

BSP EQUALITY IMPACT AND NEEDS ANALYSIS

Directorate	Growth and Place
Service Area	Transport Strategy
Service/policy/function being assessed	E-bike rental provision in Richmond
Which borough (s) does the service/policy apply to	Richmond
Staff involved in developing this EINA	Sidonie Forrest-Brown
Date approved by Directorate Equality Group (if applicable)	N/A
Date approved by Policy and Review Manager All EINAs must be signed off by the Policy and Review Manager	23 June 2026
Date submitted to Directors' Board	N/A

1. Summary

This EINA assesses the impact of future E-Bike arrangements for Richmond, and the decision to award a contract for delivery of a dockless e-bike hire scheme for 3 years. The contract for delivery of an e-bike hire scheme replaces the previous agreement with Lime Technology Limited.

E-bikes provide a sustainable and healthy travel option for many residents. E-bikes are available to rent for all residents over the age of 18 years old and make cycling more accessible for those who do not own a bike. They have become an important part of the transport mix and are particularly useful in areas of relatively low public transport accessibility. The number of e-bike trips has increased significantly over time and in 2025, the number of trips in the Borough exceeded 1.5 million, an increase of 50% over 2024.

Following a public call for evidence and subsequent consideration of hire e-bike services by Transport and Air Quality Committee, the Council agreed in September 2025 that e-bike services should continue in the Borough, given their transport, environmental and social benefits. Future E-Bike arrangements agreed at the meeting also included:

- To enable an increase in fleet size of 250 e-bikes to 750, with an option to increase to 1,000.
- To increase the supply of in-carriageway e-bike parking bays from 65 to at least 150-200 to benefit users and to reduce the impact on pedestrians of e-bikes being left on the pavement.
- As e-bike parking bays increase, introduce mandatory e-bike parking areas in town centres and other locations vulnerable to pavement obstruction and “clustering” (e.g. stations and park entrances).
- To require more transparent contractual arrangements and open source data in terms of fleet size, usage and complaints monitoring.

The Council invited submissions from operators to run hire e-bike services in the Borough for 3 years. The submissions were required to suitably demonstrate their proposed approach to quality and pricing requirements outlined in the invitation. Following a tender exercise the new contract dockless e-bike hire has been awarded to Forest, who scored highest for pricing and in terms of overall ranking.

It is anticipated that the future E-bike arrangements and decision to award a contract to Forest for dockless e-bike hire for the next 3 years will have a positive impact overall on residents. Measures such as enabling a higher fleet cap on the number of hire e-bikes, and discounts available for residents with disabilities, older residents, residents on low incomes and carers, ensures that this form of active travel is accessible, particularly for these groups, and improves the borough's collective health and quality of life.

The new contract with Forest is a legally binding document and has been designed to address the concerns raised by residents. Forest will provide monthly updates on key performance indicators which will be reviewed by the Council. It is recognised that poor parking of hire e-bikes causing street clutter/obstructions has a particularly negative impact on pedestrians with mobility difficulties, visual impairments, wheelchair users and those using pushchairs. Forest has set out following measures to mitigate some of these impacts and help address e-bikes causing clutter on the footway, including on street patrols, use of technology to manage areas of congestion, discounts for riders to take bikes away from busy areas, and a warning/fines system for poorly parked e-bikes. In addition, the Council's commitment to increase in-carriage way e-bike parking bays and introduce mandatory e-bike parking areas will reduce impact of e-bikes being left on the pavement and pavement obstruction.

2. Evidence gathering and engagement

a. What evidence has been used for this assessment? For example, national data, local data via DataRich or DataWand

Evidence	Source
The Department of Education 'Schools, Pupils and their characteristics' dataset (2024/25)	https://explore-education-statistics.service.gov.uk/find-statistics/school-pupils-and-their-characteristics/2024-25
ONS Census (2021)	Census - Office for National Statistics (ons.gov.uk)
Indices of Deprivation (2025)	https://www.datarich.info/indices-of-deprivation-2025/
Annual Population Survey (2025) Economic Activity Data ONS – Data Wand	Economy - UTLA Richmond upon Thames Report Builder for ArcGIS (datarich.info)
Joint Strategic Needs Assessment (2021)	Joint Strategic Needs Assessment (JSNA) - London Borough of Richmond upon Thames
Regional and local authority data on immigration groups (Home Office 2025) <i>Regional and local authority data on immigration groups, year ending March 2025</i>	Regional and local authority data on immigration groups - GOV.UK (www.gov.uk)
Asylum and resettlement datasets (Home Office 2023)	Asylum and resettlement datasets - GOV.UK (www.gov.uk)
Labour Market Profile – Employment	Labour Market Profile - Nomis - Official Census and Labour Market Statistics (nomisweb.co.uk)
Children looked after in England including adoptions <i>Local authority children looked after by characteristic (March 2024)</i>	Children looked after in England including adoptions, Reporting year 2024 - Explore education statistics - GOV.UK

