

OUR COMMITMENT TO EQUALITY

SOUTH YORKSHIRE PASSENGER TRANSPORT EXECUTIVE



of the City

Howard Street for

Sheffield Hallam University

Heart of the City
Theatres & Galleries
Shopping Areas

Pond Street for

Sheffield Interchange
Castlegate
Ponds Forge

City Centre Diagram

FOREWORD

“SYPTTE aims to become an exemplary Equality and Diversity employer and provider of public transport services for all; and to mainstream Equality and Diversity into the PTE’s strategy and policy formation.

Discrimination on the grounds of gender, age, race, colour, ethnic origin, religious belief, disability, marital status, sexual orientation or for any other reason which cannot be shown to be justified will not be tolerated.”



Travel
South Yorkshire

PLAXTON

THE EQUALITY ACT 2010

In April 2011, the Equality Act came into force, and introduced the new public sector equality duty. SYPTE is committed to adhering to the regulations which state that we must, in the exercise of our functions, have due regard to advancing equality by:

- Eliminating unlawful discrimination, harassment and victimisation and any other conduct prohibited by the Act
- Advancing equality of opportunity between people who share a protected characteristic and people who do not share it
- Fostering good relations between people who share a protected characteristic and people who do not share it.

The Equality Act 2010 amalgamates discrimination law introduced over the last four decades into one piece of legislation. The Act protects people from discrimination on the grounds of the following personal or group characteristics: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation. Discrimination in most areas of activity against people with protected characteristics is unlawful. Activities covered by the Act include employment and access to public transport and the exercise of public functions.

OUR RESPONSE TO THE EQUALITY ACT

In response to the Act SYPTE's Equality Forum reviewed and refreshed its Terms of Reference and membership to provide a more appropriate basis from which to develop and implement an Equality Action Plan for 2011/12. These changes were embedded at Management Board level through 'sponsorship' of the Equality Action Plan themes, namely;

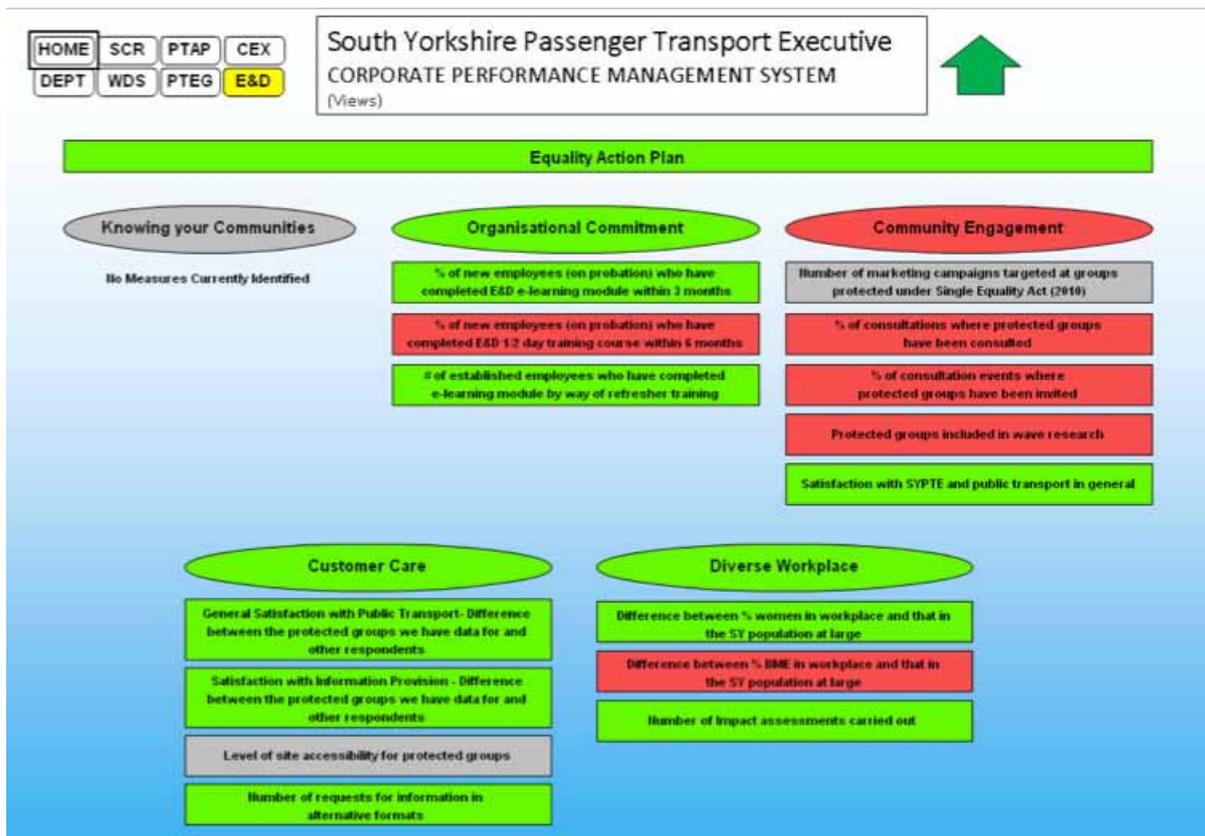
- **Knowing your communities:** to develop a clearer understanding of the transport access needs of the Sheffield City Region population.
- **Organisational commitment:** to promote the Corporate Equality Scheme to all staff and ensure effective implementation of the Equality Action Plan.
- **Community engagement:** to consult and communicate as appropriate with stakeholders in the Sheffield City Region.
- **Customer care:** to facilitate the delivery of accessible transport services and encourage providers to put the customer first
- **Diverse workplace:** to provide opportunity for all through recruitment, employment and training and promote a healthy work-life balance.
- **To share and promote best practice** across the Sheffield City Region and Public Transport Executive Group, pteg.



