

Diversity impact assessment

TITLE
Commissioning of new bus real-time information screens
DATE
30.01.2026
LEAD OFFICER.
Michael Edwards – Head of Transport & Parking Transport & Parking Service
1 Summary description of the proposed change
What is the change to policy / service / new project that is being proposed? How does it compare with the current situation?
The Council is proposing to commission 34 new bus real-time information (RTI) screens, to be installed in Chatham Waterfront Bus Station and at key stops on the Medway bus network. The screens will be commissioned via direct contract award to partnership organisation Kyndi.
2 Summary of evidence used to support this assessment
E.g. Feedback from consultation, performance information, service user. E.g. Comparison of service user profile with Medway Community Profile
Assessment of current bus information provision in Medway currently, comparing the results to proposed new arrangements with new RTI screens in place.

3 What is the likely impact of the proposed change?
Is it likely to:
Adversely impact on one or more of the protected characteristic groups
Advance equality of opportunity for one or more of the protected characteristic groups
Foster good relations between people who share a protected characteristic and those who don't
(insert Yes when there is an impact or No when there isn't)

Protected characteristic groups (Equality Act 2010)	Adverse impact	Advance equality	Foster good relations
Age	No	Yes	Yes
Disability	No	Yes	Yes
Gender reassignment	No	No	No
Marriage/civil partnership	No	No	No
Pregnancy/maternity	No	No	No
Race	No	No	No

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Protected characteristic groups (Equality Act 2010)	Adverse impact	Advance equality	Foster good relations
Religion/belief	No	No	No
Sex	No	No	No
Sexual orientation	No	No	No
Care experience	No	No	No
Other (e.g. low income groups)	No	Yes	Yes

4 Summary of the likely impacts

Who will be affected?
How will they be affected?

The commissioning of the new screens will improve access to bus timetable information and make the information available more accurate. In turn this will allow better planning of journeys and increase the reliability of bus travel. This will likely have a greater impact on more elderly residents, low-income residents, and residents with disabilities, who statistically are more likely to be bus users or rely on bus travel as their only means of transport around Medway.

5 What actions can be taken to mitigate likely adverse impacts, improve equality of opportunity or foster good relations?

What alternative ways can the Council provide the service?
Are there alternative providers?
Can demand for services be managed differently?

No adverse impacts anticipated. The screens will be a new addition to the network, only improving the information provision that is already in place.

6 Action plan

Actions to mitigate adverse impact, improve equality of opportunity or foster good relations and/or obtain new evidence

Action	Lead	Deadline or review date
N/A		

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7 Recommendation

The recommendation by the lead officer should be stated below. This may be: to proceed with the change, implementing the Action Plan if appropriate, consider alternatives, gather further evidence

If the recommendation is to proceed with the change and there are no actions that can be taken to mitigate likely adverse impact, it is important to state why.

Recommendation is to proceed with the proposed change given the improvements it will bring to the Medway bus network and to bus users in the borough.

8 Authorisation

The authorising officer is consenting that the recommendation can be implemented, sufficient evidence has been obtained and appropriate mitigation is planned, the Action Plan will be incorporated into the relevant Service Plan and monitored

Assistant Director

Ruth Du-Lieu

Date of authorisation

30.01.2026