

Race Equality Scheme
2008-2011
Annual Monitoring Report 2009

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1. Introduction

- 1.1.1 Strathclyde Partnership for Transport (SPT) published its Race Equality Scheme for the period 2008 to 2011 in November 2008. This Scheme lets people in the west of Scotland, and our partners and stakeholders, know how we intend to eliminate unlawful discrimination and harassment based on race, and how we will promote equality of opportunity for all in the way we go about our business.
- 1.1.2 This is the first annual progress report to be prepared by SPT reviewing progress against the Race Equality Scheme 2008-2011. It reflects the statutory requirement on public authorities to publish, on an annual basis, a report containing a summary of:
- the steps taken to fulfil the Race Equality Duty (the action plan);
 - the steps taken to eliminate discrimination and promote equality of opportunity;
 - the results of the information gathering that has been carried out – what evidence has been obtained and what does it indicate;
 - what has been done with the information gathered – what actions will be taken as a result of the information gathered; and
 - an annual report on staff issues, by reference to the racial groups to which staff belong
- 1.1.3 This report also highlights key areas of work to be taken forward in the year ahead.

2. Doing the Duty

2.1 The Race Equality Duty

2.1.1 SPT, as the Regional Transport Partnership for the west of Scotland, is subject to the specific duties arising from the outcome of the Race Equality Duty ('the Duty'), placed on public authorities by the Race Relations Act 1976. The overall aim of the Duty is to make racial equality central to how a public authority carries out its activities in order to create:

- better informed decision-making and policy development
- a clearer understanding of the needs of service users
- better quality services which meet varied needs
- more effective targeting of policy and resources
- better results and greater confidence in public services
- a workforce that is more representative of the communities it serves
- a more effective use of talent in the workforce
- a culture that avoids unlawful claims of discrimination.

2.1.2 The duty consists of two parts: the general duty and specific duties. The latter requires SPT to apply a legally defined framework to deliver the general duty, when carrying out their functions, to have due regard to the need:

- to eliminate unlawful racial discrimination and harassment;
- to promote equality of opportunity; and
- to promote good relations between persons of different racial groups.

2.1.3 The specific duties require SPT to:

- prepare and publish a race equality scheme, showing how it will meet its general and specific duties and setting out its race equality objectives.
- assess and consult on the likely impact of proposed policies on the promotion of race equality
- monitor policies for any adverse impact on promoting race equality
- publish the results of any assessments, consultations and monitoring
- ensure public access to the information and services it provides
- train staff in connection with the general and specific duties
- implement the actions set out in its scheme within three years, unless it is unreasonable or impracticable to do so.
- report against the scheme every year and review the scheme at least every three years.

- 2.1.4 There is also a specific duty relating to employment that requires public authorities, as employers, to monitor and report annually, by reference to the racial groups to which they belong, the numbers of staff:
- in post and applicants for employment, training and promotion, from each such group;
 - who receive training;
 - who benefit or suffer detriment as a result of its performance assessment procedures;
 - who are involved in grievance procedures;
 - who are the subject of disciplinary procedures; and
 - who cease employment with the organisation.

2.2 Developing the Race Equality Key Issues, Objectives and Outcomes

- 2.2.1 In developing its Race Equalities Scheme, SPT consulted stakeholders and SPT employees on their views. This consultation highlighted a number of gender and transport issues. To address these issues, SPT developed a series of Race Equality Objectives to help guide our activities towards the areas requiring the greatest attention. The series of Race Equality Outcomes were also developed to allow SPT to measure progress to achieving these objectives.