GLA Population Projections of 2025 (2023)	DataRich – Population Explorer
Information on Forest E-Bike usage nationally, April 2026	Information provided to the Council by Forest.

b. Who have you engaged and consulted with as part of your assessment?

Individuals/Groups	Consultation/Engagement results	Date	What changed as a result of the consultation
Whole borough invited to give evidence about e-bike operations in Richmond	Over 1,500 responses received. The overall conclusion drawn from the responses was that the public wished for hire e-bike services to continue but with a greater level of management and control, including: - Parking management to reduce obstruction on the footway - Responding to complaints and retrieving e-bikes causing issues - Improved rider behaviour, particularly in respect of reducing conflicts with pedestrian movement generally and with disabled people specifically. The new contract with Forest is a legally binding document and has been designed to address the concerns raised by residents in this consultation process.	10-24 June 2025	All feedback from the consultation was considered and fed into the procurement process when inviting submissions from operators to run hire e-bike services in the Borough, and helped inform the quality questions within the bid. The winning tender from Forest sets out the following measures to help address bikes causing clutter on the footway: - 8 dedicated on-street guardians patrolling the borough each day to redistribute e-bikes - Use of technology to manage fleet and alert Forest to areas of congestion - Introduction of 'dynamic discount' which aids rebalancing of bikes in busy areas (discounts for riders to take bikes away from busy areas) - Deployment of e-bikes into designated e-bike bays. - The Council will soon introduce a further 100 e-bike bays - A system of warnings/fines and bans for poorly parked bikes

3. Analysis of need

Potential impact on this group of residents and actions taken to mitigate impact and advance equality, diversity and inclusion

Protected group	Findings																																																		
Age	The table below shows the age make-up of the Richmond population compared to London and Outer London. (GLA Population Projections of 2025, 2023) This shows that Richmond has a larger older population than London and Outer London averages, and a smaller population aged 20 to 39 than the London and Outer London averages. <table><tr><th>Age</th><th>Richmond Population</th><th>% of Richmond Population</th><th>% of Outer London Population</th><th>% of London Population</th></tr><tr><td>0 to 9</td><td>21,543</td><td>10.7</td><td>11.68</td><td>10.94</td></tr><tr><td>10 to 19</td><td>24,536</td><td>12.2</td><td>12.52</td><td>11.68</td></tr><tr><td>20 to 29</td><td>19,695</td><td>9.8</td><td>13.15</td><td>16.03</td></tr><tr><td>30 to 39</td><td>26,486</td><td>13.2</td><td>15.35</td><td>16.94</td></tr><tr><td>40 to 49</td><td>31,527</td><td>15.7</td><td>14.95</td><td>14.44</td></tr><tr><td>50 to 59</td><td>30,322</td><td>15.1</td><td>12.72</td><td>12.27</td></tr><tr><td>60 to 69</td><td>21,611</td><td>10.8</td><td>9.63</td><td>9.02</td></tr><tr><td>70 to 79</td><td>15,614</td><td>7.8</td><td>6.21</td><td>5.46</td></tr><tr><td>80+</td><td>9,472</td><td>4.7</td><td>3.8</td><td>3.24</td></tr></table> Older residents (who are overrepresented in the Richmond Population) who have mobility difficulties or sight impairments related to older age are more likely to be negatively impacted by obstructions caused by improper parking of e-bikes.	Age	Richmond Population	% of Richmond Population	% of Outer London Population	% of London Population	0 to 9	21,543	10.7	11.68	10.94	10 to 19	24,536	12.2	12.52	11.68	20 to 29	19,695	9.8	13.15	16.03	30 to 39	26,486	13.2	15.35	16.94	40 to 49	31,527	15.7	14.95	14.44	50 to 59	30,322	15.1	12.72	12.27	60 to 69	21,611	10.8	9.63	9.02	70 to 79	15,614	7.8	6.21	5.46	80+	9,472	4.7	3.8	3.24
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Disability	All Disability 12% (12,479 individuals) of the Richmond Borough identify as having a disability (ONS Census 2021). The graph below illustrates the proportion of individuals in Richmond which are disabled. This also shows the proportion of individuals not disabled but have long-term conditions that do not limit them. Disabilities in Richmond (Census 2021) <table><tr><th>Category</th><th>Percentage</th></tr><tr><td>Disabled - Activities limited a lot</td><td>4.5%</td></tr><tr><td>Disabled - Activities limited a little</td><td>7.6%</td></tr><tr><td>Not Disabled - Has a long-term condition but not limited</td><td>6.9%</td></tr><tr><td>Not Disabled - No long-term conditions</td><td>81.1%</td></tr></table> Ward data identifies the largest percentage of disabled people reside within Hampton North (15.7% of ward population 1,526) and Heathfield (14.9% of ward population 1,549), indicating that residents in these areas could be more adversely impacted by obstructions caused by improper parking of e-bikes.	Category	Percentage	Disabled - Activities limited a lot	4.5%	Disabled - Activities limited a little	7.6%	Not Disabled - Has a long-term condition but not limited	6.9%	Not Disabled - No long-term conditions	81.1%																																								
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The grid below shows that the smallest proportion of disabled residents are aged between 0-15, whilst the largest proportion of disabled residents are 65 and over (Census 2021).

