SPT

Strathclyde Partnership for Transport
Advancing Equality 2013

Contents

Foreword

'We are delighted to present "Advancing Equality" which sets out SPT's arrangements for ensuring that we meet the Equality Duties.

Transport affects us all. We need it to get to work, to take part in community activities and to access services such as healthcare. We are committed to making sure that everyone can access the services which we offer, and making sure that these services are tailored to the needs of our service users and staff.

Equality of opportunity is a long standing principle of how we operate at SPT and we embed it in all of our activities. This is clear from our Regional Transport Strategy that sets the scope for SPT's role in working towards four key transport outcomes:

- *Improved connectivity*
- *Access for all*
- *Reduced emissions*
- *Attractive, seamless, reliable travel*

Many achievements in equality have been delivered by SPT in recent years in partnership with operators, member councils and other partners. For example, we have invested in the Subway Modernisation programme which has resulted in demonstrable benefits for our customers. Although we have made good progress, we realise that there is more to be done.

In the development of our Equality Outcomes, we draw on evidence gained from a number of sources. These include service users, partners, stakeholders, community organisations and staff. We are very grateful to everyone who contributed to the development of our long term priorities.

We will continue to bring about improvements for our staff and work with our partners and stakeholders to enhance the experience of the public as they travel around the west of Scotland. '
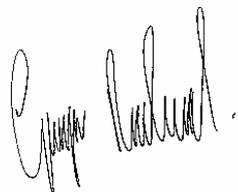
Councillor George Redmond,
Chair.

April 2013

Gordon Maclennan,
Chief Executive.

April 2013

1.   Executive summary

This Report sets out how SPT meets the public sector legislation[1] ("the Equality Duties") regarding the advancement of equality, elimination of discrimination and the promotion of good relations. 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 or activities. The strategic objectives of "Access for All" and the prominence of equality and inclusion on our Regional Transport Strategy demonstrate our commitment to embedding equality in our work.

Engagement - Gathering Evidence: We have undertaken an extensive engagement and consultation process with passengers, stakeholders, partners and staff. This was done through a range of methods, including questionnaires, meetings with partners and community groups, interviews with staff and passengers and focus groups.

Outcomes: The results of the engagement process were reviewed by senior officers from a range of functions across SPT. Each individual protected characteristic was analysed from the customer and staff perspective. This review developed the following high priority outcomes where we will focus our activities:

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

Staff: All staff were asked to update their equality information and the results of this update have been analysed and published. The SPT gender pay gap of 12.34% has been calculated and compared with the relevant UK gender pay gap of 17.8%. We have also set out our policy statement with regards to equal pay.

Impact Assessment: A comprehensive equality impact assessment of the Regional Transport Strategy has been produced. New and revised policies and practices are impact assessed by policy managers and decision makers using our newly designed toolkit.

Procurement: SPT's procurement arrangements explicitly refer to applicable discrimination legislation, and demands evidence of good practice in equality from suppliers.

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[1] S149 of the Equality Act 2010 and the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012

2.   Introduction

2.1   Background

Strathclyde Partnership for Transport (SPT) is the Regional Transport Partnership[2] 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.

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 and providing bus infrastructure;
* Delivering regional transport projects and planning the regional transport network;
* Operating the Subway network;
* Delivering school transport;
* Providing Demand Responsive Transport; and
* Acting as the Secretariat for the Strathclyde Concessionary Travel Scheme.

Full details on SPT's roles, responsible policies and governance arrangements can be found in Appendix 1.

SPT also works with our member councils and other key stakeholders to develop aspects of the regional transport network including bus, rail, road, walking and cycling as well as taking forwards initiatives to enhance the passengers experience such as smartcard ticketing and information provision.

2.2   Legislative framework

As a listed public authority, SPT must comply with The Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012 (referred to hereafter as "the Specific Duties"). This statutory instrument sets out specific obligations which demonstrate commitment to the "Equality Duty", 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.

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[2] See http://www.spt.co.uk/corporate/about/ for further information

Inter alia, the Specific Duties oblige authorities to:

1. Report progress on mainstreaming the equality duty
2. Publish equality outcomes
3. Assess and review policies and practices
4. Gather and use employee information
5. Publish gender pay gap information
6. Publish statements on equal pay
7. Consider equality in relation to public procurement
8. Publish in a manner that it accessible.

This report sets out how SPT meets the Specific Duties.

3. Mainstreaming Equality

Mainstreaming equality is about the systematic integration of equality and diversity principles, strategies and practices into the everyday work of SPT. Consideration of equality related issues is embedded in all activities at SPT. This leads to a better understanding of the needs of our staff and users, and enables us to meet the General Duty through the advancement of equality and the tackling of discrimination.

3.1 Mainstreaming and delivering our services

Our Regional Transport Strategy (RTS) objectives demonstrate our focus on mainstreaming equality, particularly our objective of "Access for All", where we work with our partners to promote and facilitate access that recognises the transport requirements of all people who share protected characteristics. In addition a number of the key work streams emanating from the RTS focus on promoting equality, improving travel information and improving socially necessary public transport. Many of our core activities actively advance equality, while the way in which we undertake our functions can be seen to tackle discrimination.

In terms of our external profile and our relationship with service users and stakeholders, we mainstream equality to ensure that our services cater for all of our passengers' needs. We provide a range of methods to ensure that information about journey planning is accessible and caters to the needs of all of our service users. We have recently invested in a redesign of our website which is highly accessible and takes into account good practice in web design. Additional accessible documentation is also available. Blind or partially sighted people can find detailed instructions for navigating each station at Describe Online. Tickets offices have amplification equipment for passengers with hearing impairments.

Our staff are happy to assist passengers when required and evidence which we have gathered to develop our Equality Outcomes reflects that our staff are confident and well equipped in assisting passengers with a range of needs, including passengers with prams, passengers with limited mobility, and passengers who do not speak English as a first language. All of our staff have regular training in how to assist passengers who have additional needs.

