

Customer and Equality Impact Assessment Regional Implementation

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Roadworks and Diversions

- Impact all customers: road users, local community,
- But especially some diverse groups
- Public Sector Equality Duty
- Understand potential impacts and mitigate where possible
- Process begins at Stage 0
- **Remember SRUS!**



Objectives

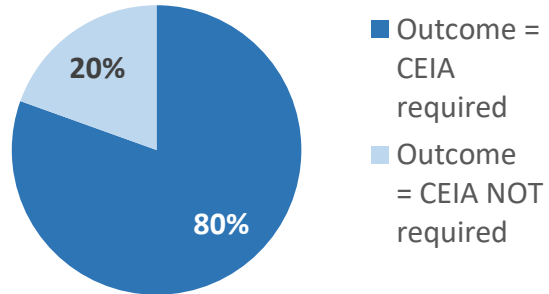
- Streamlined process with minimal administration required by EDI Leads
- Identify potentially high impact schemes as early as possible
- Target future impact assessments and mitigations on high impact areas
- Clear requirements for each stage gate, enabling CDMT integration
- Ensure highest impact schemes are considered by customer working groups
- Improved customer and equality outcomes
- Focus on 6 key impact areas.
 - Impact of TM on SRN users
 - Impact of diversions on SRN users
 - Impact of diversions / closures on local road users
 - Impact of diversions / closures on non-motorised users
 - Impact of works on local community
 - Scheme design and timings.
- Target <50% to complete CEIA Template

How did we come up with the triggers / criteria

- Previous EqlA template and completed forms
 - EqlAs
 - EDI Leads
- SW / SE – developed outline frameworks for CIAs
- Insight
 - complaints
 - voice of customer
 - Diverse customer journey maps and pain points
- Tested, revised and retested in YNE

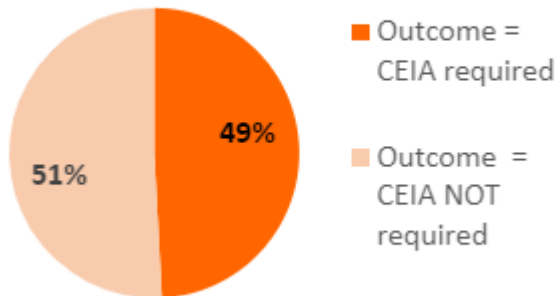
Screening – CEIA Templates required

CEIA Screenings (Apr-Jul24)



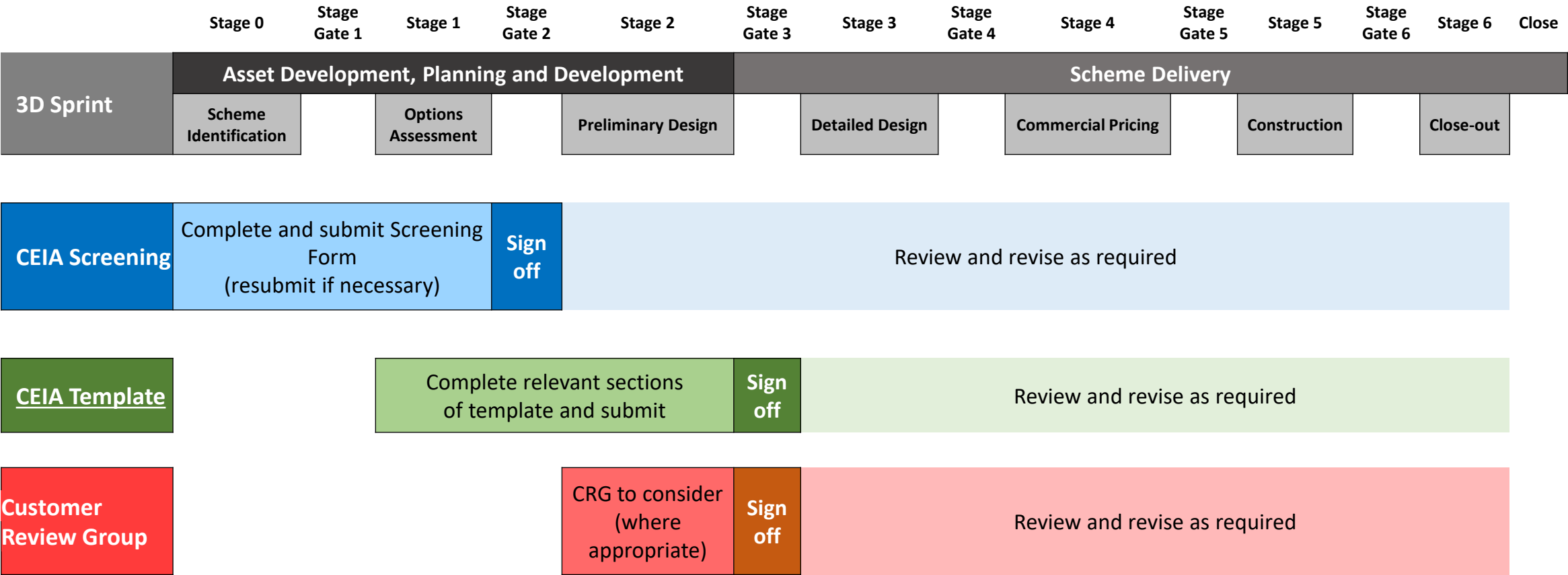
- Phase One (41 schemes) resulted in:
 - 80% needing to complete CEIA Template (33 schemes)
 - On average schemes were triggering 2.7 sections of the template.
 - Feedback proposed changes to wording to questions