Age	% of the borough
0-15	7.75
16-24	7.99
25-34	8.66
35-49	15.7
50-64	21.77
65+	38.12

Anecdotal evidence from the Richmond Mobility Forum indicates usage of e-bikes among disabled residents in Richmond. In an April 2026 study of 5,000 Forest riders nationally, 17% reported a health condition or disability — including 5% reported a mental health condition, 1.5% reported a physical impairment, 1.4% reported a learning disability, and 9.1% reported they were neurodivergent. Riders also cited using Forest while recovering from surgery or managing long-term fatigue, noting that e-bikes make getting around more manageable.

Sex

The below shows the sex distribution of the Richmond population (Census 2021). The borough's population is made up of 51.9% females and 48.1% males. This is similar to London which is split 51.5%/48.5% (females/males) and England which is split 51%/49% (females/males).

Sex	Borough Population	%
Females	101,317	52%
Males	93,961	48%

Gender reassignment

Most Richmond residents identify as the same gender as their sex as registered at birth (Census 2021). The table below demonstrates the proportions of the Richmond population by their gender identify.

Proportion of selected population by gender identify	
Gender Identity	% of borough population
Same as sex registered at birth	93.98%
Not Answered	5.63%
Different from birth (unspecified)	0.15%
Trans Woman	0.09%
All other gender identities	0.09%
Trans man	0.07%

Marriage and civil partnership

The table below demonstrates the proportion of the Richmond population according to marital status (Census 2021).

Marital Status	% of the borough
Never married and never registered a civil partnership	49.48
Married or in a registered civil partnership	35.91
Divorced or civil partnership dissolved	8.03

