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Executive Summary

In 2017 SPT produced [Advancing Equality 2017](#), a report setting out how SPT meets the public sector legislation (“the Equality Duties”) as set out in the Equality Act 2010. Specifically this reported how SPT was progressing the advancement of equality, elimination of discrimination and the promotion of good relations between groups.

This report sets out progress since 2017. Each section focuses on a distinct Equality Duty, namely:

Mainstreaming: Details are provided about how SPT systematically integrates equality and diversity principles, strategies and practices into its functions and activities. The strategic outcome of “Access for All” and the prominence of equality and inclusion in the Regional Transport Strategy demonstrate our commitment to embedding equality in our work. Our approach to mainstreaming is set out in section 2.

Staff: All staff were asked to update their equality information and the results of this update have been analysed and published. A summary of these results is available in section 3.3. The most recent gender pay gap calculated at December 2016 identified SPT’s gender pay gap at 12.21% compared with the UK gender pay gap of 14.9%. Work is on-going to calculate the position at December 2018.

Outcomes: In 2017 SPT set a number of specific outcomes under the themes of:

- SPT understands and responds to the needs of communities, passengers and staff;
- SPT’s passengers and staff feel safe;
- SPT is a fair, flexible and supportive employer; and
- SPT advances equality through working with partners.

Section 4 of this report outlines progress toward achieving these outcomes.

1. Introduction

1.1 About SPT

Strathclyde Partnership for Transport (SPT) is the Regional Transport Partnership¹ for the west of Scotland and is made up of twelve councils: East Dunbartonshire, East Ayrshire, East Renfrewshire, Glasgow City, Inverclyde, North Ayrshire, North Lanarkshire, Renfrewshire, South Ayrshire, South Lanarkshire, West Dunbartonshire and the Helensburgh and Lomond area of Argyll and Bute.



The SPT area is home to 2.2 million people (41% of Scotland's total), covering 6,969 square kilometres, and with a population density of 315 people per square kilometre.

¹ See <http://www.spt.co.uk/corporate/about/> for further information

SPT delivers transport solutions across the Strathclyde area and has a number of planning and operational responsibilities that deliver significant benefits to residents and business in the west of Scotland, including:

- Supporting bus services, providing bus infrastructure, and operating regional bus stations;
- Delivering regional transport projects and helping to plan and coordinate the regional transport network;
- Operating the Subway network;
- Delivering school transport and in many areas transport for vocational lessons and for pupils with Additional Support Needs;
- Providing demand responsive and community based transport;
- Acting as the Secretariat for the Strathclyde Concessionary Travel Scheme; and
- Supporting the integration and continued development of smart ticketing.

SPT also works with our member councils and other key stakeholders to develop aspects of the regional transport network including bus, rail, road, freight, walking and cycling as well as taking forward initiatives to enhance passenger experience such as smartcard ticketing and information provision. SPT is also a member of CPP boards across Strathclyde as a statutory Community Planning Partner.

1.2 Legislative context

As a listed public authority, SPT must comply with The Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012 and The Equality Act 2010 (Specific Duties) (Scotland) Amendment Regulations 2016² (referred to hereafter as “the Specific Duties”). These statutory instruments set out specific obligations that demonstrate commitment to the “Equality Duty”³ (which is set out in Section 149 of the Equality Act 2010), which states that public authorities must:

- eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Act;
- advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
- foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Having due regard for advancing equality involves:

- Removing or minimising disadvantages suffered by people due to their protected characteristics.
- Taking steps to meet the needs of people from protected groups where these are different from the needs of other people.
- Encouraging people from protected groups to participate in public life or in other activities where their participation is disproportionately low.

