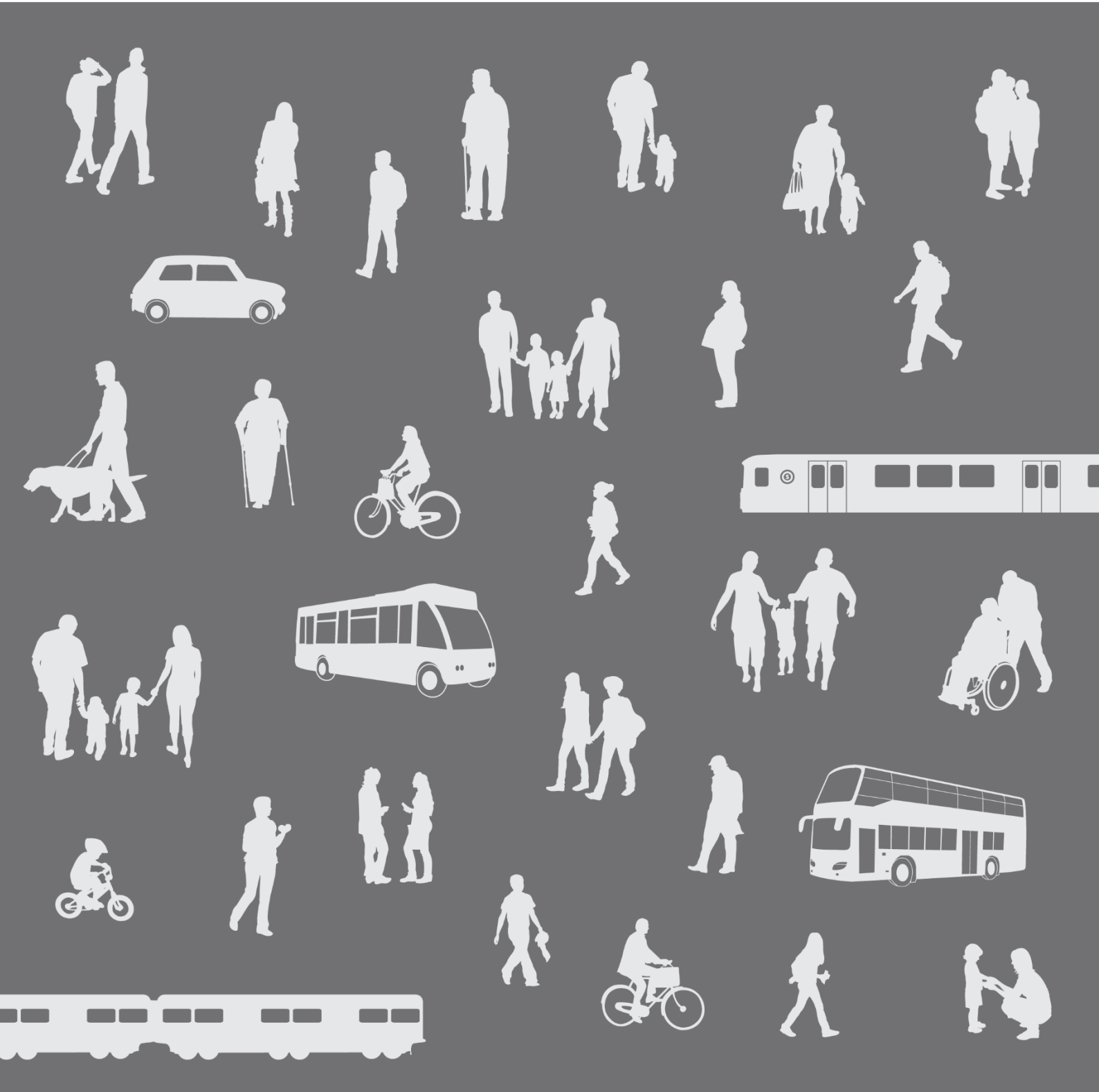




Strathclyde Partnership for Transport

Advancing Equality Progress Update 2021-2023



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Part One - Introduction

1.1 About SPT

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



The SPT area covers 7000 sq. km and is home 2.2 million people living in 194 localities.

¹ See <https://www.spt.co.uk/about-us/> for further information

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

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

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

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

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

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

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

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

1.2 Legislative context

As a listed public authority, SPT must comply with The Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012 (referred to hereafter as “the Specific Duties”). This statutory instrument sets out specific obligations that demonstrate commitment to the “Equality Duty”², which is set out in Section 149 of the Equality Act 2010, which states that public authorities must:

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

The Specific Duties require authorities to:

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

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

1.3 Document Structure

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

- Part Two: Mainstreaming Equality;
- Part Three: Equality, our members and our staff; and
- Part Four: Progress towards achieving SPT’s Equality Outcomes.

² In Section 149 of the Equality Act 2010

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

Part Two– Mainstreaming Equality in SPT

2.1 Covid-19 response

Through 2021 and into 2022, responding to the impacts of the pandemic was a continued focus for SPT in terms of operations and planning. SPT's decision making around the public health emergency was directed by the national response to the crisis^{4 5}. Throughout the pandemic SPT worked closely with Transport Scotland, public transport operators and our partner local authorities to mitigate negative transport related impacts. SPT maintained appropriate service provision while adhering to national guidance on social distancing for our passenger and staff. SPT has also worked closely with Health Boards to support access to vaccination centres, removing travel barriers that some groups would have otherwise faced. SPT has kept under continuous review its response to the Covid-19 pandemic for both staff and passengers to ensure that we continued to meet the needs of people with protected characteristics.

2.2 SPT's role and functions

SPT's key roles and functions are set out in section 1.1 above. SPT considers its role as a listed public authority⁶ in the way we fulfil our functions, deliver our services and in our relationship with our staff. This part of the report describes the progress we have made to date to make the Equality Duty integral to the exercise of our functions, so as to better perform that Duty.

2.3 Steps taken to mainstream equality

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

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

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

⁴ National government advice in relation to restrictions on movement and activity, including shielding advice and The National Route Map out of lockdown including Transport Scotland advice to Transport Operators and Passengers were in in directing SPT's decision making.

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

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

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.

2.3.1 SPT as a service provider

SPT acts to promote the needs of all its customers and staff, including people with protected characteristics. SPT's work inevitably has a strong focus on connecting people with daily services. In delivering transport services and supporting infrastructure, SPT strives to improve the journey experience of all our customers taking into account their individual protected characteristics and overall travel needs. Through all aspects of service planning and delivery SPT recognises the role that public transport has in enabling people to access key services and participate in daily life and we strive to minimise the disadvantage experienced by communities and people with protected characteristics.

