Partnership report	SPT

Meeting the Public Sector Equality Duty

Date of meeting   31 March 2017   **Date of report**   7 March 2017

Report by Assistant Chief Executive (Business Support)

1. Object of report

The object of this report is to:

- Advise the Partnership of SPT's progress in ensuring compliance with the UK Equality Act 2010 and Scottish Public Sector Equality Duties;

- Recommend the Partnership approve SPT's Equality Outcomes, the publication of the 'Advancing Equality 2017' report (attached at Appendix 1) and the proposed way forward to ensure on-going compliance with the Duties;

- Note that further consultation with equality groups will be undertaken to finalise the 'Advancing Equality' report ahead of the deadline for publication of 30 April 2017; and

- Note the Equality and Diversity Workforce Monitoring Report 2016 (attached at Appendix 2).

2. Background

2.1   Members will recall that the Public Sector Equality Duty ("the Duty") in the Equality Act 2010 consolidated previous equalities legislation.

2.2   The Duty is in two parts:

- A general duty – this requires public authorities to have due regard to the need to eliminate unlawful discrimination, advance equality of opportunity and foster good relations designed to help public authorities promote equality and tackle discrimination; and

- The specific duties – the purpose of the specific duties is to enable the better performance of the general duty. These focus on outcomes and encourage the integration of equality considerations into the core business of public authorities.   They set a supporting framework for the general duty, based on data collection and evaluation, transparency and accountability.

2.3   The Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012 place specific duties on public authorities including SPT. These are:

- publish a report every 2 years on progress towards mainstreaming the equality duty in exercising its function - due by 30 April 2017;

- publish equality outcomes and report progress every 4 years - due by 30 April 2017;

- assess the impact of applying any proposed new or revised policy or practice against the general duty;

- gather and use employee information to address any disparities;

- publish gender pay gap information every 2 years – due by 30 April 2017;

- publish statements on equal pay every 4 years – due by 30 April 2017;

- consider award criteria and conditions in relation to public procurement;

- report on the number of men and women who have been members of SPT's Partnership Board during the period covered by the report; and

- signpost future intended action to promote greater diversity of the Partnership Board's membership[1].

2.4 SPT has complied with the Duty since its inception. The current "Advancing Equality" report and Equality Outcomes were approved by the Partnership in 2013[2] and a progress report for the 2013-2015 was reported to the Partnership in 2015[3] .

3. Outline of proposals

3.1 Mainstreaming

3.1.1 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 should be embedded in all SPT activities. This leads to a better understanding of the needs of our customers and staff, and enables SPT to meet the general duty by advancing equality and tackling discrimination.

3.1.2 Equality and diversity are central to how SPT delivers services for our passengers. The Regional Transport Strategy has a key focus on promoting equality including through improved access to the transport network and the delivery of vital socially necessary public transport. SPT reports include a reference to consider and outline the equality impact of each report, demonstrating the importance given and that equality is central to decision making. For our staff, Human Resources (HR) policies are promoted across the organisation.

3.1.3 SPT's senior management team, the Strategy Group, will continue to ensure that mainstreaming equality is included in all areas of governance and decision-making. Furthermore, and in line with best practice, SPT also has a named officer at a senior level who acts as SPT's "Equality Champion": Valerie Davidson, Assistant Chief Executive (Business Support).

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[1] See the Scottish Government's "Guidance on Succession Planning
for Public Body Boards" at http://www.gov.scot/Resource/0051/00513554.pdf
[2] See Partnership report and previous SPT "Advancing Equality" report at
http://www.spt.co.uk/documents/rtp150213_agenda9.pdf
[3] See Partnership report and Progress report at
http://www.spt.co.uk/documents/rtp240415_agenda7.pdf

3.2 Equality outcomes and engagement

3.2.1 In reviewing the Equality Outcomes, SPT undertook a desk-top study of relevant evidence about people who share protected characteristics. SPT also drew on engagement undertaken with staff, service users, stakeholders and passengers.

3.2.2 Equality groups were also contacted to seek their input to refreshing the Equality Outcomes. In addition, an all-staff questionnaire was circulated seeking views on SPT's equality approach.

3.2.3 There are approximately 250 public bodies across Scotland subject to the Duty and each is required to engage with equality groups in reviewing their respective outcomes. Officers are guided that this demand has placed pressure on equality groups and made it challenging to secure opportunities to engage. SPT is keen to maximise engagement with equality groups across the range of protected characteristics and will continue to explore opportunities to do so ahead of the 30 April 2017 deadline for publication and on a continuing basis in line with the principle of mainstreaming equality.

3.2.4 The Scottish Government's Equality Unit is responsible for developing the Scottish Government's equality policy and has offered to share its experience of developing outcomes with public bodies on its Sounding Board (which includes bodies such as the NHS, Regional Colleges and SPT). This provides a useful opportunity to enhance SPT's approach and learn from best practice.

3.2.5 In light of this continuing engagement, officers will continue to refine the outcomes and finalise the document for publication on SPT's website by the deadline of 30 April 2017.

3.2.6 Having considered the evidence gathered from the engagement to date, the existing Equality Outcomes remain relevant as themes to enable SPT to better meet the general Equality Duty. These are:

- SPT understands and responds to the needs of communities, passengers and staff;

- SPT's passengers and staff feel safe;

- SPT's advances equality through working with partners; and

- SPT is a fair, flexible and supportive employer.

3.2.7 In line with Scottish Government guidance and feedback from consultation, SPT has developed specific outcomes under these themes and identified how we will measure progress. These can be found in part five of appendix 1.

3.3 Assess and review policies

3.3.1 SPT is aware of the need to take a proactive approach to meeting its duties and to seek to eliminate discrimination before it occurs. By continuing to undertake Equality Impact Assessments (EqIA) as appropriate, SPT will continue to analyse its policies and practices to ensure they fully take into account the needs of people with protected characteristics. SPT has an EqIA toolkit to support the process of impact assessing new and revised policies and practices.

3.4   Gather and use of employee information

3.4.1   SPT currently employs 533 staff at 31 December 2016. This is a 4% reduction compared to our previous report in 2015. As well as implementing an eRecruitment process in July 2016 which embeds the requirement for applicants to complete equality monitoring information, SPT asked all staff to complete an equality monitoring survey in November 2016; 70% chose to do so. SPT intends to undertake this exercise regularly to refresh the data and to build a more complete picture of our workforce.

3.5   Gender pay gap information

3.5.1   Our most recent gender pay gap, calculated as the percentage difference between men's average hourly basic pay on a full time equivalent basis, and women's, showed that the gap has reduced from 12.34% at March 2015 to 12.21% at December 2016. This compares favourably with "Close the Gap"[4] provisional data which suggests that the national average pay gap is 14.9% on a basic pay only basis.

3.5.2   SPT's gender pay gap increases significantly when comparing overall earnings including allowances and stood at 21.15% at December 2016. This is reflective of occupational segregation at SPT whereby, significantly more men than women work in technical roles that attract shift and weekend allowances.

3.6   Equal pay statement

3.6.1   The Equal Pay Statement sets out SPT's commitment to the principle of equal opportunities in employment and that staff should receive equal pay for work of equal value regardless of their sex, race or disability. Equal pay analysis is required to be undertaken on staff composition as of 5 April 2017. This will be reported to a future Personnel Committee.

3.6.2   SPT recognise that in order to achieve equal pay, a pay, grading and benefits structure that is transparent, flexible, based on objective criteria and free from bias must be in place.

3.6.3   The Strategy Group is 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.

3.7   Procurement

3.7.1   Procurement is a key enabler in SPT delivering its organisational goals effectively and continuing to demonstrate best value. In December 2016 the Partnership approved SPT's Procurement Strategy 2016-18[5] . The strategy, a requirement under the Procurement Reform Act (Scotland) 2014, demonstrates how SPT meets the "Duty to consider award criteria and conditions in relation to public procurement"[6]. This commits SPT to "ensure the supply chain has declared their compliance with relevant legislation, including but not limited to equalities, environmental, social and employment law". This objective is met through a declaration from tenderers within each tender that they comply with the Equality Act 2010. In addition, SPT will

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[4] Close the Gap is a partnership project working with employers, employees and policymakers to enable and encourage action to address the causes of women's inequality at work.
[5] http://www.spt.co.uk/documents/rtp091216agenda9.pdf
[6] Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012 (9)

undertake checks on a random basis to ensure tenderers can provide appropriate supporting information.

3.8 Board Succession Planning

3.8.1 SPT, as a listed public authority, is required, in reporting on its Equality outcomes, to set out what action it intends to take in future to promote greater diversity of Board membership in relation to appointed members. The Scottish Government has produced new guidance to assist public bodies in meeting this requirement[7] and in line with their advice we have signposted intended activity within the 'Advancing Equality 2017' report. This supplements the positive activities which SPT has already implmented.

3.8.2 The Guidance, while recognising that Boards can comprise elected and appointed members, seeks to effectively harness the diverse contributions that all Board members can make. Subsequently, SPT will be required to produce a Board Succession Plan setting out in greater detail the actions it intends to take to promote Board diversity. The Scottish Government Guidance states that the Succession Plan should be led by the respective Boards of listed public bodies. SPT officers will prepare further advice for the Partnership on the process to be undertaken.

3.9 Publication and review

3.9.1 The SPT 'Advancing Equality 2017-21' report will be published on SPT's website and the monitoring and reporting of progress against the Equalities Outcomes will be undertaken through existing mechanisms. The publication of the information contained in the report is a statutory obligation and updates are provided via SPT's Annual Report.

3.10 Next steps

3.10.1 To further advance our performance against the duty and assist in the requirement to report on progress made in advancing our Equality Outcomes, an action programme will be developed and monitored internally. The action programme will be reviewed by the Strategy Group bi-annually.

4. **Conclusion**

4.1 "SPT Advancing Equality 2017-21" sets out the progress SPT has made in meeting the Equality Duties, and the steps taken to review and refresh the Equality outcomes. Promoting equality and diversity is at the core of all SPT activities and while there has been further good progress in terms of how SPT has promoted equality, we will continue to build on and improve current practice. The publication of the information within the report is a statutory obligation as SPT is a listed public authority under equalities legislation.

4.2 Further information on the output from work undertaken in relation to the HR duties, discussed at 3.4, 3.5 and 3.6 is available in the Equality and Diversity Workforce Monitoring report 2016 attached at Appendix 2. Equal pay analysis will be reported to a future Personnel Committee.