² SSI 2016 No159

³ In Section 149 of the Equality Act 2010

This report demonstrates progress made between April 2017 and April 2019 regarding the advancement of equality, elimination of discrimination and promotion of good relations between people who share protected characteristics with reference to the Equality Act 2010. The protected characteristics are:

- | | |
|---------------------------|-----------------------|
| 1. Age | 5. Race |
| 2. Disability | 6. Religion or Belief |
| 3. Gender Reassignment | 7. Sex |
| 4. Pregnancy or maternity | 8. Sexual Orientation |

The public sector Equality Duty also covers marriage and civil partnerships, with regard to eliminating unlawful discrimination in employment.

The focus of this report is on the 'reporting requirements' set out in the Specific Duties, namely:

- Mainstreaming the "Equality Duties";
- Reporting the gender balance of members of the Partnership Board during the period covered by this report and the steps taken towards ensuring diversity;
- Gather and use employee information, including how this has enabled SPT to better perform the "Equality Duties";
- Publishing gender pay gap information; and
- Meeting SPT's equality outcomes.

In this document, we have used the term 'equality groups' to mean 'persons who share a relevant protected characteristic'.

1.3 Document structure

This report sets out progress on how SPT is meeting the Specific Duties and is divided into 3 parts:

- Section Two: Mainstreaming Equality in SPT
- Section Three: Equality, our members and our staff
- Section Four: Progress on SPT's Equality Outcomes

2. Mainstreaming Equality in SPT

2.1 SPT's role and functions

Our Priorities

SPT's priorities flow from the Regional Transport Strategy⁴ (RTS) and RTS Delivery Plan⁵. The RTS vision is to achieve: "A world-class sustainable transport system that acts as a catalyst for an improve quality of life for all". Ensuring equality of opportunity is at the heart of this vision.

The Strategy works toward delivering on four key transport outcomes:

- Improved connectivity;
- Access for all;
- Reduced emissions; and
- Attractive, seamless, reliable travel.

In addition, SPT has an organisational outcome of:

- Improved service delivery.

SPT considers its role as a listed public authority⁶ in the way we fulfil our functions, deliver our services and in our relationship with our staff. This section of the report describes the progress we have made to date to make the Equality Duty integral in the exercise of our functions, so as to better perform that Duty.

2.2 Steps taken to mainstream equality

Mainstreaming equality is about the systematic integration of equality and diversity principles, into the everyday work of the organisation. SPT is committed to mainstreaming and has continued to place equality and diversity at the heart of its culture. In doing this we are able to better understand the needs of staff and service users, which enables SPT to meet the Equality Duty through the advancement of equality and good relations and the tackling of discrimination.

SPT's functions can be broadly divided into four distinct areas:

- SPT as a service provider;
- Transport planning and project delivery;
- SPT as an employer; and
- Public sector responsibilities.

SPT has considered how equality and diversity has been integrated with its functions to help eliminate discrimination and other unlawful conduct; to advance equality of opportunity; and to foster good relations.

⁴ For further information on the RTS please visit <http://www.spt.co.uk/corporate/about/strategy/regional-transport-strategy/>

⁵ The RTS Delivery Plan is available [here](#)

⁶ Prescribed under the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012

2.3 SPT as a service provider

SPT acts to promote the needs of all its customers and staff, including equality groups. SPT's work inevitably has a strong focus on connecting people with daily services. In delivering transport services and supporting infrastructure, SPT strives to improve the journey experience of all our customers taking into account their individual protected characteristics and overall travel needs.

Examples include:

