

EQIA Submission – ID Number

Section A

EQIA Title

Pencester Road Northbound Bus Contraflow Lane Dover

Responsible Officer

Victoria Van Veghel - GT TRA

Type of Activity**Service Change**

No

Service Redesign

No

Project/Programme

Project/Programme

Commissioning/Procurement

Commissioning/Procurement

Strategy/Policy

No

Details of other Service Activity

No

Accountability and Responsibility**Directorate**

Growth Environment and Transport

Responsible Service

Major Capital Programme Team

Responsible Head of Service

Tim Read - GT TRA

Responsible Director

Haroona Chughtai - GT TRA

Aims and Objectives**Project Background**

Kent County Council is proposing to introduce a northbound bus contraflow in Pencester Road, Dover. This scheme aims to support and enhance the upcoming Dover Fastrack bus service that is due to become operational in Spring 2024 to support the delivery of new housing developments at Whitfield and Connaught Barracks.

The southbound Fastrack route into the town centre will be via Castle Hill Road, Castle Street, Market Square and then using York Steet and Folkestone Road to arrive at Dover Priory Station. It will provide good access into the centre of Dover and its amenities. The northbound route is currently proposed to exit the Station and travel via Folkestone Road, York Street, A20 Townwall Street, Woolcomber Street and then Castle Hill Road to continue its journey toward Whitfield.

The A20 Townwall Street experiences a high volume of traffic heading to the Port of Dover and leads to regular congestion and delays along this part of the highway network. This is further compounded when ferries are delayed at the Port, leading to the implementation of Operation Tap and Operation Brock.

As a result, the use of the A20 for the northbound route is not ideal as journey times cannot be guaranteed and also, does not provide direct access to the town centre amenities. This led to a review of alternative route options, and the promotion of the Pencester Road northbound bus contraflow lane, with the primary aim to improve the journey time reliability of the service and to provide better access and connectivity to the town centre amenities.

The bus contraflow will provide opportunities for the bus operator to review existing bus routes, which have been limited by the existing road network. This could help to improve the wider efficiency, performance and resilience of bus services within the town centre.

From these potential efficiency savings there is an opportunity to re-establish a direct connection between Dover Priory Station and the Port of Dover via Pencester Road, which would allow for better integration of different modes of transport.

EQIA Overview

On top of the benefits all users will experience, particular protected groups should experience additional benefits. The protected traits that should experience some improvements are:

- Age (Efficient can improve journeys for non-drivers)
- Disability (Efficient can improve journeys for non-drivers)
- Carers Responsibilities
- Pregnancy and Maternity

However, some protected traits will be negatively affected from the scheme:

- Age (Loss of parking may inhibit individuals that are less able to walk)
- Disability (Loss of parking may inhibit individuals that are less able to walk)

There will be some negative effects temporarily during construction:

- Age (Construction works may cause confusion, increase journey time through diversions and uneven surfaces could increase risk of tripping)
- Disability (Construction works may cause confusion, increase journey time through diversions, uneven surfaces could increase risk of tripping and unfamiliar routes may create difficulty for the visually impaired)
- Carers responsibilities (independent travel with Client(s))
- Sex (Diversion routes not appropriately lit may affect a users feeling of safety)
- Gender (Diversion routes not appropriately lit may affect a users feeling of safety)
- Sexual Orientation (Diversion routes not appropriately lit may affect a users feeling of safety)
- Faith (Diversion routes not appropriately lit may affect a users feeling of safety)
- Race (diversion routes may be confusing for individuals with limited English fluency, diversion routes not properly lit may reduce the feeling of safety for ethnic minority individuals)
- Pregnancy (uneven surfaces may increase risk of tripping)

Section B – Evidence

Do you have data related to the protected groups of the people impacted by this activity?

Yes

It is possible to get the data in a timely and cost effective way?

No

Is there national evidence/data that you can use?

Yes

Have you consulted with stakeholders?

Yes

Who have you involved, consulted and engaged with?

Initial discussions have been held with Stagecoach to inform the design and proposal of this scheme and Dover District Council regarding parking provision. A full public consultation is planned to take place between 17 November and 11 December 2023.

Has there been a previous Equality Analysis (EQIA) in the last 3 years?

Yes

Do you have evidence that can help you understand the potential impact of your activity?

Yes

Section C – Impact

Who may be impacted by the activity?

Service Users/clients

Service users/clients

Staff

Staff/Volunteers

Residents/Communities/Citizens

Residents/communities/citizens

Are there any positive impacts for all or any of the protected groups as a result of the activity that you are doing?

