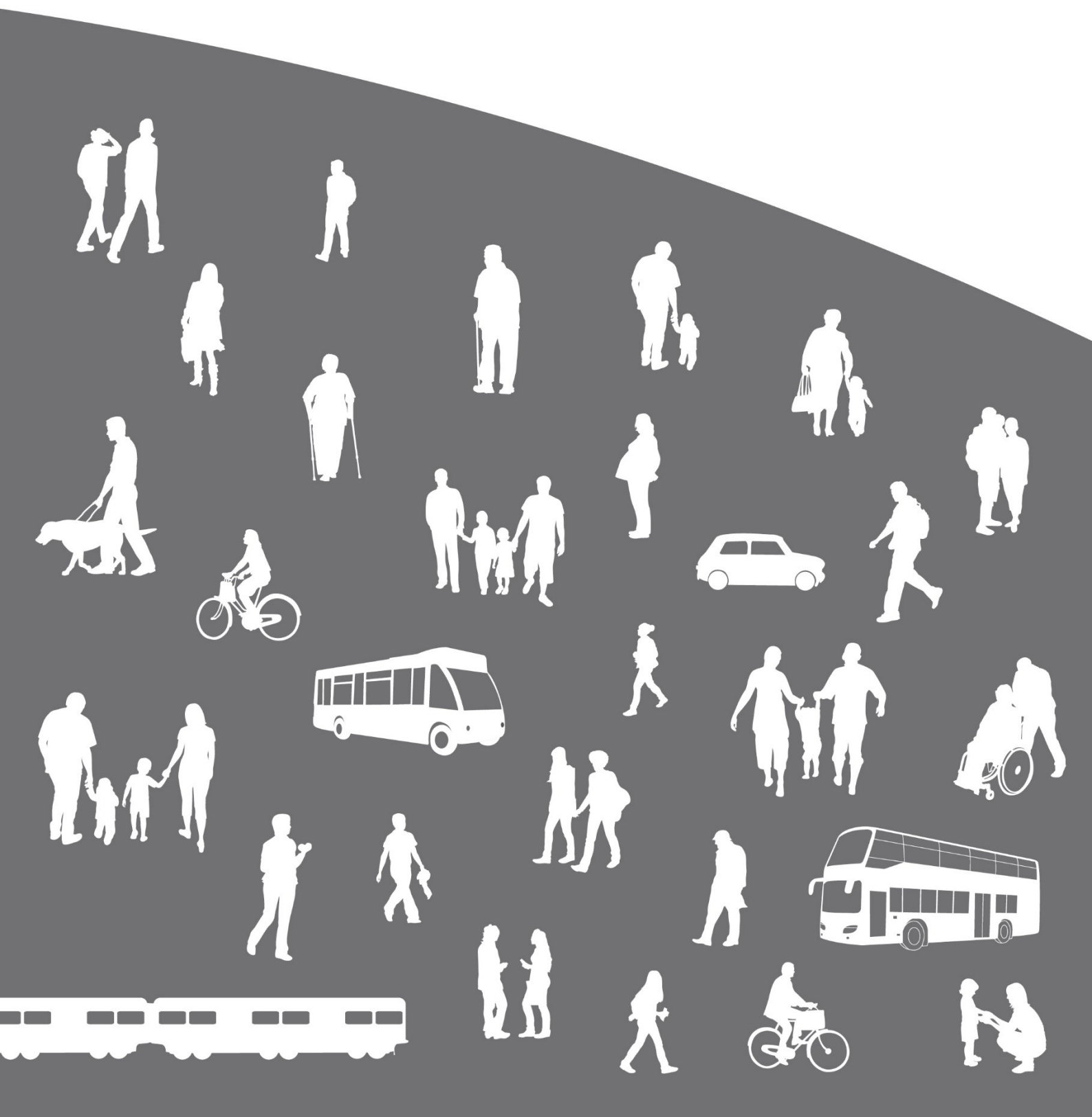




Strathclyde Partnership for Transport
Advancing Equality 2021



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Part 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 covers 7000 sq. km and is home 2.2 million people living in 194 localities.

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 regionally significant bus stations;
- Delivering regional transport projects and planning the regional transport network;
- Operating the Subway network;
- Delivering school transport and in many areas transport 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, walking and cycling as well as taking forward initiatives to enhance passenger experience such as smartcard ticketing and information provision.

Covid-19 has affected all aspects of our work. Throughout the pandemic and following national guidelines, we have continued to operate our services to support key workers and essential journeys, while tracking the potential for long term change within the transport sector.

SPT is committed, through our activities, to advancing equality, tackling discrimination and promoting good relations between people who share protected characteristics with reference to the Equality Act 2010. The protected characteristics are:

- Age
- Disability
- Gender Reassignment
- Pregnancy or maternity
- Race
- Religion or Belief
- Sex
- Sexual Orientation

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

In this document, we have used the term 'equality groups' to mean 'persons who share a relevant protected characteristic' and 'equality groups and communities' to include 'any person who appears to the authority to represent the interests of those persons'.

1.2 Legislative context

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 that demonstrate commitment to the “Equality Duty”², 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.

The Specific Duties oblige authorities to:

- Report progress on mainstreaming the equality duty
- Publish equality outcomes
- Assess and review policies and practices
- Gather and use employee information
- Publish gender pay gap information
- Publish statements on equal pay
- Consider equality in relation to public procurement
- Publish in a manner that it is accessible

In 2016 an additional duty³ was introduced requiring public authorities to include the number of men and women who have been members of the authority during the period covered by the report; and the steps taken or intended to taken towards ensuring diversity in relation to the protected characteristics of those members.

1.3 Document Structure

This report sets out how SPT meets the Specific Duties and is divided into 4 parts:

- Part Two: Mainstreaming Equality in SPT
- Part Three: Equality, our members and our staff
- Part Four: Evidence Gathering and Engagement
- Part Five: SPT’s Equality Outcomes

² In Section 149 of the Equality Act 2010

³ SSI 2016 No159 The Equality Act 2010 (Specific Duties) (Scotland) Amendment Regulations 2016
http://www.legislation.gov.uk/ssi/2016/159/pdfs/ssi_20160159_en.pdf

Part Two– Mainstreaming Equality in SPT

2.1 SPT's role and functions

SPT's key roles and functions are set out in 1.1 above. SPT considers its role as a listed public authority⁴ in the way we fulfil our functions, deliver our services and in our relationship with our staff. This part of the report describes the progress we have made to date to make the Equality Duty integral to the exercise of our functions, so as to better perform that Duty.