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[7] http://www.gov.scot/Resource/0051/00513554.pdf

5. Partnership action

The Partnership is recommended to:

- Note the steps taken and good progress made by SPT to ensure compliance with the Scottish Public Sector Equality Duties;

- Approve the "SPT Advancing Equality 2017-21" report attached at Appendix 1 and the Equality Outcomes contained within that report;

- Note that further consultation with equality groups will be undertaken to finailise the 'Advancing Equality' report ahead of the deadline for publication of 30 April 2017; and

- Note the Equality and Diversity Workforce Monitoring Report 2016 (attached at Appendix 2).

6. Consequences

Policy consequences	*In line with the Regional Transport Strategy outcome of Access for All.*
Legal consequences	*In line with the UK Equality Act 2010 and the UK Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012 and the UK Equality Act 2010 (Specific Duties) (Scotland) Amendment Regulations 2016.*
Financial consequences	*None at present.*
Personnel consequences	*Compliance with equalities legislation.*
Equalities consequences	*In line with legislation noted above.*
Risk consequences	*Compliance with equalities legislation is a legal requirement and helps ensure SPT delivers high quality services and maintains reputational standing.*

Name	**Valerie Davidson**		**Name**	**Gordon Maclennan**
Title	**Assistant Chief Executive (Business Support)**		**Title**	**Chief Executive**

For further information, please contact Mhairi Docherty on 0141 333 3584 or John Binning on 0141 333 3248

Strathclyde Partnership for Transport

Advancing Equality 2017

Foreword

'We are pleased to present "Advancing Equality 2017" which sets out SPT's equality outcomes and what we will do to meet our equality obligations.

Transport affects us all. We need it to get to work, to take part in community activities, keep in touch with friends and family and to access services such as healthcare and education. We are committed to making sure that everyone can access the services which we offer, and making sure that these services and how we provide them reflect the needs of people with protected characteristics, including our passengers and staff.

SPT works to embed equality of opportunity in all of our activities and the [Regional Transport Strategy](#) 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*

SPT is a partnership of twelve local Councils in the west of Scotland and we work closely with them in delivering services and investing in the transport network. We also work closely with Transport Scotland, bus operators, ScotRail, ferry providers, Sustrans and our customers and stakeholders to help deliver a more accessible transport network.

Investment in recent years has seen the further roll out of Subway modernisation, progress in promoting smartcard and further investment in the bus network.

Although we have made good progress, we realise that there is always more to be done.

In reviewing our Equality Outcomes, we have undertaken consultation with equality groups, reviewed evidence on the challenges faced by people with protected characteristics and taken on board updated guidance. We are very grateful to everyone who contributed to the development of our long term priorities.

We will continue to work with our partners and stakeholders to enhance the experience of the public as they travel around the west of Scotland. '

Chair.   Chief Executive.

Councillor Jonathan Findlay   Gordon Maclennan

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. Our approach to mainstreaming is set out in section 2.

Engagement and evidence gathering: We have reviewed our evidence base and undertaken an engagement and consultation process with Equalities Groups, stakeholders, and staff. This is set out in sections 3 and 4.

Outcomes: SPT has undertaken a review of the Equality outcomes approved by our Partnership Board in 2013. This review included consultation with equality groups, an analysis of current evidence on the challenges faced by people with protected characteristics, including our customers and staff, and updated guidance on developing equality outcomes.

The output from this process demonstrated that while the equality outcomes remained relevant and fit for purpose, there was a need to ensure they were more specific and easier to monitor. SPT's equality outcomes therefore remain as follows:

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

The outcomes review process, and supporting actions are set out in Section 5.

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 12.21% has been calculated and compared with the relevant UK gender pay gap of 14.9%. We have also set out our policy statement with regards to equal pay. Details of this are available in sections 3.4 to 3.6

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

Part 1 - Introduction

1.1 **About SPT**

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, providing bus infrastructure, and operating regionally significant bus station;
- 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; and
- Acting as the Secretariat for the Strathclyde Concessionary Travel Scheme
- Supporting the integration and continued development of smart ticketing
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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.

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

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

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

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 which demonstrate commitment to the "Equality Duty"[3], which is set out in Section 149 of the Equality Act 2010, which states that public authorities must:

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

Having due regard for advancing equality involves:

- Removing or minimising disadvantages suffered by people due to their protected characteristics.

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[3] In Section 149 of the Equality Act 2010

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

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.

In 2016 an additional duty[4] 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 intend to take 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

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[4] 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**

Our Priorities

SPT's over-riding vision is: "A world-class sustainable transport system that acts as a catalyst for an improve quality of life for all. Ensuring equality of opportunity is at the heart of this vision,

SPT's priorities flow from the Regional Transport Strategy[5] (RTS) and RTS Delivery Plan[6]. The policies set the scope for SPT's role in working towards four key transport outcomes:

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

In addition we have an organisational outcome of:

- Improved service delivery.

We are in the process of undertaking a review of the current Regional Transport Strategy looking towards the development of a new Regional Transport Strategy. As part of this process, SPT will undertake engagement with a range of people and community groups, including equalities groups and we will continue to review our Equalities Outcomes in relation to this work.

Understanding the needs and diversity of experience of communities, passengers and staff is key to achieving this outcome. This assists us in tackling instances of discrimination and unlawful behaviours and considering the way in which we operate can affect relations between different members of the communities that we serve.

SPT leads or is involved in a range of stakeholder engagement groups and activities including the SPT / Councils Liaison Group, the Regional Transport Integration Group, the national Bus Stakeholder Group and many others. SPT is also a statutory Community Planning Partner and is a member of CPP boards across Strathclyde. SPT prepares Transport Outcome Reports for each of our 12 council areas and presents these annually to CPP Boards. SPT is currently preparing for the implementation of the next phase of the Community Empowerment (Scotland) Act.

SPT considers its role as a listed public authority[7] 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.

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[5] For further information on the RTS please visit http://www.spt.co.uk/corporate/about/strategy/regional-transport-strategy/
[6] The RTS Delivery Plan is available here
[7] Prescribed under the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012

2.2 **Steps taken to mainstream equality**

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

SPT functions can be broadly divided in to four distinct areas:

- SPT as a service provider
- Transport Planning and Project delivery
- SPT as an employer
- 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.

2.2.1 **SPT as a service provider**

SPT acts to promote the needs of all its customers and staff including Equalities Groups. The nature of the services we deliver and the practices we undertake inevitably have strong focus on connecting people with daily services. SPT's services by their very nature improve the journey experience for those people with reduced mobility or for whom accessing everyday services and facilities is challenging.

However we work every day to improve the services we provide for our passengers taking into account their individual protected characteristics.

Examples include:

- Announcements on subway trains to support the needs of people who are blind or partially-sighted, older people or people who have a mobility challenge.
- Undertaking way finding surveys at our bus and Subway stations to provide online support for blind or partially sighted people who use our services and need information to help them navigate their around.
- Working with Glasgow Disability Alliance to better understand the needs of disabled people who rely heavily on public transport. GDA is refreshing its Independent Living Strategy and SPT is working in partnership to help support and inform the process.
- SPT worked with the Scottish Government and a range of partners including disabled people to help prepare the Scottish Accessible Travel Framework. SPT participated in the working group and contributed the finalised Framework and its Action Plan.
- SPT represents Scotland Regional Transport Partnerships on the Scottish National Equality Improvement Plan Sounding Board. This group is led by the Scottish Government's Equality Unit and helps to share best practice across Scotland's public sector and approaches to promote improved equality outcomes.
- SPT is working with partners to help promote the Thistle Card which alerts public transport staff to disabilities or conditions of passengers and prompts an assistance response. SPT has consulted across a wide range of equality and disability groups

to ensure that card developed in the west of Scotland's meets the needs of these groups.

- SPT has been working with Alzheimer Scotland to promote dementia awareness and undertake training for SPT's customer facing staff on the Subway and at our bus stations.

- Through our online feedback and enquires phone line, SPT provides MyBus users with the opportunity to provide feedback on the service and has processes in place to respond and, where necessary, react to concerns and requests.

2.2.2 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 as noted above we are in the process of reviewing the current strategy with a view to preparing a refreshed strategy over the next few years. In line with the current RTS SPT has been undertaking the development of transport projects such as Subway modernisation, smartcard ticketing, the Fastlink Bus Rapid Transit scheme and the vitally important planning of supported bus services, MyBus demand responsive transport and providing support for the Community Transport sector through the West of Scotland Community Transport Network.

In undertaking transport planning SPT assesses the equality impacts of its plans and proposals. We have also introduced an equality assessment statement to be included in the preparation of reports to our respective Partnership Board and its Committees. This enables us to flag and monitor equality impacts.

The differential impact of our transport plans and projects on equalities groups is considered throughout our transport planning and project development and local authorities are required to consider this as part of their bids to us for Capital funding. This ensures that the impact of our projects and plans on Equalities Groups is considered. SPT will continue to undertake EIA where we introduce significant changes to the delivery of projects, policies and services.

CASE STUDY
Working with the Community Transport sector, third sector, and our constituent councils, SPT has established Scotland's first Community Transport Public Social Partnership (PSP). This will result in local community transport services being designed and delivered with local communities and service users. In March 2017 SPT organised a National Conference to promote the PSP model with 150 delegates attending from across the Community Transport Sector, NHS, local authorities and third sector organisations. The keynote address was given by Angela Constance Cabinet Secretary for Communities, Social Security and Equalities. This reflected the importance of the PSP model to promote community empowerment and to meet the needs of wide range of Community Transport users including older people, young people and people with a disability. Community Transport and MyBus services sector provide vital support for people accessing healthcare and other vital public services but also being able to get out and about, attend community centres, sporting activities, go shopping, meet friends and families.

2.2.3 **SPT as an employer**

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

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

SPT regularly reviews people policies and processes to ensure that it meets changing legal obligations and best practice. A new Recruitment and Selection Policy was developed and introduced to support the implementation of eRecruitment in July 2016 and embeds equality principles throughout.

We operate fair and objective recruitment and selection, which places emphasis on individual skills, abilities and experience. Selection criteria are reviewed regularly to ensure they are objective, justifiable and essential for effective performance of the role. Staff involved in this process receive training to ensure no bias in recruitment and selection, and how to apply good and fair practice. The eRecruitment system has significantly improved our capability to gather equality data from applicants, both internal and external, and to analyse trends which in turn can inform how and where we recruit to attract a more diverse pool of applicants.

We include equality and diversity in the induction programme for all new 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 mandatory training, and our managers have effective skills in managing diversity so that they can improve the overall performance of SPT. SPT has worked in partnership with Alzheimer Scotland to raise awareness of dementia and how to support others living with this condition whether they be customers, colleagues or family members.