On our Subway trains, staff are happy to help passengers if it is safe to do so and will call ahead to destination or interchange stations to arrange for a colleague to provide further assistance. All trains have clearly marked priority seating and all trains have automatic voice announcements. Tactile surfaces are being installed on platforms as we refurbish our stations.

All areas of our bus stations and Travel Centres within stations are wheelchair accessible. In addition, way finding slabs help to guide visually impaired travellers around the bus station and to individual stances. We use the REACT audio way finding system to give an alert directing the traveller to various key locations within the bus station. All information and instructions are displayed in large print on screen and in an audio format.

We have taken a range of further measures to ensure that our stations cater to the needs of our service users. We have baby changing in the male and female toilets at Buchanan Bus Station. Our staff are aware from equality training of the need to ensure clear space at all entrances and exits, and monitor the use

of space. We have installed tactile maps showing the layout of the station and the surrounding area. There is adequate seating for people with limited mobility, and refreshments which cater for people with a variety of religious beliefs. Audio information points provide information for the majority of stances.

We provide demand responsive transport services dedicated to people with a disability and/or older people. MyBus is a bookable bus services taking people directly from their home to their destination. MyBus can be used for shopping, visiting friends, attending local clubs, Doctor appointments, hospital visits and much more. MyBus also serves rural parts of the West of Scotland that are not served by regular public transport services. Bookings for journeys on these services are processed within SPT's dedicated telephone contact centre in Consort House, using bespoke scheduling which optimises resources.

In recent years, we have invested in the improvement of the quality of our vehicles, including the purchasing of 100 adaptable buses which not only offer full low floor accessibility but also has the facility to remove seating to increase the number of wheelchairs which can be carried. Due to growing demand for services, we have also introduced additional vehicles in the East Kilbride, Greater Glasgow, Hamilton, Inverclyde and Monklands area. We have also improved operational control with the fitting of Mobile Data Terminals on all services, which provide the contact centre with real-time information on vehicle location and scheduling. Our contact centre uses information from this system to provide update information to customers on the expected arrival time of the bus.

3.2 Mainstreaming 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.

We operate a fair and objective recruitment and selection system, which places emphasis on individual skills, abilities and experience. Selection criteria are reviewed regularly to ensure that it is justifiable and essential for effective performance of the role. Staff involved in this process receive training which makes them aware of the potential for bias in recruitment and selection, and how to apply good and fair practice. We ensure that advertising of posts reaches a wide and diverse audience through placement of opportunities online. We monitor our recruitment and selection process through the use of questionnaires.

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 mandatory training, and our managers have effective skills in managing diversity so that they can achieve the best performance and improve the overall performance of SPT.

4. Engagement

4.1 Overview

In order to develop our Equality Outcomes, we have undertaken an extensive engagement and consultation process with staff, service users, stakeholders and passengers.

This process has not just shaped our Equality Outcomes; it will enable us to better understand the needs of all stakeholders and will inform us in the development of policy, service planning and delivery of operations. The outputs of this process will also be used as evidence to inform our equality impact assessments. In turn, this will assist us in the consideration of further steps which can be taken to ensure that services meet the needs of a diverse range of users, and that we can be more responsive to these needs.

4.2 Involvement and Engagement – The Process

We used a range of methods to involve and engage our staff and stakeholders as detailed below.

Stakeholders:

We e-mailed a range of partner organisations, community groups and specialist equality groups to ask them for their help in developing our Equality Outcomes. These stakeholders were invited to speak to us about their experience with public transport within the SPT region, and consider barriers and potential service improvements.

Six of these organisations volunteered to meet with us, or to participate in a telephone interview, namely Describe Online, Transgender Forum, Glasgow Access Panel, City of Glasgow College, NHS Health Scotland and the Scottish Accessible Transport Association.

We also distributed questionnaires to stakeholders who were not able to or had not responded to our request to speak in person. The questionnaires provided a short summary of potential barriers for people who share protected characteristics, and asked respondents the following questions:

1. Have you, or the groups which you represent or work in partnership with, experienced any of these barriers?
2. Have you, or the groups which you represent or work in partnership with, experienced any additional barriers?
3. Can you suggest improvements which could be made to the regional transport network in Strathclyde which could improve accessibility?
4. Can you suggest improvements to ensure that all passengers are treated with dignity and respect?
5. Do you have any other comments?

We received responses from organisations including Stonewall, Quarriers, Inverclyde Council and Glasgow Disability Alliance. Other written evidence from stakeholder organisations was received from the Scottish Refugee Council and the Black Leadership Network.

We conducted interviews with passengers at Buchanan Bus Station and in and around a number of Subway stations, namely St Enoch, Bridge Street, Partick, Cowcaddens, Ibrox, Buchanan Street and Hillhead. Passengers were invited to discuss equality, accessibility and service improvements. We also approached service users at a community dance group (which predominantly consisted of mothers with younger children), and a local health centre.

We were invited to attend the Glasgow Access Panel Annual General Meeting where we conducted a presentation outlining the equality legislation and facilitated a focus group of 16 service users with a range of disabilities.

We were also invited to attend the Mobility and Access Panel for Scotland when the issues around access to public transport were discussed.

An inventory of stakeholders who were involved in this engagement process is attached in the Appendix.

Staff

Our engagement process with staff began with an email outlining the intended process and raising awareness of our proposed approach.

We invited all of our trade unions to contribute to the development of priorities, and met with representatives who requested to participate.

We facilitated a cross organisational focus group with staff who shared protected characteristics, including staff with a disability, older members of staff, staff with younger children and staff who were gay or lesbian. They formed small groups to consider each of the protected characteristics and the impact they can have on the employment relationship. A plenary discussion then followed to review group thoughts and articulate priorities. Staff who attended were also invited to contact the facilitator independently if they wished to discuss confidential matters.