2.2 Covid-19 response

Responding to the impacts of the pandemic continues to be the primary focus for SPT both in terms of operations and planning and we remain focused on playing our part in the collective response to Covid-19. Throughout the pandemic SPT has worked closely with Transport Scotland, public transport operators and our partner local authorities to mitigate negative transport related impacts. In doing so SPT has sought to ensure a balance between the provision of a safe transport system and continuing to operate services at the appropriate level for the communities of the west of Scotland who rely on them for essential travel.

Throughout the pandemic, SPT has maintained its' transport services in line with this national response and ensuring safe social distancing. For example, SPT has:

- Instigated regular meetings between SPT, NHS, ScotRail and bus operators to help support people who rely on the public transport network for essential travel and to address any 'live' transport issues that may arise;
- Maintained operation of the Subway and supported bus services;
- Following suspension during the initial lockdown period, SPT has gradually re-introduced MyBus services;
- Provided a MyBus option to support those who rely on public transport and who need to get to Vaccination Centres via Traveline Scotland, the national journey planning website; and
- Provided details of continuing public transport options to Community Planning Partners for circulation to their wider networks including community councils.

In line with guidance published by EHRC Scotland on Covid-19 and the Public Sector Equality Duty⁵, SPT has reviewed its response to the Covid-19 pandemic for both staff and passengers to ensure that we continue to meet the needs of people with protected characteristics at this challenging time.

⁴ Prescribed under the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012

⁵ <https://www.equalityhumanrights.com/en/advice-and-guidance/coronavirus-covid-19-and-equality-duty>

SPT's decision making around the public health emergency was and continues to be directed by the national response to the crisis. In particular, and in addition to the Equality and Human Rights Commission guidance noted above, decisions around service operations were also guided by:

- National government advice in relation to restrictions on movement and activity, including shielding advice; and
- The National Route Map out of lockdown including Transport Scotland advice to Transport Operators and Passengers.

SPT departmental leads were tasked with reviewing their decision-making during Covid-19 to ensure this took into account the needs of staff and service users and reflected Equality Impact Assessment (EIA) training undertaken during 2020. The output from the EIA process continues to guide SPT's response to the pandemic, including how we transition from lockdown, and forms part of an on-going process of monitoring and refinement.

2.2.1 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 our staff and service users and, in turn, to better meet the Equality Duty through the advancement of equality and good relations and tackling 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.

2.2.2 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. Key areas of work include:

- The refurbishment of Partick Interchange has created an accessible and navigable environment including the introduction of best practice audio announcements at all stances;
- The refurbishment of Buchanan Bus Station has created an enhanced environment to support passengers' needs. New bus departure screens on the concourse and at all stances have enhanced the accessibility of the bus departure information. The introduction of on demand audio announcements at all stances will further enhance accessibility information for blind and partially sighted passengers e.g. we are working with the RNIB to ensure braille effectively directs users to trigger audio announcements;
- The redesign of our website enhances both its' accessibility and information provision around our services and ticketing products;
- Community Transport (CT) provides accessible, affordable transport for socially or economically disadvantaged groups, voluntary groups and third sector organisations. SPT supports CT by providing funding support to organisations including Coalfields Community Transport, South Ayrshire Community Transport, Getting Better Together, Rural Development Trust, South West Community Transport, Community Central Halls, Blantyre Volunteer, Community Transport East Renfrewshire, Glenboig Development Trust, Larkhall & District Volunteer Group, Renfrewshire Council SOOPiR Bus, East Kilbride Community Transport, Ardgowan Hospice and Port Glasgow Voluntary Trans-Port Group; and
- Continuing to consider and where practical address the impacts on groups and communities of changes in the commercial and supported bus networks.

2.2.3 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 2022. The need to tackle poverty and inequality is recognised as a pillar in this process and due regard to the Equality Duty is at the core of strategy development. The forthcoming Case for Change report sets out the wider context within which the RTS is being

developed. It proposes an emerging vision, priorities and targets to help drive forward the change required to achieve a more sustainable, equitable and healthier transport system for all. It also sets out the transport challenges that the RTS needs to help tackle, the objectives for the new strategy and the potential actions, projects, interventions and investments that may be required to achieve the Vision, Targets and Objectives. Strategy objectives and interventions will be reviewed against an Equalities assessment framework

SPT continues to invest in projects which enhance the accessibility of the transport including Subway Modernisation, the refurbishment of Buchanan Bus station and enhancements to bus stop, shelter and information infrastructure across the region. We have worked with partners on the delivery of the recently opened Robroyston rail station and the current project to refurbish of Motherwell Interchange. We are currently undertaking reviews of both the ZoneCard and Strathclyde Concessionary Travel Schemes. The former is in our role as administrator of the scheme and will concentrate on improving best value. The latter is in our role a secretariat of the scheme and aims to secure longer term sustainability.

We have also continued the vitally important planning of supported bus services, MyBus demand responsive transport and as noted 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 activity. Local Authorities are also required to consider equality impacts as part of their bids to SPT for capital funding. This ensures that the impact of all projects and plans on equality groups is considered. SPT will continue to undertake Equality Impact Assessments (EIA) where we introduce significant changes to the delivery of projects, policies and services.

2.2.4 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 they meet changing legal obligations and best practice. SPT's Parental Bereavement Leave and Pay Policy and Guidance were introduced to meet our legal obligations and best practice in June 2020. This gives our employees an entitlement to two weeks' leave.

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 internally and externally, 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 starts 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 suite of family-friendly policies to ensure that we meet our legal obligation and best practice. These were introduced with effect from December 2020.

In 2020 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.

2.2.5 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 SPT departments. 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

It is essential that we assess the impact of our policies, practises and projects to ensure, as far as possible, our decisions not only help address existing disadvantage but do not exacerbate disadvantage. An EIA is being undertaken to support the development of the Regional Transport Strategy; the SPT's Website update; the review of the Strathclyde Concessionary Travel Scheme; and the ZoneCard review. Our HR team have also undertaken EIAs against all SPT HR policy changes. As noted above, ensuring the impacts of our decisions in relation to COVID-19 are understood and negative impacts mitigated is a key consideration in our COVID-19 response

SPT is committed to further strengthening our commitment to advancing equality and we have recently undertaken an internal audit of SPT Equality functions and this includes proposals on areas to strengthen including a recommendation that all EIAs are subject to review by SPT's Equalities Working Group. The outcome of the audit will be considered by SPT's Equality Working Group and the proposals taken forward as appropriate.