Key areas of work include:

- Continuing to consider and where practical address the impacts on groups and communities of changes in the commercial and supported bus networks.
- Delivering the MyBus Service - a door-to-door, pick-up and drop-off bus service for older and disabled who have difficulty accessing mainstream public transport services. A review of MyBus service design and operation is underway to better understand: usage patterns; booking arrangements; eligibility criteria; user experiences; social need; comparisons with elsewhere; marketing; and to identify opportunities to improve the service in the short term. This work stream has involved extensive user and non-user engagement and seeks to ensure the appropriateness of the service in the post-Covid environment.
- Engaging with Subway passengers to understand views on journey satisfaction, service quality, safety and security and accessibility of the system, information provision, customer service and ticketing options.
- Auditing the accessibility of our Subway and bus stations, the information available to passengers to inform planning their journey through an SPT station and the way information is communicated to passengers during their journey.
- Continual staff training to ensure that staff have the knowledge and skill to support them in interacting with people with a range of differing needs, be that colleagues, customers or stakeholders. Training has covered unconscious bias, dementia awareness, age awareness, improving communication with vulnerable people and world host principles in customer service.

- Driving up the standard of information available at bus stops across Strathclyde through the adoption and roll-out of new Bus Information Standards to ensure the provision of high quality, consistent and easy to understand information on all local bus services at all bus stops across the region.
- Improving the quality and accessibility of bus stop infrastructure across Strathclyde in partnership with Local Authorities.
- Supporting Community Transport (CT). CT provides accessible, affordable transport for socially or economically disadvantaged groups, voluntary groups and third sector organisations and provides key transport services in local communities. Many of the services operated by CT organisations provide access to services and activities for people with protected characteristics. SPT supports CT by providing funding support to organisations including: Coalfield Community Transport (CCT); Community Transport Glasgow; North Area Transport Association; South Ayrshire Community Transport; South West Community Transport; Ardgowan Hospice; Blantyre Volunteer Group; Community Central Halls; Community Transport East Renfrewshire ;East Kilbride Community Transport; Getting Better Together; Glenboig Development Trust; Larkhall District Volunteer Group; New Tannahill Centre; Port Glasgow Voluntary Trans-Port Group; Renfrewshire Council SOOPiR Bus; Rural Development Trust; and West Dunbartonshire Community Transport Action Group.
- Collaborating with the creators on the launch of a children’s book celebrating the diversity of Scotland’s communities, places and culture as part of the Subway 125th birthday celebrations.

2.3.2 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 we have prepared and consulted on a new draft Regional Transport Strategy, with the final strategy being presented to SPT’s Partnership Board in March 2023, prior to submission to Scottish Ministers.

The need to advance equality of opportunity for all people with protected characteristics was at the core of the development of the new Regional Transport Strategy (RTS). Throughout the Strategy vision, priorities, objectives and policies, there is an emphasis on meeting the needs of all, benefiting everyone, and enabling and facilitating a range of travel choices for everyone. This seeks to address the impact poor quality transport, or a lack of transport, can have in limiting opportunities and contributing, directly or indirectly, to societal inequalities, social exclusion, rural depopulation and poor health.

The actions, initiatives and projects to implement the RTS and its policies will be defined in a Delivery Plan, which will be prepared to accompany and sit alongside the RTS.

The RTS also sets out SPT's commitment to monitor and regularly report on progress. SPT will aim to improve equality data and monitoring as part of this process, with indicators disaggregated by protected characteristics, household income and urban/rural/island where possible.

SPT continues to invest in projects which enhance the accessibility of the transport network including Subway Modernisation and enhancements to bus stop, shelter and information infrastructure across the region. We have recently commissioned a study examining options to provide step free access at Buchanan Street Subway station and are scoping a masterplan for Buchanan Bus station to ensure we are continuing to drive forward the quality and accessibility of our facilities for all who use them.

SPT is working with partners to redevelop Motherwell rail station together with the town centre transport interchange that will include an enhanced bus facility on Muir Street, new public realm and widened station forecourt area. The project also will deliver complementary measures, with enhanced park and ride provision, improved walking, wheeling and cycling connections between the station, Motherwell town centre and surrounding communities, including Strathclyde Country Park and Ravenscraig regeneration site.

SPT, in its role as administrator, commissioned an independent review of the Strathclyde Concessionary Travel Scheme on behalf of its Joint Committee. The review was necessary in order to safeguard the future of the scheme in response to ongoing budget pressures. The Joint Committee has subsequently taken the decision to pause implementation of a recommended new fare structure in response to the post-Covid reduction in demand for concessionary travel while also recognising the impacts of the cost of living crisis on household income.

SPT has undertaken a review of the ZoneCard multi modal ticket, as the administrator and day-to-day manager of the product, resulting in the identification of a simplified zone structure and commitment to migrate from paper-based ticket to new smart format encompassing; a Customer Management System, Web Portal and App. Smart ZoneCard will provide the opportunity for a more flexible range of ZoneCard ticket types and provide the opportunity for online purchase, thereby removing some of the barriers to access created by the current scheme.

We have also continued the vitally important planning of supported bus services including the MyBus demand responsive transport and as noted providing support to the Community Transport sector.

In undertaking transport planning, SPT assesses the equality impacts of its plans and proposals. We have strengthened reporting arrangements to our Partnership Board and Committees by including a 'Consequences' section in reports. This allows officers to demonstrate how equality issues are taken into account when making recommendations to our Partnership Board and provides the Partnership with assurance that these matters have been considered.

The impact of our transport plans and projects on people with protected characteristics is considered throughout our transport planning and project development activity. Local Authorities are also required to consider equality impacts as part of their bids to SPT for capital funding. This ensures that the impact of all projects and plans on people with protected characteristics is considered. SPT will continue to undertake Equality Impact Assessments (EIA) where we introduce significant changes to the delivery of projects, policies and services.

2.3.3 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 are fundamental principles in all HR policies and procedures, which are effectively promoted throughout the organisation. We assess the fairness and effectiveness of these equality policies through workforce monitoring.

SPT regularly reviews people policies and processes to ensure that it meets changing legal obligations and best practice. SPT's Code of Conduct for Employees has been updated to reflect the Scottish Government Model Code of Conduct and other best practice. SPT's Grievance Policy and Procedure, Employee Development Policy and Guidance and Recruitment and Selection Policy & Guidance have been updated to reflect organisational changes and to ensure they are in line with current legislation and best practice.