We interviewed staff working in operations in Buchanan Bus Station and within a number of Subway stations. They were asked about how they catered for the diverse needs of our passengers. They were also asked about their experience within SPT, and whether they considered the organisation to be fair, flexible and tolerant. Given their day to day interaction with members of the public, they were also asked about their personal safety and whether they had suffered harassment.

We are extremely grateful to everyone who contributed to our involvement and engagement process.

4.3   Other relevant equality evidence

We have produced a Desktop Evidence Report which concentrates mainly on quantitative data with reference to potential service users within the SPT region and the whole of Scotland. We also commissioned an independent consultant to tour operational facilities and review the effectiveness of facilities which enhance accessibility.

4.4   Equality evidence with reference to each protected characteristic

In this section we summarise our key findings following our engagement process. Comments from our customers and staff are included for information.

4.4.1   Age

"With *age comes experience, and that is valued at SPT. Older members of staff are respected here*"

"*I wish the driver would wait until I sit down before he takes off*" (Note: this comment relates to services provided by bus operators)

"*I use my bus pass to get the bus into town about twice a week. It's a really good service and I don't have to pay*" (Note: this comment relates to services provided by bus operators)

Quantitative evidence:

The estimated population of Scotland is 5,222,100 with 17% of people estimated to be aged under 16, 66% aged 16 to 64 and 17% (1.17 million) aged 65 and over. Current projections suggest that the population of Scotland will rise to 5.54 million by 2033 and that the population will age significantly, with the number of people aged 60 and over increasing by 50% to 1.75 million.[3]

The proportion of people describing their health as 'very good' or 'good' decreases as age increases. In 2010, 88% of those aged 16 to 24 years old described their health as 'very good' or 'good', compared to 56% of those aged 75 or over. The proportion of people describing their health as 'very bad' or 'bad' increases with age. Only 3% of adults aged 16 to 24 years old described their health as 'very bad' or 'bad', compared to 13% of those aged 75 or over.[4]

Evidence from our engagement process:

There are cross cutting issues with age and disability, as older people can have health conditions that affect their ability to carry out their day to day activities. Accordingly, much of the evidence which relates to disability is also relevant with regards to the protected characteristic of age.

Our engagement process has highlighted issues of limited mobility, visual impairments and hearing conditions. Some older people commented that they found it difficult to hear audio announcements. A number of passengers who were older stated that they felt that they were in a rush to sit down on the bus because sometimes the driver would take off before they were seated. They were also unsure of their location and where to alight because they had difficulty seeing out the windows. Two respondents mentioned how older people can feel more vulnerable, particularly at night.

Our interviews with staff showed that they take a tailored approach to meeting the needs of older passengers, and were confident about taking practical steps to assist.

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[3] High Level Statistic Trends, General Register Office for Scotland (updated May 2012)
[4] Scottish Health Survey 2010

Staff at the focus group mentioned how experience is valued at SPT, and older members of staff are treated with respect because their experience improves their job performance.

4.4.2 Disability

"It's great that there are announcements on the Subway but I wish they were a bit louder"

"Sometimes I can't get on the bus because there's parked cars in the bay" *(Note: this comment relates to services provided by bus operators)*

"Adjustments for my disability were in place from Day 1. I was able to hit the ground running".

Quantitative evidence:

The 2001 Census states that 22.5% (500,000) of people in the west of Scotland have a limiting long-term illness or disability which impacts on their daily activities. [5]

Adults with a disability or long-term illness are more likely to use a local bus service than those with no disability or long-term illness. 56% of adults with a disability or long-term illness had used a bus service in the previous month compared to 42% of adults without a disability or long-term illness.[6]

8.1% of the adult population have a long-standing illness, health problem or disability that means they find walking for at least 10 minutes difficult to manage on their own. 1.9% of the adult population have a long-standing illness, health problem or disability that means they find using a car difficult to manage on their own. 4.6% of the adult population have a long-standing illness, health problem or disability that means they find using a bus difficult to manage on their own. 3.6% of the adult population have a long-standing illness, health problem or disability that means they find using a train difficult to manage on their own. [7]

Evidence from our engagement process:

Our engagement process has identified a number of barriers for passengers with a disability.

With reference to the Subway, a number of respondents commented on the lack of accessibility for wheelchair users. It was mentioned that sometimes it can be difficult to hear the audio announcements on board. Partially sighted people can sometimes feel uncomfortable on the Subway as it can be dark. There can also be barriers for passengers using the handrails as other passengers may sit on the stairs.

It has been highlighted that the Subway modernisation project has brought about accessibility benefits particularly for people with visual impairments as a result of the improved brightness of the décor and the colour contrast.

[5] General Register Office for Scotland 2001 Census
[6] High Level Summary of Equality Statistics 2006
[7] Transport and Travel In Scotland, 2010 (Table 5)

Accessibility with regards to buses was a key theme. Passengers commented on the variety of quality of the location of bus stops. They requested an increase in the number of talking bus stops, and better real time information about the timing of services. Some bus stops are not suitable for wheelchair users because of physical limitations, but this information is not always publicly available. Cars parked at bus bays can prevent people with a disability from boarding.

The engagement process has reflected issues with bus ramps. Some service users with limited mobility felt that the driver was unsure why they needed the ramp because they were not in a wheelchair. One respondent told us how they were aware of instances where the wheelchair user had difficulty alighting because the bus was not lined up properly with the pavement. Another commented how other passengers can be impatient about the perceived delay due to the time it can take for passengers with limited mobility to alight.

Our stakeholders said that priority spacing can sometimes be taken up by prams, or another wheelchair user may already be on the bus. This can result in an extended waiting time which can be particularly problematic at night.

We asked a number of stakeholders about the MyBus service. While users were positive about the provision of the service itself, they mentioned that it can be difficult to plan ahead, and wished that the regions within which they can travel could be expanded.