Procurement

Procurement is a key enabler in SPT delivering its organisational goals effectively and continuing to demonstrate best value. The procurement team supports SPT in providing professional advice and conducting procurement exercises in order to achieve best value through SPT contracts. SPT has published a Procurement Strategy which helps us to meet our obligations under the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012.

SPT requires tenderers to declare that they comply with the Equality Act 2010 and all contracts awarded subject to SPT's standard terms and conditions also include an audit clause, giving SPT the ability to randomly check compliance.

Where relevant and proportionate to do so and in applicable Regulated procurements, SPT have sought Community Benefits (CB's) with great success. Whist CB's are only required by legislation to be included in contracts over £4million in value, SPT has incorporated these in lower value contracts where there was a genuine prospect of meaningful benefits being

achieved. As a direct result of our procurement activities and the contracts awarded, the following benefits have been realised since 2019/2020:

- Training and Apprenticeships - SPT contract awards have secured one new apprenticeship and a graduate placement in consultant engineering, and the continuation of a further two trainee posts within information technology.
- The mentoring of undergraduate students in the area of web development has also been secured
- Work Placements - Work experience placements were offered for school children on three separate contracts.
- A commitment by two awarded contractors to attend careers events was secured.

SPT is committed to promoting contracts with supported businesses. A supported business is defined by the Public Contracts (Scotland) Regulations 2015 as an economic operator whose main aim is the social and professional integration of disabled or disadvantaged persons, where at least 30% of the employees are disabled or disadvantaged. Since 2019/20 SPT had a contract with one Supported Business and has subsequently commenced discussions with another supported business and it is hoped this will result in orders being placed in the future. . SPT will continue to give active consideration to the use of businesses of this nature and to use of the third sector, where these organisations are both available and appropriate

Board Succession Planning

Board 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 nonelected 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 has taken forward work on the following:

- SPT has continued to keep the Board up-to-date with developments in equality and diversity relevant to the organisation's strategic outlook and responsibilities as a public body;

- SPT has audited the skills, knowledge and experience needed for Board appointments to ensure that the appointed members' recruitment process is as inclusive as possible;
- SPT has also publicised appointed member vacancies through a wider range of sources to encourage candidates with a range of skills and experience and from diverse backgrounds to apply;
- SPT produced a recruitment handbook which outlines the role of appointed members and following engagement with existing appointed members have developed an induction plan for new members, which will we help promote understanding of equality issues; and
- Worked 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.

We will continue to refresh and renew the Action Plan and report progress to SPT's Partnership Board.

2.3 Going forward

We recognise that while due regard to the Equality Duty is the heart of the way we work, we recognise the need to be able demonstrate how we are promoting equality. We know that we can go further to ensure equality is part of our structures, behaviours and culture throughout the organisation and in driving continuous improvement in our service delivery. To drive this over the next two years we are committed to:

- Reviewing the function and responsibilities of the SPT Equalities Working Group to ensure that it is best positioned to support mainstreaming the Equality Duty in SPT and monitoring our equality Outcomes, while providing opportunities for participation from colleagues across the organisation;
- Reviewing our approach to engagement;
- Reviewing our approach to Equality Impact Assessment; and
- Raising the profile of equality in the organisation and its relationship with high quality service delivery.

Part Three – 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 up to 9 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.

In March 2021 two appointed members retired from the Board and we recruited 4 additional appointed members, through a transparent recruitment process including via a range of recruitment websites to ensure it reached the widest audience. In addition, SPT applied a skills matrix to identify areas of strength and experience and address areas where capacity could be further strengthened including collaborative working. The recruitment panel comprised a mixed political and gender balance. Currently therefore the gender balance for appointed members is 7 men and 2 women.

3.2 Gathering and using employee information

SPT employed 474 staff as at 31 December 2020. SPT's headcount has remained steady despite staff turnover and implementation of structural changes. 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 2020; 66% chose to do so, an increase of 6% since our last report. 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 over time

Full details of the composition of SPT's workforce can be found in the forthcoming Equality and Diversity Monitoring Report 2021. A summary of analysis for each relevant protected characteristic is set out below.

3.2.1 Age

Staff turnover remains low at SPT and as a result the overall workforce profile has not changed significantly since our 2019 report. Over a quarter of our workforce (28%) are aged 55 and above, an increase of 2% since our last report. The proportion of staff in the 35-44 and 45-54 age groups has reduced slightly to 55% and the proportion of our workforce aged 20-25 has remained the same at 3%.

In terms of recruitment, 10% of our new starts are aged 20-25. This is reflective of the number of candidates who applied for vacancies from this age group during this period (8%).

3.2.2 Caring Responsibilities

SPT gathered data on caring responsibilities in 2018 and found that 23% of staff 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 2020 to 26%.

3.2.3 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 8% to 4%, 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 10% at December 2020.

3.2.4 Gender Reassignment

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

3.2.5 Marriage and Civil Partnership

55% 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.

3.2.6 Pregnancy and Maternity

Two members of staff took maternity leave during 2020. One member of staff has returned to work and 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.

3.2.7 Race

Since our last report in 2019 the race profile in SPT has changed with the number of staff declaring that they are from a BME (Black/Minority/Ethnic) group at 3%. This remains lower than the latest Scottish Government statistics which show that BME people make up 3.7% of the population. 6% of our new starts in 2020 were from a BME group.

3.2.8 Religion or Belief

More staff than previously shared information relating to religion or belief when completing the equality monitoring survey in November 2020 although 7% still 'prefer not to say'. There has been a decrease in our "unknown" down from 6% to 4%. The data continues to show a broad range of beliefs amongst our staff. Christianity remains the most represented religion

however, this has decreased slightly from 49% to 47%; a further 4% are Muslim, Hindu, Sikh or 'other' and 38% of staff state they have no religion.

3.2.9 Sex

SPT's male to female ratio is 66:34. There is generally a good balance of men and women across many corporate job grades although it is evident that females are under-represented 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.

3.2.10 Sexual Orientation

Heterosexuals make up the single biggest group in SPT in terms of sexual orientation at 88% of all staff. In terms of the proportion of staff identifying themselves as from the LGBT community; this has remained static at 4% since our report in 2019.

