
Island Communities Impact Assessments

Bus Fares Increase



SHETLAND
ISLANDS COUNCIL

Island Communities Impact Assessment

Bus Fares Increase

PRELIMINARY CONSIDERATIONS	Responses
Please provide a brief description or summary of the policy, strategy or service under review for the purposes of this assessment.	The proposal is to increase bus fares by 25% for the period covering 1 April 2026 to 30 January 2027 (or later if the £2 fare cap is extended).
STEP 1 - Develop a clear understanding of your objectives	Responses
What are the objectives of the policy, strategy or service?	The objective of the proposal is to increase the income from public passenger fares on the bus network and further offset the costs associated with the provision of the network.
Do you need to consult?	No, the stakeholder engagement carried out in the recent consideration of the public and school transport network is sufficient as it gathered information relating to the affordability of bus travel in Shetland.
How are islands identified for the purpose of the policy, strategy or service?	Consideration is given to the whole of Shetland.
What are the intended impacts/outcomes and how do these potentially differ in the islands?	<p>The impact of the proposed increase will see bus fares rise by 25% across the network. Fares are currently distance based. There is no difference in terms of application to those living on any of Shetland's islands.</p> <p>There are a significant number of mitigations in place that would result in the impact being felt at a much lower level, including the free bus fares offered to under 22s, over 60s and those with a disability by the Scottish Government, the 20% discount in place offered by the Council and the £2 fare cap pilot which will be in place for the period that this proposal covers. Those on the islands travelling longer journeys will not feel any additional impact of this proposal due to the fare cap that is in place.</p>
Is the policy, strategy or service new?	Existing fares, uplifted for a temporary period

Island Communities Impact Assessment

Bus Fares Increase

STEP 2 - Gather your data and identify your stakeholders	Responses
What data is available about the current situation in the islands?	The extensive stakeholder engagement exercise carried out across Shetland during the business case process for considering the public and school transport network for the next five years covered all aspects of bus travel including affordability. Affordability was not highlighted as a concern or a barrier to the use of the bus by either existing or prospective passengers.
Do you need to consult?	No, the stakeholder engagement was extensive and is sufficient.
How does any existing data differ between islands?	In terms of affordability the feedback does not differ – the main issue raised was the availability of services.
Are there any existing design features or mitigations in place?	Mitigations in place are the national entitlement to free bus travel for those under 22, over 60 and those with a disability, the 20% discount card offered by the Council and the £2 fare cap pilot in place for the duration of this proposal.
STEP 3 - Consultation	Responses
Who do you need to consult with?	NA – data already held
How will you carry out your consultation and in what timescales?	NA – data already held
What questions will you ask when considering how to address island realities?	NA – data already held
What information has already been gathered through consultations and what concerns have been raised previously by island communities?	Stakeholder engagement undertaken indicated no issues with affordability of bus fares
Is your consultation robust and meaningful and sufficient to comply with the Section 7 duty?	NA – data already held
STEP 4 - Assessment	Responses
Does your assessment identify any unique impacts on island communities?	No
Does your assessment identify any potential barriers or wider impacts?	No

Island Communities Impact Assessment

Bus Fares Increase

How will you address these?	NA
<p>You must now determine whether in your opinion your policy, strategy or service is likely to have an effect on an island community, which is significantly different from its effect on other communities (including other island communities).</p> <p>If your answer is NO to the above question, a full ICIA will NOT be required and <u>you can proceed to Step SEVEN.</u></p> <p>If the answer is YES, an ICIA must be prepared and <u>you should proceed to Step FIVE.</u></p> <p>To form your opinion, the following questions should be considered:</p> <ul style="list-style-type: none"> • Does the evidence show different circumstances or different expectations or needs, or different experiences or outcomes (such as different levels of satisfaction, or different rates of participation)? • Are these different effects likely? • Are these effects significantly different? • Could the effect amount to a disadvantage for an island community compared to the mainland or between island groups? 	
STEP 5 – Preparing your ICIA	Responses
In Step Five, you should describe the likely significantly different effect of the policy, strategy or service:	
Assess the extent to which you consider that the policy, strategy or service can be developed or delivered in such a manner as to improve or mitigate, for island communities, the outcomes resulting from it.	
Consider alternative delivery mechanisms and whether further consultation is required.	
Describe how these alternative delivery mechanisms will improve or mitigate outcomes for island communities.	
Identify resources required to improve or mitigate outcomes for island communities.	
STEP 6 - Making adjustments to your work	Responses
Should delivery mechanisms/mitigations vary in different communities?	

Island Communities Impact Assessment

Bus Fares Increase

Do you need to consult with island communities in respect of mechanisms or mitigations?	
Have island circumstances been factored into the evaluation process?	
Have any island-specific indicators/targets been identified that require monitoring?	
How will outcomes be measured on the islands?	
How has the policy, strategy or service affected island communities?	
How will lessons learned in this ICIA inform future policy making and service delivery?	
STEP 7 - Publishing your ICIA	Responses
Have you presented your ICIA in an Easy Read format?	Yes
Does it need to be presented in Gaelic or any other language?	No
Where will you publish your ICIA and will relevant stakeholders be able to easily access it?	It will form part of the reporting process to gain approval of the fare increase (ZetTrans, 26 March 2026)
Who will sign-off your final ICIA and why?	Michael Craigie as Lead Officer

ICIAs must be signed off by the staff member who completes it. They must then be approved and signed off by an executive manager or director. If an executive manager completes the ICIA, then the director should approve the ICIA.

ICIA completed by:	Elaine J Park
Position:	Transport Contracts and Operations Officer
Signature:	Elaine J Park
Date complete:	05/03/2026

ICIA approved by (Executive Manager or Director):	Michael Craigie
Position:	Lead Officer – ZetTrans Executive Manager – Transport Planning
Signature:	Michael Craigie
Date approved:	05/03/2026

Island Communities Impact Assessment

Bus Fares Increase

--	--

Once approved and both the signature boxes are complete, you should publish the ICIA in PDF format on the [Island Communities Impact Assessments](#) page of the Shetland Islands Council website. All services should have a staff member who can edit the website. If not, please contact Community Planning and Development.

Even if a full assessment is not required (where the answer to Step 4 is no), this should still be published.