Many stakeholders felt that it was extremely important for bus drivers to have comprehensive training in disability awareness.

Staff interviews demonstrated a high level of competence in the assistance of passengers with a disability. Staff are observant about the identification of additional needs, and take a tailored approach to assistance.

Staff also commented on how supportive SPT is with staff who have a disability or a long term illness. One member of staff with a severe visual impairment spoke about his positive experience when he began working with SPT, and the HR department ensured that arrangements for assistive technology were in place as soon as he began employment.

4.4.3 Gender reassignment

"Sometimes people get flustered and call me "Sir" instead of "Madam" even when they're trying to be polite to me. They worry about saying the wrong thing"

"People need to understand what gender reassignment actually is – it's not just someone dressing up"

Quantitative evidence:

It is widely recognised that there is limited evidence into the experiences of transgender people in Scotland. Currently, there is no fully tested recommended question with which to collect information on gender identity in surveys or other data sources. A recent project carried out for the Equality and Human Rights Commission began work into this and the Scottish Government is considering future work in this area. SPT will review such quantitative data when it is available and will use this to inform practices where relevant.

Evidence from our engagement process:

Two organisations who represent the interests of transgender people responded to our engagement process. Neither organisation had direct experience from travelling on public transport within the SPT region.

Their general observations were that staff working on public transport sometimes address them as their sex at birth as opposed to their current gender (for example, addressing a male to female transgender person as "Sir" instead of "Madam"). This can sometimes occur on an unconscious basis, where the staff member is trying to be courteous. Given this, respondents suggested that staff receive equality and diversity training.

Our interview with a member of the Transgender Forum indicated that transgender people can sometimes feel unsafe using public transport at night time when other passengers may be under the influence of alcohol. It was suggested an improvement to address this concern could be a higher level of policing presence and information about who to contact in an emergency.

No members of staff at SPT have declared that they are transgender and it therefore was not possible to gather direct evidence regarding this protected characteristic. Operational staff recollected that they do have transgender customers and passengers. There was no evidence of prejudice or bias from staff regarding the provision of services for transgender people.

4.4.4 Pregnancy or Maternity

"When the kids were wee I loved taking them on the pram into town"

"I just use a light buggy on the bus and fold it up. It's not a problem" (Note: this comment relates to services provided by bus operators)

"SPT is very flexible. I can arrange my shifts to suit my family life"

Quantitative evidence:

In the year ending March 2010, there were 58,346 births recorded in Scotland. 14,010 of these births occurred in the Greater Glasgow and Clyde NHS Health Board area. The dominant age group for those bearing children is age 25-34. [8]

There is no available quantitative evidence on use of transport with regard to those on maternity leave, or those caring for children.

Evidence from our engagement process:

Engagement with staff and stakeholders demonstrated a mainly positive view of services provided for people who are pregnant, were pregnant, or who had taken maternity leave. Staff commented on how supported they felt during their pregnancy and return to work, and how flexible their working arrangements were. Passengers enjoyed travelling with infants, and during interviews we noted that the majority of passengers with infants use light, foldable buggies.

In terms of possible improvements, feedback from the staff focus group suggested that there was a lack of awareness about the range of family friendly

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[8] "Births in Scottish Hospitals", NHS Information Services Division, 30 August 2011

policies which are available at SPT. Some passengers said that they felt in a rush while boarding buses as they sometimes did not have time to sit down before the bus took off. One passenger mentioned that she would feel awful if a wheelchair user couldn't board because she was in the "Priority Seating" area, and suggested that drivers make passengers aware of this so that they can move if possible.

4.4.5 Race

"I've never had any trouble while travelling. No-one has ever said anything to me about my race"

"I think this is a very tolerant place to work"

"Sometimes passengers have verbally abused me because of my race"

Quantitative evidence:

The population of the SPT area is 2.14 million. The proportion of black and ethnic minority people in the area is 2.4%, which is 52% of Scotland's ethnic minority population (this figure included the whole of Argyll and Bute). Within the Glasgow City Council area, 5.4% of inhabitants are from ethnic minority groups.[9]

Indian, Pakistani and Chinese households are most likely to have access to a car. African households are least likely to. At the time of the 2001 census, two thirds of households in Scotland had access to a car or van. The proportion was over 70% for Indian, Pakistani and Chinese households and lowest (50%) for African households. Pakistani and Indian households are most likely to have access to three or more cars. 9% of Pakistani households and 7% of Indian households had access to three or more cars, compared to a Scottish average of 4%.[10]

Evidence from our engagement process:

A higher proportion of ethnic minority passengers declined to participate in interviews. This combined with the fact that there are fewer ethnic minority people in Glasgow who use public transport resulted in a low overall instance of interviews with passengers from an ethnic minority background.

One Asian passenger commented that he didn't feel that his race made any difference to the service he received from SPT or his interaction with other passengers.

Staff were asked how they communicate with service users who do not speak English as a first language. Their response showed a practical and effective approach, whereby staff use visual aids and timetables to aid communication, and emerge from ticket booths to increase personal interaction. Staff at the focus group could not recollect any situation where they felt that a colleague had been treated unfairly or differently because of their race.

[9] GROS 2001 Census
[10] NRS Scottish Census Records Online

One issue of concern is evident from several reports from staff who had been subjected to or witnessed verbal racial abuse from passengers. Staff involved in these incidents were aware of the correct procedures to follow but stated that their priority was getting on with their jobs.

We received written information from two community groups who represent the interests of people from an ethnic minority background (the Scottish Refugee Council and the Black Leadership Network). Their comments included the importance of diversity training, effective complaints procedures and a greater awareness of the racial background of service users.

4.4.6 Religion or Belief

"I feel that my religious beliefs are accommodated."