3.3 Gender Pay information

SPT's most recent gender pay gap calculated as the percentage difference between men and women's average hourly basic pay on a full-time equivalent basis, showed that the gap was 17.5% at December 2018. Data from the UK Office for National Statistics shows that in Scotland in 2018 the gender pay gap was 14%.

3.4 Equal pay analysis

SPT will complete a detailed equal pay analysis as defined within the Equality Act 2010 (Gender Pay Gap Information) using data at 31 December 2020. This data will be published in due course and any issues arising will be considered and addressed, with a report to SPT's Personnel Committee in due course.

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.

Part Four – Issues Identification

4.1 Profile of the SPT area

The SPT area is home to over 2.2million people. More than half the population (52%) are female⁶ and approximately 25% of the population have a limiting long term physical or mental health problem.⁷ The age profile of the region is shown in Table 1.

0-19 years	21%
20-39 years	27%
40-59 years	27%
60-79 years	20%
80+ years	5%

Table 1: SPT are populate age profile . Data source NRS Small area population estimates, 2019

In 2019 there were 30,071 live births in the 3 health boards area covering the SPT are (Greater Glasgow and Clyde Ayrshire and Arran and Lanarkshire⁸.

About 5% of the regional population was black or ethnic minority in 2011⁹ while around one in five to one in six Glasgow residents were black or ethnic minority in 2019.¹⁰

The religious profile of Glasgow is shown in Table 2.

None	47%
Church of Scotland	14%
Roman Catholic	21%
Other Christian	5%
Muslim	9%
Other	4%

Table 2: Glasgow City Council area population religion and belief profile. Data source Scottish Surveys Core Questions 2019. Note this data is only available for Glasgow City Council area.

⁶ NRS Small area population estimates, 2019

⁷ Scottish Surveys Core Questions 2019,

⁸ NRS Births, Deaths and Other Vital Events - Quarterly Figures 2019

⁹ National Records of Scotland; Scotland Census 2011.

¹⁰ Scottish Government; Scottish Surveys Core Questions 2019

4.2 SPT's approach to Evidence Gathering and Engagement

In line with regulation, we are required to review our Equality Outcome's at least every four years, taking account of relevant evidence and engagement. In December 2020 the Equality and Human Rights Commission hosted a workshop to support transport sector public authorities' outcome setting. The session highlighted the importance of identifying the most significant inequalities and the areas of action that can have the most significant impact, as well as ensuring that organisations' Equality Outcomes link to a wider policy framework.

The strategic policy framework that SPT's Equality Outcomes sit within is the Regional Transport Strategy (RTS) and the National Transport Strategy 2 (NTS 2).

As set out above, SPT has commenced work on the a new RTS. To inform the development of the forthcoming Case for Change significant policy and evidence review was undertaken, alongside public and stakeholder engagement which included a public survey to which over 4,500 responses were received and targeted engagement with a range equality groups including, Alzheimer Scotland, Glasgow Voluntary Sector Race Equality Network, Royal National Institute for the Blind, Glasgow Disability Alliance, Community Transport Association, East Ayrshire Combined Community Councils, Scottish Youth Parliament.

This work alongside the NTS2 Equality Impact Assessment¹¹ provide the basis for the evidence review.

While Covid-19 and has changed transport and travel substantially, it has brought into focus the importance of public transport for those who rely on it and the barriers people face in accessing the transport network. The evidence provided through these workstreams remain valid.

Evidence in relation to effects of Covid-19 on Equality Groups' experience of travel and public transport has been drawn from the Transport Transition Plan Statutory Assessments Interim Update¹² and Transport Focus reports, 'Travel during Covid-19: key lessons for 2021'¹³ and beyond' and 'Disabled passengers' experiences during Covid-19'¹⁴.

¹¹ Transport Scotland, National Transport Strategy 2 - Equality Impact Assessment, July 2019

¹² Transport Scotland, Transport Transition Statutory Assessments Interim Update, September 2020

¹³ Transport Focus, Travel during Covid-19: key lessons for 2021 and beyond, January 2021

¹⁴ Transport Focus, Disabled passengers' experiences during Covid-19 January 2021

4.3 Evidence Review Key findings

4.3.1 Key Issues

Four themes can be identified as barriers to use of the transport network and in accessing everyday services and opportunities including employment, education, health services and social networks. These are:

- Accessibility of transport;
- Affordability of transport;
- Availability of transport; and
- Safety and security while using the public transport network.

While these barriers were identified from evidence and engagement undertaken prior to Covid-19, they remain valid.

Accessibility of transport

The accessibility of the transport network affects people's ability to travel. Many disabled people are not able to or are not confident about leaving home on their own due to uncertainty about the physical environment and of the realities of making journeys on transport services. Key accessibility issues are:

- Journey planning: There is a lack of integrated and comprehensive accessible journey planning information essential to disabled people being able to plan a whole journey.
- Journey Assist: Journey assistance services are not provided in a consistent way across public transport operators and there is a lack of co-ordination between operators and modes.
- Accessible infrastructure: Many bus, Subway and rail stations and stops in the region are not fully accessible for disabled people to be able to board and alight services.
- Physical environment: Pavements and streets including routes to public transport and interchange connections are not always fully accessible or well-maintained whilst navigation aids can be inconsistent or not working.

Affordability of transport

The cost of transport is a significant barrier people's ability to use the transport network. Key affordability issues are:

- **Inequalities of access to private cars:** Levels of access to car for private use vary considerably by demographic and socio-economic characteristic - Disabled people and unemployed people are less likely to live in a household with a car available for

private use. Fewer than half (49%) of single parent households with dependent children (more likely to be headed by woman than men) have a car available for private use.¹⁵

- **Forced car ownership:** lack of suitable transport alternatives and/or barriers to using available services result household in budgets being stretched for some.
- **Public transport fares:** Cost of public transport fares is one of the top transport-related challenges in the SPT area. Lower income households are also less likely to be able to access the 'best value' tickets given the upfront outlay required. 'Best value' tickets (weekly or monthly 'passes') are often unsuitable for people who are working part-time or who have insecure work that makes it difficult to forecast future travel needs.

Availability of transport

The availability of transport includes the provision of services, their proximity to where people want to travel to and from, service hours of operations, reliability and regularity. The availability of transport affects people's ability to travel to access employment, education and health care, as well as their ability to access the best value goods and services.