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. We also introduced blind recruitment up to the shortlisting stage. The eRecruitment system has significantly improved SPT's capability to gather equality data from applicants, both internal and external, and to analyse trends which in turn can inform how

and where we recruit to attract a more diverse pool of applicants. Exit interview are also being carried out to gather data on the reasons for leaving SPT

We include equality and diversity in the induction programme for all new starts in order to set clear expectations from the outset. All of our staff are supported to develop the skills and abilities they require to carry out their current and any likely future role. Staff have a sound understanding of equality and diversity through training and awareness briefings, and our managers undertake regular training to build their understanding and skills in relation to managing diversity, whether as the employer or service provider. SPT managers have undergone Unconscious Bias training and employees across the organisation have been trained as Mental Health First Aiders to support staff. SPT continues to work in partnership with specialist organisations such as PAM Assist our Employee Assistance Provider who provided briefing sessions on a wide range of support and resources available to SPT managers and supervisors. These briefing sessions will ensure they can direct our employees to these resources, Glasgow Association for Mental Health and Dementia Scotland to raise awareness and understanding of mental health issues in particular.

SPT has a wide range of family-friendly policies to support our staff. Our suite of family-friendly policies is regularly reviewed and updated to ensure that we meet our legal obligation and best practice. These were updated and implemented with effect from August 2021.

In 2022 we undertook a survey to get a better idea of how our staff understand their responsibilities, roles and rights, under the Equality Act Legislation both as employees and in dealing with customers and members of the public. Building on the results of the survey we are in the process of identifying a programme of information sharing and training exercises to ensure that staff are able to recognise the relevance of the public sector equality duty in their own role.

2.3.4 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 Chief Executive is our Equalities Champion and leads our Equality and Diversity Delivery Group (EDDG) which comprises staff from across SPT departments. We have reviewed the scope of responsibility of the EDDG to sharpen its focus. The EDDG has responsibility for driving forward the three needs of the General Duty within their individual departments and ensuring all departments are progressing agreed action plans and implementing corporate wide initiatives in support of equality and diversity. The EDDG also provides a forum for sharing experiences across the organisation and a platform for ensuring consistency of approach.

The work of the group and adherence with our responsibilities is overseen through regular meetings of SPT's senior management team.

While the socio-economic duty – the Fairer Scotland Duty – does not apply to Regional Transport Partnerships, SPT recognise the close interrelationship between socio-economic disadvantage and the experience of people with protected characteristics, particularly in relation to advancing equality of opportunity. To address this, and recognising that SPT's constituent Local Authorities are subject to the duty, the EDDG also has the responsibility to consider the impact of SPT's actions and activities towards reducing inequalities of outcome caused by socio-economic disadvantage.

Staff Survey

To assist in monitoring mainstreaming progress equality in the organisation, SPT has undertaken a staff survey in 2016, 2018, 2020 and 2022. This survey allowed SPT to gauge how confident staff felt about their understanding of equalities; their experiences of working with people across a range of protected characteristics, what the organisation could do to help support them in meeting the needs of people with protected characteristics and if they had experienced harassment or discrimination. In 2022 a return rate of 58% from across the organisation.

A summary of the results is set out in Appendix A.

The survey results show that there is a slight reduction in understanding of equality issues and organisational activity in this regard, albeit that the majority of staff continue to consider the organisation's progress to be good or excellent and consider their knowledge of equality as an employee and in dealing with members of the public to be good or excellent.

Experience of harassment or discrimination remains very low, although there continues to be some, albeit limited, evidence of underreporting. The survey findings highlight some areas for further action including:

- The need to raise the profile of the organisation's Equality Outcomes and the steps we take to promote equality, and the visibility of the practical action that is undertaken;
- The need to tailor training and information sharing relevant to different roles within the organisation to ensure that all staff, including new starts at all levels, are aware of their rights, roles and responsibilities under the Equality Act Legislation both as an employee and in interacting with customers;
- The need to continue to work to ensure staff are confident in identifying equality related harassment and discrimination, are aware of the process in place to report incidences, and the procedures that are followed in the event a report is made; and

- The need to alleviate any concerns which may exist around reporting incidences of harassment or discrimination.

Equality Impact Assessment

It is essential that we assess the impact of our policies, practises and projects to ensure, as far as possible, our decisions not only help address existing disadvantage but do not exacerbate disadvantage. In 2021, following recommendations from an internal audit, we reviewed our EIA process, aligning it more closely with guidance and best practise and with our internal business practises, including our Equality Outcomes. The EDG, and staff with the responsibility for developing new and reviewing existing projects and workstreams, received training on the new process.

In line with previous internal audit recommendations recommending additional oversight, workstreams for which scoping and/or full impact assessment have been undertaken are reported to every EDG and six-monthly reports are provided to SPT's senior management team.

Since we reported in 2021, the EIA for the Regional Transport Strategy continued concurrently and iteratively alongside and informing the development of the draft and final Strategy. EIAs have also been undertaken as part of projects to replace passenger information screens in our bus stations and the development of our Bus Information Standards. An iterative approach is being taken to EIA through the modernisation of the ZoneCard Ticketing (undertaken on behalf of the ZoneCard operators)⁷ project and as part of the review of the MyBus Service.

Our HR team have also considered the potential for equality impacts in relation to all SPT HR policy changes including updated assessments with regards the Covid-19 response related to SPT Employees and the restructuring of the Policy and Planning function within the organisation.

SPT is committed to further strengthening our commitment to advancing equality and we will continue to monitor and seek improvement to our approach to EIA through our business practices and in line with guidance and best practice.

Procurement

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

⁷ ZoneCard is a multi-modal ticket which SPT administers on behalf of the participating operators.

through SPT contracts. SPT has published a Procurement Strategy which helps us to meet our obligations under the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012.

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

Where relevant and proportionate to do so and in applicable Regulated procurements, SPT has sought Community Benefits (CB's) with great success. Community Benefits clauses, which are specifically designed to provide free of charge services/employment opportunities to disadvantaged groups and individuals as a direct result of any contract awarded. Whilst CB's are only required by legislation to be included in contracts over £4million in value, SPT has incorporated these in contracts valued at £50k and above where there was a genuine prospect of meaningful benefits being achieved. As a direct result of our procurement activities and the contracts awarded, the following benefits have been realised during year 2021/22 alone:

- SPT contract awards have secured the creation and continuation of 15 new Apprenticeships, mainly in civil and electrical engineering and its supply chain.
- Four small businesses within the Glasgow area were awarded work on a sub-contracting/supply chain basis as a result of engineering and maintenance works contracts awarded, with firms in plant hire, civil engineering design and electrical works benefiting.
- Work experience placements were offered for school pupils on two separate contracts.
- A commitment to promote EV transport at a national event.
- Commitment to donate to local foodbanks and to conduct school visits was secured.