Yes

Details of Positive Impacts

In addition to the positive impacts identified for all residents and users of the scheme, specific positive impacts have been identified for the following protected characteristics:

- Age
- Disability
- Pregnancy
- Carers

Age:

Public transport is used frequently by older people and young people. The scheme will provide direct access to town centre amenities for the proposed Dover Fastrack bus service as well as creating opportunities for improving existing bus routes which have been limited by the existing road network. This will help to improve the wider efficiency, performance and resilience of bus services in the town centre allowing residents to access the town centre amenities for such things as learning, education, leisure, and health facilities with more confidence about the reliability of the bus service being provided. An additional controlled crossing is also being provided across Pencester Road at the new signal junction that is being provided at the Maison Dieu Road/Pencester Road junction that will provide a safe place to cross assisting older people in crossing this busy road.

Disability:

Public transport is used frequently by individuals that may be unable to drive as a result of their disability. The scheme will provide direct access to town centre amenities for the proposed Dover Fastrack bus service as well as creating opportunities for improving existing bus routes which have been limited by the existing road network. This will help to improve the wider efficiency, performance and resilience of bus services in the town centre allowing residents to access the town centre amenities for such things as learning, education, leisure, and health facilities with more confidence about the reliability of the bus service being provided. An additional controlled crossing is also being provided across Pencester Road at the new signal junction that is being provided at the Maison Dieu Road/Pencester Road junction, providing a safe place to cross, assisting disabled users when crossing this busy road. This will also include tactile paving and rotating cones on the push buttons to assist visually impaired users.

Pregnancy and maternity – The scheme will provide direct access to town centre amenities for the proposed Dover Fastrack bus service as well as creating opportunities for improving existing bus routes which have been limited by the existing road network. This will help to improve the wider efficiency, performance and resilience of bus services in the town centre allowing residents to access the town centre amenities for such things as learning, education, leisure, and health facilities with more confidence about the reliability of the bus service being provided. An additional controlled crossing is also being provided across Pencester Road at the new signal junction that is being provided at the Maison Dieu Road/Pencester

Road junction that will provide a safe place to cross assisting these users in crossing this busy road..

Carers — The scheme will provide direct access to town centre amenities for the proposed Dover Fastrack bus service as well as creating opportunities for improving existing bus routes which have been limited by the existing road network. This will help to improve the wider efficiency, performance and resilience of bus services in the town centre allowing residents to access the town centre amenities for such things as learning, education, leisure, and health facilities with more confidence about the reliability of the bus service being provided. An additional controlled crossing is also being provided across Pencester Road at the new signal junction that is being provided at the Maison Dieu Road/Pencester Road junction that will provide a safe place to cross assisting these users in crossing this busy road.

All protected groups – As well as benefitting from the improved bus services that will provide a direct access to the town centre amenities, a service will also be provided to the port of Dover opening routes for local residents and tourists.

Negative impacts and Mitigating Actions

19.Negative Impacts and Mitigating actions for Age

Are there negative impacts for age?

Yes

Details of negative impacts for Age

This scheme has a permanent impact affecting individuals who are less able to walk as some of the on-street parking is removed to provide space for the contraflow lane, and could result in those users with less mobility having to walk slightly further.

Construction could result in temporary closures of footpaths for users, this may result in uneven footway surfaces which could affect young and older pedestrians and increase risk of tripping. Pedestrians and road users may have to find alternative and more lengthy routes to access services (such as shops, schools/colleges, public transport etc.).

Noise disruption from the construction works could cause anxiety and confusion for some people. If access to services and access to transport is disrupted it could disproportionately impact elderly people's health and wellbeing.

Mitigating Actions for Age

Removal of on-street parking bays – Discussions with the local parking authority, Dover District Council, has identified that the nearby public car parks located in Pencester Road, Maison Dieu and at Stembrook have spare capacity that will help mitigate for the parking changes in Pencester Road. Along with the five pay and display spaces that are being retained in Pencester Road and two additional on-street parking spaces that are being provided in Worthington Street.

The design will meet all statutory requirements including the Equality Act 2010, with all good practices in mind. Alternative access to town centre amenities being provided by the new Dover Fastrack bus services and amendments to existing bus services.