- Announcements on Subway trains to support the needs of people who are visually impaired, older people or people who have a mobility challenge.
- Providing online way finding information support for visually impaired people who use our services and need information to help them navigate their way around and feel confident within the station environments.
- RNIB accreditation for SPT's website.
- SPT represents Scotland's Regional Transport Partnerships on the Scottish National Equality Improvement Plan Sounding Board. This group is led by the Scottish Government's Equality Unit and helps to share best practice across Scotland's public sector and approaches to promote improved equality outcomes.
- Working with Alzheimer Scotland to promote dementia awareness and undertake training for SPT's customer facing staff on the Subway and at our bus stations. The opportunity to attend awareness raising sessions was then extended to staff in support and non-customer facing roles. Recently we have met with Glasgow Health and Social Care Partnership to discuss ways that transport can support the Glasgow Dementia Strategy.
- Through our online feedback and enquires phone line, SPT provides MyBus users with the opportunity to provide feedback on the service and has processes in place to respond and, where necessary, react to concerns and requests.
- Providing funding and technical support to Community Transport organisations groups such as to Community Transport Glasgow, North Area Transport Association, South West Community Transport and Community Central Halls for providing transport for those attending activity clubs across Glasgow during the key school holidays and to Coalfields Community Transport to provide accessible, affordable transport for socially or economically disadvantaged groups, voluntary groups and third sector organisations in East Ayrshire. Funding has also been provided to Renfrewshire Council Community Transport's (Strengthening Opportunities for Older People In Renfrewshire project and a number of other Community Transport initiatives that provide accessible, affordable transport for socially or economically disadvantaged groups, voluntary groups and third sector organisations.
- Considering the impacts on groups and communities of changes in the bus network and in planning and providing supported bus services.

2.3.1 Transport Planning and Project Delivery

Transport Planning is a key function of SPT. We have a statutory responsibility to prepare a Regional Transport Strategy and we are in the process of preparing a new strategy for publication in 2021. In line with the current RTS, SPT has been undertaking the development and delivery of transport projects such as Subway modernisation, smartcard ticketing, the Fastlink Bus Rapid Transit scheme and the vitally important planning of supported bus services, MyBus demand responsive transport and providing support to the Community Transport sector.

In undertaking transport planning, SPT assesses the equality impacts of its plans and proposals. We have also strengthened reporting arrangements to our Partnership Board and Committees by including a 'Consequences' section in reports. This allows officers to

demonstrate the consideration of the equalities issues on recommendations put forward to the Partnership Board and allows the Partnership to gain assurance that these matters have been considered

The impact of our transport plans and projects on equality groups is considered throughout our transport planning and project development. Local Authorities are also required to consider this as part of their bids to SPT for Capital funding and is a legal requirement in agreeing funding. This ensures that the impact of all projects and plans on equality groups is considered. SPT will continue to undertake Equality Impact Assessments (EqIA) where we introduce significant changes to the delivery of projects, policies and services.

We are in the process of preparing a new Regional Transport Strategy. As part of this process, SPT is undertaking engagement with a range of people and community groups, including equality groups. This engagement is crucial to gaining a better understanding of the experiences of equality groups and will help to ensure that the emerging strategy is responsive to their needs.

CASE STUDY: AUDIO VISUAL ANNOUNCEMENT SYSTEM

An Audio Visual Announcement System, funded by SPT has been introduced on the Stagecoach West Scotland X19 Fastlink service which runs from Easterhouse to Glasgow city centre and then to the Queen Elizabeth University Hospital. This provides next stop announcements using real time passenger information to inform blind or partially sighted passengers where they are on their journey and when their stop is coming up. For many people with sight loss, local bus services are a lifeline for getting to work, to the shops and for staying in touch with family and friends. However, knowing where you are and when your stop is approaching can be a problem. The new system helps in overcoming this on a service that includes a major hospital, where many people with sight loss, particularly elderly, are likely to attend. To assist with the development of the system, Stagecoach has invested in Automatic Vehicle Location technology which allows real-time next-stop information to be delivered to customers in a variety of ways, including through smartphone apps. As part of the launching of this system Stagecoach staff also took part in a Swap With Me event, organised by the RNIB, where bus crews wear specially adapted glasses to simulate different levels of sight loss to gain an appreciation of some of the problems faced by blind and partially sighted passengers to help them better understand the experience of people who are blind and partially sighted.

2.3.2 SPT as an employer

We systematically mainstream equality in our relationship with our staff. We recognise the right of all employees to be treated fairly and considerately in an employment framework that demonstrates commitment to equality and fairness for all. Our recruitment processes, terms and conditions of employment and training and development opportunities reflect our commitment to mainstreaming.