We have also recently refreshed our retirement policies and procedures so to ensure that line managers proactively engage with staff regarding their career and retirement plans as they approach what was traditionally pension age.

In 2016 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

2.2.4 **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, Business Support, is our Equalities Champion and leads our Equalities Working Group comprising staff across SPT Directorates. The Working Group promotes equality policies and wider understanding of equality responsibilities in relation to how we work with each other, the public, passengers and external colleagues.

Equality Impact Assessment
SPT has also undertaken Equality Impact Assessments for projects including Subway modernisation, Fastlink (with Glasgow City Council as project manager) and smartcard. Details of these assessments are available on SPT's website.   In addition SPT undertakes Equality Screening for all contracts in excess of £50,000.

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

In order to meet our obligations under the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012 (9) the Duty to consider award criteria and conditions in relation to public procurement, SPT has published the Procurement Strategy. This commits SPT to "ensure the supply chain has declared their compliance with relevant legislation, including but not limited to equalities, environmental, social and employment". We meet this objective through a declaration from tenderers within each tender that they comply with the Equality Act 2010. All contracts awarded also include an audit clause, giving SPT the ability to randomly check.

In order to further meet our objectives we complete a mini-equalities impact assessment for each procurement exercise where the value is over £50,000. This assessment covers consideration to ensure the protected characteristics are considered and if possible we look to positively influence these. We look at product and process across the characteristics as part of our consideration. SPT will review and, where appropriate, improve, this process and within the next year the procurement team will undergo further training on how to ensure the highest quality is achieved whilst considering the protected characteristics.

Board Succession Planning
Succession Planning is about ensuring SPT's Partnership board is reflective of the wider community and can draw upon the greatest range of skills, experiences, knowledge and expertise to maximise its effectiveness. SPT will prepare a Board Succession Plan with support and input from Partnership members on the formation of SPT's new Partnership following the Local Government elections in May 2017. Scottish Government Guidance acknowledges that a number of public boards comprise elected and no elected members but aims to effectively harness the diverse contributions that Board members make. SPT has no input to the process for nominating elected members to its Partnership Board. Bearing this in mind, SPT's planning for Board Succession will consider Board Diversity by working to ensure that:

- Succession planning is led by the Board, and harnesses the knowledge and expertise of the Chief Executive and other executive officers.
- That Board members have the skills, experience, knowledge and other relevant attributes for the Board to perform effectively, and ensuring there is diversity in relation to members' protected characteristics.
- Board succession is considered in light of the body's long-term strategy
- We maximise our engagement to attract people from underrepresented groups so that they are in the best possible position to maximise the opportunities at appointment rounds.
- Nurture a talent pool which allows those with no previous Board experience to develop the skills required to become a Board member, for example through shadowing or mentoring.
- Engage with some target groups on an on-going basis, in order to develop awareness and understanding.

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 nine appointed members. The gender balance of Councillor Members of our current Partnership Board is 18 men and 2 women. In line with the Transport (Scotland) Act 2005, elected members are appointed to SPT's board by the constituent Local Authorities. The gender balance for appointed members is 6 men and 3 women.

In 2016 we recruited additional appointed members to our Board, through a transparent recruitment process including a wide 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.

3.2 **Gathering and using employee information**

SPT currently employs 533 as at 31 December 2016. This is a 4% reduction compared to our previous report in 2015. As well as implementing an eRecruitment process in July 2016 which embeds the requirement for applicants to complete equality monitoring information, SPT asked all staff to complete an equality monitoring survey in November 2016; 70% chose to do so. SPT intends to undertake this exercise on a regular basis in order to refresh the data held and to build a more complete picture of our workforce.

3.3 **Summary of analysis for each relevant protected characteristic**

3.3.1 **Age**

Staff turnover remains low at SPT and as a result the overall workforce profile has not changed significantly since our 2015 report. Almost a quarter of our workforce (23%) 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 62%; and the proportion of our workforce aged 20-25 has remained static at 4%.

In terms of recruitment, 13% of our new starts are aged between 20-25, reflective of the number of candidates who applied for vacancies from this age group during 2016 (12%).

3.3.2 **Caring responsibilities**

SPT gathered data on caring responsibilities for the first time in 2016 and found that 21% of staff have caring responsibilities although we have not sought to distinguish between caring for elderly dependents, children/grandchildren or, for example, caring for a spouse or partner at this stage. The proportion increased significantly, to 28%, in terms of those aged 45-54.

3.3.3 **Disability**

A higher proportion of staff than ever before have shared their personal data with us regarding disability reducing the gap from 36% to 13% in terms of our workforce data set, 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 increased slightly to 11% at December 2016 from the 9% reported 2 years ago.

3.3.4 Gender Reassignment

None of our current staff, or applicants for jobs in 2016, declared that they have undergone or intend to undergo gender reassignment. We will continue to request information and will monitor this data regularly.

3.3.5 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 increased slightly to 2%. 24% of staff are single.

3.3.6 Pregnancy and Maternity

9 staff took maternity leave in 2016. Of those who have returned to work to date only one person reduced their working hours / changed their working pattern on their return to work. None have left SPT following maternity leave although some of this group have yet to return from extended maternity leave.

3.3.7 Race

The race profile in SPT has seen little change over the last four years with the number of staff declaring that they are from a BME (Black/Minority/Ethnic) group remaining at a constant 2%. This remains lower than the latest Scottish Government statistics which shows that BME people make up 3.4% of Scotland's population. In terms of recruitment, 6% of new starts during 2016 were from a BME group, although this represents only 2 people.

3.3.8 Religion or belief

More staff than previously shared information relating to religion or belief when completing the equality monitoring survey in November 2016 although 8% still 'prefer not to say' and 10% remain unknown (26% was unknown 2 years ago). The data continues to show a broad range of beliefs amongst staff. Christianity remains the most represented religion with 49%; a further 6% are Muslim, Hindu, Sikh or 'other' and 27% of staff have no religion.

3.3.9 Sex

In SPT our male to female ratio is 61% male and 39% female. There is generally a good balance of men and women across most of SPT's job grades, although it remains evident that there is a significantly higher number of females in the lowest job grade A and under representation at senior levels i.e. grades F, G and Chief Official.

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

3.3.10 Sexual Orientation

Heterosexuals make up the single biggest group in SPT in terms of sexual orientation at 80% of all staff. There has been limited change in terms of the proportion of staff identifying themselves as from the LGBT community; this has increased from 2% to 3% since 2015.

3.4 Gender Pay information

Our most recent gender pay gap (calculated as the percentage difference between men's average hourly basic pay on a full time equivalent basis, and women's) showed that the gap has reduced from 12.34% at March 2015 to 12.21% at December 2016. By way of

comparison, "Close the Gap"[8] provisional data suggests that the national average pay gap is 14.9% on a basic pay only basis.

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

3.5 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 5 April 2017. 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.

3.6 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.

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[8] Close the Gap is a partnership project working with employers, employees and policymakers to enable and encourage action to address the causes of women's inequality at work.

Part Four – Evidence Gathering, Engagement and Issues Identification

4.1 **SPT's approach to Evidence Gathering and Engagement**

To inform the review of our Equality Outcomes, and to understand the experiences of Equalities Groups in accessing our services, we took a four stage approach to evidence gathering and engagement:
1. Review and update of the evidence base established in 2013 (quantitative desktop evidence review and a review of relevant literature).

2. Consultation with over 20 equalities groups and communities in relation to understanding their experience of SPT and public transport in general and to gauge views on the Outcomes set in 2013.

3. Consultation with staff to understand their experiences and knowledge of the Equalities Duty.

This allowed us to identify a range of issues to inform our outcome setting process.

4 A subsequent engagement process was then undertaken with Equalities groups and SPT Staff to review our draft Outcomes.

In addition, SPT has engaged regularly with a range of equality groups, including but not limited to:

- Alzheimer Scotland

- Glasgow Disability Alliance and Glasgow Centre for Independent Living Coalition for Racial Equality and Rights

- West Dunbartonshire Equality Forum

- East Ayrshire Equality Forum

- North Lanarkshire Youth Council

These discussions have provided valuable insight and assisted our understanding of the experiences of local communities and people with protected characteristics.

Key findings from our evidence gathering and engagement exercise are set out below.

4.2 **Evidence Review Key findings**

4.2.1 **Age**

22% of residents are under 20 years of age (480,127), 55% aged 20-59 years (1,206,083) and 23% aged 60 years or older (514,694).[9] The trend since 2011 shows a 3% decrease in the number of residents under 20 years of age, no change in the number of people aged 20 – 59 years and a 5% increase in the number of people aged 60 years or older.[10]

In 2015, 88% of SPT-area residents aged 60 years or older held a National Entitlement Card.[11] Over an average week and month in 2015, a higher proportion of SPT residents aged 60 years or older used the NEC to travel on local bus services than across Scotland as a whole.

In the SPT area, adult residents under 35 years of age or aged 60 years or older are more likely to use bus services at least once per week than people aged 35 – 59 – about one-

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[9] National Records for Scotland. Small Area Population Estimates 2015. Using datazone figures.
[10] Comparing Small Area Population Estimates 2015 to Scotland Census 2011 figures.
[11] Scottish Household Survey 2015 results in Travel and Transport in Scotland 2015: Local Area Results. Transport Scotland.

third of people in the former age groups use bus services at least once over an average week in 2014 compared to about around one-fifth of people in the latter age groups.[12]

Older residents are more likely to find local public transport services inconvenient than younger residents.

In the SPT area adults aged under 25 years or aged 75 years or older are less likely to have a full driving licence than people aged 26-74.

Scottish residents aged 65 years or older are more likely to live in a household whose members have no access to a car for private use than persons aged under 65 years.[13]

Summary of key findings (includes findings from desktop review of evidence in addition to the points raised in paragraph 4.2.1 above)

- Increased reliance on public transport by young people and older people

- Degree of frailty may mean older people are feel more vulnerable to intimidation on the transport system or while travelling to or from a transport hub

- Older people are more likely to find public transport inconvenient

- Transport affordability, service reliability and evening and weekend service provision are issues for young people

- There are many cross-cutting issues between older people and disabled people e.g. hearing problems, visual impairment, and reduced mobility

4.2.2 Disability

In the SPT area, about one resident in every five (21%) has a long-term illness or disability that limits daily activities. [14]

About two in every five (40%) of Scottish residents who have a long term illness or disability that limits their daily activities (either a lot or a little) live in households with no access to a car for private use, compared to 19% for residents who do not have a long term illness or disability.[14]

In 2016 in the SPT area, there were 77,437 National Entitlement Cards issued to persons with a disability and 6,624 issued to persons with a visual impairment.[15]

Summary of key findings:

- 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.