SPT is committed to promoting contracts with supported businesses. A supported business is defined by the Public Contracts (Scotland) Regulations 2015 as an economic operator whose main aim is the social and professional integration of disabled or disadvantaged persons, where at least 30% of the employees are disabled or disadvantaged. SPT has a long-standing contract with one Supported Business for the supply of Corporate Uniforms and it is SPT's intention to take advantage of current Procurement Regulations to reserve this contract to bids from Supported Businesses only when it is retendered in 2023. SPT will continue to actively consider the use of businesses of this nature and to use of the third sector, where these organisations are both available and appropriate.

Board Succession Planning

Board succession planning is about ensuring SPT's Partnership Board is reflective of the wider community and can draw upon the greatest range of skills, experiences, knowledge

and expertise to maximise its effectiveness. SPT has a Board Succession Plan which was developed with support and input from Partnership members.

Scottish Government Guidance acknowledges that a number of public boards, such as SPT's, comprise democratically elected and nonelected members. As such, SPT has no input to the process for nominating elected members to its Partnership Board, but we aim to effectively harness the diverse contributions that all Board members make.

To support the Board Diversity Plan, SPT worked with a number of SPT appointed members to prepare an Action Plan, to inform the most recent (March 2021) and future recruitment of appointed members. This took forward work on the following:

- SPT has continued to keep the Board up-to-date with developments in equality and diversity relevant to the organisation's strategic outlook and responsibilities as a public body;
- SPT has audited the skills, knowledge and experience needed for Board appointments to ensure that the appointed members' recruitment process is as inclusive as possible;
- SPT has also publicised appointed member vacancies through a wider range of sources to encourage candidates with a range of skills and experience and from diverse backgrounds to apply;
- SPT produced a recruitment handbook which outlines the role of appointed members, and, following engagement with existing appointed members, has developed an induction plan for new members, which will help promote understanding of equality issues; and
- SPT has worked with appointed members throughout the period of their appointment to understand their views on how they are performing their responsibilities and consider appropriate actions to support them in this process.

In addition, an amendment to Partnership Standing Orders to include the requirement to consider gender balance as well as geographical and political balance in making appointments to SPT's Partnership Office Bearer roles, has been considered and is recommended for approval.

2.4 Going forward

We recognise that due regard to the Equality Duty must be at the heart of what we do, and so too is demonstrating how we are promoting equality. As such we are committed to going further to ensure equality is fully embedded in our structures, behaviours and culture across the organisation. This will help drive the necessary continuous improvement in our service delivery. To support this process over the next two years we will

- Review our approach to public and stakeholder engagement, and work to ensure appropriate and proportionate engagement enables user experience is built into our service review and design process;
- Keep the roll of the Equality and Diversity Group under review and make any changes necessary to sharpen our focus on achieving our Equality Outcomes;
- Keep our approach to Equality Impact Assessment under review and reflect best practice elsewhere; and
- Further raise the profile of equality in SPT and its relationship with high quality service delivery.

Part Three – Equality, our members and our staff

3.1 Board Composition

SPT is a partnership of 12 Local Authorities in the west of Scotland and the Partnership Board is made up of 20 elected members and between seven and nine appointed members. The gender balance of Councillor Members of our current Partnership Board is 17 men and three women. In line with the Transport (Scotland) Act 2005, elected members are appointed to SPT's board by constituent Local Authorities.

In March 2021, two appointed members retired from the Board and we recruited four additional appointed members, through a transparent recruitment process conducted via a range of recruitment websites to ensure it reached the widest audience. In addition, SPT applied a skills matrix to identify areas of strength and experience and address areas where capacity could be further strengthened including collaborative working. The recruitment panel comprised a mixed political and gender balance. There has been no subsequent change to the appointed members on SPT's Board.

Currently therefore the gender balance for appointed members is four men and three women.

3.2 Gathering and using employee information

SPT employed 463 staff as at 31 December 2022. SPT's headcount has remained relatively steady despite staff turnover and implementation of structural changes. SPT's eRecruitment system embeds the requirement for applicants to complete equality monitoring information. SPT asked all staff to complete an equality monitoring survey in October 2022; 62% chose to do so, a decrease of 4% since our last report. SPT will continue to undertake this exercise on a regular basis in order to refresh the data held and to build a more complete picture of our workforce over time.

3.3 Summary of analysis for each relevant protected characteristic

3.3.1 Age

Staff turnover has increased at SPT in the last year however; the overall workforce profile has not changed significantly since our 2021 report. Over a quarter of our workforce, 28% are aged 55 and above, no change from our last report. The proportion of staff in the 35-44 and 45-54 age groups has reduced slightly to 54% although the 35-44 age group has increased to 26% and the proportion of our workforce aged 20-25 has remained the same at 3%.

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

3.3.2 Caring Responsibilities

SPT gathered data on caring responsibilities in 2020 and found that 26% of staff had caring responsibilities. SPT did not distinguish between caring for elderly dependents, children/grandchildren or, for example, caring for a spouse or partner at this stage. The percentage of staff with caring responsibilities has slightly increased in 2022 to 29%.

3.3.3 Disability

A higher proportion of staff than ever before have shared their personal data with us regarding disability reducing the gap, in our workforce data set, from 6% to 4%, demonstrating an increased confidence in how SPT uses this personal sensitive data. The proportion of staff declaring that they have a disability which includes an impairment, health condition or learning difference has slightly increased to 12% at December 2022.

3.3.4 Gender Reassignment

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

3.3.5 Marriage and Civil Partnership

49% of staff confirmed that they are married and the proportion of staff confirming that they are in a civil partnership has remained at 2%. 29% of staff confirmed they are single. 17% of staff confirmed they fall within other categories including divorced, widowed and other. 3% of staff preferred not to say.

3.3.6 Pregnancy and Maternity

Four staff took maternity leave in 2022. One person reduced their working hours on their return to work and one person changed their working pattern on a temporary basis on their return to work; there are no employees on maternity leave at the time of writing the report.

3.3.7 Race

Since our last report in 2021, the race profile in SPT has changed slightly. 2% of staff have said they are from a minority ethnic background. This remains lower than the latest Scottish Government statistics which show that people from minority ethnic backgrounds make up 4.6% of the population. 6% of our new starts in 2022 are from ethnic minority backgrounds.