Safety & Security when using public transport

People can be deterred from using public transport over real or perceived safety fears. This can be related to experiences of racism and harassment or relate to the physical environment around transport hubs.

- Only three in five people (62%) feel safe and secure on bus services in the evening – one of the lowest levels among Scottish regions - and three in four people (74%) feel safe and secure on rail services in the evening.^{16,17}
- Safety and security problems are more likely to affect women, older people, younger people, LGBT+ people and black and ethnic minority people.
- Experience of racism or harassment and/or having been the victim of hate crimes in the past prevents some people from using public transport.¹⁸
- A perceived lack of safety also deters people from using public transport.¹⁹
- Other safety identified problems related to public transport usage include travelling to and waiting for services at transport stops or stations particularly in the evening, at unstaffed or isolated locations and where there are low levels of lighting.

¹⁵ Scotland Census, 2011

¹⁶ Transport Scotland; Transport and Travel in Scotland Local Area Analysis SHS results, 2019. Tables 14a and 14b.

¹⁷ SPT Subway Passenger Surveys (2014, 2015)

¹⁸ RTS public survey

¹⁹ RTS public survey

- Quality and maintenance of pavements and footpaths including routes to public transport is a problem especially for older and disabled people and for people travelling with children in prams and buggies.

Covid-19 Impacts

- There is a gap between users' experiences and non-users' perceptions of safety on public transport.²⁰
- Cleanliness and compliance with the rules, especially face coverings (if not exempt) and social distancing are essential components of journey satisfaction - and including communication around these.²¹

4.3.2 Key Impacts – Protected characteristics

Within the themes outlined above disparities in the experience exist in terms of equality groups, socio-economic status and geography. There are significant differences in access to opportunities for those who have access to a car compared to those who are dependent upon other means of travel and therefore these issues will affect some equalities groups more than others, as a result of structural inequalities related to income and material poverty.²² Covid-19 has also had differential impacts on people's experience of travel and public transport, often further exacerbating existing inequalities.

Age

- Young people in Scotland are more likely to be in insecure, low-paid work.²³
- Younger and older people were less likely to drive every day and less likely to hold a driving license in 2019.²⁴
- Younger people and older people travel by bus more regularly.²⁵
- Young people: Transport affordability, service reliability and evening and weekend service provision are issues.
- Older people: Inaccessible vehicles (including taxis, buses and trains), journey comfort, frequency of bus services and poor integration between different transport services are issues (Also, many cross-cutting issues between older people and disabled people e.g. hearing problems, visual impairment, and reduced mobility).

²⁰ Transport Focus, Travel during Covid-19: key lessons for 2021 and beyond, January 2021.

²¹ Transport Focus, Travel during Covid-19: key lessons for 2021 and beyond, January 2021.

²² EHRC, Is Scotland Fairer?, 2018

²³ EHRC, Is Scotland Fairer?, 2018

²⁴ Transport Scotland, Transport and Travel in Scotland 2019, 2020

²⁵ Transport Scotland, Transport and Travel in Scotland 2019, 2020

Covid-19 Impacts²⁶

- Older people may also be more reluctant to leave the house as they are considered at higher risk.
- Physical inaccessibility of transport for older people is likely to be exacerbated as restrictions are lifted due to the reduced capacity on the network.
- Expected rise in youth unemployment increasing the likelihood young people, particularly in rural areas, will need to travel more and further in order to access employment. Any service reductions may increase issues in accessing employment for young people.

Disability

- The poverty rate, after housing costs, for people in households with a disabled household member was 23% compared to 17% of households with no disabled household member in 2016-19.²⁷
- People who have a long-term illness or disability that limits their daily activities are more likely to live in households that do not have access to a private car.²⁸
- Accessing infrastructure and vehicles can be highly problematic for some people within this group (e.g. raised kerbs, buses, taxis, trains).
- Availability of assistance in planning and undertaking a journey is important.
- Difficult to make spontaneous journeys and fear of “something going wrong”.
- Accessibility of service information, and information on accessibility of transport infrastructure or vehicles provides certainty in the journey experience.

Covid-19 Impacts²⁹

- Changes to physical layouts and traditional service provision has created additional challenges for many disabled people.
- Some disabled people with underlying health conditions may be more averse to using public transport or find public transport inaccessible because of this.
- The need for physical distancing on board trains and buses may make it more difficult for disabled people to travel due to fewer accessible seats being available.
- Data from a survey of disabled people undertaken by Disability Equality Scotland shows that disabled people have experienced issues with physical distancing, either on public transport or when walking/wheeling.³⁰

²⁶ Transport Scotland, Transport Transition Statutory Assessments Interim Update, September 2020

²⁷ Scottish Government, [Poverty and Income Inequality in Scotland 2016-19](#), March 2020

²⁸ Scotland Census, 2011

²⁹ Transport Scotland, Transport Transition Statutory Assessments Interim Update, September 2020

³⁰ Disability Equality Scotland, Weekly Poll, May 202- <https://yoursayondisability.scot/weekly-poll-results-covid-19-physical-distancing-week-beginning-25-may/>

- There is a larger gap between disabled users' experiences and non-users' perceptions of safety on public transport than the population as a whole.³¹

Gender Reassignment

- Nearly half of transgender people experienced a hate crime in the twelve months prior to 2017.³²
- Fear of being harassed, or being assumed to be either non-binary or as a gender with which they do not identify is a key issue for this group and can prevent them from accessing public transport and other public services.³³

Pregnancy or Maternity

- Mothers often have complex journey patterns-travel between home, work, nursery, the "school run", groups and clubs.
- Affordability and suitability of ticket types can be an issue for mothers returning to work after maternity leave.
- Travelling with prams and buggies and potentially other young children can result in challenges in accessing vehicles/infrastructure, and also difficulties on-board vehicles.

Race

- People from the BAME community face a disproportionately higher rate of relative poverty³⁴.
- Racial hate crime was the most commonly reported hate crime in 2019-20 in Scotland, accounting for over half of all reports and more than double that of any other hate crime reporting rate.³⁵
- Attitude of other passengers due to race or ethnicity can limit travel choices.³⁶

Religion or Belief

- Attitude of other passengers due to religion or belief can limit travel choices³⁷.
- Hate crimes motivated by religion or belief accounted for around 1 in 8 of hate crime incidences in Scotland in 2019-20.³⁸

³¹ Transport Focus, Disabled passengers' experiences during Covid-19 January 2021.

