/security technology, compares to issues we face with illegal private scooter usage. It is inevitable that the e-scooters market is going to keep increasing as it offers a fun, convenient mode of travel for short journeys. Therefore, the trial will hopefully demonstrate that it is possible for managed schemes to be successful. The Police and community safety teams have been involved during the mobilisation of the trial and are actively supporting it. The bright yellow colour of the e-scooters makes them easy to identify and reports will be obtained on user behaviour.</p> <p><b><i>Make ongoing liaison, data collection, and reporting to local authorities and</i></b></p>

What do you already know?	Positive impact	Negative impact	Mitigation
			<p><b><i>police about driver behaviour part of tender and contract documents with e-scooter operators.</i></b></p> <p>There are clear lines of reporting and a 24 hour hotline to report any irresponsible parking or riding behaviour.</p> <p>The operator will monitoring, record and report all incidents and issues back to the LA as part of the contract. This will help inform the success of the trial.</p> <p><b><i>Incorrectly parked e-scooters should be immediately removed by the operator and if not removed within a certain timescale (for example 1 hour of being abandoned) the local authority should have a way of being notified and taking action.</i></b></p> <p>Improperly parked scooters or escooters without power will be recovered by the operational team within 24 hours. The Operator will provide an emergency phone number where local teams can be reached 24 hours each day.</p>
Public Awareness			<p><b><i>Consider how to raise local awareness of why driving e-scooters safely and following the Highway Code is so important, including the potential impact of pavement riding and obstructions on disabled people’s safety, confidence and independence.</i></b></p> <p>This was a key requirement of the tender and the Operator will offer training to all users, have terms that users agree to follow the highway code, have online training support, training apps and will provide</p>

What do you already know?	Positive impact	Negative impact	Mitigation
			<p>continuous communications around riding safely throughout the trial.</p> <p><b><i>Preference should be given to operators who are able to deliver training and support to new drivers.</i></b></p> <p>This will be mandatory for all users in Derby and training sessions will be delivered by the operator.</p> <p><b><i>Preference should be given to operators whose staff have undergone effective disability awareness training which includes an understanding of sight loss.</i></b></p> <p>The operator has extensive skills and knowledge in this area. They have actually waited years designing the e-scooter they feel is safest for both the user and other users that share the same space.</p>
Design			<p><b><i>Maximum speed limits for e-scooters must be implemented and guaranteed, with consideration given to limiting to appropriate speeds for different areas.</i></b></p> <p>As part of the regulatory changes the government has restricted the maximum speed of scooters to 15.5mph.</p> <p><b><i>Preference should be given to operators offering e-scooters that make more noise when being driven to help make them audibly detectable to pedestrians with sight loss.</i></b></p> <p>The scooters do make a constant sound. When measured against an average background noise of 43dB, the scooters' sound was 65dB from a 1m distance, 55dB</p>

What do you already know?	Positive impact	Negative impact	Mitigation
			<p>from a 5m distance and 50dB from a 10m distance.</p> <p><b><i>Preference should be given to operators offering e-scooters with bells which are easily accessible to the driver without them having to move their hands from the handlebars.</i></b></p> <p>The horn has a sound level of up to 110 decibels is directly integrated into the handlebars and benefits from a fully waterproof actuation system</p> <p><b><i>Preference should be given to operators offering e-scooters fitted with double or stable and wide kickstands to reduce the risk of them falling over and causing obstruction or injury.</i></b></p> <p>The e-scooters in Derby, unlike many in other cities, have the double kickstand so that don't fall over onto pavements, etc.</p> <p><b><i>Preference should be given to operators offering e-scooters which have clear large text identification numbers used to help enforcement of rules</i></b></p> <p>This is being reviewed and consideration for number plates. If misuse is recorded, time and place, then action can be taken.</p> <p><b><i>Preference should be given to operators offering e-scooters with bright fluorescent colours and distinctive designs which would make them easier to detect for people with sight loss, and more easily distinguishable from privately-owned e-scooters for police.</i></b></p>