- Accessing infrastructure and vehicles can be highly problematic for some people within this group (e.g. raised kerbs[16]buses, taxis, trains)

- Availability of assistance in planning a journey and undertaking a journey is important

- Difficult to make spontaneous journeys and fear of "something going wrong"

- Social attitude towards wheelchair users when boarding /alighting from buses – intolerance of the delay created.

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[12] Scottish Household Survey 2014.
[13] Scotland Census 2011.
[14] Scotland Census 2011. National Records of Scotland.
[15] Scottish Transport Statistics 2016. Transport Scotland.
[16] Raised kerbs at bus stops help people with mobility challenges to access buses. However, where buses are prevented from parking parallel to the raised kerb e.g due to obstruction by parked cars, they can become an obstacle),

- Accessibility of service information, and information on accessibility of transport infrastructure or vehicles provides certainty in the journey experience
- Footway quality and the use of "shared space" in public realm creates barriers in people reaching transport hubs and stops

4.2.3 **Gender Reassignment**

It is widely recognised that there is limited evidence into the experiences of transgender people in Scotland. The Registrar General for Scotland maintains a Gender Recognition Register in which the birth of a transsexual person whose acquired gender has been legally recognised is registered showing any new name(s) and the acquired gender. This enables the transsexual person to apply to the Registrar General for Scotland for a new birth certificate showing the new name(s) and the acquired gender. In 2015, there were 25 entries in the Gender Recognition Register, an increase of 9 since 2014. The Gender Recognition Register is not open to public scrutiny.[17]

It is also recognised that some people feel that their gender identity cannot be simply defined in the binary terms of 'man' or 'woman' since they may experience gender in another way. This group of people is widely referred to as non-binary. The Scottish Trans Alliance research has identified that many non-binary people are not comfortable being open about their identity in accessing public services or workplace. Around one third of those surveyed had avoided interacting with public services because of fear of being harassed, or being assumed to be either non-binary or as a gender with which they do not identify.

Summary of key findings:
- Attitudes of staff or other passengers towards people who are transgender and the use of gendered language and the provision of gendered facilities can result in feelings of exclusion and prevent people from accessing services.

4.2.4 **Pregnancy or Maternity**

There were 22,788 live births in 2015 within the 3 health board areas covering the SPT area (Greater Glasgow and Clyde, Ayrshire and Arran and Lanarkshire.) The dominant age group for those bearing children is age 25-34. [18]

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

Summary of key findings with regards to Pregnancy or Maternity: (note that these barriers are not exclusively experienced by women and can apply also to parents regardless of sex)

- Travel between home, work, nursery, the "school run", groups and clubs.
- May have buggy and shopping, or more than one child, and so may be problems accessing vehicles/infrastructure, and also difficulties on-board vehicles.
- Affordability issues if returning to work after bringing up children.
- Comfort during journey (particularly for pregnant women).

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[17] NRS Registration Division
[18] National Records for Scotland, Vital Events Reference Tables 2015 Section 3. Live Births, Stillbirths and Maternities, by sex of child, marital status of parents and age of mother, Scotland and administrative areas, 2015

4.2.5 Race

Black or other ethnic minority persons make up about 5% of the SPT area residential population – 3% of residents are Asian or Asian-British, about 1% of residents are African or African-British, and about 1% of residents have mixed ethnicities or other ethnicities. The BME population in the Glasgow local authority area is 12% of the local population.[19]

Black or other ethnic minority residents in the SPT area have similar levels of satisfaction with local public transport services as non-BME residents.[20]

Black or other ethnic minority residents in the SPT area are less likely to have a driving licence than other residents, with about half (50%) of BME residents holding a full licence compared to 62% of other residents.[20]

Summary of key findings
- Higher BME population within Glasgow City Council area than the SPT area in general.
- Connections to specific ethnic community shopping, services and facilities are sometimes lacking.
- "Imaging" in transport marketing e.g. no representation of their ethnic group in photographs, publicity etc. can result in feelings of exclusion.
- Language differences can create a communication barrier which can result in difficulties in understanding timetables, signs, documents, instructions and challenges in asking for assistance.

4.2.6 Religion or Belief

About 63% of residents of the SPT area reported currently having a religion and 37% of residents did not state a religion or do not have a religion. 60% of residents were Christian, 2% were Muslim and 1% of residents were Buddhist, Hindu, Jewish, Sikh or of another religion.[19]

Residents whose religion is Roman Catholic or non-Christian were slightly less likely to have a full driving licence than other residents.[19]

Residents whose religion is Roman Catholic or non-Christian are more likely to use a bus over an average week than other residents.[19]

Summary of key findings:
- Limited difference in relation to reliance on public transport.
- Key concern relates to availability of transport to local place of worship or a religious festival and availability of space for worship throughout journey.
- Attitude of other passengers due to religion or belief can limit travel choices.

4.2.7 Sex

In 2015, 52% of the SPT area population was female and 48% was male.[21]

16% of women in the SPT area do not agree that they feel safe using bus services in the evening compared to 5% of men.[20]

25% of women in the SPT area use bus services more than once per week over an average week compared to 19% of men.[20]

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[19] Scotland Census 2011. National Records of Scotland.
[20] Scottish Household Survey 2014.
[21] Small Area Population Estimates 2015. National Records of Scotland.

55% of women in the SPT area hold a full driving licence compared to 71% of men. [20]

20% of women in Scotland live in a household with no access to a car for private use compared to 25% of men.[22] 46% of men in Scotland drive everyday compared to 37% of women.[23]

In commuting, women are more likely than men to walk to work or ride a bus to work whereas men are more likely to drive or cycle.[24]

Summary of key findings:
- Women use bus services more than men and are more reliant on public transport in general
- Safety and feelings of safety have an significant impact on women's travel choices
- Women feel less safe than men when travelling at night
- Trip purposes and patterns differ for women compared to men e.g. working part-time or shifts, or in relation to caring responsibilities

4.2.8 **Sexual Orientation**

The Scottish Government report 'Sexual Orientation in Scotland 2017' identifies that lesbian, gay, bisexual or other (LGBO) adults, compared to heterosexual adults, were more likely to be younger; be single; live in large urban areas; live in deprived areas; report bad general health; smoke; be unemployed; and have a degree; It also shows that attitudes towards lesbian, gay and bisexual people in Scotland have become more positive over the past decade.

Despite increased acceptance of LGBO people, some research findings show that this group continues to face discrimination and inequality. For example, the Scottish LGBT Equality Report[25] found that 89 per cent of its survey respondents believe that LGBT people face inequality, with 79 per cent of the LGBT respondents experiencing an incident of prejudice or discrimination in the last year. In addition, in 2015-16, there was an increase of 20% in reported incidents of harassment relating to sexual orientation, on the previous year.[26]

Summary of key findings:
- Attitudes of other passengers due to being gay, lesbian or bisexual.
- Imaging in marketing – generally emphasis is on heterosexual "family" style.
- 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.

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[22] Scotland Census 2011. National Records of Scotland.
[23] Scottish Transport Statistics 2016. Transport Scotland.
[24] Scottish Household Survey 2015.
[25] Equality Network, 2015
[26] Hate Crime in Scotland 2015-16

4.3 **Consultation with SPT staff**

In 2013 our discussions with staff highlighted issues around awareness of equality policies within the organisation, the confidence of staff in meeting their responsibilities in doing their job and experiences in interacting with members of the public and other members of staff.

As set out in part 2 and 5 of this report, we have taken steps to address the issues raised in previous consultations. To understand the effectiveness of the steps SPT undertook a survey of its staff. The purpose of this survey was to gauge how confident our staff felt about their understanding of equalities and 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. The response rate was over 80%. The results are set out in Appendix 1. The main findings are set out below:

Key emerging issues:
- The majority of staff are aware of their responsibilities under the equalities act as an employee and when interacting with members of the public.

- 1 out of 8 staff members felt uninformed in relation to responsibilities, roles and rights, under the Equality Act Legislation as an employee.

- Almost half of staff would like further information or training about their responsibilities, roles and rights under the Equality Act Legislation as an employee and more than one third would like further information in relation to their interaction with customers.

- The majority of staff are aware of the processes for reporting incidents of victimisation or harassment, but a number of incidents have not been recorded.

- 68% of staff felt that SPT had made progress in promoting equality for staff, passengers and partners.

4.4 **Areas where further work is required**

SPT recognises that work to promote equality is an on-going process. In particular, there are a number of areas where there is currently limited evidence on people's experiences to draw on. Examples include, understanding intersectionality which refers to the identity and experiences of a person who has more than one protected characteristic e.g. a disabled woman who is also from a BME background.

We are aware that many of the issues emerging from our evidence review and consultation are not specific to equality groups. However, differential impacts are often experienced by members of equality groups which can make using public transport more challenging. SPT will continue to engage with equality groups to understand these issues better, reflect on the emerging evidence and update our approach rather than await the next equalities reporting cycle.

Part Five – SPT's Equality Outcomes

5.1 **Review of progress against Outcomes set in 2013**

Progress has been achieved since SPT published its equality outcomes in 2013 as follows

Outcome 1	SPT understands and responds to the needs of communities, passengers and staff

To address this outcome, SPT has:
- Introduced a Customer Charter;
- Continued to invest in raised kerbs at bus stops to enable level access onto buses for passengers and improved bus shelters including more with lighting;
- Invested in a region wide real-time information system at bus stops;
- Continued investment in in low-floor, wheelchair-accessible buses for operation on SPT supported services;
- Further embedded Equality Impact Assessment into decision making about our projects, policies and services;
- Worked more closely with our stakeholders including equality groups in how we plan and deliver projects and services;
- Continued to invest in infrastructure and services that meet the needs of people across the protected characteristics;
- Collaborated with the Community Transport Sector to establish the west of Scotland Community Transport Network and Scotland's first Public Social Partnership (PSP) for Community Transport. Community Transport is a lifeline service for many people in Scotland's most rural and deprived communities and the PSP is an example of community empowerment in practice as SPT, the third sector and services users can work to co-produce service delivery;
- Established the Strathclyde Bus Alliance to help arrest the decline in bus use in the west of Scotland, which is a critical transport mode for some of our most vulnerable people and communities;
- Undertaken way finding surveys at our bus and Subway stations to help blind and partially sighted people to navigate the network;
- Introduced Scotland's first smartcard system on the Subway making transport more accessible and easier to use for people with a disability or mobility challenge;
- Achieved RNIB accreditation for SPT's website;
- Further rolled out our programme of dementia awareness raising to SPT staff;
- Undertaken further Equality Impact Assessments, including for Subway Replacement bus service during the brief period of closure for Subway modernisation works; and
- Actively engaged on equality issues with service users, representatives of equality groups and staff, documenting where appropriate.