"Your religion doesn't make any difference here"

Quantitative evidence:

In 2001 just over two thirds (67%) of the Scottish population reported currently having a religion. More than six out of ten people said that their religion was Christian (65%): 42% Church of Scotland, 16% Roman Catholics and 7% Other Christian.[11]

Islam was the next most common faith with 42.6 thousand people in Scotland describing their religion as Muslim. This is followed by people from 'other religions' (27 thousand): Buddhists (6.8 thousand), Sikhs (6.6 thousand), Jews (6.4 thousand) and Hindus (5.6 thousand). These groups each accounted for less than 1% of the Scottish population. Even with these groups added together they still account for less than 2% of the overall population.[12]

Evidence from our engagement process:

No passengers who were interviewed wished to talk about their religion or belief. This may be due to the fact that religion or belief is commonly perceived to be a personal and confidential matter. Other responses to the stakeholder engagement process did not raise any specific issues with regards to religion or belief.

Some staff at the focus group discussed sectarianism. Their conclusion was that staff working within SPT do not favour any particular religion and that there was a good mix of Catholic and Protestant staff. There was evidence that staff were open their religion or belief.

One concern for SPT relates to staff who stated that they had been verbally abused by passengers using derogatory language in connection with their perceived religion.

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[11] Analysis of Religion in the 2001 Census
[12] *ibid*

4.4.7 Sex

"I didn't know that they had baby changing facilities in the men's toilets. That's really good, you don't usually see them"

"I'd never use the Subway alone at night. I just wouldn't feel safe"

"I've never felt that I'm a woman doing a "man's" job. I've been working here for nearly 30 years and the fact that I am a woman is no issue at all"

Quantitative evidence:

Women make up 52% of the population of the west of Scotland, and men 48%. These percentages mirror the national gender profile. [13]

The risk of being a victim of any crime is slightly higher for males than for females. 18% of males have been the victim of at least one crime compared with 17% of females. Males and females have an equal risk of being a victim of property crime (16%). Males have a higher risk of being a victim of violent crime compared with females (4% and 2% respectively).[14]

Men are more likely to drive to work than women. 64.5% of men drive to work compared to 57.3% of women. Women are more likely to travel by bus to work than men. 13.1% of women travel to work by bus compared to 8.5% of men. Men are more likely to cycle to work than women. 3.5% of men cycle to work compared to 1.0% of women. Women are more likely to walk to work than men. 16.1% of women walk to work compared to 10.9% of men. Women use the bus more than men. 47% of women had used the bus in the last month compared to only 39% of men. 13% of women use the bus everyday compared to 9% of men.[15]

Evidence from our engagement process:

Much of the engagement evidence was connecting to caring for children as a higher proportion of women are responsible for child care than men. Their experience with using prams has been outlined above in the section on pregnancy and maternity.

While the quantitative evidence shows that the risk of being a victim of crime is higher for men than women, women who responded to our engagement process felt vulnerable travelling by themselves at night time. A number of respondents mentioned that they felt unsafe when there were passengers on board who were under the influence of alcohol.

Staff felt that the focus at SPT is getting the job done well, and sex does not come into play. We interviewed a number of female staff in operational roles which can often be perceived as "male" because they are based outside and involve physical activity. These staff were extremely positive about their experience at SPT.

[13] 2001 Census for Scotland
[14] Scottish Crime and Justice Survey 2010-11
[15] Transport and Travel in Scotland, 2010

4.4.8 Sexual Orientation

"I think that SPT could use images of gay couples in their advertising so it's not all about 2.4 kid families"

"I've never had to hide my sexuality at SPT. It's just not a big deal. I talk about my relationship like anybody else does"

Quantitative evidence:

There is currently limited data and evidence collected on the experiences of gay, lesbian and bisexual people in Scotland.

The Integrated Household Survey for the United Kingdom introduced a question on sexual orientation in 2009. The data and analysis are limited due to small sample size but provides an initial picture of the lesbian, gay and bisexual population in the United Kingdom. Statistics from this show that the number of people who self- identified as lesbian, gay or bisexual in Scotland was 1.4% compared to 1.5% for United Kingdom.

Evidence from our engagement process:

Stonewall's response to our questionnaire stated that gay, lesbian and bisexual people have higher expectations of experiencing discrimination or harassment when accessing a public service. This expectation was also mentioned in an interview which we conducted with a gay male service user. Both parties mentioned how inclusive advertising signals a welcome to all communities.

We also spoke to gay and lesbian members of staff. They were very open about their sexuality and had been since they first started working at SPT. They felt that they were able to talk about their personal lives and their partners, and that other staff were extremely tolerant. Staff at the focus group felt that sexuality was not an issue and that lesbian, gay and bisexual staff were treated the same as other members of staff.

5. Outcomes

5.1 Our approach to development

We have outlined the range of engagement and involvement activities which we used to gather relevant equality evidence. This evidence was then reviewed by senior officers from a range of functions across SPT. Each individual protected characteristic was analysed from the customer and staff perspective. This review developed high priority areas where we can focus our activities during the lifetime of these Outcomes.

5.2 Equality outcomes

Outcome 1	SPT understands and responds to the needs of communities, passengers and staff
Rationale	A number of physical and attitudinal barriers have been identified. There are particular issues with accessibility of bus stops, getting on and off buses, and taking off before passengers have settled down. There have also been reports of issues with journey planning.

Outcome	SPT's passengers and staff feel safe
Rationale	People who share protected characteristics, for example women and older passengers, have concerns about personal safety, particularly at night. Gay, lesbian, bisexual and transgender passengers can feel vulnerable while travelling. Some staff have reported that they have been subject to or have witnessed verbal assault

Outcome 3	SPT advances equality through working with partners
Rationale	The engagement process has highlighted a number of issues that are beyond the direct control of SPT as they are with reference to outsourced or contracted services.