	Widowed or surviving civil partnership partner		4.66																																												
	Separated, but still legally married or still legally in civil partnership		1.93																																												
Pregnancy and maternity	The table below shows the birth rate in Richmond, and that the birth rate in Richmond is similar to the England average (Census 2021). Parents pushing young children in pushchairs could be more adversely impacted by obstructions caused by improper parking of e-bikes.																																														
	<table><tr><td>Birth rate per 1,000 females aged 15 to 44 years by region</td><td>2019</td><td>2020</td><td>2021</td><td>2022</td><td>2024</td></tr><tr><td>Richmond</td><td>58.3</td><td>55</td><td>56.9</td><td>50.1</td><td>47.2</td></tr><tr><td>England</td><td>57.7</td><td>55.3</td><td>54.3</td><td>51.9</td><td>49</td></tr></table>					Birth rate per 1,000 females aged 15 to 44 years by region	2019	2020	2021	2022	2024	Richmond	58.3	55	56.9	50.1	47.2	England	57.7	55.3	54.3	51.9	49																								
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Race/ethnicity	<table><tr><td>Ethnicity</td><td>Richmond</td><td>Richmond %</td><td>London</td><td>London %</td><td>England</td><td>England %</td></tr><tr><td>Asian, Asian British or Asian Welsh</td><td>17,380</td><td>8.9%</td><td>1817640</td><td>20.7%</td><td>5426392</td><td>9.6%</td></tr><tr><td>Black, Black British, Black Welsh, Caribbean or African</td><td>3687</td><td>1.9%</td><td>1188370</td><td>13.5%</td><td>2381724</td><td>4.2%</td></tr><tr><td>Mixed or Multiple ethnic groups</td><td>10,740</td><td>5.5%</td><td>505775</td><td>5.7%</td><td>1669378</td><td>3%</td></tr><tr><td>White</td><td>157,206</td><td>80.5%</td><td>4731172</td><td>53.8%</td><td>45783401</td><td>81%</td></tr><tr><td>Other ethnic group</td><td>6,444</td><td>3.3%</td><td>556768</td><td>6.3%</td><td>1229153</td><td>2.2%</td></tr></table> Richmond mostly resembles England in terms of ethnic diversity. However, compared to London, Richmond has a much higher proportion of white individuals, and has lower proportions of other every other ethnic group residing within it (Census 2021).					Ethnicity	Richmond	Richmond %	London	London %	England	England %	Asian, Asian British or Asian Welsh	17,380	8.9%	1817640	20.7%	5426392	9.6%	Black, Black British, Black Welsh, Caribbean or African	3687	1.9%	1188370	13.5%	2381724	4.2%	Mixed or Multiple ethnic groups	10,740	5.5%	505775	5.7%	1669378	3%	White	157,206	80.5%	4731172	53.8%	45783401	81%	Other ethnic group	6,444	3.3%	556768	6.3%	1229153	2.2%
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Religion and belief, including non belief	The table below shows religion, belief, and non-belief in Richmond from the 2021 Census. <table><tr><td>Religion</td><td>% of the borough</td></tr><tr><td>Christian</td><td>45.36</td></tr><tr><td>No religion</td><td>37.94</td></tr><tr><td>Muslim</td><td>7.1</td></tr><tr><td>Not answered</td><td>4.35</td></tr><tr><td>Hindu</td><td>2.13</td></tr><tr><td>Buddhist</td><td>1.01</td></tr><tr><td>Other religion</td><td>0.81</td></tr><tr><td>Jewish</td><td>0.65</td></tr><tr><td>Sikh</td><td>0.64</td></tr></table>					Religion	% of the borough	Christian	45.36	No religion	37.94	Muslim	7.1	Not answered	4.35	Hindu	2.13	Buddhist	1.01	Other religion	0.81	Jewish	0.65	Sikh	0.64																						
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Sexual orientation	The 2021 Census was the first time it collected data on sexual orientation.																																														