Outcome 2	SPT's passengers and staff feel safe

To address this outcome, SPT has:

- Continued to invest in improved lighting at Subway and bus stations, including those stations revamped during Subway modernisation. The most recently modernised stations at St. Enoch, Buchanan Street and Govan Interchange. Modernisation works at Kelvinbridge and Cessnock are underway all have improved design, wayfinding and lighting to ensure a welcoming, safe, ordered and calm environment. Over the next few years all fifteen stations on the network will be completed to the same standards;

- Invested in modernised bus facilities at Govan Interchange. and we are now moving forward with designs for a new bus facility at Partick Interchange with improved safety, lighting and passenger information;

- Undertaken an advertising campaign making clear SPT will not tolerate anti-social behaviour aimed at passengers or staff; and

- Subway passenger surveys found high levels of satisfaction in relation to safety and security.

Outcome 3	SPT advances equality through working with partners

To address this outcome, SPT has:

- Worked with local councils and bus operators to improve the public's perception of bus services. There are now four Statutory Quality Partnerships in the SPT area, which deliver improved bus corridors with modern buses and infrastructure enhancements, improving the quality and accessibility of services on these corridors;

- Continued to work with engineering students from Glasgow University, as part of their design module through Glasgow School of Art. Students developed projects to improve accessibility across the public transport network. This approach builds understanding of the needs of people with a disability when designing new infrastructure;

- As part of the ScotRail Rail franchise, Abellio has established West of Scotland Transport Integration Forum, which SPT chairs. The group brings together representatives from across public transport and the group's focus is to "drive transport integration" across modes with a strong focus on achieving passenger benefits; and

- The Strathclyde Bus Alliance has been formed to address the challenge of falling bus patronage in Strathclyde, to prevent further deterioration in bus service provision and maintain transport links, including for some of Scotland most deprived communities.

Outcome 4	SPT is a fair, flexible and supportive employer

Progress against this outcome is as follows:

- SPT has published details of the gender pay gap and occupational segregation. 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;

- SPT has continued to update its HR policies to ensure practices are in line with legislation and staff understand their rights in this regard, including:
  - Refreshed retirement policies
  - Recruitment and selection policy
  - Recruitment of ex-offenders policy;

- SPT has undertaken equalities awareness training and an all staff equalities consultation;

- There are proportionately more male than female staff at SPT. This may in part be attributable to the perception that jobs within the transport sector are "male" orientated and that personal safety can be a factor in choosing jobs within the transport sector. SPT will continue to monitor and review 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.

5.2 **Definition of an Outcome**

An Equalities outcome is identified by the EHRC[27] as:

"An equality outcome is a result which an authority aims to achieve in order to further one or more of the three needs of the general equality duty, to eliminate discrimination, advance equality of opportunity and foster good relations."

More specifically:

"results intended to achieve specific and identifiable improvements in people's life chances."

In 2013 SPT's equality outcomes were developed in consultation with a range of equalities groups and members of staff and aimed to reflect the range of issues and concerns expressed about equality and the transport network.

Following recent engagement with equalities groups and communities, we consider that that while significant progress has been made to achieve the outcomes set in 2013, and while the rationale for the outcomes remains relevant, there is a clear need to make the outcomes more specific.

Taking this into account, we have retained the original outcomes as themes and have developed a clear set of specific outcomes under these themes that reflect the key issues emerging from engagement with equalities groups and as part of our wider evidence gathering. On this basis our equality themes are as follows:

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[27] Equality Outcomes Self-assessment Tool for Public Authorities in Scotland, EHRC, 2015

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

5.3 **Outcomes setting**

As set out in part four of this report, we undertook an evidence gathering and engagement exercise to identify key issues that the require consideration in setting out Equality Outcomes. The following issues were identified.

Issues/ Situation/Problem	Protected Characteristic for which issue is relevant							
	Age	Disability	Gender Reassignment	Pregnancy or maternity	Race	Religion or Belief	Sex	Sexual Orientation
SPT understands and responds to the needs of communities, passengers and staff								
The affordability of public transport is a significant issue for many people on low incomes and can inhibit people from fulfilling their potential and participating fully in their communities.	x	x					x	
Language differences create difficulties in accessing public transport information, limiting people's travel choices					x			
Certainty around the availability of assistance creates confidence in planning and undertaking a journey	x	x	x	x	x	x	x	x
Availability of information relating to the accessibility of transport infrastructure and vehicles creates certainty and confidence in a journey experience	x	x						
Availability of public transport connections to community specific facilities, services and events can limit participation in community life	x				x	x		x
Unnecessary use of gendered identity in customer interaction and in the provision of facilities, and in gathering information on staff and service users can result in feelings of exclusion			x					
SPT's passengers and staff feel safe								
Levels and perceptions of safety influence people's decisions on how and when they travel.	x	x	x	x	x	x	x	x
Fear of harassment on the grounds of people's age, sex, gender identity, disability, race, religion or belief or sexual orientation can influence people's decisions on how and when they travel.	x	x	x	x	x	x	x	x
SPT is a fair, flexible and supportive employer								

Issues/ Situation/Problem	Protected Characteristic for which issue is relevant							
	Age	Disability	Gender Reassignment	Pregnancy or maternity	Race	Religion or Belief	Sex	Sexual Orientation
Not all staff completed their individual equality and diversity monitoring form or part completed or selected the option 'prefer not to say	x	x	x	x	x	x	x	x
A small percentage of staff do not report incidents of harassment or victimisation or are not clear on the steps to report	x	x	x	x	x	x	x	x
Desire for more staff information / training about responsibilities, roles and rights under the Equality Act Legislation	x	x	x	x	x	x	x	x

Following the identification of these issues we then identified specific outcomes which can be achieved through targeted action to address to these issues and the ways in which we well track our progress towards achieving progress in these areas.

5.4 **Outcomes**

The outcome of the review process involved analysis of the issues which have emerged from consultation and engagement and how we can use this information to improve equality outcomes as set out in Part 4 of this report. The tables below set out the key emerging issues, proposed action to tackle this and how this can be measured.

Appendix 1

5.4.1 **SPT understands and responds to the needs of communities, passengers and staff**

Situation/Problem	Outcome	What we aim to achieve and how it will be done	How we measure progress	Equalities groups	General Duty
The affordability of public transport is a significant issue for many people on low incomes and can inhibit people from fulfilling their potential and participating fully in their communities	Subway passengers are aware of the most appropriate affordable ticket types for their journey	Raise awareness of the range of Subway ticket options through the actions from the Subway Patronage Strategy	Passenger survey	Age Disability Sex	Advance equality of opportunity between different groups
Language differences create difficulties in accessing public transport information, limiting people's travel choices	People's travel options are not limited by language barriers	Better understanding of transport services through improved information provision	Passenger survey	Race	Advance equality of opportunity between different groups
Certainty around the availability of assistance creates confidence in planning and undertaking a journey	People's travel intentions are not limited by uncertainty	It is clear to the public where assistance is available within our Subway stations and bus stations, and how this can be accessed The level of assistance which drivers on our MyBus and supported bus services are expected to provide is publicly available and clear Information is easily available on the typical Subway, bus and MyBus journey	Passenger survey	Age Disability Pregnancy and Maternity	Advance equality of opportunity between different groups
	Staff provide appropriate assistance to passengers when required	Through regular training, staff are confident in providing appropriate assistance to passengers when required	Passenger survey Staff Survey	All	Advance equality of opportunity between different groups
Availability of information relating to the accessibility of transport infrastructure and vehicles creates certainty and confidence in a journey experience	People can be certain as to which parts of the transport network are accessible and where there is infrastructure in place to aid accessibility	Information is available on the accessibility of Subway and SPT bus stations	Describe on line surveys are complete SPT's Accessibility web	Age Disability	Advance equality of opportunity between different groups

Situation/Problem	Outcome	What we aim to achieve and how it will be done	How we measure progress	Equalities groups	General Duty
			page is available		
Availability of public transport connections to community specific facilities, services and events can limit participation in community life	People use the Subway to access community specific events and facilities where appropriate.	SPT is aware of community specific events and facilities which can be accessed by Subway and promote this travel option accordingly	Subway Patronage	Age Race Religion and belief Sexual orientation	Advance equality of opportunity between different groups Foster good relations between different groups
Unnecessary use of gendered identity in customer interaction and in the provision of facilities, and in gathering information on staff and service users can result in feelings of exclusion	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	National Social Attitudes Survey	Gender reassignment	Eliminate unlawful discrimination, harassment and victimisation Advance equality of opportunity between different groups

5.4.2 **SPT's passengers and staff feel safe**

Situation/Problem	Outcome	What we aim to achieve and how it will be done	How we measure progress	Equalities groups	General Duty
Levels and perceptions of safety influence people's decisions on how and when they travel.	Passengers feel safe and secure when using the Subway, SPT bus stations and supported bus services	Passengers are aware of the measures we have taken to create safe environments in the Subway, our bus stations and on our supported bus services through: • Regular patrols by SPT staff and British Transport Police • Increased visibility of the steps we take to improve safety	Passenger Survey SPT Incident log	All	Eliminate unlawful discrimination, harassment and victimisation Advance equality of opportunity between different groups
Fear of harassment on the grounds of people's age, sex, gender identity, disability, race, religion or belief or sexual orientation can influence people's decisions on how and when they travel.	Passengers will be free from abuse or harassment when using the Subway or SPT bus stations	Passengers know that SPT will not tolerate any form of harassment or abuse towards its staff or passengers and that we take action when incidents are reported through: • Focussed campaigns • Improved partnership working with British Transport Police • Staff presence	Passenger Survey	All	Eliminate unlawful discrimination, harassment and victimisation Advance equality of opportunity between different groups Foster good relations between different groups
	Staff will act if they witness an incident of harassment or discrimination	Staff are confident to take appropriate action: • Staff training; • Procedures; and reporting mechanisms.	Staff survey Incident log	All	Eliminate unlawful discrimination, harassment and victimisation Advance equality of opportunity between different groups Foster good relations between different groups

5.4.3 **SPT is a fair, flexible and supportive employer**

Situation/Problem	Outcome	What we aim to achieve and how it will be done	How we measure progress	Equalities groups	General Duty
Not all staff completed their individual equality and diversity monitoring form or part completed or selected the option 'prefer not to say	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	Equality and diversity monitoring survey returns	All	Advance equality of opportunity between different groups
A small percentage of staff do not report incidents of harassment or victimisation or are not clear on the steps to report	SPT staff work in an environment that is free from harassment and victimisation	Reinforce the process for reporting concerns or complaints about harassment or victimisation through: • Incorporate into staff induction; • Regular training; • On-going awareness raising	Staff survey Incident log	All	Eliminate unlawful discrimination, harassment and victimisation
Desire for more staff information / training about responsibilities, roles and rights under the Equality Act Legislation	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: • Staff training; • Information sharing; and • Communication.	Staff survey Passenger Survey	All	Eliminate unlawful discrimination, harassment and victimisation Advance equality of opportunity between different groups Foster good relations between different groups
	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 ongoing: • Staff training; • Information sharing; and • Communication.	Staff survey Passenger Survey	All	Eliminate unlawful discrimination, harassment and victimisation Advance equality of opportunity between different groups

5.4.4 **Equality theme: SPT advances equality through working with partners**

The tables above demonstrate the outcomes SPT has identified, through consultation and analysis, to meet our equality obligations. However, many of the issues identified through this process are outwith the direct control of SPT or will require the engagement and active support of our partners.