Temporary Construction Impacts – Risk assessment to be completed for affected groups prior to construction. All works areas correctly signed and guarded and any temporary footway surfaces to be even and formed with bound materials to avoid trips and uneven surfaces and where change of level is required ramps of an appropriate standard are provided. Public engagement, via letter drops, websites and social media carried out to ensure all users are aware of construction works/programme and any temporary access arrangements to ensure they can access and use the footway safely during the construction works. Construction sites and diversion routes to follow health and safety regulations

Responsible Officer for Mitigating Actions – Age

Project Team
20. Negative impacts and Mitigating actions for Disability
Are there negative impacts for Disability?
Yes
Details of Negative Impacts for Disability
<p>This scheme has a permanent impact to disabled users as there will be four disabled spaces removed from Pencester Road, along with the on-street parking spaces which can also be used by disabled users although waiting is limited in these bays. This could result in disabled users not being able to park close to the local facilities.</p> <p>Construction will result in temporary closures of footpaths, for road users including pedestrians & cyclists. This may temporarily disrupt access to essential services for disability groups meaning alternative routes may be required. Construction works can cause major obstructions on key walking routes and unexpected changes to the 'landscape' for visually impaired people. Road works could lead to uneven surfaces increasing risk of tripping.</p> <p>Construction works can be sprawling and noisy – causing confusion and anxiety for some people with disabilities.</p>
Mitigating actions for Disability
<p>Removal of disabled bays – one additional disabled bay being provided in Worthington Street, reducing overall loss to three spaces. Discussions with the local parking authority, Dover District Council, has identified that the nearby public car parks located in Pencester Road, Maison Dieu and at Stembrook have spare capacity that will help mitigate for the parking changes in Pencester Road. Along with the five pay and display spaces that are being retained in Pencester Road and two additional on-street parking spaces are being provided in Worthington Street, which can also be used by disabled users.</p> <p>The design will meet all statutory requirements including the Equality Act 2010, with all good practices in mind. Ensure designs are carried out in accordance with the Design Manual for Roads and Bridges (DMRB), which gives guidance based on current legislation for non-motorised users (NMU) and those with disabilities.</p> <p>The design will meet recommended guidance from the Department for Transport on inclusive mobility, the Kent Design Guide and associated standard details. Alternative access to town centre amenities being provided by the new Dover Fastrack bus services and amendments to existing bus services.</p> <p>Temporary Construction Impacts - All works areas correctly signed and guarded and any temporary footway surfaces to be even and formed with bound materials to avoid trips and uneven surfaces and where change of level is required ramps of an appropriate standard are provided. Public engagement, via letter drops, websites and social media carried out to ensure all users are aware of construction works/programme and any temporary access arrangements to ensure they can access and use the footway safely during the construction works. Construction sites and diversion routes to follow health and safety regulations.</p>
Responsible Officer for Disability
Project Team
21. Negative Impacts and Mitigating actions for Sex
Are there negative impacts for Sex
Yes
Details of negative impacts for Sex
<p>During construction, public may feel unsafe using diversions away from usual walking or cycling routes or waiting or adjacent to construction sites due to fear of crime.</p>
Mitigating actions for Sex

Public engagement, via notices, letter drops, websites, social media, to ensure all users are aware of construction works/programme and any temporary access arrangements to ensure residents can access footways safely during the construction works. Ensure appropriate, lit diversion routes are chosen and well signed during the construction works.
Responsible Officer for Sex
Project Team
22. Negative Impacts and Mitigating actions for Gender identity/transgender
Are there negative impacts for Gender identity/transgender
Yes
Negative impacts for Gender identity/transgender
During construction, individuals that identify as transgender or non-binary may feel unsafe using diversions away from usual walking or cycling routes or adjacent to construction sites due to fear of crime.
Mitigating actions for Gender identity/transgender
Public engagement, via notices, letter drops, websites, social media, to ensure all users are aware of construction works/programme and any temporary access arrangements to ensure residents can access and use the footways safely during the construction works. Ensure appropriate, lit diversion routes are chosen and well signed during the construction works.
Responsible Officer for mitigating actions for Gender identity/transgender
Project Team
23. Negative impacts and Mitigating actions for Race
Are there negative impacts for Race
Yes
Negative impacts for Race
During construction, communication barriers could cause confusion and anxiety for some ethnic groups in relation to the construction works due to the potential for a language barrier. Ethnic minority individuals may feel unsafe using diversions away from usual walking or cycling routes or adjacent to construction sites due to fear of crime.
Mitigating actions for Race
Public engagement materials during construction to be available in alternative languages on request. Public engagement, via notices, letter drops, websites, social media, to ensure all users are aware of construction works/programme and any temporary access arrangements to ensure residents can access and use the footways safely during the construction works. Ensure appropriate, lit diversion routes are chosen and well signed during the construction works.
Responsible Officer for mitigating actions for Race
Project Team
24. Negative impacts and Mitigating actions for Religion and belief
Are there negative impacts for Religion and belief
Yes
Negative impacts for Religion and belief
Individuals of different faiths may feel unsafe using diversions away from usual walking or cycling routes or waiting in temporary structures or adjacent to construction sites due to fear of crime.
Mitigating actions for Religion and belief
Public engagement, via notices, letter drops, websites, social media, to ensure all users are aware of construction works/programme and any temporary access arrangements to ensure residents can access and use the footways safely during the construction works. Ensure appropriate, lit diversion routes are chosen and well signed during the construction works.
Responsible Officer for mitigating actions for Religion and Belief
Project Team
25. Negative impacts and Mitigating actions for Sexual Orientation
Are there negative impacts for Sexual Orientation