What do you already know?	Positive impact	Negative impact	Mitigation
			<p>The bright yellow colour of the escooters allow high visibility levels even during inclement weather conditions and poor lighting. This makes them easier to detect for people with impaired vision and distinguishes them from private owned scooters.</p> <p><b><i>Preference should be given to operators offering e-scooters with daytime running lights. This may aid visibility for pedestrians with low vision.</i></b></p> <p>Reflective elements (logo, retroreflectors and self-adhesive tapes) allow other road users (cars, motorbikes, bikes and pedestrian) to identify our users after dark. The front and rear lights are automatically activated at night and during the day. The headlight is fitted with high-brightness LEDs with a power of 150 lumens. The rear light signals the activation of the braking system.</p>
Complaints process			<p><b><i>Complaints processes must be accessible and easy to use. Websites and apps must meet web accessibility standards (i.e. the international WCAG 2.1 AA accessibility standard) including compatibility with screen reader and Zoom Text technology. Helplines must also be available for people who don't have access to the internet.</i></b></p> <p>All websites and apps for the scheme will be provided by the operator that all meet international standards. In addition, a 24hr helpline will be provided for the trial.</p>

What do you already know?	Positive impact	Negative impact	Mitigation
			<p><b><i>Complaints processes must be widely publicised in a variety of formats in trial areas. For example: notifying local disability groups, announcements on local radio and online forums, notifying local key workers such as community health workers.</i></b></p> <p>The procedures for reporting and handling complaints will be published widely by the Operator and Council, via a range of channels including the app, websites, press, social media and at local partnerships.</p> <p><b><i>Preference should be given to companies who are able to use technology like GPS tracking and bluetooth beacons to marry up any complaints from pedestrians about incidents with e-scooters with who was riding them at the time, and have workable and proportionate plans for tackling behaviour that leads to complaints.</i></b></p> <p>The escooters have the latest technology including GPS and 4G tracking to ensure the escooters can be located at all times, and to identify any cases of misuse or improper riding. All complaints will be logged in a register and actions will be take by the relevant authority.</p>
Ongoing monitoring			<p><b><i>Build processes to collect the experiences and impact of e-scooters on other street users, particularly disabled pedestrians, from the start of the trial period, and think about how they can be used to refine the trial as it progresses. These processes must be impartial and</i></b></p>

What do you already know?	Positive impact	Negative impact	Mitigation
			<p><b><i>accessible, carried out by the local authority.</i></b></p> <p>Processes have been established so that people can raise issues/feedback to inform the way the trial is delivered. The Operator will work closely with the relevant teams to refine that trial and identify solutions to any problems that might arise.</p> <p><b><i>Robust processes for monitoring pavement riding, riding in restricted areas, and poor parking must be written into tender and contract documents.</i></b></p> <p>There are clear reporting requirements that include 1) evidence of the trials success including usage, participants, areas of use, purpose of use, etc 2) incident report including reports of collisions, poor user behaviour (inc parking), thefts, misuse and vandalism.</p> <p><b><i>Ensure a full consultation and Equality Impact Assessment is conducted by the local authority at the end of the 12 month trial period, on the operation of the scheme. Local authorities must feed into any national consultation with responses that include the impact rental e-scooter trials have had on blind and partially sighted people.</i></b></p> <p>The DfT have mandated Local Authorities to supply a range of data during and after the trial period. This data will be reviewed and the relevant groups will be informed of the outcomes in detailed evaluation reports.</p>



<b>What do you already know?</b>	<b>Positive impact</b>	<b>Negative impact</b>	<b>Mitigation</b>
			<p><b><i>RNIB have launched a tool to collect the experiences of blind and partially sighted people in rental e-scooter trial areas, available at: <a href="https://rnib.in/escootertrials">https://rnib.in/escootertrials</a> and will be sharing our findings with the Department for Transport. If you go ahead with the trial please publicise this tool and RNIB will share its findings with you.</i></b></p> <p>The Council will share this on its promotional channels and discuss with the Operator to how they can also publicise the tool.</p>

### **Gender identity- trans**

<b>What do you already know?</b>	<b>Positive impact</b>	<b>Negative impact</b>	<b>Mitigation</b>
n/a			

### **Marriage and Civil Partnership**

<b>What do you already know?</b>	<b>Positive impact</b>	<b>Negative impact</b>	<b>Mitigation</b>
n/a			

### **Pregnancy and maternity**

<b>What do you already know?</b>	<b>Positive impact</b>	<b>Negative impact</b>	<b>Mitigation</b>
n/a			

### **Race**

<b>What do you already know?</b>	<b>Positive impact</b>	<b>Negative impact</b>	<b>Mitigation</b>
n/a			

### **Religion or belief or none**

What do you already know?	Positive impact	Negative impact	Mitigation
n/a			

### Sex

What do you already know?	Positive impact	Negative impact	Mitigation
n/a			

### Sexual orientation

What do you already know?	Positive impact	Negative impact	Mitigation
n/a			

**Important** - For any of the equality groups you don't have any information about, then make it an equality action at the end of this assessment to find out. This doesn't mean that you can't complete the assessment without the information, but you need to follow up the action and if necessary, review the assessment later. You can get lots of information on reports done from organisations' websites such as the Equality and Human Rights Commission, Stonewall, Press for Change, Joseph Rowntree Trust and so on. Please don't put down that the impact affects 'everyone the same' – it never does!