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

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

- Our Partnership Board and Committees;
- Community Planning Partnerships;
- The west of Scotland Regional Transport Integration Group;
- The Strathclyde Bus Alliance; and
- Groups established by our equality stakeholders.

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

Appendix 1

The SPT Staff Survey was undertaken in November 2016 using paper surveys during Subway staff training week and an on-line version for other members of staff. An email was sent to all staff to introduce staff to the survey and encourage participation and a further reminder email was sent to all staff 4 days into the response period. 459 responses were collected, representing about 85% of employees.

Survey Questionnaire and Responses

Q1.

In 2013 SPT produced "Advancing Equality" which sets out SPT's equality outcomes. In 2015 we reported on progress including in areas such as updating our equality policies; staff training and awareness raising; investment in public transport accessibility; and working with partners to understand the impacts of what we do.

How do you rate SPT's progress in recent years to promote equality for staff, passengers and partners? Please tick one option.

Answer	Percentage
Excellent	8%
Good	36%
Fair	24%
Poor	15%
Don't Know	17%

Q2a.

Now please tell us how informed do you feel about your rights, roles and responsibilities under the Equality Act Legislation, in the following way:

As an employee of SPT? (please tick one):

Answer	Percentage
I do not feel informed at all	13%
I feel somewhat informed	65%
I feel very well informed	22%

Q2b.

When interacting with customers or members of the public?

Answer	Percentage
I do not feel informed at all	8.5%
I feel somewhat informed	50%
I feel very well informed	33%
I do not interact with customers or members of the public in my job at SPT	8.5%

Q3.

Would you like to receive more information or training about your rights, roles or responsibilities under the Equality Act Legislation? Please tick all that apply.

Answer	Percentage
Yes - I would like to be better informed about my rights, roles and responsibilities under the Equality Act as an employee of SPT.	50%
Yes - I would like to be better informed about my rights, roles and responsibilities under the Equality Act in relation to interacting with customers or members of the public.	35%
No - I feel well informed about my rights, roles and responsibilities under the Equality Act.	38%

Q4.

Are you aware of the processes for reporting concerns or complaints about harassment or victimisation, whether these relate to customers or colleagues including those external to SPT? Please choose one answer.

Answer	Percentage
Yes – very aware	34%
Yes – somewhat aware	52%
No – not aware	13%

Q5.

Over the past 12 months, do you feel you have experienced harassment or discrimination by another member of SPT staff because of any personal characteristic(s) that are protected under the Equality Act? Please choose one answer.

Answer	Percentage
Yes – and I reported it	1%
Yes – and I did not report it	6%
No	77%
Not sure	6%
I do not want to answer this question	10%

Q6.

Over the past 12 months, do you feel you have experienced harassment or discrimination by a customer or member of the public because of any personal characteristic(s) that are protected under the Equality Act?

Answer	Percentage
Yes – and I reported it	5%
Yes – and I did not report it	8%
No	78%
Not sure	4%
I do not want to answer this question	5%

Q7. – Free comment

Please leave comments in the box below if you have any additional points or suggestions about equality issues at SPT.

27 members of staff made additional comments.

Strathclyde Partnership for Transport

Equality and Diversity

Workforce

Monitoring Report 2016

Contents

List of Figures

1.   **INTRODUCTION**

1.1   SPT remains committed to meeting its obligations under The Equality Act 2010 and subsequent Public Sector Equality Duties and continues work to identify improvements to how it gathers and analyses data about and from our workforce.

1.2   This is SPT's third Equality and Diversity Workforce Monitoring Report (EDWMR), with the previous reports being published in April 2013 (data at 31 December 2012) and April 2015 (data at 31 March 2015). In order to more consistently assess progress and to ensure compliance with SPT's governance, as well as external reporting requirements, this and future reports will be based upon data at 31 December of the preceding year (i.e. the March 2017 report reflects data as at 31 December 2016).

1.3   SPT regularly monitors the profile of our staff to meet our legal obligations in line with good practice. Monitoring and analysis also informs our equality impact assessments.

1.4   Efforts to build a more comprehensive data set have continued. The Equality Monitoring Survey undertaken in November 2016 achieved a good response rate of 70% and, perhaps more importantly, many more staff have chosen to share their personal data against each of the protected characteristics which is testament to our efforts to increase staff confidence in how this data is used. This also means that our analysis has fewer gaps where data is 'not known', notwithstanding the fact that some staff 'prefer not to say' what category applies to them, as is their prerogative. Furthermore, the implementation of an e-Recruitment system in July 2016 means that SPT can better monitor how we recruit, where we advertise and so on to achieve a more diverse and inclusive workforce in the longer term.

2.   **PURPOSE OF THIS REPORT**

2.1   The purpose of this report is to provide evidence of progress against SPT's Equality Outcomes and to set out the results of employment monitoring over the year from 1 January 2016 to 31 December 2016.

2.2   The report focuses on the main protected characteristics of age, caring responsibilities, disability, gender re-assignment, pregnancy and maternity, marital status/civil partnership, race, religion or belief and sex.

3.   **STAFF IN POST**

SPT had 533 employees as at 31st December 2016. This is a reduction of 23 employees compared to our previous EDWMR in 2015. There has been little change in terms of contract type, with 0.75% of employees on fixed term contracts and 10% of all staff part-time compared with the 1.3% and 9.5 % respectively reported in 2015.

ANNUAL STATISTICS FOR PROTECTED CHARACTERISTICS

4.   AGE

4.1   SPT's overall staff profile in terms of age has remained fairly static over the last few years. Staff within the 35-44 and 45-54 age groups represent 62% of the total workforce compared to 63% in our 2015 report.

Figure 1 below confirms that SPT's overall ageing workforce profile has not changed significantly since the first report in 2012; 23% of the workforce now fall into the 55+ age group and only 4% within the 20-25 age group.
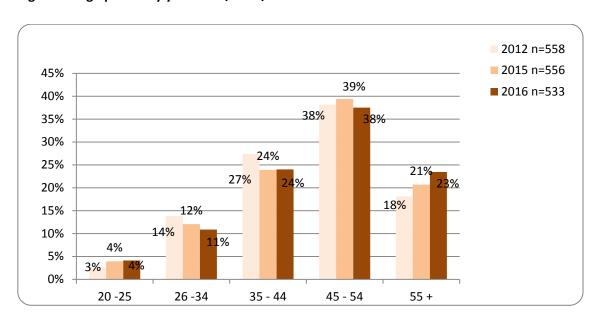
Figure 1 - Age profile by year 2012/2015/2016

UK government statistics show that there is an ageing workforce in the UK as a whole. This is due to a number of contributory factors including changes to state pension age, the removal of the compulsory retirement age, general financial pressures and the fact that people are living longer.

The 'Employing Older Workers' publication by the Department of Work and Pensions published on the 8th February 2013[i] confirms that the over 50 age group makes up 27% of the working population. By comparison, 44% of SPT's workforce are aged 50+. SPT is developing long term resource plans to ensure continuity in terms of skills and knowledge within its operational teams in particular as many staff approach traditional retirement age**.**

4.2   **Age/Job Grade**

Figure 2 below shows that there is a significant skew in terms of ageing workforce in our Technical grades (Tec 2 – 6 and IA01 – 02), in particular within the Engineering and Maintenance function.
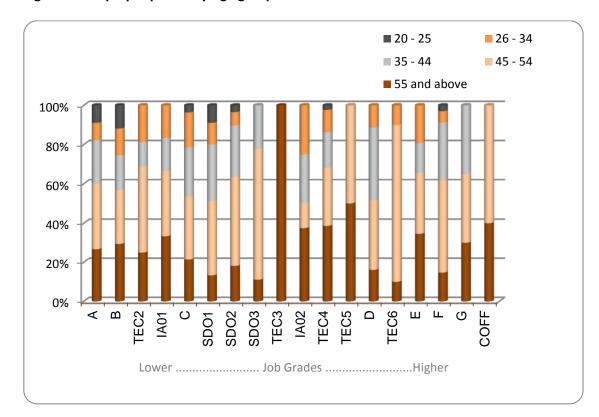
Figure 2 – Employee profile by Age group and Job Grade

The 20-25 age group is mainly represented in lower graded posts throughout SPT. SPT is similar to many organisations in the UK in that it typically seeks work experience in addition to qualifications and thus tends not to recruit directly from education institutions.[ii] However, SPT plans to recruit two Modern Apprentices in 2017 and believes that the energy, drive and enthusiasm that these young learners will bring to the engineering function will work well alongside plans for a Mature Apprenticeship scheme. This will enable SPT to harness and build upon the skills and experience of our current workforce.

4.3 **New Starts**

SPT appointed 38 employees to our workforce in 2016. Most of our new starts (71%) (n=27) came from the 26-34 and 35-44 age groups. Only 13% of our new employees came from the youngest 20-25 age group (n=5).

In terms of contract type, 87% (n=33) of our new staff joined on a permanent, full time basis. One person joined on a permanent, part time basis. Only 4 people were recruited on a temporary contract basis; 3 full time and 1 part time.

