


# EQUALITY IMPACT ASSESSMENT – REAL TIME PASSENGER INFORMATION SYSTEM UPGRADE & MAINTENANCE

## SECTION ONE: INFORMATION ABOUT THE PROPOSAL

<b>Author(s):</b> The person completing the EIA template.	Laurence Mayhew Public Transport Officer	<b>Department and service:</b>	Sustainable Transport, Strategic Planning and Infrastructure	<b>Date of assessment:</b>	28/10/2025
<b>Lead Officer:</b> Head of Service, Service Director, or Strategic Director.	Philip Heseltine	<b>Signature:</b>		<b>Approval date:</b>	14/11/2025
<b>Overview:</b>	<p>This assessment relates to the contract award for Plymouth City Council's Real Time Passenger Information System Upgrade Ongoing Maintenance contract.</p> <p>This project involves the replacement and enhancement of the city's Real-Time Passenger Information (RTPI) system, incorporating Traffic Light Priority (TLP) functionality. It forms a critical component of the Authority's commitment to improving public transport infrastructure and enhancing the passenger experience, as set out in the Plymouth Bus Service Improvement Plan ().</p>				
<b>Decision required:</b>	<p>The Decision to which this Equality Impact Assessment relate is:-</p> <p>It is recommended that:</p> <ul style="list-style-type: none"> <li>The Service Director for Strategic Planning and Infrastructure approves the award of the contract for an upgraded Real Time Passenger Information System and Ongoing Support, as per the Procurement Decision Record and the Briefing Note appended to this Decision.</li> </ul>				

**SECTION TWO: EQUALITY IMPACT ASSESSMENT SCREENING TOOL**

<b>Potential external impacts:</b> Does the proposal have the potential to negatively impact service users, communities or residents with protected characteristics?	<b>Yes</b>		<b>No</b>	X
<b>Potential internal impacts:</b> Does the proposal have the potential to negatively impact Plymouth City Council employees?	<b>Yes</b>		<b>No</b>	X
Is a full Equality Impact Assessment required? (if you have answered yes to either of the questions above then a full impact assessment is required and you must complete section three)	<b>Yes</b>		<b>No</b>	X
If you do not agree that a full equality impact assessment is required, please set out your justification for why not.				

**SECTION THREE: FULL EQUALITY IMPACT ASSESSMENT**

<b>Protected characteristics (Equality Act, 2010)</b>	<b>Evidence and information (e.g. data and consultation feedback)</b>	<b>Adverse impact</b>	<b>Mitigation activities</b>	<b>Timescale and responsible department</b>

<b>Age</b>	<p>Plymouth</p> <ul style="list-style-type: none"> <li>• 16.4 per cent of people in Plymouth are children aged under 15.</li> <li>• 65.1 per cent are adults aged 15 to 64.</li> <li>• 18.5 percent are adults aged 65 and over.</li> <li>• 2.4 percent of the resident population are 85 and over.</li> </ul> <p>South West</p> <ul style="list-style-type: none"> <li>• 15.9 per cent of people are aged 0 to 14, 61.8 per cent are aged 15 to 64.</li> <li>• 22.3 per cent are aged 65 and over.</li> </ul> <p>England</p> <ul style="list-style-type: none"> <li>• 17.4 per cent of people are aged 0 to 14.</li> <li>• 64.2 per cent of people are aged 15 to 64.</li> <li>• 18.4 per cent of people are aged 65 and over.</li> </ul> <p>(2021 Census)</p>	No potential adverse impact has been identified; the upgrading of the Plymouth RTPI system is expected to have a positive impact for all passengers with particular benefits for young passengers, who may not be comfortable / familiar with reading printed timetable information	None	N/A
------------	---	---	------	-----

<p><b>Care experienced individuals</b></p> <p>(Note that as per the Independent Review of Children's Social Care recommendations, Plymouth City Council is treating care experience as though it is a protected characteristic).</p>	<p>It is estimated that 26 per cent of the homeless population in the UK have care experience. In Plymouth there are currently 7 per cent of care leavers open to the service (6 per cent aged 18-20 and 12 per cent of those aged 21+) who are in unsuitable accommodation.</p> <p>The Care Review reported that 41 per cent of 19-21 year old care leavers are not in education, employment or training (NEET) compared to 12 per cent of all other young people in the same age group.</p> <p>In Plymouth there are currently 50 per cent of care leavers aged 18-21 Not in Education Training or Employment (54 per cent of all those care leavers aged 18-24 who are open to the service).</p> <p>There are currently 195 care leavers aged 18 to 20 (statutory service) and 58 aged 21 to 24 (extended offer). There are more care leavers aged 21 to 24 who could return for support from services if they wished to.</p>	<p>No potential adverse impact has been identified; the upgrading of the Plymouth RTPI system is expected to have a positive impact for all passengers</p>	<p>None</p>	<p>N/A</p>
--	--	--	-------------	------------