3.3.8 Religion or Belief

A significantly higher proportion of staff shared their personal data in terms of religion or belief when completing the equality monitoring survey in November 2022. The 2021 report confirmed that 11% of the workforce responded 'prefer not to say' or 'unknow'. This has reduced to 7% in 2022. The data continues to show a broad range of beliefs amongst our

staff. Christianity remains the most represented religion having increased slightly from 47% to 48%; a further 3% are Muslim, Hindu, Sikh or 'other' and 43% of staff state they have no religion, an increase from 38% in 2020.

3.3.9 Sex

SPT's male to female ratio is 68:32. There is generally a good balance of men and women across many corporate job grades although it is evident that females are under-represented at senior levels in grades F, G and Chief Official.

By contrast, SPT's technical grades, which are typically found in Subway Engineering and Maintenance are predominantly male. 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 89% of all staff. In terms of the proportion of staff identifying themselves as from the LGBT community; this has slightly increased from 4% to 5% since our report in 2021.

3.4 Gender Pay information

SPT's most recent gender pay gap calculated as the percentage difference between men's average hourly basic pay on a full-time equivalent basis, and women's showed that the gap was 17.7% at December 2020. SPT will complete a detailed equal pay analysis as defined within the Equality Act 2010 (Gender Pay Gap Information) using data at 31 December 2022. Data from the UK Office for National Statistics shows that in Scotland the 2021 the gender pay gap was 11.6% with the UK level at 15.4%.

3.5 Equal pay analysis

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.

Part Four – SPT’s Equality Outcomes – progress update

4.1 SPT Equality Outcomes 2021-2025

In 2021 SPT set five Equality Outcomes. Four outcomes relating directly to SPT’s services and one relating to the diversity of our organisation. The four outcomes relating directly to SPT’s services are embedded in and align with the wider transport policy framework at a regional and national level. The outcomes relate to addressing four thematic areas which reflect barriers to the use of the transport network and in accessing everyday services and opportunities including employment, education, health services and social networks:

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

These themes are systemic and cannot be addressed through SPT’s Equality Outcomes alone, however these issues affect the way in which people use the services we provide.

Our final outcome seeks to address the diversity of our workforce. Our workforce data review highlighted that our staff profile doesn’t reflect the communities we serve.

Against each outcome we identified intermediate changes to be delivered towards achieving the outcomes.

4.2 Progress Update

Progress towards achieving SPT’s Equality Outcomes is set out under the five Outcome themes below.

4.2.1 Accessibility

Outcome	Disabled people have improved access to SPT facilities and services
Intermediate Changes	We better understand and respond to needs of disabled people who use our service
	Consistent and clearly defined passenger assistance is available within SPT stations and on MyBus services
	Passengers can be confident that there are no unknown physical barriers restricting access to our facilities
	Passengers can easily navigate to and within our stations
	Bus information provision across the west of Scotland is accurate, up to date and accessible
	Bus stops across the west of Scotland support access to low floor vehicles

Through passenger surveys we have sought to better understand the experiences of disabled people using Subway and MyBus services, particularly views on the assistance available.

In March 2022, 43% of Subway passengers rated their satisfaction with the assistance they received from SPT staff to help them make a journey as 7 out of 10 or higher. A further 19% of passengers stated that this question did not apply to them.

The MyBus survey shows that 90% of users strongly agree that MyBus drivers assist them to get on and off the bus and an additional 8% agree with this statement. 83% of passengers also either agree or strongly agree that drivers understand their personal needs.

SPT promotes the Thistle Assistance Card and App to its passengers and to all public transport users across the west of Scotland. This is designed to help passengers who require a little bit of extra time or assistance when travelling to feel safer and more comfortable when using public transport.

Direct Access, a disability-owned and operated accessibility consultancy, are currently undertaking accessibility audits of SPT's bus and Subway stations alongside a policy and regulation review and engagement with other transport operators to identify best practice. The audits provide a snap shot of a station on the day of the audit and focus on the physical environments within our stations as well as: travel information available to passengers through SPT's website prior to making a journey; wayfinding and public access to and within the stations; and travel information availability and passenger facilities in stations. This work does not include routes to the stations or the experience of boarding a bus or Subway train and making a journey. This work will provide SPT with a prioritised list of actions which will assist in ensuring that there are no unknown physical barriers restricting access to SPT facilities, wherever reasonably practical to do so, that accessibility information is communicated to passengers accurately, providing customers with confidence in their journey experience.

The accessibility section of the website and the passenger information social media feeds are regularly updated to communicate temporary changes in the accessibility of our stations, such as lifts or escalators or specific bus stances temporarily out of use.

Following the completion of the accessibility audit SPT will review its approach to how it communicates information on accessibility and assistance available to passengers using Subway and bus stations.

SPT will continue to work with Glasgow City, South Lanarkshire and Inverclyde Councils and other stakeholders as appropriate, to address any issues identified beyond the boundary of its bus and Subway stations, which effect the accessibility of routes to the stations.

To help ensure bus information provision across the west of Scotland is accurate, up to date and accessible, SPT's bus information standards have been updated and approved. SPT's Bus Information Standards set the framework for roadside bus stop information provision for over c11,500 bus stops and c14,000 bus information displays. The information displays have now been updated at 85% of bus stops, with work ongoing to provide complete provision at the remaining stops. Bus stop information will be updated as required in line with the Standards in advance of subsequent timetable changes. QR codes on the information panels now include links to bus operators' websites and Traveline Scotland, providing passengers with links to live travel updates.

Bus information displays have been updated at East Kilbride, Hamilton and Greenock bus stations bringing the quality and accessibility of information provision in line with that already in place at Buchanan Bus Station and Partick and Govan Interchange. Real-Time Passenger Information (RTPI) screens have continued to be rolled out and are now available at around 800 locations. Work continues to consider options to enhance the information provided through RTPI and since late 2022 live cancellation information is now provided on First Glasgow, McGill's and Stagecoach services, providing passengers with additional certainty around available services.

SPT continues to invest directly in bus stop and shelter upgrades through its capital programme to improve and maintain the quality and accessibility of bus stops and shelters across the region. In addition, SPT provides capital funding to its constituent local authorities to deliver targeted bus infrastructure improvements such as the focussed bus investment in Helensburgh and Lomond, which has helped deliver around 70 new shelter replacements, raised kerbs, bus build outs and hard standing areas. These measures help wheelchair users, people with pushchairs and those with reduced mobility to board and alight from buses more easily.