SPT's e-recruitment system was launched in July 2016 enabling us to closely monitor candidate data with more accuracy than ever before. On analysing candidate data from July 2016 to December 2016 this highlighted that SPT attracts candidates from all age groups. Young people are just as likely to be selected for roles in SPT as any other group based on objective criteria such as skills and experience. Young people age 20-25 represented 12% of applications received and 13% of new starts in 2016.

4.4 Leavers

60 people left SPT during 2016, including 8 retirements (13% of all leavers). This compares with 39 leavers in a year reported in our last report published in 2015, only 4 of whom retired (10%).

In terms of age distribution, Table 3 below shows that a third of leavers were aged 55 and over; an increase compared to the 28% reported in 2015. There was also an increase in the number and proportion of leavers from the youngest age group (20-25). The other age groups have seen a decrease in terms of leavers which, combined with the fact that staff turnover remains relatively low across SPT, creates a perception that younger employees are seeking career progression elsewhere rather than waiting for opportunities to arise internally.
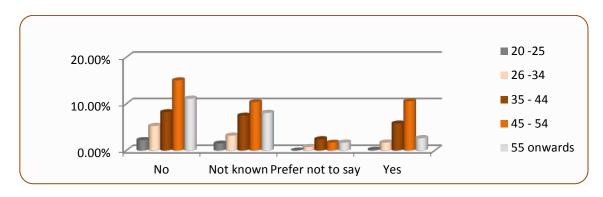
Table 3: Leaver profile by Age group

Age category	Number	%
20 - 25	5	10%
26 - 34	10	22%
35 - 44	8	17%
45 - 54	7	18%
55 – 64	17	33%

5. CARING RESPONSIBILITIES

5.1 SPT is able to provide data relating to this characteristic for the first time following inclusion of the question 'Do you have caring responsibilities?' in the November 2016 Equality Monitoring Survey. There is a 31% gap in SPT's data set ('unknown's) and a further 7% have opted to 'prefer not to say' at this time and we will work to build a fuller picture of this characteristic over the next few years. Information gathered did not seek to distinguish between caring for elderly dependents, children/grandchildren, or for example caring for a spouse or partner.

5.2 42% of staff (n=223) considered themselves not to have caring responsibilities. 21% (111) of employees confirmed that they had caring responsibilities - this proportion peaked at 28% (n=56) of all employees within the 45-54 age group, with 35-44 year olds being next most likely to have caring responsibilities (24%; n=31). Only one person within the 20-25 age group said that they had caring responsibilities.

Figure 4 – Caring Responsibilities by Age

5.3 SPT has a range of family friendly policies designed to support staff with dependent care commitments, including a Flexible Working policy whereby a member of staff can request a change to their working pattern. In 2016, 2.6% of the workforce (n=14) requested a change in their working pattern and 79% of these requests were subsequently approved. The gender split for requests was 80:20, female to male staff, and analysis of subsequent approvals was also 80:20.

5.4 In addition to considering flexible working requests, approximately 160 staff take part in a flexible working scheme. This scheme enables staff to vary their working day start and finish times, within set parameters and in line with operational requirements, so allowing participants to deal with dentist/medical appointments or other personal matters during the working week. There is also potential to take a limited number of half and/or full days off work in addition to their annual leave entitlement.

6. **DISABILITY**

6.1 **Staff Profile**

The proportion of people in the UK estimated to be disabled, as defined within The Equality Act 2010, varies from study to study but recent statistics from Department of Work and Pensions [iii]and the Papworth Charity organisation[iv] suggest that around 16% of working adults are disabled. At SPT, the proportion of staff declaring that they fall within the definition of disability, which includes an impairment, health condition or learning difference, has increased slightly from 9% at March 2015 to 11% at December 2016. The data is detailed in Figure 5 below.

It is positive to note that a significantly higher proportion of staff shared their personal data in this regard and there is now only a 13% gap in terms of our workforce data set (this compares to 36% gap in data 2 years ago).
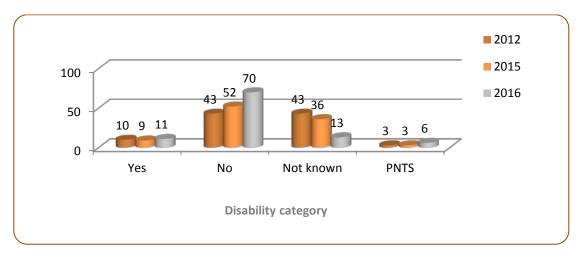
Figure 5 – Disability profile by year 2012 /2015 /2016

SPT has gathered further information regarding categories of disability from those who updated their data through the November 2016 equality monitoring survey (n=46); a further

12 people provided their data at any earlier date giving us 58 staff in total currently (11% of SPT's population).

Of the 46 staff declaring a disability in the recent survey, 30% (n=14) confirmed they had a mental health condition or impairment. This applied to more women than men; which is in line with trends in the UK generally. The next most common category related to hearing/visual impairments 13%, (n=6).

Statistics show that Mental Health illness is increasing in the UK and is now one of the main reasons for absence in the workplace[v]. SPT has therefore prioritised establishing appropriate support measures for staff and managers and continues to review its approach to managing absence, supporting wellbeing and delivering training to line managers on mental health and dementia awareness. There is also a focus on early interventions such as scheduling sickness absence review meetings within the first 2 weeks of being notified of any mental health related absence, and signposting support services including our Employee Assistance programme[vi], feedback from which remains positive.

6.2 **New Starts and Leavers**

Information gathered showed that 92% (n=35) of SPT new starts confirmed that they did not consider themselves to have a disability with c3% (n=1) confirming that they did have a disability (2 new starts declined to provide this information). The HR team actively monitor new start information from the monitoring forms completed and any Occupational Health review outcome information to ensure that any issues are addressed proactively with new employees with regards to adjustments and/or restrictions.

An analysis of leaver data throughout 2016 showed that the statistics are very similar to our 2015 report with 56% of leavers indicating that they did not have a disability compared to 59% previously. The remaining 44% of leavers include 10% disabled and 34% not known/prefer not to say.

7. GENDER REASSIGNMENT

No employees intimated that they had undergone gender reassignment during 2016. SPT will continue to seek information on this protected characteristic on a regular basis.

8. MARRIAGE AND CIVIL PARTNERSHIP

55% of our staff confirmed that they are married in 2016. Statistics have remained stable over the last 5 years; with Civil Partnership increasing to 2%.

9. MATERNITY & PREGNANCY

9 staff took Maternity leave in 2016. One person reduced their working hours/changed their working pattern on their return to work. All women have since returned to work.

10. RACE

10.1 Staff Profile

Figure 6 below highlights that there has been limited change in SPT's race profile over the last four years. In responding to our latest survey, more individuals have opted to select 'Prefer not to say' than before.

According to statistics from the Scottish Government[vii] in 2014, the largest ethnicity group is White background at 96.5% (2014) and 3.4% for BME[viii].
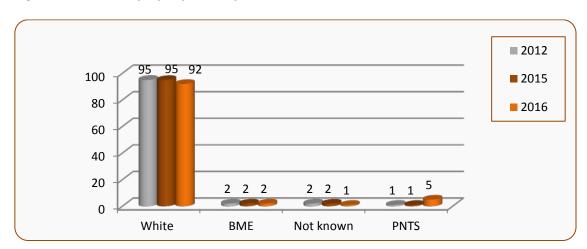
Figure 6. Overall Employee profile by Race

10.2 New Starts and Leavers

Of SPT's 38 new starts in the year to December 2016, 92% were from a White background and 6% (n=2) from a BME background. This compares with 3% from a BME background in our 2015 report, albeit, this is an increase of one person.

3% (n = 2) of staff who left SPT in 2016 were from a BME background. In the 2015 report it was reported that 8% (n=3) of staff who left came from the BME category. Again, although the percentage difference appears significant, in real terms the difference is one person. The number of leavers in 2016 was 60 as opposed to 39 in 2015.

11. RELIGION/ BELIEF

11.1 Staff Profile

More staff provided SPT with data in terms of religion/belief than ever before when completing the equality monitoring survey in November 2016, reducing our 'Not known' category from 26% to 14%. Christianity remains the most common category overall, with 49%. This profile has not changed significantly from previous reports.
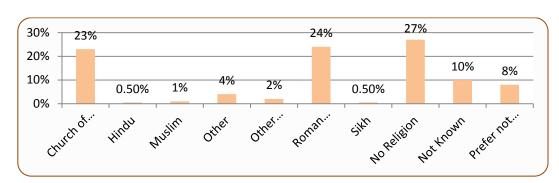
Figure 7 - Overall Employee profile by Religion/Belief

11.2 New Starts and Leavers

44% of our new employees in 2016 intimated that they are Christian, with people from the Buddhist and Muslim faiths together accounting for 6%. Only 3% (n=1) of new starts chose not to say, which compares to 10% in 2015. The 'not known' category has reduced from 15% to 3%. 'No religion' has remained relatively similar across all previous reports at around 44%.

Table 8 - New starts profile by Religion/Belief

Religion		%
Christian	Church of Scotland	18%
	Roman Catholic	26%
Muslim		3%
Other		3%
No religion		45%
Prefer not to say		3%
Not known		2%

12.   SEX

12.1 Staff Profile

In SPT the male to female ratio remains steady at 61:39 (323 males to 210 females). This figure has not changed by more than 1% at any point in recent years. Table 9 below demonstrates that the gender split is broadly similar in each of the age categories.

Table 9 – Employee profile by Sex

Age category	Female	Male
Under 20	0%	100%
20 -25	43%	57%
26 -34	33%	67%
35 - 44	38%	63%
45 - 54	47%	53%
55 onwards	32%	68%

12.2 Sex / Grade

Figure 10 below sets out the staffing profile by sex and job grade. It is clear that women make up a higher proportion of the workforce within the lower Administrative roles (grades A and B) and that SPT's technical grades, which are typically found in the Engineering & Maintenance teams, are predominantly male.
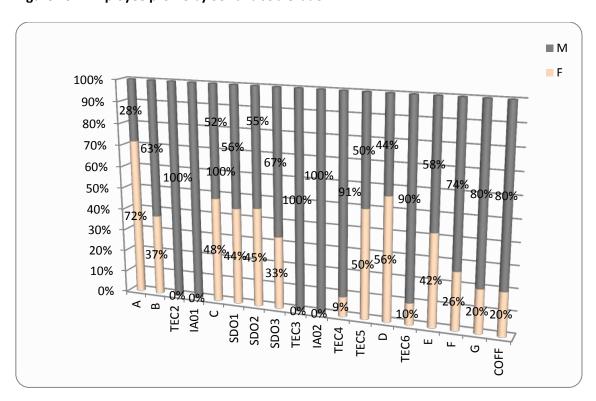
Figure 10 – Employee profile by Sex and Job Grade

The most senior grades in SPT (F, G and Chief Officials) have a higher proportion of men than the average distribution across SPT as a whole, with 74%, 80% and 80% respectively.