EQUALITY ACTION PLAN

SYPTE's initial Equality Action Plan (2011 to 2012) has focussed on collating available evidence to determine the impact of SYPTE's policies and what can be done to mitigate this if it is negative (see later) and on identifying where additional information is required. SYPTE is in the process of developing its three year response to the 'baseline review' in the form of its forward commitment to equality which will be set out in its Equality Action Plan for 2012 to 2015.

The scorecard below has been developed as part of SYPTE's performance management system to assist the Equality Forum in performance managing the delivery of the Equality Action Plan and informing the evolution of its policies. This is reviewed on a monthly basis.



OUR INITIATIVES

The Travel South Yorkshire partnership involves a number of organisations who are working together to invest in and improve facilities and services, and to provide better passenger information. They include:

South Yorkshire Passenger Transport Executive

Responsible for providing the public transport environment – bus stops and shelters, interchanges, rail stations and Park & Ride sites – that makes up the Travel South Yorkshire network. SYPTE also provides timetables, journey planners and personalised travel advice to individuals and organisations.

Public Transport Operators

Such as First, Stagecoach, Supertram and Northern Rail, along with many others who provide the bus, tram and train services that go to create the Travel South Yorkshire public transport network.

Local Councils

Barnsley, Doncaster, Rotherham and Sheffield Councils provide investment in bus lanes and other bus priority measures, new stations, Park & Ride sites and other sustainable travel measures that support and improve the operation of the Travel South Yorkshire public transport network.

SERVICES

£8.7m per annum is spent in South Yorkshire (approx £2.9m in Sheffield) supporting non-commercial, socially necessary bus services.

Bus Passenger journeys:

South Yorkshire – 113,400,000

Sheffield – 57,400,000

FreeBee has increased the accessibility of the city centre in Sheffield and the town centre in Rotherham by providing free, low-floor bus services that link popular location, the main shopping areas and other places of interest.

£29.1m per annum is spent for operation of rail services as well as service and station improvements. This helps deliver some 9,050,000 passenger journeys per annum.

Supertram carries 14.9m passengers per annum. Rolling stock has recently been updated to improve access for disabled people. Supertram stops use guidance and lozenge paving benefiting blind and partially sighted people. Supertrams give audio and visual information on board. The 3 routes are colour coded which relates to the display on the front and back of the trams.

£1.9m per annum is spent on Door 2 Door transport (community transport) in South Yorkshire (approx. £708k in Sheffield, £430k in Barnsley, £386k in Doncaster and £366k in Rotherham). This provides over 350,000 journeys, over half of which are carried out in Sheffield as well as an increasingly more modern and higher quality fleet of vehicles.