Equality and diversity is a fundamental principle in all HR policies and procedures, which are effectively promoted throughout the organisation. We assess the fairness and effectiveness of these equality policies through workforce monitoring.

SPT regularly reviews people policies and processes to ensure that it meets changing legal obligations and best practice. SPT's Recruitment and Selection Policy was reviewed in April 2018. The policy supports the eRecruitment system and embeds equality principles throughout.

We operate fair and objective recruitment and selection, which places emphasis on individual skills, abilities and experience. Selection criteria are reviewed regularly to ensure they are objective, justifiable and essential for effective performance of the role. Staff involved in this process receive training to ensure no bias in recruitment and selection, and how to apply

good and fair practice. The eRecruitment system has significantly improved SPT's capability to gather equality data from applicants, both internal and external, and to analyse trends which in turn can inform how and where we recruit to attract a more diverse pool of applicants.

We include equality and diversity in the induction programme for all new Employees in order to set clear expectations from the outset. All of our staff are supported to develop the skills and abilities they require to carry out their current and any likely future role. Staff have a sound understanding of equality and diversity through training and awareness briefings, and our managers undertake regular training to build their understanding and skills in relation to managing diversity, whether as the employer or service provider. SPT continues to work in partnership with specialist organisations such as Validium our Employee Assistance Provider, Glasgow Association for Mental Health and Dementia Scotland to raise awareness and understanding of mental health issues in particular.

SPT has a wide range of family-friendly policies to support our staff. We recently refreshed our Flexible Working Policy to ensure any member of staff is able to request changes to their start and/or finish times or work pattern to support changes in their personal circumstances or caring responsibilities.

In 2018 we undertook a survey to get a better idea of how our staff understand their responsibilities, roles and rights, under the Equality Act Legislation both as employees and in dealing with customers and members of the public. Building on the results of the survey we are in the process of identifying a programme of information sharing and training exercises to ensure that staff are able to recognise the relevance of the public sector equality duty in their own role.

2.3.3 Public sector responsibilities

Leadership

SPT understands that mainstreaming the equality duty is both a corporate and individual responsibility. Leadership and staff awareness are central to success. SPT's Assistant Chief Executive, is our Equalities Champion and leads our Equalities Working Group which comprises staff from across all SPT Directorates. The Working Group promotes equality policies and wider understanding of equality responsibilities in relation to how we work with each other, the public, passengers and external colleagues.

Equality Impact Assessment

SPT has also undertaken Equality Impact Assessments (EqIA) for projects including Subway modernisation, Fastlink (with Glasgow City Council as project manager) and smartcard. The assessment of the equality impacts is an integral aspect of the development of the new Regional Transport Strategy for the west of Scotland. In addition, SPT undertakes Equality Screening for all contracts in excess of £50,000 and an "Equality Consequences" section has been added to all papers put before the Partnership Board and its' Committees. We are also in the processes of rolling out further training to managers on undertaking EqIAs.

Procurement

Procurement is a key enabler in SPT delivering its organisational goals effectively and continuing to demonstrate best value. Procurement supports SPT in providing professional advice and conducting procurement exercises in order to achieve best value through SPT contracts.

In order to meet our obligations under regulation 9 of the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012 (9) the Duty to consider award criteria and conditions in relation to public procurement, SPT has published its Procurement Strategy. This commits SPT to "ensure the supply chain has declared their compliance with relevant legislation, including but not limited to equalities, environmental, social and employment". We meet this objective

through a declaration from tenderers within each tender that they comply with the Equality Act 2010. All contracts awarded subject to SPT's standard terms and conditions also include an audit clause, giving SPT the ability to randomly check.

In order to further meet our objectives we complete a mini-equalities impact assessment for each procurement exercise where the value is over £50,000. This assessment covers consideration to ensure the protected characteristics are considered and if possible we look to positively influence these. We look at product and process across the characteristics as part of our consideration.