SPT data broadly reflects the society in which we operate and the occupational segregation data at a national level, with Labour market statistics 2015 (Scottish Government website)[ix] confirming that men are nine times more likely to be in a skilled trade than women and that a higher proportion of men are found in Construction, Manufacturing and Transport & Storage.

These national statistics also report that five times more women than men work part time and four times more women than men work in Administrative roles.

SPT employs staff on a range of contracts – full time and part time; and permanent and fixed term. SPT's contract types by sex are set out in Table 11 below. Two thirds of full time contracts are filled by men and 92% (n=48) of all permanent part time contracts are filled by women. There are currently only 4 men who work on a permanent, part time basis. This profile is not particular to SPT and we know that many of our female staff have opted to take part time roles to achieve a balance with childcare and flexibility in terms of work/life balance.

Table 11 – Contract Type by Sex

Contract type	Female	Male
Permanent Full time	34%	66%
Permanent Part time	92%	8%
Temporary Full/Part time	50%	50%

12.3 New Starts and Leavers

Of the 38 new starts in 2016, 71% were men. This compares to 64% of new starts being male in 2015. Some of this increase is likely to be linked to the types of roles advertised.
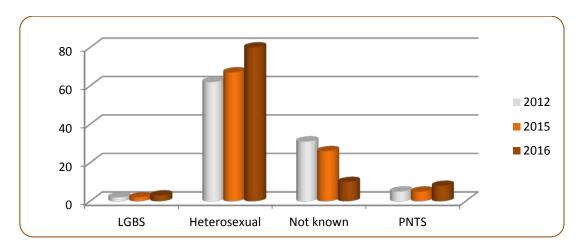
SPT advertised 21 vacancies from July 2016 to 31 December 2016 for a variety of roles. A higher proportion of men were appointed to roles within the Engineering, Digital and Project functions of SPT in contrast to a higher proportion of women being appointed into other professional areas such as Legal and more administrative roles and Customer Service within Subway.

There was a 68:32 split between male and females leaving SPT during 2016 (n=60). No females left the business due to retirement whereas 20% of men who left retired.

13. SEXUAL ORIENTATION

13.1 Heterosexuals make up the single largest group in SPT (80% of all staff) in terms of sexual orientation. There has been limited change in our data since 2015 in terms of the LGBT community, with this group of staff increasing from 2% to 3%. However, many more staff have confirmed their sexual orientation while completing the recent equal opportunities monitoring survey, reducing the proportion of 'Not known' from 26% to 10%.

Figure 12 – Sexual Orientation profile by year 2012/2015/2016

13.2 New Starts and Leavers

95% of our new starts defined themselves as Heterosexual and none of our new starts in 2016 confirmed themselves as LGBT.

14.   CORPORATE LEARNING AND DEVELOPMENT

SPT remains committed to developing our staff to ensure that they have the skills to work safely and perform well within their current roles as well as to increase their capability to adapt positively to change. Health and Safety is a key priority, particularly within our operational areas. Front line Subway staff regularly attend training sessions to improve their knowledge of procedures and to ensure they remain compliant with Health and Safety Legislation.

In total, 399 staff (75%) undertook Learning and Development activity, excluding induction, during 2016. Health and Safety training accounted for 62% of all training days (22% of budget); continuous personal development activity accounted for a quarter of all training days (44% of budget) and IT training was the next most common reason for Learning and Development, accounting for 10% of training days (17% of budget).

More women on maternity leave have taken up the option of 'Keeping in touch days' - 4 out of the 9 women on maternity leave did so during 2016 (compared with only 1 reported in 2015).

SPT included information on learning and development activity for the first time in 2015 and the range of data has broadened in 2016 to include data for new starts for the first time this year.

14.1   **Age Profile**

61% of staff who participated in Learning and Development courses during 2016 were aged between 26 and 44 years old. This equates to 250 staff.
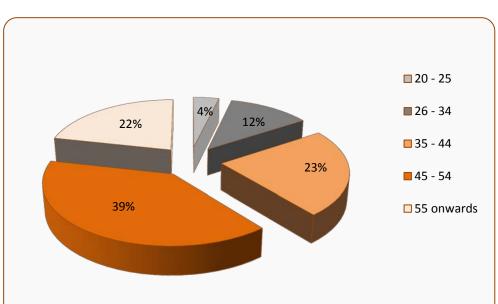
Figure 13 –Corporate Learning & Development by Age

14.2   **Disability Profile**

Staff declaring themselves to be disabled are slightly under-represented with regards to the likelihood of undertaking training in 2016. This group make up 11% of staff and 9% of those undertaking training in 2016.

14.3   **Race Profile**

Figure 14 below shows that 3% of staff who had Corporate Training were from the BME category, which is in line with SPT's overall population.

Figure 14 – Corporate Learning and Development by Race

14.4   **Religion Profile**

The Corporate Learning and Development data is similar to SPT's overall employee profile in terms of religion or belief.
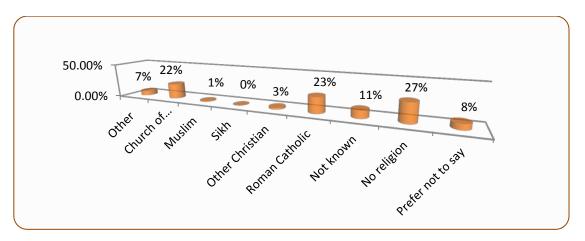
Figure 15 – Corporate Learning and Development by Religion or Belief

14.5   **Sex Profile**

The Corporate Learning and Development data is similar to SPT's overall employee profile in terms of sex, with a 64:36 ratio men to women.

14.6 **New Starts and Leavers**

Of the 38 new employees who joined SPT in 2016, 24 participated in training activity, not including the corporate induction process, in their first year of employment. New staff were equally as likely to receive training no matter their age, sexual orientation, marital status or religion/belief.

None of the new starts undertaking training confirmed that they had a disability.

15. RECRUITMENT

The 2015 report recommendations included considering the introduction of an e-recruitment system to increase the level of responses from job applicants in relation to protected characteristics.

SPT implemented an online recruitment solution in July 2016 and the configuration is such that applicants are compelled to complete an equal opportunity monitoring form as part of the application process, albeit the option remains to select 'prefer not to say' under each and every protected characteristic. As a result, SPT now has a much more reliable dataset with regards to the recruitment process and is beginning to use this information to monitor the profile of applicants and relative success rates throughout the recruitment process. This analysis will also inform how we market SPT as an employer as well as help us to decide how and where SPT advertises in future to increase diversity in the selection pool.
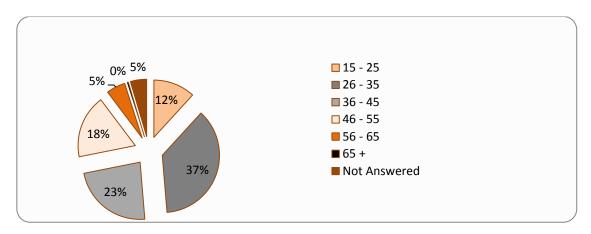
All equality monitoring data provided by applicants is accessed by HR only.

SPT advertised 21 vacancies (some for multiple positions) between July and December 2016 and received 263 applicants in total.

15.1 **Age Profile**

The chart below sets out the age profile of all 263 applicants to SPT from July to December 2016. Fewer than 5% of applicants declined to provide this information and the biggest single group of applicants were aged between 26 and 35.

Figure 16 - Job applicants by Age

15.2 **Disability Profile**

Only 2% of applicants declined to provide information relating to disability; 3% confirmed that they had a disability and 95% did not consider themselves to be disabled.

As previously stated, recruiting managers do not have access to this personal sensitive data while shortlisting. The HR team asks all applicants selected for interview/testing whether they require any additional support in order to participate in the selection process, whether they have declared a disability or not.

All offers of employment are subject to medical clearance. SPT does consider reasonable adjustments and restrictions within the workplace as advised by our independent Occupational Health advisers.

15.3 **Race Profile**

Whilst only 3% of applicants (n=7) did not answer this question or preferred not to say, 38% categorised themselves as 'other'. 56% of applications intimated that they were from a 'White' background and 3% from a BME group.

15.4 **Religion Profile**

Very few applicants provided information in relation to religion or belief and, as a result, SPT are unable to publish any meaningful data with regards to this protected characteristic.

15.5 **Sex Profile**

The ratio of male to female applicants was 68% to 32%. This split may have been impacted by the types of roles advertised during the six months, which included Engineering and Digital/IT, where it is known there are ongoing challenges attracting women into these fields. 20% were management roles and the remaining roles were administrative or customer service roles that require shift working.

SPT will continue to develop its reporting capabilities with a view to creating more detailed reports that can inform SPT's future recruitment campaigns.

REPORT RECOMMENDATIONS

SPT meets the legislative requirement in relation to equality monitoring for staff and is committed to further developments to build on good practice, and most importantly, to ensure that SPT is a diverse and inclusive employer. We will continue to focus on the following issues:

Monitoring
The Equality Group will consider the key findings from the Advancing Equality Report and will develop an Action Plan to address any emerging risks and issues.

Ageing Workforce
SPT will continue to review its people policies and practice in relation to recruitment and selection, learning and development including knowledge transfer, health and wellbeing as well as retirement with a view to managing risks associated with an ageing workforce.

Equality Awareness
SPT will continue to provide managers and staff with regular updates on equality matters, access to personal support through the employee assistance programme and awareness training on matters such as mental health.

Diversity
SPT will consider how it can work in partnership with local education establishments to create work experience placements for engineering students from diverse backgrounds including women.

Recruitment
SPT is committed to systematically reviewing its recruitment campaigns and analysing equality data produced within our e-recruitment system to establish how we can more effectively attract a diverse range of applicants.

EXTERNAL REFERENCES

[i] 'Employing Older Workers' publication by the Department of Work and Pensions (DWP) published on the 8th February 2013

[ii] Catch 16-24 publication

[iii] Department of work and pensions – Disability facts and figures published 16th January 2014

[iv] Papworth Charity Organisation Disability facts and figures 2016 publication

[v] Mental health foundation website

[vi] Validium – Employee Counselling Service – re disability re men v woman in terms of mental health

[vii] Scottish Government Website – Ethnicity page

[viii] Government statistics source

[ix] Scottish Government Website – Labour Market statistics 2015