TICKETING

£31m per annum supports the concessionary fares pot which includes all concessionary travel, the largest proportion of which is for the over 65 and mobility National Concessionary Pass.

The considerable amount of funding provided does not itself highlight SYPTE's commitment to go further than the minimum requirements of the English National Concessionary Scheme. For example we have increased the time limitations from 0930 in a morning to 0900 and in an evening from 2300 to the last bus. Furthermore we have also extended the modes covered by the pass in South Yorkshire from just bus travel to tram and train.

Provision has also been made through the 'with carer pass' to allow those who assist disabled people in using public transport to travel for free.

SAFETY

Within the county there are 7,789 bus stops, 3,738 of which have shelters. Shelters are particularly important in providing a high quality, safer waiting environment. Within Sheffield city centre this has been taken even further as part of the Connect project which provides larger, better lit shelters with more seating for those who require it.

Many shelters within South Yorkshire and Sheffield are being replaced as part of a programme of works which also involves guidance and lozenge tactile paving to assist blind and partially sighted people and raised (level) boarding areas benefiting people with impaired mobility.

ShelterWatch is a partnership formed between us, Neighbourhood Watch and South Yorkshire Police. The aim of the campaign is to reduce anti-social behaviour in and around bus/tram shelters. Although criminality of this nature is minimal we intend to reduce it further with the help of the local community. This initiative will be key to reducing crime and consequently improving the public's perception of the safety of public transport and the quality of our customer service and facilities.

CUSTOMER SERVICE AND TRAINING

For a number of years SYPTE has been involved in developing a 'Transport Academy' to offer public transport workers top class training facilities and also ensure passengers continue to receive a high level of customer service on public transport. Drivers, conductors, customer service officers, cleaners and SYPTE employees have all been given the opportunity to enrol on courses, which are aimed to complement their everyday duties. Courses on offer include a wide range of work based National Vocational Qualifications (NVQs) such as NVQ 2 Road Passenger Transport, Customer Service, Cleaning Services, Call Handling Operations and Providing Security Services.

SYPTE has been involved with the Disabled Persons Transport Advisory Committee to develop a Disability Equality and Awareness Training Framework for Transport Staff. There is evidence that disability equality and awareness training, alongside increased vehicle accessibility, can have a significant impact on the service delivery to disabled travellers.

The Travel South Yorkshire Education & Safety Team promote safety and good behaviour on home to school transport across South Yorkshire by working in conjunction with schools, local authorities, public transport operators and South Yorkshire Police. The team work closely with schools and operators to resolve transport behavioural problems when they occur. With initiatives such as CCTV and dedicated school bus drivers the number of incidents of anti-social behaviour has reduced.

ACCESSIBILITY

Accessibility Planning – Accessibility is also about whether people are able to reach the jobs and key services such as health care, education and food shops, that they need. This is not necessarily about transport but it is also affected by location, time and delivery of services. It includes electronic access, walking, cycling, car and public transport and covers a whole range of issues from helping to improve educational attendance to working with planners on Local Development Frameworks.

Accessibility audits of all facilities SYPTE has responsibility for are conducted in order to assess the level of accessibility and highlight areas for improvement. Also in relation to new projects we embrace the idea of inclusive design which aims to remove the barriers that create undue effort and separation. It enables everyone to participate equally, confidently and independently in everyday activities.

The Railways for All strategy is designed to 'enable more disabled people access the national rail network'. Proposed submissions are for accessible ramps, public address and passenger information displays at a number of stations. Smaller scale works are also to be addressed along with these works (including CCTV and help points) and SYPTE has a programme of accessibility-based surveys that is highlighting any required works. These surveys are ongoing and are being prioritised in line with these submissions.

92% of the buses operating in South Yorkshire are low floor with ramps and wheelchair spaces. This is increasing all the time and it is predicted that all services will be operated by accessible vehicles well in advance of the 2015 deadline set by the Government.

CONSULTATION

SYPTE consults widely and comprehensively, as the following Sheffield example confirms. Transport 4 All (T4A) is a collaborative group (meeting quarterly) facilitated by Sheffield City Council, involving disabled public transport users, SYPTE, and the public transport operators of Sheffield. T4A is a forum that considers the difficulties encountered by disabled people in trying to access public transport and works cooperatively to overcome or remove barriers, whether they are physical or those found in policies or working practices.