³² Stonewall Scotland, LGBT in Scotland Hate Crime and Discrimination, 2017

³³ Scottish Trans Alliance, Non-binary people's experiences in the UK, 2016

³⁴ EHRC, Is Scotland Fairer?, 2018

³⁵ Crown Office and Procurator Fiscal Service, Hate Crime in Scotland 2019-2020, 2020

³⁶ RTS public survey

³⁷ RTS public survey

³⁸ Crown Office and Procurator Fiscal Service, Hate Crime in Scotland 2019-2020, 2020

Sex

- Women are more likely to be the head of single parent households, which have lower rates of personal car ownership than two parent households and at greater risk of poverty are poverty than married or co-habiting households with children.³⁹
- Women are less likely than men to have a driving licence and those who do have a licence drive less frequently.⁴⁰
- Women tend to take on a disproportionate level of care and domestic tasks, compared to men, in addition to full or part-time work, consequently, women are more likely to make multi-stop and multi-purpose trips, combining travel to work with trips for other purposes such as taking children to school, looking after family members or shopping.
- Trip purposes and patterns differ for women compared to men e.g. working part-time or shifts, or in relation to caring responsibilities.
- Women travel by bus more regularly than men.⁴¹
- Safety and feelings of safety have a significant impact on women's travel choices.
- Women feel less safe than men when travelling at night.

Covid-19 Impacts⁴²

- Women are more likely than men to be classed as key workers therefore need to continue to travel to work during restrictions.

Sexual Orientation

- One in four LGBT people in Scotland have personally faced prejudice or discrimination and have suffered discriminatory treatment when accessing services.⁴³
- Fears and experiences of homophobia, biphobia, transphobia and/or heterosexism lead to reluctance amongst some LGBT people to engage in many different aspects of public life including accessing services.⁴⁴

³⁹ Scotland Census 2011

⁴⁰ Transport Scotland, Transport and Travel in Scotland 2019, 2020

⁴¹ Transport Scotland, Transport and Travel in Scotland 2019, 2020

⁴² Transport Scotland, Transport Transition Statutory Assessments Interim Update, September 2020

⁴³ Stonewall Scotland, LGBT in Scotland Hate Crime and Discrimination, 2017

⁴⁴ NIESER, Inequality among lesbian, gay bisexual and transgender groups in the UK: a review of evidence, 2016

4.4 Consultation with SPT staff

To assist in monitoring our progress towards our outcomes and in mainstreaming equality in the organisation, SPT has undertaken a staff survey in 2016, 2018 and 2020. This survey allows us to gauge how confident our staff felt about their understanding of equalities; their experiences of working with people across a range of protected characteristics and what SPT could do to help support them in meeting the needs of people with protected characteristics; and if they had experienced harassment or discrimination. In 2020 a return rate of 66% from across the organisation.

A summary of the results is set out in Appendix A. The survey results show positive movement on the understanding of equality issues and of reduced experiences of harassment and discrimination. However, the survey findings highlight some areas for further action including:

- The need to raise the profile of the organisation's Equality Outcomes and the steps we take to promote equality, and the visibility of the practical action that is undertaken;
- The need to ensure that all staff, including new starts at all levels, are aware of their rights, roles and responsibilities under the Equality Act Legislation both as an employee and in interacting with customers so we continue to grow the proportion of staff who feel very well informed;
- Further work to ensure staff can identify and find easily equality related harassment and discrimination advice, are aware of the process in place to report incidences, and the procedures that are followed in the event a report is made; and
- The need to alleviating any concerns which may exist around reporting incidences of harassment or discrimination.

Actions have been identified to address these points and activity will be monitored through the Equality Working Group.

In 2020, we also asked our staff if they were aware of any new issues new equality and diversity related issues that had emerged as a result of the organisations response to Covid-19. *"In relation to the way in which I interact with customers and members of the public"* was quoted most often as the area in which equality and diversity related issues have emerged as a result of the organisation's response to the pandemic. Staff who provided further information on this highlighted the challenges around interacting with customers in relation to the wearing, or more so, the non-wearing of masks. In particular the need to ensure that customers who are exempt but do not have a visible disability do not feel harassed in interactions with staff.

Part Five – SPT’s Equality Outcomes

5.1 Review of progress against Outcomes set in 2017

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.	<p>SPT continues to promote the range of smart ticketing options that are available to Subway users through a range of measures.</p> <p>A significant number of passengers continue not to use smart ticketing options which provides access to our best value tickets.</p>
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 including Buchanan Bus Station.</p> <p>Our messaging and signage to encourage safe travel during the COVID-19 pandemic is pictorial and easy read.</p> <p>Replacement of the bus information display screens and renewal of audio information of stances at Buchanan Bus Station has improved the accessibility of information and services.</p> <p>Revision of SPT’s Bus Information Standards to improve the consistency, reliability and accessibility of timetable information at bus stops across SPT area.</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>Regular PA announcements at Subway Stations encourage passengers to seek assistance.</p> <p>Enhanced Subway Passenger Assistance policy in development.</p> <p>Clear signage is provided at the stances in our bus stations to support people who require assistance.</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 and App allows travellers with a disability or illness to advise of any help they required. It is supported by all seven Regional Transport Partnerships, Transport Scotland, Transport Operators and disability groups. The card is available on request and the app available on both Apple App and Google Play Stores.</p>

Outcome	What we aim to achieve and how it will be done	Progress
		Consistency of approach and information provision across public transport modes has sought to encourage passenger confidence and certainty in relation to the safe travel during the COVID-19 pandemic.
Staff provide appropriate assistance to passengers when required	Through regular training, staff are confident in providing appropriate assistance to passengers when required.	<p>Subway staff are aware of how to assist passengers and the appropriate process to escalate issues via our security team if they feel passengers require further assistance.</p> <p>Bus station staff receive regular customer service training to support them in providing assistance when required.</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>
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.	<p>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).</p> <p>The completion of the wayfinding guides for the remaining Subway Stations Subway stations has been delayed as a result of COVID-19 restrictions.</p>
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 internal staff systems and forms and our E-recruitment software have been updated to include a Mx. title option.
SPT's passengers and staff feel safe		
Passengers feel safe and secure when using the Subway, SPT bus stations and supported bus services	<p>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:</p> <ul style="list-style-type: none"> - Regular patrols by SPT staff and British Transport Police; and - Increased visibility of the steps we take to improve safety. 	<p>Public announcements are made within our Subway and bus stations including CCTV, safety and security announcements. Signage at all highlights CCTV systems.</p> <p>SPT Subway park and ride car parks have been given Safer Parking Awards and Disabled Parking Accreditation (DPA) from the British Parking Association.</p> <p>All Subway Front Line staff have body worn CCTV cameras.</p> <p>Regular MITIE security patrols, in addition to SPT staff and BTP patrols, provide a visible staff presence in our stations.</p>