2.3 Key Issues

- 2.3.1 The key issues emerging from this consultation are summarised below. (Numbers are for reference only):

For our Service users:

- Issue 1: There is a need for improved publicity of what SPT does to promote and ensure racial equality for employees and service users
- Issue 2: Language differences can result in difficulties in understanding transport information, e.g. timetables, signs and documents, as a result of language differences
- Issue 3: Difficulties in communicating with staff and in seeking assistance
- Issue 4: Lack of knowledge amongst people from ethnic minority groups regarding the availability of transport services
- Issue 5: Difficulty in accessing ethnic community facilities and services e.g. specific shops and meeting places
- Issue 6: Limited engagement with minority ethnic groups
- Issue 7: Exclusion through 'lack of imaging' in transport marketing e.g. no representation of their ethnic group in photographs, publicity etc

Issue 8: Limited understanding of issues faced by people from ethnic minority groups in the use of the transport system

For our staff:

Issue 9: The need for better racial balance in recruitment / promotion / training and work experience opportunities

Issue 10: Continued provision of the policies and procedures which ensure staff have support in workplace should they experience racial discrimination, harassment or victimisation

Issue 11: The need for better training for staff in race equality to tackle outdated, traditional attitudes

2.4 SPT's Race Equality Objectives

2.4.1 SPT's Race Equality Objectives for the period covered by this Scheme are as follows (numbers are for reference purposes only):

Objective 1: Eliminate race related discrimination, victimisation and harassment and

Objective 2: Improve workplace practices and procedures to ensure opportunities for all

Objective 3: Promote race equality in SPT's activities for employees and services users

Objective 4: Develop a greater understanding of the issues faced by ethnic minorities in using the transport

2.5 SPT's Race Equality Outcomes

2.5.1 SPT's Race Equality Outcomes for the period covered by this Scheme are as follows (numbers are for reference purposes only):

Outcome 1: Reduction in discrimination, victimisation and harassment based on race for employees and service users

Outcome 2: Increase in promotion of racial equality in SPT's activities for employees and service users

Outcome 3: Reduction in disadvantage experienced in transport by ethnic minorities

3. Achievements in the past year

3.1 Progress on the issues raised

- 3.1.1 SPT consulted members of the travelling public and SPT employees in developing the Scheme. During this consultation a number of race related key issues emerged that affect service users and staff.
- 3.1.2 Significant progress has been made in the past year to address a number of the issues set out in section 2.3.1 above. This progress is highlighted below:

Issue 2: Language differences can result in difficulties in understanding transport information, e.g. timetables, signs and documents.
Actions: RES 10, RES 11, RES 12
Achievements to date: <ul style="list-style-type: none">▪ SPT public documents are available in a range of formats on request including large print, Microsoft Word (for screen readers), Braille and community languages (including Chinese, Punjabi, Urdu and Turkish) and audio format.▪ An accessible format has been adopted for SPT's website to improve legibility.▪ SPT has participated in East Renfrewshire's Barriers & Bridges Equalities Conference (Jan 2009) and East Ayrshire's Annual Equalities Event to increase awareness of transport services and sources of transport information available in these areas.
Year ahead: <ul style="list-style-type: none">▪ We will continue to examine ways to make transport information accessible to those whose first language is not English.

Issue 8: Limited understanding of issues faced by people from ethnic minority groups in the use of the transport system
Actions: RES 07, RES 08, RES 16, RES 17, RES 19
Achievements to date: <ul style="list-style-type: none"> ▪ A decision has been made not to establish a People's Panel, but to make use of constituent councils "Peoples Panels" and the resources of the Community Planning Partnerships to ensure public engagement ▪ We have actively engaged with Glasgow West Community Health and Care Partnership on race and disability issues. We will continue to work with Community Planning partners in relation to all equalities issues ▪ SPT is a member of South Lanarkshire Equalities Group Forum. ▪ SPT has participated in East Renfrewshire's Barriers & Bridges Equalities Conference (Jan 2009) and East Ayrshire's Annual Equalities Event
Year ahead: <ul style="list-style-type: none"> ▪ Engagement with equalities groups will continue through involvement with our Community Planning Partners to develop an understanding of the issues faced by people from ethnic minority groups in using public transport