Board Succession Planning

Succession Planning is about ensuring SPT's Partnership Board is reflective of the wider community and can draw upon the greatest range of skills, experiences, knowledge and expertise to maximise its effectiveness. SPT has prepared a Board Succession Plan with support and input from Partnership members. Scottish Government Guidance acknowledges that a number of public boards, such as SPT's, comprise democratically elected and non-elected members. As such, SPT has no input to the process for nominating elected members to its Partnership Board, but we aim to effectively harness the diverse contributions that all Board members make. To support the Board Diversity Plan SPT has worked with a number of SPT appointed members to prepare an Action Plan which will take forward work on the following:

- SPT will ensure that the Board is kept up-to-date with any new developments in equality and diversity relevant to the organisation's strategic outlook and responsibilities as a public body;
- Encourage and support Board Members to be visible and use their contacts or networks to promote Board positions and the work of the Partnership;
- Audit the skills, knowledge and experience needed for future Board appointments
- Publicise Appointed Member vacancies through a wide range of sources to encourage a wide range of good candidates with a diverse range of skills and experience;
- Encourage Board Members to volunteer as role models where relevant and appropriate;
- As part of SPT's wider developing equalities engagement strategy, engage with a range of equalities organisations to ensure that the appointed members' recruitment process is as inclusive as possible;
- Consider the appointment of observers to SPT's Partnership Board who may act as advisers and support prospective candidates as future Appointed Members;
- Continue to engage with Equalities organisations to seek their advice on reaching out to further groups / organisations representing those with protected characteristics and addressing potential barriers to participation;
- Promote greater understanding of how the decisions SPT takes impact on our service users in particular those with protected characteristics;
- Work with Appointed Members throughout the period of their appointment to understand their views on how they are performing their responsibilities and consider appropriate actions to support them in this process;
- Participate in events to attract future Appointed Members from across different communities;
- Raise awareness of the work of SPT and its Appointed Members; and
- As part of SPT's wider developing engagement strategy, encourage representatives of wider civic society to attend the meetings, particularly with a view to fostering future Board diversity.

3. Equality, our members and our staff

3.1 Board Composition

SPT is a partnership of 12 Local Authorities in the west of Scotland and the Partnership Board is made up of 20 elected members and eight appointed members. The gender balance of Councillor Members of our current Partnership Board is 16 men and 4 women. In line with the Transport (Scotland) Act 2005, elected members are appointed to SPT's board by the constituent Local Authorities following local elections. The gender balance for appointed members is 5 men and 3 women.

3.2 Gathering and using employee information

SPT currently employs 476 as at 31 December 2018. This is a 12% reduction compared to our previous report in 2017. SPT's eRecruitment system embeds the requirement for applicants to complete equality monitoring information. SPT asked all staff to complete an equality monitoring survey in November 2018; 60% chose to do so. SPT intends to undertake this exercise on a regular basis in order to refresh the data held and to build a more complete picture of our workforce.

3.3 Summary of analysis for each relevant protected characteristic

Age

Staff turnover remains low at SPT and as a result the overall workforce profile has not changed significantly since our 2017 report. Over a quarter of our workforce (26%) are aged 55 and above, an increase of 3% since our last report. The proportion of staff in the 35-44 and 45-54 age groups has reduced slightly to 58% and the proportion of our workforce aged 20-25 has reduced slightly to 3%.

In terms of recruitment, 13% of our new starts are aged between 20-25, reflective of the number of candidates who applied for vacancies from this age group during 2018 (12%).

Caring Responsibilities

SPT gathered data on caring responsibilities for the first time in 2016 and found that 21% of staff advised they had caring responsibilities. SPT did not distinguish between caring for elderly dependents, children/grandchildren or, for example, caring for a spouse or partner at this stage. The percentage of staff with caring responsibilities has slightly increased in 2018 to 23%.