CEIA Screenings (from Jul24)



- Phase Two (60 schemes)
 - Triggers revised and screening form adapted - July 24
 - 38% needing to complete CEIA (16 schemes)
 - Triggering 2.4 sections on average.

The CEIA Process



The CEIA Screening form

Triggers

A - Impact of lane closures (no diversions)

Narrow lanes, delays, access to service areas, etc

B - Impact of closures with diversions

Duration, delays, grade of road, facilities on diversion etc

C – Impact on local journeys

Rat-runs, delays, noise, access to shops and services etc

D – Impact on non-motorised users

Footpaths, crossings, traffic volumes

E – Impact of construction works

Noise and pollution, vulnerable communities

F – Impact of design and delivery

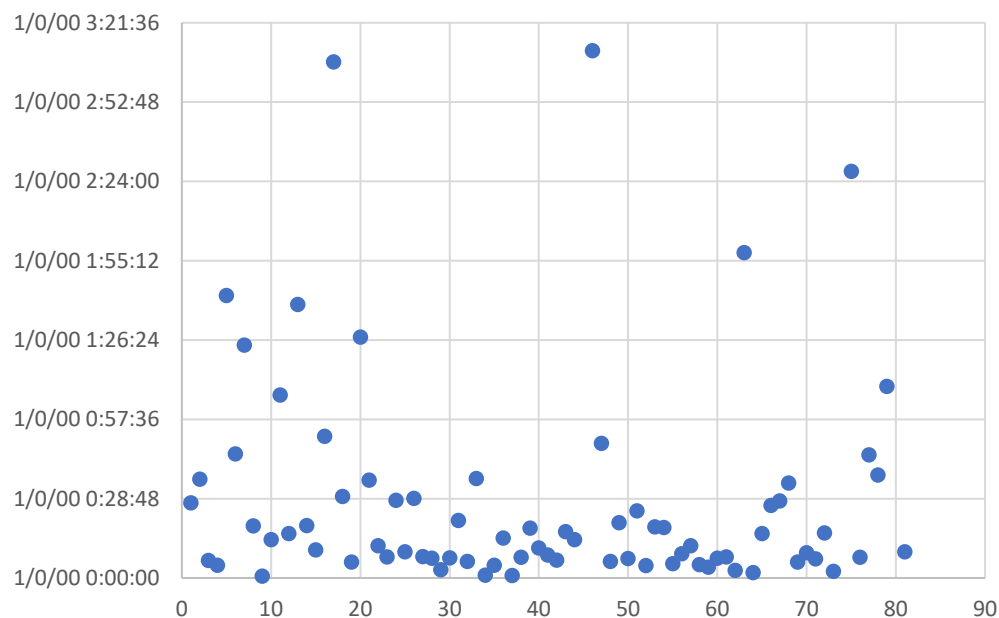
Accessibility, timing of works, specific communities affected