Issue 11: The need for better training for staff in race equality to tackle outdated, traditional attitudes
Actions: RES 21, RES 22
Achievements to date: <ul style="list-style-type: none"> ▪ A training programme has been developed to cover all main equality strands. It will be applicable to all staff. It is intended to commence training sessions during Autumn 2009
Year ahead: <ul style="list-style-type: none"> ▪ Commence training programme covering all equality strands to be rolled out to all staff

3.2 Summary of progress against the Action Plan

3.2.1 As outlined above, a number of issues were identified for our services users and staff. To address these issues and to achieve the identified Outcomes and Objectives, the Race Equality Scheme includes an Action Plan that set out specific tasks for the period to the Scheme. We have summarised a number of key achievements towards meeting the action plan in the section above. Progress against all the actions in the action plan is set out in Appendix 1.

3.3 Progress towards achieving our Outcomes

3.3.1 In our Race Equality Scheme, four Race Equality Outcomes were identified to allow SPT to measure progress against the achievement of our objectives and to ensure that we are meeting our duty. Progress on each of these Outcomes is shown below.

Outcome 1	Reduction in discrimination, victimisation and harassment based on gender for employees and service users
Progress to date	SPT retains information in relation to cases of harassment and discrimination and has a process in place for recording customer complaints. We are investigating an appropriate methodology for reporting on this for the future.
Year ahead	SPT is developing a new HR database and scoping our data gathering requirements in this area.

Outcome 2	Increase in promotion of racial equality in SPT’s activities for employees and service users
Progress to date	<ul style="list-style-type: none"> ▪ Information on SPT services prepared in different languages. ▪ Development of an equality ad diversity training programme for staff
Year ahead	<ul style="list-style-type: none"> ▪ Continued engagement with service users through Community Planning Partnership events <p>A training programme on equality and diversity will be trialled for rolling out to all SPT staff</p>

Outcome 3	Reduction in disadvantage experienced in transport by ethnic minorities
Progress to date	We are developing indicators to help track progress on this
Year ahead	Introduce indicators and monitor progress in 2010

4. Information Gathering

- 4.1.1 A requirement of the specific Duties set out in the Race Equality Duty is to gather information in relation to staff employment and the services we provide.
- 4.1.2 SPT collects data on the current composition of staff, those raising grievances, disciplinary and harassment issues, and those receiving training. However there is, as yet, limited analysis of this data in relation to race. SPT recognises this is an area for improvement and will address this in the year ahead.
- 4.1.3 As the Regional Transport Partnership for the west of Scotland, SPT has operational responsibilities as a provider of the Glasgow Subway, in the provision of the supported and demand responsive bus services, and the operation of Buchanan, East Kilbride, Hamilton and Silverburn bus stations. SPT conducts regular customer satisfaction surveys. Customer satisfaction surveys have been carried out on the Subway network and at Buchanan Bus Station. These surveys include questions in relation to the quality of services provided, staff attitudes, safety and security and journey purpose. The information gathered from these surveys allows SPT to further understand the trip making patterns between passengers using SPT services, the levels of satisfaction with these services and areas for improvement. It is intended to refine the survey process to include information gathering for race equality groups.

5. The year ahead

- 5.1.1 During 2009 SPT will build on the achievements of the last year to ensure that, as an employer and a service provider, we continue to promote equality of opportunity, to eliminate discrimination and harassment, to promote positive attitudes and to encourage participation in our activities. To do this and ensure that our activities address equalities issues, the focus of our activities will be to:
- further establish the SPT corporate Equalities Working Group to include representation from across the organisation to ensure that the equalities agenda becomes fully embedded within all the organisations activities;
 - further develop information gathering and analysis;
 - develop a robust Equality Impact Assessment for all policies and projects;
 - continue to examine ways to improve the provision of, availability and suitability of our information; and
 - roll out training programmes covering equality and diversity to all staff

6. Conclusion

- 6.1.1 SPT is committed to promoting race equality in all its activities. This includes the provision of services, the delivery of projects, and the treatment of staff. We will continue to pursue this in our day to day activities and will report on our achievements annually for the remaining life of the Scheme.
- 6.1.2 These commitments will continue as we work towards developing our Single Equalities Scheme.