Outcome	What we aim to achieve and how it will be done	Progress
		Consistency of approach and information provision across public transport modes has sought to promote passenger confidence and certainty in relation to the safe travel during the COVID-19 pandemic.
Passengers will be free from abuse or harassment when using the Subway or SPT bus stations	<p>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:</p> <ul style="list-style-type: none"> - Focussed campaigns;- Improved partnership working with British Transport Police; and - Staff Presence. 	<p>CCTV is monitored in our bus stations 24/7 and procedures are in place to report issues concerning members of the public.</p> <p>24/7 security at Buchanan Bus station provides a reassuring presence to members of the public.</p> <p>Staff are trained to report concerns regarding the conduct or vulnerability of members of the public.</p> <p>Subway environs are patrolled by Mitie security guards and BTP officers and are monitored by CCTV.</p> <p>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.</p>
Staff will act if they witness an incident of harassment or discrimination	<p>Staff are confident to take appropriate action:</p> <ul style="list-style-type: none"> - Staff Training; and - Procedures; and reporting mechanisms. 	<p>Staff survey results show high level awareness of the process of reporting occasions of harassment and discrimination.</p> <p>As appropriate, issues are escalated to BTP or Police Scotland.</p>
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 2020. Communications were circulated to all staff highlighting the benefits of participating to support diversity monitoring. A return rate of 66% was achieved, an increase of 6% from 2018
SPT staff work in an environment that is free from harassment and victimisation	<p>Reinforce the process for reporting concerns or complaints about harassment or victimisation through:</p> <ul style="list-style-type: none"> - Incorporate into staff induction; - Regular training; and -On-going awareness raising. 	<p>The Bullying and Harassment Policy has been updated.</p> <p>Instances remain low and staff there is an increasing awareness amongst staff on how to report incidents although a very small number of identified incidents have not been reported.</p> <p>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.</p>

Outcome	What we aim to achieve and how it will be done	Progress
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 ongoing: <ul style="list-style-type: none"> - Staff training; - Information sharing; and - Communication. 	Employee Assistance Information is published through the intranet regularly. All staff undertook completed an equality and diversity learning and development module during 2019. All new SPT staff undertake an Equality & Diversity training module at Induction. Staff survey shows that the proportion of staff who feel very well informed about their rights, roles and responsibilities under the Equality Act Legislation as an employee of SPT has increased from 28% to 44% and in terms of confidence in dealing with the public from around a quarter in 2018 to over a third in 2020.
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: <ul style="list-style-type: none"> - Staff Training; - Information sharing; and - Communication. 	All staff undertook an equality and diversity learning and development training module during 2019. Equality Impact Assessment capacity building sessions for managers were delivered in 2019

Table 3: Review of progress towards 2021 Outcomes

5.2 Reflection on our 2017 Outcomes

While Table 3 shows that progress has been achieved towards our 2017 Outcomes, on review the outcome themes that we set previously are no longer appropriate.

The themes of “SPT advances equality through working with partners”, “SPT Understands and responds to the needs of communities, passengers and staff” and “SPT is a fair, flexible and supportive employer” are core to achieving our business objectives. Therefore, it is not appropriate to continue these as outcome themes and these areas will be further advanced through our mainstreaming activities. The same approach is taken to the theme “SPT advances equality through working with partners”. Part 4 of this document identifies safety as a key issue for equalities groups in using the transport network, and therefore is being continued as an outcome theme.

5.3 2021 Outcome setting

As set out in section 4.3, four themes can be identified as barriers to use of the transport network and in accessing everyday services and opportunities. These are systemic and cannot be addressed through SPT's Equality Outcomes alone, however these issues affect the way in which people use the services we provide and therefore our first four outcomes are focused around the four key issues identified in Part four of this report. The relationship between the identified issues and relevant protected characteristics is shown in Table 4.

Issues/ Situation/Problem	Protected Characteristic for which issue is relevant							
	Age	Disability	Gender Reassignment	Pregnancy or maternity	Race	Religion or Belief	Sex	Sexual Orientation
Accessibility: Disabled people experience difficulties accessing public transport	X	X						
Availability The availability of transport can limit access to employment, education, healthcare and other essential services for those most reliant on public transport including women, younger and older people, disabled people, low income families and people from BAME backgrounds	x	x			x		x	
Affordability Traditional ticketing products are less likely to meet the needs of different equality groups who often also struggle to afford public transport fares	x	x					x	
Safety and Security Younger people, older people, women, disabled people, LGBT+ people, and black and ethnic minority people can be deterred from using public transport over safety fears	x	x	x	x	x	x	x	x
SPT workforce diversity SPT's workforce does not reflect the communities we serve	x	x	x	x	x	x	x	x

Table 4: Issue/protected characteristics relationship

While our staff survey identified some small persistent issues that can be addressed through mainstreaming, our review of our workforce data highlights that our staff profile doesn't reflect the communities we serve. These issues are not specific to SPT and there are recognised challenges in promoting greater diversity across the transport sector workforce⁴⁵

⁴⁵ Urban Transport Next 02: All on board? <https://www.youtube.com/watch?v=H2R-VLP49ol>

5.4 SPT Equality Outcomes 2021-2025

Reflecting on the depth of the issues identified and recognising the cross-cutting relationship with options emerging from the development of the new Regional Transport Strategy, National Transport Strategy Delivery Plan and emerging “Working with Partners” document, we have identified four outcomes relating directly to SPT’s services and one relating to the diversity of our organisation. Against each outcome we have identified intermediate changes that we intend to deliver to achieving the outcomes. The issues, outcomes and intermediate changes are set out in Table 5. The outcomes and intermediate actions were developed through an outcome setting session with managers from across SPT.

