



# **Oxfordshire County Council**

## **Equalities Impact Assessment**

Proposed Changes to MyBus Oxfordshire Ticketing Scheme

31/05/2026

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## Section 1: Summary details

<b>Directorate and Service Area</b>	Environment and Place, Transport Policy.
<b>What is being assessed</b> (e.g. name of policy, procedure, project, service or proposed service change).	The assessment considers the impacts of the proposed recommendations:  A) A price increase for certain MyBus daily and weekly tickets from 1 August 2026, or as soon as practical thereafter, as follows: From £6.50 to £8.50 for an adult day ticket, from £3.50 to £5.50 for a young person day ticket, from £30 to £34 for an adult weekly ticket and from £17 to £24 for a young person weekly ticket. B) The carryover of c.£300K Bus Grant funding from 2025/26 to 2026/27 to provide supplementary funding for reimbursement of the MyBus scheme in 2026/27 only.
<b>Is this a new or existing function or policy?</b>	Change to existing
<b>Summary of assessment</b>  Briefly summarise the policy or proposed service change. Summarise possible impacts. Does the proposal bias, discriminate or unfairly disadvantage individuals or groups within the community?  (following completion of the assessment).	This assessment considers the potential impacts of a) increasing the ticket prices and b) carrying forward funding from 2025/26 into 2026/27.  The assessment concludes that the changes are likely to have adverse effects by presenting increased challenges for vulnerable groups, specifically where single operator tickets are not suitable for the journeys that customers want to make.
<b>Completed By</b>	Alyn Jones
<b>Authorised By</b>	Paul Fermer
<b>Date of Assessment</b>	31/05/2026

## Section 2: Detail of proposal

<p><b>Context / Background</b></p> <p>Briefly summarise the background to the policy or proposed service change, including reasons for any changes from previous versions.</p>	<p>MyBus Oxfordshire tickets provide one day or one week’s unlimited travel on nearly all local bus services in the County. The tickets present a simple, joined up and good value bus ticket solution to passengers. The scheme has experienced stronger than expected uptake, particularly among young people. This popularity, combined with increased operator costs following the increase to the national fare cap, has resulted in demand and reimbursement costs exceeding the original £900k budget for 2026/27. The primary objective of the paper is to bring MyBus costs within the available budget envelope.</p>
<p><b>Proposals</b></p> <p>Explain the detail of the proposals, including why this has been decided as the best course of action.</p>	<p>The recommended course of action takes a hybrid approach. An increase to ticket prices and carry over of underspent funds from 2025/26 to bridge the funding gap and balance the impact. The changes are recommended to keep the valued MyBus tickets available, along with the DfT requirement for a monthly multi-operator ticket to also be available by 1 April 2027 and maintain as much benefit and value for money as possible.</p>
<p><b>Evidence / Intelligence</b></p> <p>List and explain any data, consultation outcomes, research findings, feedback from service users and stakeholders etc, that supports your proposals and can help to inform the judgements you make about potential impact on different individuals, communities or groups and our ability to deliver our climate commitments.</p>	<p>An online survey was conducted from late August to late October 2025, this gathered feedback from 110 bus users across Oxfordshire to assess the impact and user experience of the MyBus ticket scheme. Half of respondents reported increased bus usage due to MyBus tickets, which are valued for cost savings (56%), convenience (39%), and flexibility to travel across multiple operators (49%). The tickets were primarily used for commuting, education, leisure, and shopping. In summary, the MyBus ticketing scheme is highly valued and is making a difference, demonstrating a need to continue to support the scheme, albeit on a more sustainable footing.</p> <p>It should be noted that a significant proportion of survey respondents were only using services provided by a single operator, where other ticket products are available and these customers were buying MyBus for convenience.</p>

<p><b>Alternatives considered / rejected</b></p> <p>Summarise any other approaches that have been considered in developing the policy or proposed service change, and the reasons why these were not adopted. This could include reasons why doing nothing is not an option.</p>	<p>Several alternative options were considered but ultimately rejected and can be viewed in Annex 4.</p>
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### Section 3: Impact Assessment - Protected Characteristics