Appendix 1 – Action Plan – Progress at October 2009

Ref No	Action	Responsible Department	Scheduled end date	Activity to date	Objective, Outcome and Issue ¹
For our Staff					
RES01	Continue to recruit applicants based on objective criteria thereby ensuring applicants are recruited on ability, not race	Human Resources	Ongoing.	SPT's recruitment process is based on objective criteria to ensure applicants are recruited on ability. Records are maintained in relation to the recruitment process.	Objectives 1, 2 Outcome 1 Issue 9
RES02	Ensure SPT's grievance and disciplinary procedures are applied equitably and comprehensively.	Human Resources (in partnership with line management.)	Ongoing	SPT has detailed grievance and disciplinary procedures in place. These are monitored and reviewed regularly to ensure that they are applied equitably across the organisation.	Objectives: 1,2 Outcomes: 1 Issues: 10
RES03	Monitor and address negative impacts for ethnic minority staff in following areas/activities. <ul style="list-style-type: none"> • Gradings • Grievances • Discipline • Training • Workplace Composition² • Other areas as required 	Human Resources	Ongoing	SPT's Human Resources Department provides regular reports the Executive Team on the statistical breakdown of staff across all Equalities Groups. The HR Department is introducing a new computerised personnel information system and consideration is being given to reporting requirements for all reporting strands.	Objectives: 1 Outcomes: 1 Issues: 9,10

¹ As referenced in sections 2.3 and 2.4

² By this we mean ensuring that the physical environment is appropriate to the needs of all staff e.g workstations, toilet facilities etc

Ref No	Action	Responsible Department	Scheduled end date	Activity to date	Objective, Outcome and Issue ¹
RES04	Monitor training and development, particularly management development courses, ensuring all staff, regardless of race are afforded equal opportunity to progress through the organisation	Human Resources	June 2010	SPT has a pro-active policy to assist all staff and encourage them to participate in relevant training, further education and professional development courses. SPT is developing a computerised personnel/training recording system which will enable more efficient recording and analysis of our training and professional development programme. This will be implemented during 2009/10.	Objectives: 1,2 Outcomes: 1 Issues: 9,10
RES05	Include Equality consequences in consequences section of all SPT committee papers to ensure that all reports take account of potential equality implications.	Policy and Strategy	November 2009	A report will be prepared for the reviewing the Consequences section for all committee reports	Objectives: 1,2,3 Outcomes:1,2,3 Issues:9,10
RES06	Include questions related to equality in SPT staff surveys	Human Resources / Executive Support / Policy and Strategy	Ongoing	From 2010 the all staff survey will include questions in relation to equality.	Objectives: 1,2 Outcomes:1,2 Issues:10
For our Service users					
RES07	Conduct further research into the different trip patterns of racial groups and reasons for non-use of transport services	Policy & Strategy	Ongoing	We are currently scoping our data collection requirements to ensure we have robust information gathering and analysis SPT continues to monitor the data available in relation to the differences in trip behaviour of different racial groups.	Objectives: 1,3,4 Outcomes:1,3 Issues: 1-8