- 6 From the information you have collected, how are you going to lessen any negative impact on any of the equality groups? How are you going to fill any gaps in information you have discovered?**

In supporting the mitigation measures above, we will work with the Operator following procurement to ensure all users and equality groups are considered and engaged with prior to launch.

The e-scooters provided by the operator consider all users and have a wide range of additional features to help reduce issues around theft/vandalism and meet health, safety and equality requirements, including:

### **Helmet provision**

The procured team placed a lot of emphasis on the safety and training element. The operators will be providing helmets and there is riding education in the App and online training platform. Whilst it is not a legal requirement for users to wear helmets the operator will provide one and encourage, and reward, usage. Also, there is a feature to submit selfies with the helmet prior to riding to prove usage.

### **Compulsory Insurance**

The operator holds the appropriate levels of indemnity as required by DfT, including Employer's Liability: £5,000,000, Public Liability: £5,000,000 and Professional Indemnity: £1,000,000

The operator cover liability to third parties, to any party other than the user directly involved in an accident with a vehicle, i.e. bodily harm to someone else or damaging property. The actual coverage is unlimited limits for bodily injury and a limit of £1.2m for material damages.

If a user causes damage to themselves and / or a third party and the damage can be attributed to the e-scooter, then this is also covered by the Operators insurance. Insurance also offers emergency treatment, to reimburse any user for payments made under the road traffic act for emergency medical treatment.

### **Rideability and testing**

The escooters that will be used in the trial are more reassuring, stable and comfortable to use compared with other models. Users state this is the safest and the most stable scooter they have ridden, and it is especially popular with female users as well who appreciate the wide non-slip platform. The acceleration is controlled by intuitive bicycle type handlebars that allow for faster safety response. The front suspension combined with larger 10-inch foam tyres helps absorb vibrations and thus also contributes to a better grip. The vehicles are fitted with a front and rear drum brake system and in the

event of sudden braking this system automatically balances the load on the two wheels, thereby limiting the risk of sudden forward throwing.

To ensure safety for users, each scooter is run through nearly 300 functional tests, quality check and trials complemented by rigorous protocols, for which more than 40 reports, verifications and approvals are required. If technical issues occur during the ride, the scooter will automatically slow down and decrease speed gradually until it comes to a complete stop.

### **Publicity / Customer Service**

The Operator has online platforms and social media for general comms and will provide customer service support. The mobile App is the main channel through which the user is provided information and this is also where the user must accept the terms and conditions of use. Targeted comms, messages and guidance on safe riding, no-go zones, etc will be frequently sent to the users.

We will add more info on our transport webpages, such as Connected, once all the provisions/restrictions of use are agreed.

### **Collecting Abandoned scooters**

Improperly parked scooters or scooters without power will be recovered by the operational team within 24 hours. The Operator will provide an emergency phone number where local teams can be reached 24 hours each day.

### **Reducing theft/damage of vehicles**

It is in the operator's interest to minimise theft/vandalism. One of the main solutions is around authentication and ensuring scooters are only used by responsible users. One of the main issues with the discontinued ebikes Derby scheme was that anyone with a credit card could sign up to release an ebike. This made ebikes easily accessible to the public, particularly young kids during the summer holidays, and the scheme encountered a high amount of theft and fraudulent activity with stolen credit cards.

For the scooter trial there will be a much more secure sign-up process. Firstly, users must be of legal age as indicated in the terms and conditions. Secondly users must upload (via the app) their driving license that will be checked by the customer service agents to ensure they are valid.

The scooterers vehicles are fitted with GPS trackers and other sensors sending a signal to the central office of its whereabouts. There are braking/locking mechanisms in place so if a vehicle were pushed away whilst locked it would be very hard to do so and it sets off an alarm.