Disability

A higher proportion of staff than ever before have shared their personal data with us regarding disability reducing the gap, in our workforce data set, from 13% to 8%, demonstrating an increased confidence in how SPT uses this personal sensitive data. The proportion of staff declaring that they have a disability which includes an impairment, health condition or learning difference has remained static at 11% at December 2018.

Gender Reassignment

None of our staff have declared they have or intend to undergo gender reassignment. However, two job applicants declared they have undergone gender reassignment. SPT will continue to request information from all job applicants and will monitor this data regularly.

Marriage and Civil Partnership

56% of staff confirmed that they are married and the proportion of staff confirming that they are in a civil partnership has remained at 2%. 25% of staff confirmed they are single.

Pregnancy and Maternity

4 staff took maternity leave in 2018. Of those who have returned to work to date only one person reduced their working hours or changed their working pattern on their return to work. No staff left SPT following maternity leave and one person is yet to return to work from extended maternity leave.

Race

Since our last report in 2017 the race profile in SPT has not changed with the number of staff declaring that they are from a BME (Black/Minority/Ethnic) group remaining at a constant 2%. This remains lower than the latest Scottish Government statistics which show that BME people make up 3.7% of the population. None of our new starts in 2018 declared they were from a BME group.

Religion or Belief

More staff than previously shared information relating to religion or belief when completing the equality monitoring survey in November 2018, although 7% still 'prefer not to say' and 6% remain 'unknown'. The data continues to show a broad range of beliefs amongst our staff. Christianity remains the most represented religion staying static at 49%; a further 5% are Muslim, Hindu, Sikh or 'other' and 33% of staff have no religion.

Sex

SPT's male to female ratio is 62:38. There is generally a good balance of men and women across all corporate job grades, although it remains evident that there are significantly higher number of females in the lowest job grade A and under representation at senior levels in grades F, G and Chief Official.

By contrast, SPT's technical grades, which are typically found in Subway Engineering and Maintenance are predominantly male. This is a pattern evidenced in Scotland generally.

Sexual Orientation

Heterosexuals make up the single biggest group in SPT in terms of sexual orientation at 85% of all staff. There has been a slight increase in terms of the proportion of staff identifying themselves as from the LGBT community; this has increased from 3% to 4% since our report in 2017. However, many more staff have confirmed their sexual orientation while completing the recent equal opportunities monitoring survey, reducing the proportion of 'not known' from 10% to 6% and 'prefer not to say' from 8% to 5%.

3.4 Gender Pay information

SPT's most recent gender pay gap calculated as the percentage difference between men's average hourly basic pay on a full time equivalent basis, and women's showed that the gap was 12.21% at December 2016. By way of comparison, Close the Gap 2016 provisional data suggested that the national average pay gap was 14.9% on a basic pay only basis. New data from the UK Office for National Statistics shows that in Scotland in 2018 the gender pay gap is 14%.

SPT's gender pay gap of 12.5% increases significantly when comparing overall earnings including allowances and stood at 21.15% at December 2016. This is reflective of occupational segregation at SPT whereby, significantly more men than women work in technical roles that attract shift and weekend hour allowances. This contrasts with roles that are dominated by women, such as customer services and administration roles that do not have allowances as the work is delivered in standard working hours. Furthermore, in roles with a relatively equal gender split such as front-facing customer services in Subway where shift working is in place, the basic rate for the job includes shift allowance, and the pay gap is therefore nil.

3.5 Statement on Equal Pay

SPT is committed to fair pay systems underpinned by the principle of equal pay for work of equal value regardless of sex, race or disability. SPT recognises that in order to achieve equal pay, a salary, grading and benefit structure that is transparent, flexible, based on objective criteria and free from bias must be in place. As such all jobs are subject to an evaluation scheme and staff terms and conditions are applied fairly and consistently across SPT.

SPT will complete a detailed equal pay analysis as defined within the Equality Act 2010 (Gender Pay Gap Information) using data at 31 December 2018. This data will be published during 2019 and any issues arising will be considered and addressed, with a report to SPT's Personnel Committee in due course.