Ref No	Action	Responsible Department	Scheduled end date	Activity to date	Objective, Outcome and Issue ¹
RES08	Establish initiatives to promote equality for all transport users	Communications / Head of Security / Policy and Strategy	Ongoing	<p>SPT has undertaken:</p> <ul style="list-style-type: none"> • Awareness events e.g Freshers' Fayre, Subway Festival • Safety and security improvements • Participation in Renfrewshire and East Ayrshire's annual Equalities events <p>We will continue to support equalities events through the Community Planning Partnerships by providing transport information and supporting equalities initiatives in the year ahead.</p>	Objective 3 Outcome 3 Issue 3
RES09	Improve training in racial awareness for SPT employees in customer facing roles	Human Resources	Ongoing	<p>There is a rolling programme of on-going training in customer service including racial awareness, for all staff.</p> <p>The current process for training customer facing staff is being reviewed in partnership with the trade unions in order to identify future training programmes.</p>	Objectives: 1,3 Outcomes: 1,3 Issues: 8
RES10	Develop initiatives which aim to improve the availability and accessibility of transport information for people whose first language is not English	Policy & Strategy / Communications/ relevant line departments	Ongoing	<p>SPT has participated in East Renfrewshire's Barriers & Bridges Equalities Conference (Jan 2009) and East Ayrshire's Annual Equalities Event to increase awareness of transport services available in these areas and sources of transport information.</p>	Objectives: 1,3 Outcomes: 1,3 Issues: 2, 4
RES11	Ensure that SPT's publications are accessible to all, and consider adoption of 'Plain English' standard for publications	Communications	Ongoing	<p>SPT public documents are available in a range of formats on request including large print, Microsoft Word (for screen readers), Braille and community languages (including Chinese, Punjabi, Urdu and Turkish and audio format.)</p> <p>Key documents are refined by the Plain English Campaign (Crystal Mark).</p>	Objectives: 1,3 Outcomes: 1,2 Issues: 2,4

Ref No	Action	Responsible Department	Scheduled end date	Activity to date	Objective, Outcome and Issue ¹
RES12	Maintain and improve accessibility of SPT web-site and intranet site for people whose first language is not English	Communications / Technology Solutions	Ongoing	An accessible format has been adopted for SPT's website to improve legibility. In addition, many documents on the website can be requested in other formats	Objectives: 1,3 Outcomes: 1,2 Issues: 2, 4
RES13	Ensure marketing and PR activities take account of need to promote racial equality in publicising SPT activities	Communications	Ongoing	SPT is aware of its responsibility and adheres to the Advertising Standards Authority Codes of Practise	Objectives: 1 Outcomes: 1 Issues: 1,7
RES14	Continue to develop format for Equality Impact Assessment, ensuring compliance with relevant equality legislation and adoption of best practice	Projects / Policy and Strategy	Ongoing	SPT was the first Regional Transport Partnership in Scotland to produce an Equality Impact Assessment for its Regional Transport Strategy. We will continue to develop a robust EqIA for all projects and policies	Objectives: 1,2,3 Outcomes: 1,2,3 Issues: 1-8
RES15	Ensure Equality Impact Assessments are adhered to throughout project / policy / plan / strategy lifecycle including the implementation of any mitigation measures	Projects / Policy and Strategy	Ongoing	We will continue to develop a robust EqIA process for all relevant projects and policies	Objectives 3 Outcomes 3 Issue 1-8
RES16	Establish "People's Panel", ensuring continued public involvement and consultation in developing SPT activities. Ensure appropriate racial balance of members of panel.	Policy & Strategy / Communications (Community Planning)	November 2009	A decision has been made not to establish a People's Panel, however SPT is making use of constituent councils "Peoples' Panels" and the resources of the Community Planning Partnerships to ensure public engagement (GES 04)	Objectives 3,4 Outcomes 1,2 Issues 6, 8