Protected Characteristic	No Impact	Positive	Negative	Description of Impact	Any actions or mitigation to reduce negative impacts	Action owner* (*Job Title, Organisation)	Timescale and monitoring arrangements
<b>Age</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<p>Younger and older people are statistically more likely to rely on buses.</p> <p>Older persons bus pass holders will not be impacted by the price increase.</p> <p>Younger people may be directly disadvantaged by a price increase, although available single operator products may be suitable for many.</p>	<p>The changes are recommended to keep the valued MyBus tickets available and maintain as much benefit and value for money as possible.</p> <p>Alternative (single operator) ticket options will help offset the impact for some passengers.</p>	Technical Lead for Bus Service Improvement (OCC)	Ongoing review of reimbursement costs and ticket prices to ensure that the scheme remains within budget.
<b>Disability</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<p>People with disabilities are statistically more likely to rely on buses.</p> <p>Impacts from the price increase are also thought to be minimal given many could use the disabled persons bus pass for free travel.</p>	<p>The changes are recommended to keep the valued MyBus tickets available and maintain as much benefit and value for money as possible.</p> <p>Alternative (single operator) ticket options may help offset the impact for some passengers who do not qualify for free travel.</p>	Technical Lead for Bus Service Improvement (OCC)	Ongoing review of reimbursement costs and ticket prices to ensure that the scheme remains within budget.

<b>Gender Reassignment</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	There is likely to be a neutral impact on this group		Technical Lead for Bus Service Improvement (OCC)	Ongoing review of reimbursement costs and ticket prices to ensure that the scheme remains within budget.
<b>Marriage &amp; Civil Partnership</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	There is likely to be a neutral impact on this group.		Technical Lead for Bus Service Improvement (OCC)	Ongoing review of reimbursement costs and ticket prices to ensure that the scheme remains within budget.
<b>Pregnancy &amp; Maternity</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Women are statistically more likely to rely on buses. Women may be disadvantaged by a price increase.	The changes are recommended to keep the valued MyBus tickets available and maintain as much benefit and value for money as possible. Alternative (single operator) ticket products may help offset the impact for some passengers.	Technical Lead for Bus Service Improvement (OCC)	Ongoing review of reimbursement costs and ticket prices to ensure that the scheme remains within budget.

<b>Race</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Black, Asian, and minority ethnic (BAME) households tend to have the highest rates of poverty and are therefore statistically more likely to rely on buses. This group may be disadvantaged by a price increase.	The changes are recommended to keep the valued MyBus tickets available and maintain as much benefit and value for money as possible. Alternative ticket options may help offset the impact for some passengers.	Technical Lead for Bus Service Improvement (OCC)	Ongoing review of reimbursement costs and ticket prices to ensure that the scheme remains within budget.
<b>Sex</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Women are statistically more likely to rely on buses. Women may be disadvantaged by a price increase.	The changes are recommended to keep the valued MyBus tickets available and maintain as much benefit and value for money as possible. Alternative (single operator) ticket options may help offset the impact for some passengers.	Technical Lead for Bus Service Improvement (OCC)	Ongoing review of reimbursement costs and ticket prices to ensure that the scheme remains within budget.
<b>Sexual Orientation</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	There is likely to be a neutral impact on this group		Technical Lead for Bus Service Improvement (OCC)	Ongoing review of reimbursement costs and ticket prices to ensure that the scheme remains within budget.

<b>Religion or Belief</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Access to religious events or places of worship may be reduced if unable to pay the price increase.	The changes are recommended to keep the valued MyBus tickets available and maintain as much benefit and value for money as possible. Alternative (single operator) ticket options may help offset the impact for some passengers.	Technical Lead for Bus Service Improvement (OCC)	Ongoing review of reimbursement costs and ticket prices to ensure that the scheme remains within budget.
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### Section 3: Impact Assessment - Additional Community Impacts

Additional community impacts	No Impact	Positive	Negative	Description of impact	Any actions or mitigation to reduce negative impacts	Action owner (*Job Title, Organisation)	Timescale and monitoring arrangements
<b>Rural communities</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	The impacts of transport poverty are worst for poor people in rural areas. This group may be disadvantaged by a price increase, however maintenance of services would be impacted if no action was taken.	The changes are recommended to keep the valued MyBus tickets available and maintain as much benefit and value for money as possible. Alternative (single operator) ticket products may help offset the impact for some passengers.	Technical Lead for Bus Service Improvement (OCC)	Ongoing review of reimbursement costs and ticket prices to ensure that the scheme remains within budget.
<b>Armed Forces</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	There is likely to be a neutral impact on this group		Technical Lead for Bus Service Improvement (OCC)	Ongoing review of reimbursement costs and ticket prices to ensure that the scheme remains within budget.
<b>Carers</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Carers are likely to be unpaid or on low income. Therefore this group may be	The changes are recommended to keep the valued MyBus tickets available and maintain as much benefit and value for	Technical Lead for Bus Service Improvement (OCC)	Ongoing review of reimbursement costs and ticket prices to ensure