Outcome 4	SPT is a fair, flexible and supportive employer
Rationale	Staff reported that there is a lack of awareness regarding entitlement to flexible working. There were also concerns raised about personal safety. The equal pay gap is also relevant with regards to this Outcome.

6. Equality and Our Staff

6.1 Gathering and using employee information

SPT currently employs approximately 560 people. In November 2012, we wrote to each member of staff and asked them to update their equality information with reference to each of the protected characteristics in the Equality Act. 73% percentage of staff responded to this request. Employee information with reference to overall composition, recruitment, development and retention is published in our Equality and diversity monitoring report 2012.

6.2 Summary analysis for each relevant protected characteristic

6.2.1 Age

The age group with the highest proportion of staff is age 45-54 (38%), followed by 35-44 (27%). In terms of recruitment, 53% of newly appointed staff were aged between 20-34. Our analysis of age with reference to development and retention showed a typical distribution when taking into account the existing staff profile.

6.2.2 Disability

We are aware of the stigma of disclosing a disability as there can be a perception that disclosure may detrimentally affect prospects of success or career progression. In order to help us understand the support needs of our staff, we ask if they have an impairment, health condition or learning difference that may be covered under the Equality Act 2010.

10% of existing staff have declared that they have an impairment which may be covered under the Equality Act 2010. 9% applies to new starts in 2012 (out of a total of 43 new appointments). In terms of development, the number of people appointed to promoted posts is proportionate to the percentage of existing staff who have declared an impairment. 3% of staff who have left employment at SPT had declared an impairment, health condition or learning difference.

6.2.3 Gender Reassignment

None of our existing staff have declared that they have undergone or intend to undergo gender reassignment. We also ask for this information at recruitment. No applicants in 2012 declared that they were transgender. We will continue to request information regarding this protected characteristic and will monitor this data annually.

6.2.4 Pregnancy and Maternity

5 members of staff took maternity leave in 2012. All returned to employment at SPT following maternity leave. 80% of these staff returned to work on a part time, flexible basis. No information regarding pregnancy or maternity was received through the recruitment process. One member of staff who had taken maternity leave was progressed to a promoted post in the year in question.

6.2.5 Race

2% of existing staff are BME (black/minority/ethnic). This can be compared with the Greater Glasgow demographic of approximately 5% BME, and the national figure of approximately 3%. 3% of staff in promoted posts were BME. Retention of BME staff is proportionate to the overall ethnic composition.

6.2.6 Religion or Belief

39% of staff have declared that they are Christian (Roman Catholic, Church of Scotland, or Other Christian). 31% of staff did not respond to this question. 2% of staff have declared that they are Sikh, Muslim or Hindu. Information regarding recruitment and development is proportionate to the overall religion or belief demographics. There is little reliable information available regarding retention due to the fact that the data gathering exercise took place following the exit of staff.

6.2.7 Sex

The male to female ratio of staff is 60:40. With regards to recruitment, 66% of staff who were appointed in 2012 are male. Information collected regarding development (in terms of progression to promoted posts) and retention reflects the overall sex distribution.

6.2.8 Sexual Orientation

62% of staff have disclosed that they are heterosexual. 2 % of staff have disclosed that they are gay or lesbian. The remaining 36% did not respond or preferred not to say. 8% of those appointed in 2012 declared that they were gay or lesbian. 2% of those who were appointed to a promoted post were gay or lesbian. With regards to retention, information regarding the sexual orientation of leavers is insufficient for meaningful analysis given the difference in the size of cohorts and the high proportion of "Not Knowns". This proportion should decrease given the high response rate to the recent data gathering exercise.

6.3 Gender Pay Gap information

The gender pay gap at SPT is 12.34%. This is based on the percentage difference between men's average hourly basic pay on a full time equivalent basis and women's. Overtime and other allowances have been excluded from this calculation. This gap was calculated in December 2012 on the basis of 40% female staff and 60% male.

The SPT gender pay gap of 12.34% can be compared with the provisional results of the Annual Survey of Hours and Earnings 2012 where the equivalent gender pay gap in Scotland is 17.8% (this is the mean calculation; the median is 17.7%).

Differences in pay exist between men and women across the UK workforce. While the SPT gender pay gaps compares well with the national pay gap, SPT is conscious of the factors that can contribute to disparity of pay. These can include occupational segregation, lack of flexible working and discrimination in pay systems, historical or cultural reasons or because women are more likely to take time out from their careers to care for children or relatives.

At SPT there is no discrimination in terms of equal pay for work of equal value. However, there remains a pay gap principally resulting from the disproportionately high number of men working in engineering and maintenance roles which have traditionally been male dominated. This is not surprising in an organisation with a strong operational and project delivery focus and where the age profile in these roles is towards more mature staff.

In terms of occupational segregation, it is noted that there are proportionately more male than female staff. This may be in part attributable to the perception that jobs within the transport sector are "male" orientated due to being technical, involving physical activity or working outside. There is also evidence that personal safety can be a factor in choosing occupations, and jobs within the transport sector can be perceived to have a higher factor of danger. [1]

SPT has reviewed these factors to establish if they are impacting on pay and reward systems within the organisation. Over time, through a combination of recruitment and retirement, the composition of SPT's workforce will change and the gender pay gap will reduce.

Engagement with staff demonstrated that SPT is providing a flexible working culture. There are a range of policies which enable staff with family responsibilities to work flexibly. Some staff suggested that there could be greater awareness of eligibility for flexible working, and SPT have taken this suggestion into account in action planning to achieve its Equality Outcomes.

6.4   Statement on Equal Pay

We support the principle of equal opportunities in employment and believe that staff should receive equal pay for work of equal value regardless of their sex, race or disability.

We understand that equal pay is a legal right under both domestic and European Law.

We recognise that in order to achieve equal pay we must have a pay, grading and benefits structure that is transparent, flexible, based on objective criteria and free from bias.