**Improper Use**

Fines can be imposed and the operator can extinguish user accounts so those misbehaving are no longer able to benefit from the scheme. The GPS and 4G function in the scooter allows the operator to track usage. Direct warnings would be issued to the user and repeat offenders accounts would be banned.

The Councils and Operator are working closely with local Police and Community teams to ensure there are clear procedures for dealing with anti-social behaviour. The Police have offered their support in terms of monitoring road safety and reporting any incidents/collisions. The intention is now to enable early intervention to address issues where possible and create clear communications and protocols between the operator, community safety teams and police.

**Covid 19 Measures**

The operator will regularly inspect and clean scooters where possible. In the case of longer term loans the operator will disinfect each e-scooter when returned/exchanged to ensure the highest possible protection against infection.

The operator is also incorporating self-cleaning handlebars and will provide free hand sanitiser and integrated dispensers that attach to the scooter.

**Step 3 – deciding on the outcome**

**7 What outcome does this assessment suggest you take? – You might find more than one applies. Please also tell us why you have come to this decision?**

<b>Outcome 1</b>		<b>No major change needed</b> – the EIA hasn’t identified any potential for discrimination or negative impact and all opportunities to advance equality have been taken
<b>Outcome 2</b>		<b>Adjust the policy</b> to remove barriers identified by the EIA or better advance equality. Are you satisfied that the

		proposed adjustments will remove the barriers you identified?
<b>Outcome 3</b>	<b>X</b>	<b>Continue the policy</b> despite potential for negative impact or missed opportunities to advance equality identified. You will need to make sure the EIA clearly sets out the justifications for continuing with it. You need to consider whether there are: <ul style="list-style-type: none"> <li>• sufficient plans to stop or minimise the negative impact</li> <li>• mitigating actions for any remaining negative impacts</li> <li>• plans to monitor the actual impact.</li> </ul>
<b>Outcome 4</b>		<b>Stop and rethink</b> the policy when the EIA shows actual or potential unlawful discrimination

Our Assessment team has agreed Outcome number(s)

Why did you come to this decision?

If you have decided on **Outcome 3**, then please tell us here the justification for continuing with the policy. You also need to make sure that there are actions in the Equality Action Plan to lessen the effect of the negative impact. This is really important and may face a legal challenge in the future.

If you have decided on **Outcome 4** then if the proposal continues, without any mitigating actions, it may be likely that we will face a legal challenge and possibly a Judicial Review on the process - it is really important that the equality impact assessment is done thoroughly, as this is what the Judge will consider.

## Step 4 – equality action plan – setting targets and monitoring

8 Fill in this table with the equality actions you have come up with during the assessment. Indicate how you plan to monitor the equality impact of the proposals, once they have been implemented.

### Equality Action Plan –setting targets and monitoring

#### Age

What are we going to do to advance equality	What difference will it make	When will we do it and who will lead	Monitoring arrangements

#### Disability

What are we going to do to advance equality	What difference will it make	When will we do it and who will lead	Monitoring arrangements
<ul style="list-style-type: none"> <li>- Monitor usage and discourage misuse by selecting suitable candidates for the trial periods.</li> <li>- In line with DfT requirements, the maximum speed is capped at 15.5mph. Geo-fencing will be used to ensure e-scooters can only be used within the approved operating area. This technology also allows for speed to be reduced in high pedestrian areas, or to</li> </ul>	<p>The actions (measures) will give the scheme the best chance of success whilst minimising the potential of conflict between all groups.</p> <p>Unlike previous public schemes, only individuals that want to use the scheme for the right reason will be entitled to an scooter.</p>	<p>The Operator will lead all day-to-day operations. Nottingham will manage the contract with support from Derby City Council</p>	<p>Monitoring reports will be provide, including usage, available routes, misuse (areas and speed), theft, vandalism, accidents and other incidents.</p>

<b>What are we going to do to advance equality</b>	<b>What difference will it make</b>	<b>When will we do it and who will lead</b>	<b>Monitoring arrangements</b>
<p>prohibit their use in some areas e.g. sensitive streets.</p> <ul style="list-style-type: none"> <li>- The e-scooters are branded with a bright colour of vehicles, and as required by DfT are fitted with horn and lights to help with visibility.</li> <li>- Information needs to reinforce the message that e-scooters should not be used on the pavement (except in shared cycle/pedestrian space). The Council has put in place an Experimental Traffic Regulation Order to permit the use of e-scooters on the highway and in other areas where cycles are allowed e.g. through no entry points.</li> <li>- Joint working with the Police and Community Protection to help to establish partnership working arrangements.</li> <li>- training and education underpins the trial to ensure safe and appropriate riding from all users.</li> <li>- Other trial areas are experiencing common issues and so learning from others can also</li> </ul>			