Ref No	Action	Responsible Department	Scheduled end date	Activity to date	Objective, Outcome and Issue ¹
RES17	Encourage involvement and representation of minority ethnic communities with regard to transport in community planning	Communications	Ongoing	We have actively engaged with Glasgow West Community Health and Care Partnership on race and disability issues. We will continue to work with Community Planning partners in relation to all equalities issues	Objectives: 1 Outcomes: 1 Issues: 6,8
RES18	Ensure high level of involvement by minority ethnic community representatives in the development of 2 nd Regional Transport Strategy	Policy & Strategy	2010	This action will take place when work begins on the 2 nd Regional Transport Strategy in 2010. Work is underway to build on existing relationships in order to have a robust network of contacts.	Objectives: 1 Outcomes: 1 Issues: 8
RES19	Continue engagement, consultation, research and monitoring of equality issues in relation to transport, service delivery and employment	Policy & Strategy / Human Resources	Ongoing	SPT is a member of South Lanarkshire Equalities Group Forum. SPT has participated in East Renfrewshire's Barriers & Bridges Equalities Conference (Jan 2009) and East Ayrshire's Annual Equalities Event. (May 2009) SPT's internal Equalities Working Group is being expanded and its remit widened to reflect the projects and activities undertaken by departments across SPT in delivering services to disabled travellers. This will help focus our continuing engagement, consultation and research into best practice and improved service delivery	Objectives 1, 3 Outcomes 1, 3 Issue 8,10
RES20	Ensure advertising management contract prohibits advertising, which is likely to cause offence to ethnic minorities.	Communications / Relevant 'line' departments	Ongoing	SPT is aware of its responsibility and adheres to the Advertising Standards Council's Code of Practice.	Objectives 1, 3 Outcomes 1, 3 Issues 7

Ref No	Action	Responsible Department	Scheduled end date	Activity to date	Objective, Outcome and Issue ¹
For our staff and service users					
RES21	Develop an ongoing all staff training programme in equalities issues, including; <ul style="list-style-type: none"> • Recruitment of staff • Employees • Service Users 	Human Resources	November 2009	A training programme is currently being developed to cover all main equality strands. It will be applicable to all staff. It is intended to roll out training sessions during winter 2009/10	Objectives 1-3 Outcomes 1-3 Issue 3,10
RES22	Implement the Equality Training Programme and monitor its effectiveness	Human Resources	Ongoing from November 2009	A training programme is currently being developed to cover all main equality strands. It will be applicable to all staff. It is intended to commence training sessions during winter 2009/10	Objectives 1-3 Outcomes 1-3 Issue 3,10
RES23	Continue to develop safety and security measures for employees and services users	Head of Security / Relevant line departments	Ongoing.	SPT has established a number of initiatives to improve safety and security for service users and staff including: <ul style="list-style-type: none"> - BT Police patrol SPT Subway - Improved CCTV in the Subway - Platform screens at Hillhead and Ibrox Subway stations - Improved lighting at Subway Station - Safe Routes to Public Transport Study complete and recommendations will be considered - On going security training, - Introduce Subway Security Programme, - Health & Safety and Security Tours for senior SPT management being introduced - A more robust Accident and Incident investigation process is being developed A new Health and Safety Management System is now on SPT's intranet site	Objectives 1, 3 Outcomes 1, 3 Issue 6

Ref No	Action	Responsible Department	Scheduled end date	Activity to date	Objective, Outcome and Issue ¹
RES24	Establish Corporate Equalities Working Group	Executive Team	November 2009	SPT's internal Equalities Working Group is being expanded and its remit widened to reflect the projects and activities undertaken by departments across SPT in delivering services to disabled travellers	Objectives: 1,2,3 Outcomes: 1,2,3 Issues: 1-11
RES25	Introduce into the SPT risk register the risk of racial discrimination both in employment practices and in the provision of services, and ensure that all departments are aware of and respond appropriately to deal with the risk.	Human Resources (& Organisational Development)	Ongoing	This is reflected in the SPT Risk Register	Objectives: 1,2,3 Outcomes: 1,2,3 Issues: 1-11
RES26	Procurement – review standard contract conditions to ensure suppliers comply with relevant equality legislation	Finance / Legal & Admin	Ongoing	SPT is actively reviewing this and discussions are underway between our Finance (Procurement) and Legal departments to consider changes as appropriate	Objectives 1, 3 Outcomes 1, 3 Issue 1-11
RES27	Work in partnership with stakeholders to ensure consistency in approach towards addressing race issues	Policy & Strategy/ Community Planning	Ongoing	Work is ongoing with Community Planning Partnerships to ensure best practise in addressing race issues.	Objectives: 1 Outcomes: 1,2 Issues: 1-13