We understand that to deliver equal pay for our employees it is also necessary to consider all of the causes of the pay gap and that these go beyond discrimination within pay systems. We recognise that our training and employment practices can impact on people as a result of their sex, race or disability in different ways. In particular we are committed to tackling gender-segregation both horizontally and vertically in occupations across SPT, by removing incidents of stereotyping about skill and capabilities, by changing the culture associated with different jobs, removing barriers to accessing training courses and apprenticeships and promoting a healthy work-life balance.

With reference to occupational segregation, we have analysed the concentration of men and women in particular grades and occupations. This is reproduced in the table below:

Grades	Business Support		Operations - Bus		Operations - Subway		Operations - Support		Strategy Team		Total		Grand Total
	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	
A	1		33	13	1	1		1			35	15	50
B	6	1	19	25	2	1	1				28	27	55
C	8	2	17	18	2			1			28	20	48
D	18	9	11	12		1	3	6			32	28	60
E	5	9	3	3	1	4	3	5			12	21	33
F	5	5	1	6		3	1	7			7	21	28
G	3	4		3		4	1	5			4	16	20
SD01					19	30					19	30	49
SD02					40	46					40	46	86
SD03					4	8					4	8	12
IA02						10					0	10	10
IA01						3					0	3	3
TEC 2						15		1			0	16	16
TEC 3						2					0	2	2
TEC 4			1	4	7	45		1			8	50	58
TEC4/5						2					0	2	2
TEC 5					4	4					4	4	8
TEC 6					1	8		1			1	9	10
COFF									1	5	1	5	6
Grand Total	46	30	85	84	81	187	10	27	1	5	223	333	556

Table 1: Occupational segregation analysis by gender, grade and department

Our overall aim is to achieve equal pay in employment for men and women, people who are disabled and people who are not, and people who fall into a minority racial group and people who do not. In support of this aim and our commitment to equality, we will:

- Work in partnership with trade union representatives;
- Monitor the pay system to ensure it is open, transparent, fair and equitable;
- Communicate our policy on equal pay effectively to managers and all members of staff;
- Respond promptly to any complaints in relation to equal pay; and
- Regularly assess and monitor the impact of our pay practices, taking remedial action as appropriate.

We will continue to actively consult with Trade Unions on all employment matters including equalities, will report annually on our progress and review our Equal Pay Statement every four years.

Our senior management, including the Directors and Management Heads, are responsible for implementing, monitoring and reviewing the operation of this Equal Pay Statement and ensuring that due consideration is given to the resources required to achieve equal pay.

7.   Procurement

We recognise that we have an important opportunity to use our purchasing power to advance equality where possible. We have a responsibility to consider benefits to wider society, to obtain value for money and to comply with the legal framework governing public procurement.

We acknowledge that our duty to advance equality, eliminate discrimination and promote good relations extends into those situations where any of our functions or services are contracted, or sub-contracted, to other companies, organisations, groups or individuals.

Our Standing Orders in relation to Contracts explicitly require suppliers not only to comply with all applicable discrimination legislation, but also with the provisions of the relevant Codes of Practice published by the Equality and Human Rights Commission.

We issue questionnaires to potential suppliers of services at particular thresholds which require them to provide evidence of their compliance with equality legislation and reflect their organisation's commitment to equality and diversity.

SPT will continue to monitor and, if necessary, amend our procurement processes to enable the organisation to better perform the equality duties.

We will support this by providing training to staff who are involved in procurement.

8.   Impact Assessments

We are always conscious of the positive nature of equality duties and we wish to be proactive, and prevent discrimination before it occurs and that from the outset we consider our decisions and policies to make sure that they are fair for everyone.

The systematic way in which we do this is by producing Equality Impact Assessments, which thoroughly analyses our practices and policies, and establishes whether the practice affects different groups of people in different ways. The assessments involve gathering information to help identify the effect of a policy or practice and taking action to eliminate any actual or potential discrimination or disadvantage which is identified. Impact assessments also look for opportunities to advance equality.

We have produced a comprehensive Equality Impact Assessment of our Regional Transport Strategy ("RTS"). Discrete assessments have been carried out on the vision, the strategy objectives and the RTS interventions of core activity, action plans and target programme. The overall equality impact was found to be positive. Extensive consultation with our partners, stakeholders and community groups was carried out throughout the process.

The Equality Act 2010 extended the obligation to impact assess on a wider basis (the previous legislation was limited to the protected characteristics of race, disability and gender). We have developed a toolkit which extends our consideration of equality impact with reference to the additional protected characteristics of age, gender reassignment, pregnancy or maternity, religion or belief and sexual orientation. This will be used when we are impact assessing new and revised policies and practices.

Much of the engagement which we have conducted in the development of our Equality Outcomes will be used by us as evidence to inform our Equality Impact Assessments. We are in the process of developing an area on the SPT intranet which provides resources which can be used to inform assessments. We are also considering how we can develop staff competence through professional development activities.

We have recently undertaken a pilot project in using the new Equality Impact Assessment toolkit. This project reviewed a range of highly relevant policies and projects. The summary findings of this exercise demonstrated good evidence of meeting the General Equality Duty. This project has also informed us in developing a longer term plan to further embed Equality Impact Assessments in our policies and practices.

Our managers and decision makers are responsible for producing Equality Impact Assessments as we believe that an integrated approach will further enable the mainstreaming of equality.

Appendix 1: About SPT

Who we are

Strathclyde Partnership for Transport (SPT) is the Regional Transport Partnership (RTP) for the west of Scotland. It is one of seven RTPs established by the Transport (Scotland) Act 2005. SPT retains many of the transport powers and functions which were previously exercised by Strathclyde Passenger Transport Authority / Executive.

The SPT area comprises the following Council areas: 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, covering 6,969 square kilometres, and with a population density of 315 people per square kilometre.