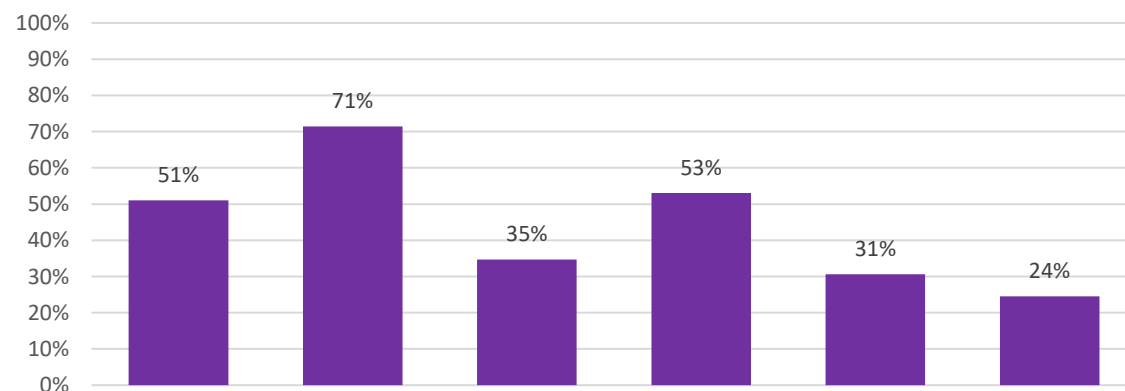
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Screening – completions

- 88 screenings submitted in total
- Median completion time 14 minutes
- 72% completed in under 30 minutes
- Supply chain or NH teams – but responsibility of PM**



- Percentage of schemes triggering each section of CEIA:
 - A. Impact of TM on SRN users
 - B. **Impact of diversions on SRN users (70%)**
 - C. Impact of diversions / closures on local road users
 - D. **Impact of diversions / closures on non-motorised users**
 - E. Impact of works on local community
 - F. Scheme design and timings.



Examples

- Footbridge closure – pedestrian diversion route of 400m
- Diversion route has no accessible service areas
- Construction works close to school for children with autism
- Planned works impact walk to school route
- Communication + Engagement!



Screening – conclusions

- Screening works well.
 - ✓ High level of scheme engagement
 - ✓ Quick to complete
 - ✓ Positive feedback with suggestions for improvements (acted upon)
 - ✓ Focuses future CEIA work
 - ✓ Automated –EDI Leads can focus on completed CEIA templates
 - ✓ Screening works independently of template
- Screening improvements.
 - ✓ Continual monitoring and tweaking where needed
 - ✓ CEIA template as yet relatively untested

CEIA – Implementation in regions

- All schemes to follow new process from 1st Jan 2025
- All schemes due to deliver in 2025/26 onwards
- If completed and submitted previous EqIA Template then continue
- If completed previous EqIA Screening but not Template then complete new Screening (will save time in long-run).

CEIA – Implementation in regions

■ Engagement

- Relevant teams aware and understand changes



- C+C EDI
- Regional Town Halls
- P+D, Scheme Delivery Monthly calls, RCPSMs

■ Briefings

- For EDI Leads



- Thursday 21 Nov, 11am to 12:30pm

■ Training webinars

- Essential for P+D, Scheme Delivery, relevant suppliers
- Optional for other teams eg Road Space, M+R, QPN



- Tuesday 26 Nov, 9am to 10:30am
- Thursday 28 Nov, 12:30pm to 2pm
- Tuesday 3 Dec, 11:30am to 1pm
- Wednesday 4 Dec, 2pm to 3:30pm
- Plus “mop-up” if required

CEIA – Book your training briefing

- <https://forms.office.com/e/sZbcP3FQDc>

Customer and Equality Impact
Assessment Process - Briefing
Sessions