<b>Disability</b>	<p>9.4 per cent of residents in Plymouth have their activities limited 'a lot' because of a physical or mental health problem.</p> <p>12.2 per cent of residents in Plymouth have their activities limited 'a little' because of a physical or mental health problem (2021 Census)</p>	No potential adverse impact has been identified; the upgrading of the Plymouth RTPI system is expected to have a positive impact for all passengers and particularly blind and partially sighted passengers through the inclusion of enhanced audio announcements in bus shelters where RTPI is installed, increasing the accessibility of public transport information.	None	N/A
<b>Gender reassignment</b>	<p>0.5 per cent of residents in Plymouth have a gender identity that is different from their sex registered at birth. 0.1 per cent of residents identify as a trans man, 0.1 per cent identify as non-binary and, 0.1 per cent identify as a trans women (2021 Census).</p>	No potential adverse impact has been identified; the upgrading of the Plymouth RTPI system is expected to have a positive impact for all passengers.	None	N/A
<b>Marriage and civil partnership</b>	<p>40.1 per cent of residents have never married and never registered a civil partnership. 10 per cent are divorced, 6 percent are widowed, with 2.5 per cent are separated but still married.</p> <p>0.49 per cent of residents are, or were, married or in a civil partnerships of the same sex. 0.06 per cent of residents are in a civil partnerships with the opposite sex (2021 Census).</p>	No potential adverse impact has been identified; the upgrading of the Plymouth RTPI system is expected to have a positive impact for all passengers, regardless of marital status	None	N/A

<b>Pregnancy and maternity</b>	The total fertility rate (TFR) for England was 1.62 children per woman in 2021. The total fertility rate (TFR) for Plymouth in 2021 was 1.5.	No potential adverse impact has been identified; the upgrading of the Plymouth RTPI system is expected to have a positive impact for all passengers	None	N/A
<b>Race</b>	<p>In 2021, 94.9 per cent of Plymouth's population identified their ethnicity as White, 2.3 per cent as Asian and 1.1 per cent as Black (2021 Census)</p> <p>People with a mixed ethnic background comprised 1.8 per cent of the population. 1 per cent of the population use a different term to describe their ethnicity (2021 Census)</p> <p>92.7 per cent of residents speak English as their main language. 2021 Census data shows that after English, Polish, Romanian, Chinese, Portuguese, and Arabic are the most spoken languages in Plymouth (2021 Census).</p>	No potential adverse impact has been identified; the upgrading of the Plymouth RTPI system is expected to have a positive impact for all passengers, regardless of race	None	N/A
<b>Religion or belief</b>	<p>48.9 per cent of the Plymouth population stated they had no religion. 42.5 per cent of the population identified as Christian (2021 Census).</p> <p>Those who identified as Muslim account for 1.3 per cent of Plymouth's population while Hindu, Buddhist, Jewish or Sikh combined totalled less than 1 per cent (2021 Census).</p>	No potential adverse impact has been identified; the upgrading of the Plymouth RTPI system is expected to have a positive impact for all passengers, regardless of a person's religion or belief.	None	N/A

<b>Sex</b>	51 per cent of our population are women and 49 per cent are men (2021 Census).	No potential adverse impact has been identified; the upgrading of the Plymouth RTPI system is expected to have a positive impact for all passengers, regardless of gender	None	N/A
<b>Sexual orientation</b>	88.95 per cent of residents aged 16 years and over in Plymouth describe their sexual orientation as straight or heterosexual. 2.06 per cent describe their sexuality as bisexual, 1.97 per cent of people describe their sexual orientation as gay or lesbian. 0.42 per cent of residents describe their sexual orientation using a different term (2021 Census).	No potential adverse impact has been identified; the upgrading of the Plymouth RTPI system is expected to have a positive impact for all passengers, regardless of sexual orientation	None	N/A

#### SECTION FOUR: HUMAN RIGHTS IMPLICATIONS

Human Rights	Implications	Mitigation Actions	Timescale and responsible department
	This decision is consistent with the Human Rights Act	N/A	N/A

#### SECTION FIVE: OUR EQUALITY OBJECTIVES

Equality objectives	Implications	Mitigation Actions	Timescale and responsible department
<b>Work together in partnership to:</b> <ul style="list-style-type: none"> <li>promote equality, diversity and inclusion</li> <li>facilitate community cohesion</li> <li>support people with different backgrounds and lived experiences to get on well together</li> </ul>	The provision of the RTPI system will enable all residents and visitors to have improved access to public transport journey information thereby lowering the barriers to access services.	N/A	N/A

<b>Give specific consideration to care experienced people to improve their life outcomes, including access to training, employment and housing.</b>	None	N/A	N/A
<b>Build and develop a diverse workforce that represents the community and citizens it serves.</b>	The provision of the RTPI system will offer increased accessibility, allowing a diverse workforce to easily interpret information, and give increased confidence, when travelling by public transport	N/A	N/A
<b>Support diverse communities to feel confident to report crime and anti-social behaviour, including hate crime and hate incidents, and work with partners to ensure Plymouth is a city where everybody feels safe and welcome.</b>	None	N/A	N/A