<b>What are we going to do to advance equality</b>	<b>What difference will it make</b>	<b>When will we do it and who will lead</b>	<b>Monitoring arrangements</b>
<p>potentially benefit the local scheme.</p> <ul style="list-style-type: none"> <li>- Appropriate customer complaint processes to be established so that people can raise issues/feedback to inform the way the trial is delivered</li> </ul>			

### **Gender identity - trans**

<b>What are we going to do to advance equality</b>	<b>What difference will it make</b>	<b>When will we do it and who will lead</b>	<b>Monitoring arrangements</b>

### **Marriage and Civil Partnership**

<b>What are we going to do to advance equality</b>	<b>What difference will it make</b>	<b>When will we do it and who will lead</b>	<b>Monitoring arrangements</b>

### **Pregnancy and maternity**

<b>What are we going to do to advance equality</b>	<b>What difference will it make</b>	<b>When will we do it and who will lead</b>	<b>Monitoring arrangements</b>

**Race**

<b>What are we going to do to advance equality</b>	<b>What difference will it make</b>	<b>When will we do it and who will lead</b>	<b>Monitoring arrangements</b>

**Religion or belief or none**

<b>What are we going to do to advance equality</b>	<b>What difference will it make</b>	<b>When will we do it and who will lead</b>	<b>Monitoring arrangements</b>

**Sex**

<b>What are we going to do to advance equality</b>	<b>What difference will it make</b>	<b>When will we do it and who will lead</b>	<b>Monitoring arrangements</b>

<b>What are we going to do to advance equality</b>	<b>What difference will it make</b>	<b>When will we do it and who will lead</b>	<b>Monitoring arrangements</b>

**Sexual orientation**

<b>What are we going to do to advance equality</b>	<b>What difference will it make</b>	<b>When will we do it and who will lead</b>	<b>Monitoring arrangements</b>

We can give you this information in any other way, style or language that will help you access it. Please contact us on: 01332 Minicom: 01332 640666

### Polish

Aby ułatwić Państwu dostęp do tych informacji, możemy je Państwu przekazać w innym formacie, stylu lub języku.

Prosimy o kontakt:

Tel. tekstowy: 01332 640666

### Punjabi

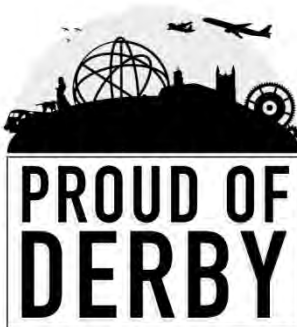
ਇਹ ਜਾਣਕਾਰੀ ਅਸੀਂ ਤੁਹਾਨੂੰ ਕਿਸੇ ਵੀ ਹੋਰ ਤਰੀਕੇ ਨਾਲ, ਕਿਸੇ ਵੀ ਹੋਰ ਰੂਪ ਜਾਂ ਬੋਲੀ ਵਿੱਚ ਦੇ ਸਕਦੇ ਹਾਂ, ਜਿਹੜੀ ਇਸ ਤੱਕ ਪਹੁੰਚ ਕਰਨ ਵਿੱਚ ਤੁਹਾਡੀ ਸਹਾਇਤਾ ਕਰ ਸਕਦੀ ਹੋਵੇ। ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਟੈਲੀਫੋਨ ਮਿਨੀਕਮ 01332 640666 ਤੇ ਸੰਪਰਕ ਕਰੋ।

### Slovakian

Túto informáciu vám môžeme poskytnúť iným spôsobom, štýlom alebo v inom jazyku, ktorý vám pomôže k jej sprístupneniu. Skontaktujte nás prosím na tel.č: Minicom 01332 640666

### Urdu

یہ معلومات ہم آپ کو کسی دیگر ایسے طریقے، انداز اور زبان میں مہیا کر سکتے ہیں جو اس تک رسائی میں آپ کی مدد کرے۔ براہ کرم منی کام 01332 640666 پر ہم سے رابطہ کریں۔



Derby City Council