What we do

SPT has a variety of policy, planning, strategy and operational functions. Of primary importance is a statutory obligation to prepare a Regional Transport Strategy (RTS) for the west of Scotland. This Strategy, sets out SPT's vision, objectives, shared goals and key priorities for a 10-15 year period, is multi-modal in scope, and was approved by Scottish Ministers on 15 June 2008. [16]

SPT's role involves planning and delivering transport solutions across modes of transport throughout the region, in conjunction with its constituent Councils and industry partners. SPT is at the centre of the region's transport planning; analysing travel needs and developing the transport system now and for the future. We are a statutory partner in Community Planning Partnerships and a key agency in the planning system.

The RTS identifies key areas for action over its lifetime which will help SPT and our stakeholders deliver transport improvements across the west of Scotland, including:

- Planning and providing a 'step-change' for bus, and public transport services, standards and infrastructure;
- Revitalising the Subway network;
- Improving cross-city and cross-region links on strategic corridors;
- improving access to services, including healthcare and education;
- Planning and providing transport for the Commonwealth Games 2014, Tourism, and Major Events;
- Improving sustainable connectivity for business and freight;

SPT has direct operational responsibilities, such as running the Subway, supporting local bus services and managing integrated ticketing. It has a role in promoting and developing rail projects to meet the region's needs. Under the Transport (Scotland) Act 2005, SPT also consults on the coordination of the public transport network and the provision of passenger information in partnership with bus operators.

In the west of Scotland SPT is responsible for:

- Planning the regional transport network;

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[16] SPT's RTS is available at www.spt.co.uk/rts/index.aspx

- Delivering regional transport projects;
- Operating the Subway network;
- Delivering school transport;
- Promoting developments on the rail network;
- Developing integrated ticketing initiatives;
- Addressing transport affordability;
- Making journeys safer;
- Supporting bus services;
- Providing bus infrastructure;
- Giving travel information to the public;
- Providing Demand Responsive Transport;
- Promoting active travel; and
- Improving sustainable connectivity for business and freight.

Governance arrangements

SPT is a public Partnership, comprising 27 members representing the 12 constituent unitary authorities in the west of Scotland and other appointed members. Of the 27 members, 20 are democratically elected Councillors nominated from constituent Councils and seven are appointed members.

There are a number of standing Committees delegated to make decisions on behalf of the Partnership: Strategy & Programmes Committee, Operations Committee, Audit and Standards Committee, and the Personnel Committee[17]. In addition, there are two other Committee's which meet on a needs basis' the Chair's Committee and the Recruitment Committee.

Officers of SPT are charged with executing the decisions of the Partnership, and its Committees. Further details on the responsibilities of officers of SPT are available in the 'Scheme of Delegated Functions'. [18]

A Strategy Group, comprising the Chief Executive, Assistant Chief Executives and Directors guide decisions on transport planning, investment, operation and project development.

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[17] Further details of these and their terms of reference are available from http://www.spt.co.uk/corporate/about/standards-responsibility/corporate-governance/ Please use the contact details at the end of this report should you require a paper copy of these, or require them in a more accessible format.

[18] See http://www.spt.co.uk/corporate/about/standards-responsibility/corporate-governance/ ..

Appendix 2 – Inventory

We have removed personal information from this Inventory.

Organisations Invited to Respond to the Questionnaire

Action on Hearing Scotland
Age Scotland
Argyll & Bute LA
Black Leadership Network
Capability Scotland
Carers Trust
City of Glasgow College
Common Knowledge
CRER
Deaf Connections
Describe Online
Disability Concern Glasgow
East Ayrshire LA
East Dunbartonshire LA
East Renfrewshire LA
EHRC
ELREC
Engender
Glasgow Access Panel
Glasgow LA
Glasgow LGBT Centre
Glasgow Women's Library
Glasgow Works
Glasgow's Older People Welfare Association
Guide dogs for the blind
Inclusion Scotland
Inverclyde LA
Joseph Rowntree Foundation
LGBT Youth Scotland
MACS
Muslim Women's Resource Centre
National Federation for Blind
NCT Scotland
NHS 24
NHS Health Scotland
North Ayrshire LA
North Lanarkshire LA
NUS

Parallel Transport Liaison Group
Renfrewshire LA
RNIB Scotland
SATA
SCDC
Scottish Disabled Equality Forum
Scottish Interfaith Council
Scottish Refugee Council
SCVO
South Ayrshire LA
South Lanarkshire LA
Stonewall
Transforum
West Dunbartonshire LA
West of Scotland Senior's Forum
West Scot Regional Equality Council
University of Glasgow

Organisations who requested interviews

- Transforum
- Describe Online
- NHS Health Scotland
- City of Glasgow College
- Scottish Community Development Centre

Organisations with whom discussion sessions were held

- Glasgow Access Panel
- Mobility and Access Committee for Scotland

Organisations who expressly declined to participate

- NHS Health 24

Organisations who completed questionnaires

- Scottish Accessible Transport Association
- Inverclyde Council
- Stonewall
- Guide Dogs Association
- Quarriers
- East Ayrshire Council Youth Group
- Glasgow Disability Alliance

Staff Interviews

- 16 interviews held on 15 November, 22 November, 26 November and 3 December at Consort House, Buchanan Bus Station, and 6 Subway station.
- Staff Focus Group at Consort House, 26 November (12 attendees)

Passenger Interviews

- At Buchanan Bus Station, 15 November 2012; in or around St Enoch, Bridge Street, Partick, Cowcaddens, Ibrox, Buchanan Street and Hillhead Subway stations on 22 November 2012 and 3rd December 2012
- Interviews with Mothers at Torrance Community Centre Dance School, Saturday 1 December 2012
- Interviews with patients as Southbank Surgery, Kirkintilloch – 21 November 2012
- Focus Group at Glasgow Access Panel on 3rd December 2012 facilitated by SPT