Accessibility	
Issue	Disabled people experience difficulties accessing public transport
Outcome	Disabled people have improved access to SPT facilities and services
Intermediate Changes	We better understand and respond to needs of disabled people who use our service
	Consistent and clearly defined passenger assistance is available within SPT stations and on MyBus services
	Passengers can be confident that there are no unknown physical barriers restricting access to our facilities
	Passengers can easily navigate to and within our stations
	Bus information provision across the west of Scotland is accurate, up to date and accessible
	Bus stops across the west of Scotland support access to low floor vehicles
Affordability	
Issue	Traditional ticketing products are less likely to meet the needs of different equality groups who often also struggle to afford public transport fares
Outcome	People have improved access to our best value fares
Intermediate Changes	More people use smart tickets to access the Subway
	We understand and promote the full range of tickets that we provide
	We develop a deeper understanding of transport affordability and how this relates to our products

Availability	
Issue	The availability of transport can limit access to employment, education, healthcare and other essential services for those most reliant on public transport including women, younger and older people, disabled people, low income families and people from BAME backgrounds
Outcome	Our passengers' differing needs are better reflected in how we plan and deliver SPT transport services
Intermediate Changes	We promote the use of existing SPT supported bus services through enhanced communication with community groups, equality organisations and the third sector.
	We undertake engagement with community groups, equality groups and third sector organisations to better understand people's travel needs and reflect this in service design
	We undertake work to establish the appropriateness of SPT MyBus service post Covid.
Safety and Security	
Issue	Younger people, older people, women, disabled people, LGBT+ people, and black and ethnic minority people can be deterred from using public transport over safety fears
Outcome	Younger people, older people, women, disabled people, LGBT+ people, and black and ethnic minority people feel safe when using SPT services
Intermediate Changes	Passengers will feel safe returning to our services as COVID-19 restrictions on lifted
	We understand and respond to people's differing experience of our services and the wider transport network
	Subway, SPT bus stations and supported bus services are safe for all users
	Passengers are confident that interaction with SPT staff will be positive
SPT workforce diversity ⁴⁶	
Issue	SPT's workforce does not reflect the communities we serve
Outcome	SPT's workforce demographic reflects the SPT area, helping us to better understand the needs of our communities.
Intermediate Changes	SPT is considered a diverse and welcoming employer
	Through our advertising and recruitment process we actively encourage applications from people underrepresented in our workforce
	We work with partners to promote a diverse workforce in the transport sector

Table 5: SPT Equality outcomes and intermediate changes 2021

⁴⁶ Mainstreaming activity is also required in relation to raising the profile of the public sector, transport and engineering as career paths.

5.5 Next steps and monitoring

Work is now underway to identify the tasks and actions required to deliver the intermediate changes identified in Table 4 and to ensure that processes and procedures are in place to monitor the impact of our actions towards achieving these outcomes. Progress will be monitored through SPT's internal Equalities Working Group.

5.6 Continued partnership working

As set out above, the issues identified in this report are more far reaching than can be address by one organisation, or indeed one sector. SPT is committed to continued partnership working with equality groups, our local authority partners, Transport Scotland and the wider public transport industry to drive meaningful change.

Appendix A

Summary of Staff Survey results

- The Equality in SPT 2020 survey ran from 7 October to 6 November 2020 and was available to all staff.
- 312 responses were received. A return rate of 64% up on the 57% return in 2018.
- The spread of responses from operational and non-operational staff is similar to previous years.

Progress in promoting equality for staff, passengers and partners since 2018

- Increase in respondents who rate progress in promoting equality for staff, passengers and partners as excellent or good (53% to 57%).
- Consistent with 2016 and 2018 results approx. 20% of all respondents, across all work areas stated they did not know if any progress has been made. This increases to 26% in the non-customer facing staff group.

Informed about Equality Act Legislation - as an employee

- The proportion of respondents who feel very well informed about their rights, roles and responsibilities under the Equality Act Legislation as an employee of SPT has increased from 28% to 44%.
- Customer facing respondents (37%) are less likely than other respondents to feel very well informed.
- Of those who did not feel informed at all or somewhat informed (56%, N=176), 1/3 would like to see further training. The *"Equality Act what does it mean for me"* is the key area of training requested

Informed staff Equality Act Legislation – in dealing with the public

- The proportion of respondents who feel very well informed about their rights, roles and responsibilities under the Equality Act Legislation when interacting with customers or members of the public has increased from around a quarter in 2018 to over a third in 2020.
- Of those who did not feel informed at all or somewhat informed (48% N=149), 31%, would wish to receive more information or training. Key areas identified are *"understanding issues faced by specific groups and the tools to deal with them"* and *"dealing with challenging customers"*.

Reporting concerns or complaints about harassment or victimisation

- Increase in those who are aware of the processes in place.

Experience of harassment/discrimination by another staff member

- Incidences are low.
- There remains a proportion of staff who do not wish to answer this question (24 respondents). This is more prevalent in non-customer facing staff.
- A small number (7) feel they have experienced harassment or discrimination but did not report it. The most prevalent reason for non-reporting is *"I did not think anything would be done to address the issue"* (6/7 respondents).

Experience of harassment/discrimination by a customer or member of public

- Incidences are low but are more prevalent amongst staff in customer facing roles.
- Reduction in the overall proportion of respondents who either don't know if they have experienced such behaviour or prefer not to respond.
- Small number of customer facing respondents are not sure if they have experienced such behaviour (5 respondents).
- A proportion of respondents, consistent with previous years, prefer not to answer this question (13 respondents).
- Of the 10 respondents who felt they had experienced harassment or discrimination, 3 did not report it. All 3 respondents responded they did not report it as *"they did not think anything would be done to address the issue"*.

Covid-19 response

- The majority of staff did not identify any new equality and diversity related issues. Customer facing respondents were more aware of new equality and diversity issues resulting from the Covid-19 response than non-customer facing respondents.
- *"In relation to the way in which I interact with customers and members of the public"* was quoted most often as the area in which equality and diversity related issues have emerged as a result of the organisation's response to the pandemic. Staff who provided further information on this highlighted the challenges around interacting with customers in relation to the wearing, or more so, the non-wearing of masks. In particular the need to ensure that customers who are exempt but do not have a visible disability do not feel harassed in interactions with staff.

Other comments

- Only a few staff used the opportunity to share detailed free text feedback as part of this questionnaire. Those that did cover a breadth of issues including: training needs; communication about progress on equality messages; interaction with customers including wearing of masks; and social distancing in the workplace.
- There were a number of positive comments about progress on equalities within SPT.
- There were also some comments on the need for more information about what SPT's equality aims and outcomes are, what practical action has been taken and what impact it has had on the organisation or individuals.

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