	The question was voluntary and only asked of people aged 16+ (n= 155,834). Locally, 5,298 (3.4%) of 16+ year olds were either gay/lesbian, bisexual or any other sexual orientation. This was higher than Outer London (2.9%) and England (3.2%), but lower than London (4.3%). Locally, males were more likely to identify as LGB+ with the majority aged between 25-54 years (higher proportion aged 45-54 years old). In females, the majority of LGB+ were more likely to be aged between 16-34 years (higher proportion aged 16-24 years old). England wide analyses show that majority of LGB+ were aged 16-34.										
Socio-economic status (to be treated as a protected characteristic under Section 1 of the Equality Act 2010) Include the following groups: • Deprivation (measured by the 2019 English Indices of Deprivation) • Low-income groups & employment • Carers • Care experienced people • Single parents • Health inequalities • Refugee status	Deprivation (Indices of Deprivation 2025) Richmond ranks within the 10% least deprived Local Authorities in England in both the 2019 and 2025 IMD and remains the least deprived London Borough. Richmond is ranks as the least deprived borough across several domains including Income, Employment and Health deprivation and Disability. Richmond is now the least deprived local authority nationally for Barriers to Housing & Services and ranks in the least deprived quarter for the Crime Domain (second least deprived among London Boroughs). Richmond ranks among the 5% most deprived local authorities nationally for the Living Environment domain and sits within the most deprived quarter of London boroughs– a worsening of relative national ranking also seen across much of London. For the Income Deprivation Affecting Older People Index (IDAOPI), Richmond’s relative rank worsened between 2019 and 2025, moving from the 29th to the 38th percentile. The average score indicates that 12% of older people in the borough are affected by income deprivation. No LSOAs were ranked amongst the 10% most deprived or 20% most deprived in England. Hampton North and Heathfield are the boroughs two most deprived wards, ranking in the top 30% most deprived wards nationally.										
	Public Transport Areas of the borough such as Ham, Hampton and Heathfield do not experience the same level of transport connectivity and availability as other areas of the borough. E-bikes are a particularly useful travel option in areas of relatively low public transport accessibility, and are an important and affordable mode of travel for residents on lower incomes.										
	Employment 75.6% of individuals aged 16-64 are in employment in Richmond. By gender, 83.6% of males (higher than London and England averages) are in employment whilst 68% of females (lower than London and England averages) are employed according to Nomis data (June 2025).										
	Unpaid Carers The largest proportion of unpaid carers provide care for 9 hours or less (3.4%) (ONS Census 2021). This is higher than the London and England average. The table below shows the number of hours unpaid carers provide in Richmond.										
	<table><tr><td>Place</td><td>9 hours or less</td><td>10 to 19 hours</td><td>20 to 34 hours</td><td>35 to 49 hours</td><td>50 or more hours</td></tr></table>						Place	9 hours or less	10 to 19 hours	20 to 34 hours	35 to 49 hours
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	Richmond Upon Thames	3.4	1	0.5	0.6	1.6
	London	2.6	1	0.8	0.9	2
	England	3.1	1.2	0.8	1	2.6
Care experienced people <i>Children in care</i> In 2024/25, Richmond’s rate was 25.0 per 10,000 (n=110), which was the lowest in London, 64.3% lower than the England average and 51.0% lower than the London average. The latest Borough figure for 2024/25 was also 8% lower than in 2020/21, in comparison with 3% increase in England’s rate in the equivalent time period. In March 2023, 9% of the looked after children population are unaccompanied asylum-seeking children and the majority of looked after children are 10+ years (60%) which is linked to a particularly high level of need for this age group (Department for Education, 2025). Single Parents Census 2021 data highlighted that 4,225 households (5.2%) were Lone Parent families with dependent children. Refugee Status Home Office data from 2025 on ‘Regional and local authority data on immigration groups’ notes that Richmond has 1,138 asylum seekers residing within the Borough. This represents 0.56% of the population. This has risen from 1000 individuals in March 2024, which represents a 13.8% increase in one year.						

Data gaps

Data gap(s)	How will this be addressed?

4. Impact

Protected group	Positive	Negative
Age	E-bikes are available to rent for all residents over the age of 18 years old and make cycling more accessible for those who do not own a bike. E-bikes can improve independent mobility for older residents, particularly those who are able to cycle but may require additional	E-bikes are not available to hire for children under the age of 18, which is not likely to change due to insurance reasons. Certain older residents, particularly those who are frail or have mobility impairments, may be less able to use e-bikes due to their weight and handling.

	assistance, by reducing physical effort and enabling longer journeys. Discounted fares for residents of state pension age through the 'Friends of the Forest' (FOTF) scheme improve affordability and access to active travel, supporting greater independence.	Forest are looking to introduce new e-bike models, including Forest Light (a smaller, lighter model), which may help address barriers experienced by some users. Poorly parked hire e-bikes, and e-bikes ridden on the footway can cause obstruction and injury, which will disproportionately impact older people, including those who are frail, who have mobility impairments, visual impairments and wheelchair users. This will be mitigated through the contract with Forest, including patrols, use of technology to manage congestion and enforcement for poor parking, alongside Council measures to expand in-carriageway parking provision and introduce mandatory parking locations.
Disability	E-bikes can improve independent mobility for some disabled residents, particularly those who are able to cycle but may require additional assistance, by reducing physical effort and enabling longer journeys. Forest are looking to introduce new e-bike models, including Forest Light (a smaller, lighter model), which may help address barriers experienced by some disabled users.	Some disabled residents are unable to use e-bikes due to their disability, and they may feel excluded from the scheme. People with mobility issues, visual impairment or other disabilities and wheelchair users, will be adversely affected if e-bikes are ridden on the footway or parked inconsiderately, leading to a footway being obstructed. This will be mitigated through the contract with Forest, including patrols, use of technology to manage congestion and enforcement for poor parking, alongside Council measures to expand in-carriageway parking provision and introduce mandatory parking locations.
Sex	No specific impacts anticipated. The proposed e-bike arrangements are expected to have a positive overall	No specific negative impacts anticipated. Any feedback received during the duration of the contract will