In Glasgow city centre, SPT funding has enabled the Hope Street / Renfield Street Area Bus Stop Improvements project. This is one of the city's busiest in terms of bus services and passenger footfall, as well as with pedestrians. The programme of works has seen passenger waiting facilities undergo significant upgrade with the installation of high-quality bus shelters, extended raised kerbs to accommodate multiple vehicles, RTPI displays and widened footways to accommodate bus passengers and pedestrians.

4.2.2 Affordability

Outcome	People have improved knowledge of and access to our best value fares
Intermediate Changes	More people use smart tickets to access the Subway
	We understand and promote the full range of tickets that we provide
	We develop a deeper understanding of transport affordability and how this relates to our products

SPT has taken direct action to understand how and why people use different ticket types and why people are not using the best value smart tickets to access the Subway. A series of surveys identified the main reasons for customers choosing paper tickets (when smartcard ticketing offers better value for money): limited knowledge about how to obtain and use a smartcard, and the ticket options available on smart.

Pay-as you-go (PAYG) credit on a smartcard act as a digital wallet and there is no requirement to purchase season tickets. Promotion of £3 all-day PAYG travel on smartcard increased awareness of this product in the final survey, however overall awareness of PAYG using a smartcard was below 50%.

Ongoing marketing campaigns are now focused on increasing the awareness of PAYG and promoting the range of Smartcards that can be used on Subway, including National Entitlement Cards and ScotRail, Glasgow Tripper, McGill's and Stagecoach Smartcards. This will encourage people, even infrequent travellers, to access best value single and day travel on PAYG.

Recognising the ongoing cost of living crisis affecting many Subway users, SPT has postponed the previously proposed Subway fare increase which was due to be implemented in January 2023.

In addition, on the advice of SPT as administrator of the Scheme, the Strathclyde Concessionary Travel Joint committee have taken the decision to pause implementation of new fares structure recommended through the recent Scheme review in response to the post-Covid reduction in demand for concessionary travel while also recognising the impacts of the cost of living crisis on household income.

The introduction of smart ZoneCard will provide the opportunity for more flexible range of ZoneCard ticket types, providing people with access to best value multi-modal, multi-operator ticking options for their specific travel needs.

To develop a deeper understanding of transport affordability in the west of Scotland and inform the development of a regional bus strategy for Strathclyde, SPT Commissioned desktop research to investigate the concept of 'affordable' public transport fares and develop

a number of options that could help tackle affordability problems. SPT has committed to developing ticketing and fares options through the Strathclyde Regional Bus Strategy process.⁸

SPT will consider, respond to and reflect within the appropriate outcomes of Transport Scotland’s Fair Fares review which is considering opportunities to improve public transport affordability and is due to report in spring 2023.

4.2.3 Availability

Outcome	Our passengers’ differing needs are better reflected in how we plan and deliver SPT transport services
Intermediate Changes	We promote the use of existing SPT supported bus services through enhanced communication with community groups, equality organisations and the third sector.
	We undertake engagement with community groups, equality groups and third sector organisations to better understand people’s travel needs and reflect this in-service design
	We undertake work to establish the appropriateness of SPT MyBus service post Covid.

SPT has continued to promote its Subway and socially necessary bus services, including MyBus. Engagement with Local Authorities, Health boards, elected members and local communities informs SPT’s decision making in relation to the provision of supported bus services, and in line with SPT’s Framework for Supporting Local Bus Services.⁹

MyBus has continued to operate on a reduced basis following suspension during the initial lockdown period. Vehicles operating on the service have been kept under review and where possible additional resource has been added to ensure that provision is in line with demand. In 2022, the ability to introduce additional resource was constrained by the availability of bus drivers. While MyBus usage has recently shown some signs of recovery, patronage remains significantly below pre-pandemic levels at around one-third, and the number of unique service users is just over half, compared to pre-pandemic levels.

A stage 1 review of MyBus is nearing completion and is tasked with examining the appropriateness of current MyBus service design and operation to ensure it remains fit for purpose and continues to meet the needs of users in the short-term. The review has examined several aspects of operation including usage patterns, booking arrangements, scheduling, eligibility criteria and has benchmarked with comparable DRT services elsewhere.

⁸ https://www.spt.co.uk/media/zqsayayn/sp251122_agenda8.pdf

⁹ <https://www.spt.co.uk/media/wjplw5eb/spt-framework-for-supporting-local-bus-services.pdf>

A survey of MyBus users was undertaken, with 287 completed questionnaires returned. Face to face surveys are being carried out in order to gather the views of former and non-users of MyBus.

Initial key findings from the review were presented at the January 2023 meeting of SPT’s Operations Committee. Stage 1 final recommendations for approval will be presented to the Committee in April 2023.

The RTS sets out an Availability and Coverage of Transport Policy. This RTS policy responds to many of the transport problems raised by stakeholders set out within the Access for All, key issue and means that decisions on transport networks need to consider how to ensure active travel and public transport networks meet the needs of all for access to key locations, particularly town centres, employment centres, colleges and universities, hospitals and key sustainable transport hubs/interchanges. One of the most significant actions to deliver this policy will be the development of the Strathclyde Regional Bus Strategy and Delivery Plan.

4.2.4 Safety and Security

Outcome	Younger people, older people, women, disabled people, LGBT+ people, people from minority ethnic backgrounds feel safe when using SPT services
Intermediate Changes	Passengers will feel safe returning to our services as Covid-19 restrictions on lifted
	We understand and respond to people’s differing experience of our services and the wider transport network
	Subway, SPT bus stations and supported bus services are safe for all users
	Passengers are confident that interaction with SPT staff will be positive

Throughout the pandemic SPT sought to create and promote safe travel, as far as possible, and within national guidelines. Marketing campaigns, including “Guidelines for Safer travel” aligned with Scottish Government messaging. Passenger surveys through 2021 and early 2022 monitored Subway passengers’ response to Subway travel in relation to Covid. Findings from these surveys allowed SPT to tailor its messaging to be more effective. In March 2022, results showed that the majority of passengers felt safe returning to travel by Subway as a result of the guidance in place with only 14% of Subway passengers not feeling safe, in relation to Covid-a19, when travelling by Subway. This was a drop from 20% of passengers in June 2021, or an improvement of 6 percentage points.

SPT continues to promote advice on the use of face coverings on public transport and hand hygiene before and after journey, in line with national guidance.

