



Equality Impact Assessments

Full Impact Assessment Form

1. What is the service area(s) and who is the lead officer?

Service Area: Regeneration & Economic Development
Executive Director: Ray Harding
Service Manager: Ostap Paparega, Regeneration & Economic Development Manager
Lead Officer: Jemma Curtis, Regeneration Programmes Manager

The bus station is operated by the Commercial Services dept. The project has been developed by Regeneration & Economic Development section in partnership with Norfolk County Council, other relevant council depts and key stakeholders in the area.

2. What change are you proposing?

The key objective is to improve the gateway and accessibility into the town centre and to strengthen the pedestrian link between the rail and the bus station. This will be done by making the following improvements to the area:

- New layout of the bus station
- Improvements to passenger waiting facilities (shelters, seating etc)
- Improvements to Waterloo street surface and parking arrangements
- Refurbishment to the bus station information office and public toilets
- Increase in the public realm area to reduce congestion at peak times
- Improvements in the visitor and travel information

The project is as a result of receiving £1m of section 106 funding from Tesco Stores Ltd and Sainsbury's plc to enhance the King's Lynn bus station and pedestrian link to the rail station. Cabinet approval for the final version of the scheme is awaited (10th September 2014).

3. How will this change help the council achieve its corporate business plan objectives (and therefore your Directorate/service objectives)?

The Project is in line with the Directorate service objective R3 to 'Improve vibrancy of borough's town centres.'

The King's Lynn draft Town Centre Action Plan sets out the priorities and key actions to create a holistic approach to strengthening the town centre 'offer' to residents, businesses and visitors. Two of the six themes from the Action Plan pertinent to this project are to create;

- 1 *High quality public realm and spaces: Creating variety and enhancing the quality and distinctiveness of the public realm to improve the perception of the town;*
- 2 *A town that is easily accessible: Creating a pedestrian friendly town centre environment by reducing the dominance of the car in the town centre and enhancing public transport access and facilities.*

4. What is your evidence of need for change?

This is a discretionary project as a result of receiving of £1m of section 106 funding from supermarkets for out of town developments. The purpose of the section 106 funding is to mitigate the impact of the out of town developments on the town centre. The area is one of the main gateways for visitors to the town centre and it is recognised that the area is in need of enhancement to maintain the attractiveness and accessibility to the town centre.

5. How will this change deliver improved value for money and/or release efficiency savings?

The quality of the experience from a user will be improved by the new and refurbished facilities.

The cost of maintenance for the area can be met from existing revenue budgets.

The funding for the scheme is from section 106 and contribution from Norfolk County Council.

Under the terms of the Section 106 Agreement, the funding must be contractually committed, underway or completed by 2017/18 or risk being reclaimed by the supermarket companies.

6. What geographical area does this proposal cover?

This project covers the King's Lynn bus station, Albion Street, Old Market Street, Waterloo Street, Vancouver Car Park and the front of the rail station.

This is within the St Margaret's with St Nicholas Ward.

7. What is the impact of your proposal?

What outputs will be achieved as a result?

- Improved public realm and gateway to King's Lynn at the Rail Station and Bus Station
- Improved passenger experience
- Sustained or increased passenger and visitor numbers through the bus and train station to the town centre.

What will change?

- The layout of the bus station will change so all departure points are together.
- There will also be 2 arrivals bays which should allow passengers to alight quicker than at present.
- An exit for north bound buses will remove buses from a section of Railway Road and could have a beneficial effect on air quality where an exceedance has been recorded.
- Installation of interactive digital travel information and real time travel information

How will service users experience the change?

- The experience of user of the bus station will improved with easier access to bus departures bays, quality of environment and waiting facilities and real time signage.

Have you considered the needs / barriers of those currently using / not using the service?

- A user survey was carried out in December 2013, the results of which informed the design brief for the project.
- Consultation undertaken with WN Community Transport, WN Disability Forum and Guide Dogs for the Blind Association.

8. What data have you used to support your assessment of the impact of your proposal?

The design of the area has been in consultation with a wide range of stakeholders and public consultation in June – July 2014.

We have looked at the location and accessibility of services and tried to improve these as a result of this project.

9. What consultation has been undertaken/will need to be undertaken with stakeholders/ groups directly or indirectly impacted by the proposals and how do you intend to use this information to inform the decision?

A user survey was carried out in December 2013 which informed the design brief.

Stakeholders have been involved during the design of the project. These have included: NCC Transport & Travel Services Department, Bus and Coach Operators, First Capital Connect/Network Rail, WN Guide Dogs for the Blind Association, WN Disability Forum, West Norfolk Community Transport, Norfolk Police, Taxi Operators, Lynn Museum, Sainsbury's town centre Store Manager, Vancouver Quarter and WN Bicycle Users Group.

A further public consultation was carried out over a 4 week period on the final design of the area which resulted in some minor changes to the scheme.

10. Are there any implications for other service areas?

Yes, Commercial Services will be responsible for the maintenance of the area.

11. What impact (either positive or negative) will this change have on different groups of the population?

Have you considered the implications on groups with protected characteristics?

- Disability: Positive impacts
- Age: Positive Impacts

For all of these consider issues of:

- access: the improvements will be of a benefit for both of the groups detailed above

Protected groups where a positive or negative impact was identified on the pre-screening form:

- The access for all will be improved; this will have a specific benefit for elderly users and those with a disability. The relocation of West Norfolk Community Transport to closer to the shop mobility office will benefit the users of this service.
- The more concentrated area for departure bays will make it easier for those with mobility issues to move between bays should this be necessary.

12. What actions could be taken to mitigate the adverse impacts identified in question 11? Please clearly state if any actions cannot be mitigated.

There are no adverse impacts

13. How will you monitor the impact of this change?

Footfall counters are available to monitor the number who is entering the town centre.

Passenger numbers on services can be monitored. This will demonstrate if there has been an increase in passenger numbers which could be attributed to the improvements to the area.

14. Other Staff Involved in Assessment (including Corporate Equality Group Representatives), and comments from Equality Work Group Reps

Claire Dorgan & Allison Bingham

Assessment Completed By: Jemma Curtis
Job Title: Regeneration Programmes Manager
Date: 6th August 2014