	impact on residents by making cycling more accessible for those who do not own a bike, alongside measures to reduce clustering and obstruction caused by poor parking.	be considered and should residents need to feedback any comments or concerns they can contact the Council via email.
Gender reassignment	No specific impacts anticipated. The proposed e-bike arrangements are expected to have a positive overall impact on residents by making cycling more accessible for those who do not own a bike, alongside measures to reduce clustering and obstruction caused by poor parking.	No specific negative impacts anticipated. Any feedback received during the duration of the contract will be considered and should residents need to feedback any comments or concerns they can contact the Council via email.
Marriage and civil partnership	No specific impacts anticipated. The proposed e-bike arrangements are expected to have a positive overall impact on residents by making cycling more accessible for those who do not own a bike, alongside measures to reduce clustering and obstruction caused by poor parking.	No specific negative impacts anticipated. Any feedback received during the duration of the contract will be considered and should residents need to feedback any comments or concerns they can contact the Council via email.
Pregnancy and maternity	No specific impacts anticipated. The proposed e-bike arrangements are expected to have a positive overall impact on residents by improving access and availability, alongside measures to reduce clustering and obstruction caused by poor parking. Forest are looking to introduce new vehicles, including the Forest Cargo, Forest Kid and Forest Light. These vehicles will all appeal to families wanting to travel with children.	Poorly parked hire e-bikes, and e-bikes ridden on the footway can cause obstruction and injury, which may disproportionately impact parents with pushchairs. This will be mitigated through the contract with Forest, including patrols, use of technology to manage congestion and enforcement for poor parking, alongside Council measures to expand in-carriageway parking provision and introduce mandatory parking locations.
Race/ethnicity	No specific impacts anticipated. The proposed e-bike arrangements are expected to have a positive overall impact on residents by making cycling more accessible for those who do not own a bike, alongside measures to reduce clustering and obstruction caused by poor parking.	No specific negative impacts anticipated. Any feedback received during the duration of the contract will be considered and should residents need to feedback any comments or concerns they can contact the Council via email.

Religion and belief, including non belief	No specific impacts anticipated. The proposed e-bike arrangements are expected to have a positive overall impact on residents by making cycling more accessible for those who do not own a bike, alongside measures to reduce clustering and obstruction caused by poor parking.	No specific negative impacts anticipated. Any feedback received during the duration of the contract will be considered and should residents need to feedback any comments or concerns they can contact the Council via email.
Sexual orientation	No specific impacts anticipated. The proposed e-bike arrangements are expected to have a positive overall impact on residents by making cycling more accessible for those who do not own a bike, alongside measures to reduce clustering and obstruction caused by poor parking.	No specific negative impacts anticipated. Any feedback received during the duration of the contract will be considered and should residents need to feedback any comments or concerns they can contact the Council via email.
Socio-economic status (to be treated as a protected characteristic under Section 1 of the Equality Act 2010) Include the following groups: • Deprivation (measured by the 2019 English Indices of Deprivation) • Low-income groups & employment • Carers • Care experienced people • Single parents • Health inequalities • Refugee status	Residents, including those on low incomes and carers will have access to the 'Friends of the Forest' (FOTF) which offers discounts to support riders from the following groups: - Richmond Fairer access scheme card holders. - Jobcentre Plus Travel Card - Blue Light Card (for emergency service workers) - Student Card - 18+ Student Oyster card - Apprentice Oyster Card - 60+ London Oyster Card - Freedom Pass (including Disabled Persons Freedom Pass) - Veterans Oyster Card Forest will support the Councils 'Good Move Scheme' and will offer four free 60-minute codes for each household as an introductory offer. Forest will extend this scheme to other groups identified by the Council at our request. Forest will deliver a minimum of two in-person training sessions a year	No specific negative impacts anticipated. Any feedback received during the duration of the contract will be considered and should residents need to feedback any comments or concerns they can contact the Council via email.

	(equal to eight hours) for support into work assistance provided to unemployed people. This will focus on career mentoring, CV advice and career guidance. Every job opening at Forest will be advertised through Richmond Workmatch, with particular encouragement for applications from those who are members of underrepresented groups.	
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5. Actions to advance equality, diversity and inclusion

Action	Lead Officer	Deadline
Invite Forest to Richmond Mobility Forum	S Forrest-Brown	Ongoing
Review complaints to decide service improvements	S Forrest-Brown	Ongoing
Regular review of Forest's performance against KPI's	S Forrest-Brown	Ongoing

6. Further Consultation (optional section – complete as appropriate)

Consultation planned	Date of consultation
No further consultation planned	