4. SPT's Equality Outcomes

4.1 Progress update

In 2017 SPT set specific outcomes under our Equality themes. Progress toward these is set out below.

Outcome	What we aim to achieve and how it will be done	Progress
SPT Understands and responds to the needs of communities, passengers and staff		
Subway passengers are aware of the most affordable ticket types for their journey	Raise awareness of the range of ticket types available on SPT services	SPT continues to promote the range of smart ticketing options that are available to Subway users through a range of measures including deploying staff to external events.
People's travel options are not limited by language barriers	Better understanding of transport services through improved information provision	<p>Clear visual wayfinding has been introduced in our refurbished subway and bus stations and will be as part of the refurbishment of Buchanan Bus Station.</p> <p>Multi-lingual options for information display screens within Buchanan Bus station are being examined.</p> <p>We are considering options to prepare and make available basic pictorial information regarding the use of public transport and digital options to improve the availability of information in different languages</p>
People's travel intentions are not limited by uncertainty	<p>It is clear to the public where assistance is available within our Subway stations and bus stations, and how this can be accessed</p> <p>The level of assistance which drivers on our MyBus and supported bus services are expected to provide is publicly available and clear</p> <p>Information is easily available on the typical Subway, bus and MyBus journey</p>	<p>The level of assistance provided to passengers on MyBus services is clearly outlined on the MyBus webpage and on all service information leaflets.</p> <p>Thistle Card App allows travellers with a disability or illness to advise of any help they required. This is promoted via the Transport Scotland website and available on both Apple App Store and Google Play Store.</p> <p>Clear signage is provided at the stances in our bus stations to indicating to people if they require assistance, please ask any SPT member of staff</p>
Staff provide appropriate assistance to passengers when required	Through regular training, staff are confident in providing appropriate assistance to passengers when required	<p>Bus station staff receive regular customer service training</p> <p>Our Subway Customer Promise is central to our approach to customer care. Subway staff are trained bi-annually on customer care. Independent mystery shopper exercises are undertaken randomly to validate training and our approach to customer services.</p>

Outcome	What we aim to achieve and how it will be done	Progress
People can be certain as to which parts of the transport network are accessible and where there is infrastructure in place to aid accessibility	Information is available on the accessibility of Subway and SPT bus stations	Describe Online Wayfinding guides are available for all four of our bus stations (Buchanan, East Kilbride, Hamilton and Greenock) and seven of our Subway Stations. (St Enoch Hillhead, Kelvinhall, Partick, Ibrox, Govan, Buchanan Street) We will complete the wayfinding guides for the remaining Subway stations as the refurbishment programme continues.
People use the Subway to access community specific events and facilities where appropriate.	SPT is aware of community specific events and facilities which can be accessed by Subway and promote this travel option accordingly	SPT worked with the organisers of Pride Glasgow 2018 to promote via social media as a way of travelling to the event.
People whose gender identity is non-binary are not excluded from SPT services.	Awareness of gender identity is raised and non-gendered language options are used in information e.g. Mx and free text options are available on forms	SPT staff systems and forms have been updated to include a Mx. title option and a request has been sent to Vacancy Filler SPT's E-recruitment provider to include Mx on the Title Options.
SPT's passengers and staff feel safe		
Passengers feel safe and secure when using the Subway, SPT bus stations and supported bus services	Passengers are aware of the measures we have taken to create safe environments in the Subway, our bus stations and on our supported bus services through: - Regular patrols by SPT staff and British Transport Police - Increased visibility of the steps we take to improve safety	Public announcements are made within our Subway and bus stations include CCTV, safety and security announcements. Signage at all highlights CCTV systems. SPT Subway park and ride car parks have been given Safer Parking Award and Disabled Parking Accreditation (DPA) from the British Parking Association.
Passengers will be free from abuse or harassment when using the Subway or SPT bus stations	Passengers know that SPT will not tolerate any form of harassment or abuse towards its staff or passengers and that we take action when incidents are reported through: - Focussed campaigns - Improved partnership working with British Transport Police - Staff Presence	CCTV is monitored in our bus stations 24/7 and procedures are in place to report issues concerning members of the public. 24/7 security at Buchanan Bus station provides a reassuring presence to members of the public. Staff are trained to report concerns regarding the conduct or vulnerability of members of the public. Subway environs are patrolled by Mitie security guards and BTP officers and are monitored by CCTV. Staff have been issued with CCTV body cameras to deter and record any instances of this nature. Staff will intervene in any situations and will report same to Subway management and BTP if appropriate