Subway passenger surveys also sought views on feelings of safety on platforms and trains. In March 2022, 83% of Subway passengers rated their satisfaction with personal safety and security when using Subway platforms as 7 out of 10 or higher. At the same time, 69% of Subway passengers rated satisfaction with safety and security when on board a Subway train as 7 out of 10 or higher. These figures were largely unchanged from June 2021.

Women, people with a disability, people of Asian/Asian British ethnicity, and younger people under the age of 25 had slightly lower than average score. Older people aged 70 years or older had higher than average mean scores for safety and security.

In March 2022 64% of Subway passengers rated satisfaction with customer service as 7 out of 10 or higher. This was unchanged from June 2021. Younger people aged under 25 years, people with a disability, and people of Asian/Asian British ethnicity had slightly lower than the average mean scores at this time.

Annual mystery shopping provides insight into passenger interactions with staff and journey experiences while using the Subway system. In 2023 this exercise has been expanded to include consideration around safety, feelings of safety and experience of the environment while travelling through the Subway system.

Discussion and information sharing within SPT's Equality and Diversity Delivery Group, and attendance at a range of webinars has increased awareness among the group in relation to the experience of women and girls in using public transport and public space and the prevalence of experience of harassment and intimidation. The effect that fear of violence and sexual harassment can have on the ability of women and girls to have the freedom of choice around how and when they make certain journey has also been highlighted. This has resulted in bus and Subway operational staff being more aware of these issues and further information sharing and messaging around contacting staff if assistance is required. In addition, there is an increased security presence in Buchanan Bus Station and there is increased liaison and information sharing with the British Transport Police and Police Scotland.

SPT has also widely promoted the British Transport Police's Railway Guardian App across.

With the introduction of the U22 National Entitlement Card more young people than before are using the bus network and therefore our bus stations. SPT staff and security contractors are trained to spot warning signs that a child or young person may be at risk or in danger and know the appropriate action to take.

SPT will continue to work with partners within the transport industry to ensure a joined-up approach, messaging and communication in ensuring that the transport network is safe for all and violence and harassment towards staff or other passengers is not acceptable.

The accessibility audits, noted above,¹⁰ will identify areas for action and improvement that will improve the physical safety of station environments for users.

4.2.5 SPT Workforce Diversity

Outcome	SPT's workforce demographic reflects the SPT area, helping us to better understand the needs of our communities.
Intermediate Changes	SPT is considered a diverse and welcoming employer
	Through our advertising and recruitment process we actively encourage applications from people underrepresented in our workforce
	We work with partners to promote a diverse workforce in the transport sector

SPT recognise that altering the demographic makeup of its workforce to more closely represent the communities it services will take time. Workforce diversity is a challenge across the transport sector. Action has focused on what steps the organisation can take now to access and attract more diverse candidates when recruiting and raising awareness of transport as a career option.

To help promote working within transport and engineering, staff from roles across the organisation continue to engage with local primary and secondary schools as well as universities and colleges, to talk about their jobs, their individual paths into their jobs and the variety of jobs that are available within SPT.

To promote SPT's public commitment to equality and diversity, the supporting text on the HireRoad website and recruitment portal has been expanded to put further emphasis on diversity and explicitly references SPT's willingness to provide additional support to any applicant who may require it. We also participate in the Disability Confident Scheme.

SPT recognises how recruitment campaigns are promoted and that our selection and interview processes could be limiting opportunities to encourage diversity into our workforce. To increase the reach of recruitment campaigns we have placed posters within Subway trains highlighting the skills that we are seeking and directing potential applicants to SPT's careers page.

For engineering roles, the team recognised the language used within adverts could be deterring potential applicants through the use of masculine terminology. To address this, the language used in adverts for engineering roles was reviewed and amended by Equate. Staff from SPT's HR team have also received training to reduce the masculine gender-coding of language in all recruitment campaigns.

¹⁰ See section 4.2.1 above

All recruitment campaigns are promoted through the organisation's social media networks and variety of multi-media platforms.

Recognising the potential for unconscious bias to influence hiring managers during the recruitment and selection process, all managers have undertaken unconscious bias training and all recruitment is blind up to interview stage. At interview, where appropriate, an independent person from a separate function will be invited to support the interview and selection process.

Exit interviews are being carried out by our executive team to understand any issues, including equality and diversity related issues that may have led to someone leaving the organisation.

4.3 Review of 2021 outcomes and intermediate changes

In reporting on progress SPT has considered the appropriateness its outcomes set in 2021, and the intermediate changes necessary to achieve the outcomes.

4.3.1 Issues and Outcomes

The cross-cutting thematic basis for our Outcomes – as set out in 4.1, and relationship with SPT's services and organisational priorities remains unchanged. The outcome themes relating to SPT's services identified in 2021 remain valid within regional and national transport policy frameworks, and key systemic barriers experienced by people with protected characteristics in the using the transport network and in accessing everyday services are in even stronger focus today.

While we have taken steps to improve the diversity of our workforce, as set out in section 4.2.5, our workforce demographic does not as yet reflect that of the SPT area. Therefore, the outcomes we set in 2021 remain valid and unchanged.

4.3.2 Intermediate Changes

Intermediate changes were identified to assist in identifying areas of action to achieving SPT's Equality Outcomes. As set out above, there has been progress towards addressing the changes. However, on review, SPT believe that to make the meaningful changes required there needs to be a sharpened focus and commitment to action in specific areas.

The revised intermediate changes can be found in Table 1.

Engagement and understanding of people's needs and experiences are key to SPT's activity to meet the General duty. They should therefore be considered as mainstream activity in

relation to service/function/policy design and review and as such are not referenced in this section.

Accessibility

Taking forward the findings of the accessibility audits and formalising SPT's approach to passenger assistance are key areas for action to improve accessibility of SPT's transport services and facilities for disabled people

Affordability

SmartCard provides the most flexible and lowest cost way to travel so continuing to promote take up of SmartCard is a key area for action. Additionally, working in partnership with Transport Scotland and other stakeholders in key workstreams including the Fair Fares Review and the Strathclyde Regional Bus Strategy will facilitate a wider change in transport affordability, including on services managed by SPT.

Availability

Taking forward the findings of the MyBus Review, SPT will, through service redesign seek to ensure the MyBus is meeting the needs of passengers.

Delivering the Strathclyde Regional Bus Strategy will enable a wider change in transport availability and coverage of the bus network, which includes the supported local bus network managed by SPT.

Safety and Security

Ensuring Younger people, older people, women, disabled people, LGBT+ people, and people from minority ethnic backgrounds feel safe when using SPT services, will require SPT to develop further knowledge around the causes and perceptions of fear and take steps to address these as well as continue the current arrangements for creating safe environments. A public transport sector wide approach is required to tackling violence against women and girls, other forms of harassment and sharing safety and security learning and best practice, for which continued partnership working with BPT, Police Scotland and industry partners is essential.