Yes
Negative impacts for Sexual Orientation
Diversions away from usual walking or cycling routes or adjacent to construction sites may users feel uncomfortable due to the fear of crime.
Mitigating actions for Sexual Orientation
Public engagement, via notices, letter drops, websites, social media, to ensure all users are aware of construction works/programme and any temporary access arrangements to ensure residents can access and use the footways safely during the construction works. Ensure appropriate, lit diversion routes are chosen and well signed during the construction works.
Responsible Officer for mitigating actions for Sexual Orientation
Project Team
26. Negative impacts and Mitigating actions for Pregnancy and Maternity
Are there negative impacts for Pregnancy and Maternity
Yes
Negative impacts for Pregnancy and Maternity
<p>This scheme has a permanent impact affecting individuals who are less able to walk as some of the on-street parking is removed to provide space for the contraflow lane, and could result in those users who are less able to walk, having to walk slightly further</p> <p>Construction will result in temporary closures of footpaths, for road users. This may temporarily disrupt access to essential services for Pregnancy and maternity users meaning alternative routes may be required. There is a possible increased risk of falls during work if pregnant women are walking temporary routes. Unfamiliar routes could prove difficult for individuals travelling with young children or pushchairs. Road works could lead to uneven surfaces increasing risk of tripping.</p>
Mitigating actions for Pregnancy and Maternity
<p>Removal of on-street parking bays – Discussions with the local parking authority, Dover District Council, has identified that the nearby public car parks located in Pencester Road, Maison Dieu and at Stembrook have spare capacity that will help mitigate for the parking changes in Pencester Road. Along with the five pay and display spaces that are being retained in Pencester Road and two additional on-street parking spaces that are being provided in Worthington Street.</p> <p>The design will meet all statutory requirements including the Equality Act 2010, with all good practices in mind. Alternative access to town centre amenities being provided by the new Dover Fastrack bus services and amendments to existing bus services.</p> <p>Temporary Construction Impacts – - Risk assessment to be completed for affected groups prior to construction. All works areas correctly signed and guarded and any temporary footway surfaces to be even and formed with bound materials to avoid trips and uneven surfaces and where change of level is required ramps of an appropriate standard are provided. Public engagement, via letter drops, websites and social media carried out to ensure all users are aware of construction works/programme and any temporary access arrangements to ensure they can access and use the footway safely during the construction works. Construction sites and diversion routes to follow health and safety regulations</p>
Responsible Officer for mitigating actions for Pregnancy and Maternity
Project Team
27. Negative impacts and Mitigating actions for Marriage and Civil Partnerships
Are there negative impacts for Marriage and Civil Partnerships
No
Negative impacts for Marriage and Civil Partnerships
Not Applicable
Mitigating actions for Marriage and Civil Partnerships

Not Applicable
Responsible Officer for Marriage and Civil Partnerships
Not Applicable
28. Negative impacts and Mitigating actions for Carer's responsibilities
Are there negative impacts for Carer's responsibilities
Yes
Negative impacts for Carer's responsibilities
<p>Diversions and major construction works may impact on travel plans if works are not known about in advance.</p> <p>Construction works and changes to the site area could affect planning for independent travel with client groups.</p>
Mitigating actions for Carer's responsibilities
<p>Public engagement, via notices, letter drops, websites, social media, to ensure all users are aware of construction works/programme and any temporary access arrangements to ensure they can access and use the footway safely during the construction works.</p> <p>New opportunities will be available for carers and their client(s) as the centre of Dover and access to port and to rail station is improved through new bus service routes expansion.</p>
Responsible Officer for Carer's responsibilities
Project Team