Outcome	What we aim to achieve and how it will be done	Progress
Staff will act if they witness an incident of harassment or discrimination	Staff are confident to take appropriate action: - Staff Training - Procedures; and reporting mechanisms	Staff are aware of the process of reporting occasions of harassment and discrimination.
SPT is a fair, flexible and supportive employer		
SPT understands staff composition	Through awareness raising, SPT staff are confident that their confidentiality is protected, understand why data is collected and complete their equality and diversity monitoring questionnaire	Staff Survey issued and completed in November 2018. Communications were circulated to all staff highlighting the benefits of the use of diversity monitoring.
SPT staff work in an environment that is free from harassment and victimisation	Reinforce the process for reporting concerns or complaints about harassment or victimisation through: - Incorporate into staff induction; - Regular training; - On-going awareness raising	The Bullying and Harassment Policy has been updated. Bullying & Harassment is one of the Management Development Modules and sessions for Line Managers/ Supervisors are being arranged during 2019. We continue to monitor and follow up actions to demonstrate duty of care as well as help to agree additional actions required to address trends etc.
Staff are informed on their responsibilities, roles and rights under the Equality Act Legislation	Maximise staff understanding of their responsibilities, roles and rights on equality matters through on-going: - Staff training - Information sharing; and - Communication	An Equality & Diversity training proposal has been developed for all staff and will be rolled out during 2019. Employee Assistant Information is published on a monthly basis on the staff intranet.
SPT staff will fulfil their individual duties under the Equality Act in undertaking their specific responsibilities and roles	Maximise staff understanding of their responsibilities, roles and rights on equality matters through on-going: - Staff Training; - Information sharing; and - Communication	An Equality & Diversity Training proposal has been developed for all staff and will be rolled out during 2019. Further sessions on Equality Impact Assessment for managers has being rolled out in the coming months

4.1.1 Equality theme: SPT advances equality through working with partners

Many of the issues identified through our outcome setting process are beyond the direct control of SPT or will require the engagement and active support of our partners.

As set out in section 2.1, SPT has a range of responsibilities including operating the Subway, supporting socially necessary bus services and MyBus demand responsive transport, promoting integrated ticketing including through smartcard and developing and delivering a Regional Transport Strategy. However, bus services are delivered largely by commercial bus operators, ScotRail runs the railway while Network Rail provides the infrastructure, ferry services are delivered by CalMac, Western Ferries and Clyde Marine, local councils are the roads authorities for their area. This means that to affect change much of what we do must be a collective effort and delivered through partnership working.

SPT has and will continue to work with equality groups, our partner councils, Transport Scotland, public transport operators, Network Rail, our customers and a range of other partners and stakeholders to deliver our outcomes and to help eliminate discrimination, harassment and victimisation, advance equality of opportunity and foster good relations. In particular we will work through a range of forums to promote equality, including:

- Our Partnership Board and Committees;
- Community Planning Partnerships; and
- Groups established by our equality stakeholders.

SPT is committed to the actions and outcomes set out in this report but we recognise that making wider improvements for people with protected characteristics requires a genuine commitment to partnership working.

The development of the new RTS for the west of Scotland is focussed on delivering a meaningful strategy for affecting change with the need for collective action at its core. This will include in retaliation to advancing equality.