SPT workforce diversity

The perception of SPT as an employer, promotion of recruitment campaigns alongside raising awareness of jobs in the transport sector, remain the key focus towards increasing the diversity of SPT's work force

Accessibility	
Issue	Disabled people experience difficulties accessing public transport
Outcome	Disabled people have improved access to SPT facilities and services
Intermediate Changes	Consistent and clearly defined passenger assistance guidance is available to passengers using SPT stations
	SPT has a comprehensive understanding of accessibility issues in our Subway and bus stations, and has developed action plans to deliver improvements
Affordability	
Issue	Traditional ticketing products are less likely to meet the needs of different equality groups who often also struggle to afford public transport fares
Outcome	People have improved knowledge of and access to our best value fares
Intermediate Changes	People are aware of the range of Subway ticket options that are available to them
	SPT works with partners to investigate options to deliver more affordable public transport fares for those most in need
Availability	
Issue	The availability of transport can limit access to employment, education, healthcare and other essential services for those most reliant on public transport including women, younger and older people, disabled people, low income families and people from minority ethnic backgrounds
Outcome	Our passengers' differing needs are better reflected in how we plan and deliver SPT transport services
Intermediate Changes	We promote the use of existing SPT supported bus services through enhanced communication with community groups, equality organisations and the third sector.
	We take forward the findings of the MyBus review.
	SPT works in partnership to enable improvements in public transport network availability and coverage.

Safety and Security	
Issue	Younger people, older people, women, disabled people, LGBT+ people, and people from minority ethnic backgrounds can be deterred from using public transport over safety fears
Outcome	Younger people, older people, women, disabled people, LGBT+ people, and people from minority ethnic backgrounds feel safe when using SPT services
Intermediate Changes	SPT understands safety and security issues for all passenger groups using our transport services and facilities.
	Passengers are aware of the measures we have in place to keep them safe
	Passengers are confident that interaction with SPT staff will be positive
	SPT works in partnership to develop an industry wide approach to tackling harassment and violence against women and girls, other forms of harassment and the sharing of safety and security learning and best practice.
SPT workforce diversity ¹¹	
Issue	SPT's workforce does not reflect the communities we serve
Outcome	SPT's workforce demographic reflects the SPT area, helping us to better understand the needs of our communities.
Intermediate Changes	SPT is considered a diverse and welcoming employer
	Through our approach to recruitment and staff retention we actively encourage applications from and retain people underrepresented in our workforce
	We work with partners to promote a diverse workforce in the transport sector

Table 1: SPT Equality outcomes and intermediate changes 2023

¹¹ Mainstreaming activity is also required in relation to raising the profile of the public sector, transport and engineering as career paths.

4.4 Next steps and monitoring

Work is continuing to set out tasks and actions required to deliver the intermediate changes identified in Table 1 and to ensure that processes and procedures are in place to monitor the impact of our actions towards achieving these outcomes. Progress will be monitored through SPT's internal Equalities and Diversity Delivery Group.

4.5 Continued partnership working

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

Appendix A

Summary of Staff Survey results

- The Equality in SPT 2022 survey ran from 10 October to 8 November 2022 and was available to all staff.
- 269 responses were received. A return rate of 58% down on 66% return in 2020.
- In 2022 the response rate from customer facing staff was lower than in previous years.

Progress in promoting equality for staff, passengers and partners since 2020

- Slight reduction in respondents who rate progress in promoting equality for staff, passengers and partners as excellent or good (52% compared to 57% in 2020).
- Higher rating in customer-facing staff than more generally and in staff who have been with the organisation for less than two years.
- Persistently significant number of respondents, across all work areas, who do not know if any progress has been made. This has edged upwards from less than a fifth in 2016 to nearly a quarter in 2022.
- People with less than a year's service were more likely to not know if progress has been made. Although there are less people rating progress as poor than in the first years of the survey.
- All respondents noting progress to be poor have worked with the organisation for more than two years.

Informed about Equality Act Legislation - as an employee

- The proportion of respondents who feel very well informed about their rights, roles and responsibilities under the Equality Act Legislation as an employee of SPT has dropped from 44% to 39%.
- Customer facing respondents (43%) are more likely than other respondents to feel very well informed, but are also more likely to not feel informed at all
- Over a third of respondents (39%) who do not feel well informed or feel somewhat informed, would like to see further training, with "the Equality Act what does it mean for me" and "Reporting of complaints, bullying or harassment" being the key area of training requested

Informed staff Equality Act Legislation – in dealing with the public

- The proportion of respondents who feel very well informed about their rights, roles and responsibilities under the Equality Act Legislation when interacting with customers or members of the public has decreased slightly from 2020, but remains at over a third.
- Wholly or partially customer facing staff who feel well informed has increased
- Staff who have joined the organisation in the last year are more likely to not feel informed.
- Over a third of respondents (39%) who do not feel well informed or feel somewhat informed would like to see further training. Understanding issues faced by specific groups and the tools to deal with them was the most selected option, selected by two thirds of those who responded (N=37), with almost all customer facing staff selecting this option, and more than half selecting "Dealing with challenging customers" and "Identifying vulnerable customers and knowing the appropriate action to take"

Reporting concerns or complaints about harassment or victimisation

- Small increase in those who are not aware of the processes in place. Predominately in the non-customer facing group and amongst those who have been with the organisation for less than two years.

Experience of harassment/discrimination by another staff member:

- Incidences are low
- More people who felt they experienced incidences did not report it than reported it.
- A small number (eight) who feel they have experienced harassment or discrimination but did not report it as they did not think anything would be done to address the issue (six respondents)
- There remains a proportion of staff who do not wish to answer this question (16 respondents). This is more prevalent in staff who have been with the organisation for more than two years

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

- Incidences are low but have increased on previous years
- Incidences are more prevalent amongst staff in customer facing roles.
- Reduction in the overall proportion of respondents who either don't know if they have experienced such behaviour or prefer not to respond.
- Small number of customer-facing respondents are not sure if they have experienced such behaviour (nine respondents)
- Persistent proportion of respondents who would prefer not to answer this question (11 respondents).
- Small number who feel they have experienced harassment or discrimination but did not report it as they did not think anything would be done to address the issue (four respondents) or didn't feel comfortable doing so (three). More people than previously do not wish to disclose why they didn't report the issue (three)

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