Additional community impacts	No Impact	Positive	Negative	Description of impact	Any actions or mitigation to reduce negative impacts	Action owner (* Job Title, Organisation)	Timescale and monitoring arrangements
				disadvantaged by a price increase.	money as possible. Alternative (single operator) ticket options may help offset the impact for some passengers.		that the scheme remains within budget.
<b>Areas of deprivation</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Those on lower incomes are statistically more likely to rely on buses. In addition, access to work is greatly improved by more accessible and affordable public transport opportunities. Therefore, this group will benefit from improvements to bus services and access.	The changes are recommended to keep the valued MyBus tickets available and maintain as much benefit and value for money as possible. Alternative (single operator) ticket products may help offset the impact for some passengers.	Technical Lead for Bus Service Improvement (OCC)	Ongoing review of reimbursement costs and ticket prices to ensure that the scheme remains within budget.

### Section 3: Impact Assessment - Additional Wider Impacts

Additional Wider Impacts	No Impact	Positive	Negative	Description of Impact	Any actions or mitigation to reduce negative impacts	Action owner* (*Job Title, Organisation)	Timescale and monitoring arrangements
<b>Staff</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Access to work is greatly improved by more accessible and affordable public transport opportunities. Therefore, this group may be disadvantaged from the price increase.	The changes are recommended to keep the valued MyBus tickets available and maintain as much benefit and value for money as possible. Alternative ticket options may help offset the impact for some passengers.	Technical Lead for Bus Service Improvement (OCC)	Ongoing review of reimbursement costs and ticket prices to ensure that the scheme remains within budget.
<b>Other Council Services</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	There is likely to be a neutral impact on this group		Technical Lead for Bus Service Improvement (OCC)	Ongoing review of reimbursement costs and ticket prices to ensure that the scheme remains within budget.
<b>Providers</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	There is likely to be a neutral impact on this group		Technical Lead for Bus Service Improvement (OCC)	Ongoing review of reimbursement costs and ticket prices to ensure that the scheme

Additional Wider Impacts	No Impact	Positive	Negative	Description of Impact	Any actions or mitigation to reduce negative impacts	Action owner* (*Job Title, Organisation)	Timescale and monitoring arrangements
							remains within budget.
<b>Social Value</b> <sup>1</sup>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<p>Buses provide affordable, accessible, and reliable transportation, especially for those who may not have other options. They connect people to jobs and customers to businesses, facilitate access to education and essential services, promote social inclusion, and contribute to environmental improvements by encouraging a shift from private to public transport.</p> <p>There may be a negative impact from a price increase where customers use the services of more than one operator.</p>	<p>The changes are recommended to keep the valued MyBus tickets available and maintain as much benefit and value for money as possible. Alternative ticket options may help offset the impact for some passengers.</p>	<p>Technical Lead for Bus Service Improvement (OCC)</p>	<p>Ongoing review of reimbursement costs and ticket prices to ensure that the scheme remains within budget.</p>

<sup>1</sup> If the Public Services (Social Value) Act 2012 applies to this proposal, please summarise here how you have considered how the contract might improve the economic, social, and environmental well-being of the relevant area

## Section 4: Review

Where bias, negative impact or disadvantage is identified, the proposal and/or implementation can be adapted or changed; meaning there is a need for regular review. This review may also be needed to reflect additional data and evidence for a fuller assessment (proportionate to the decision in question). Please state the agreed review timescale for the identified impacts of the policy implementation or service change.

<b>Review Date</b>	Ongoing review of reimbursement costs and ticket prices to ensure that the scheme remains within budget.
<b>Person Responsible for Review</b>	Technical Lead (Bus Service Improvement)
<b>Authorised By</b>	Paul Fermer