SCC also consults on a monthly basis on issues of the built environment Access Liaison Group (ALG). Both groups are comprised of disabled people and representatives of disability groups in Sheffield. At least 1 councillor from the 3 main political parties is a member of each group and on the invitees list. ALG has been involved in relation to major transport developments undertaken by SYPTE.

SYPTE and Sheffield City Council are also involved with Inclusive Living Sheffield (ILS). ILS is a charitable organisation run by disabled people living in Sheffield. They have direct experience of the many different types of disabling barriers which people can face. They work in partnership with public bodies, private sector employers and the voluntary sector to help improve the lives of disabled people.

We also meet with a variety of other groups on request or when there is a particular need, these include: Sheffield Central Deaf Club, Sheffield Royal Society for the Blind, Penderels Trust.

INFORMATION

Printed information produced by SYPTE includes many of the best practise examples and recommendations found nationally. These include the type, size and weight of font, the line length, colour contrast and format/layout. Our information is also audited in terms of its accessibility.

We also work with the Plain English Campaign to make sure our public facing documents are clear and easy to understand. Furthermore we also provide information in alternative formats (E.g. Braille, large print etc) for those who request them and where services are operated by low-floor buses this is indicated on the timetable by the international symbol for access.

For people for whom printed information is not the answer, we have also improved the accessibility of Traveline through the introduction of TypeTalk, which connects people who cannot speak or hear on the phone, with other people using a telephone, by providing a text-to-voice and voice-to-text relay service, and Language Line, which provides a telephone interpretation service for people whose first language is not English.

The innovative YourNextBus service from Travel South Yorkshire allows you to find out the actual time your bus is due to arrive at your local bus stop, either on the internet or via text to your mobile phone. LF is sometimes displayed against a service number which stands for 'low floor'.

On street, real-time information also has the functionality of audible announcements through the React system. SYPTE provides key fobs free to visually impaired customers in order that they can access the system.

OUR POLICIES AND THEIR IMPACT

SYPTE has committed to better understanding the impact of its policies in two ways;

- Through the completion of a number of Equality Impact Assessments, and
- Through a review of customer satisfaction with its services.

EQUALITY IMPACT ASSESSMENTS

There are three stages to the assessment process run, namely:

Stage 1

Prioritisation which involves identifying any and all functions within the organisation that need to comply with the general equality duty. In the first instance SYPTE has taken a conscious decision for each of its departments to identify the functions in their respective areas which require attention.

Stage 2

An initial assessment which should identify any relevant gaps in those functions, produce estimates or signs of possible adverse or unequal impact. This is based on both qualitative and quantitative data. Initial assessments are carried out on every function identified in the prioritisation stage.

Stage 3

A full assessment is carried out where an initial assessment points to real concerns about adverse impact. Full assessments may include an external consultation process leading to a final recommendation. Arrangements for monitoring and evaluating the impact of the function are made as part of the full assessment and recorded on the action plan.

The diagram overleaf confirms the three stage assessment process.

PASSENGER SATISFACTION WITH SERVICES

SYPTE has completed a regular survey of satisfaction with public transport in South Yorkshire for a number of years now. This survey has also collated data about a number of protected characteristics, namely: gender, age, ethnicity and disability. The survey data affords an opportunity to review whether these protected groups are more or less satisfied with public transport than other users. Analysis of the results enables SYPTE's Equality Forum to focus its attention on any areas that cause concerns. The latest available data indicate the following significant differences:

- A number of protected groups consider bus drivers to be less helpful and polite than do other users.
- Older people (>65) felt safer when waiting at bus stops and interchanges than did other users, whilst Younger (<25) people felt less safe at interchanges.
- Older people are more satisfied with the facilities at bus stops than were other users

SYPTE's Equality Forum is in the process of reviewing whether more should be done to mitigate these differences in satisfaction levels, with a view to including any such actions in its 3-year Equality Action Plan.

Total workforce		
Total Headcount	385	
Revenue	189	49%
Capital	1960	51%

Full time		
Female	111	29%
Male	164	43%
BME	10	3%
Disability	8	2%

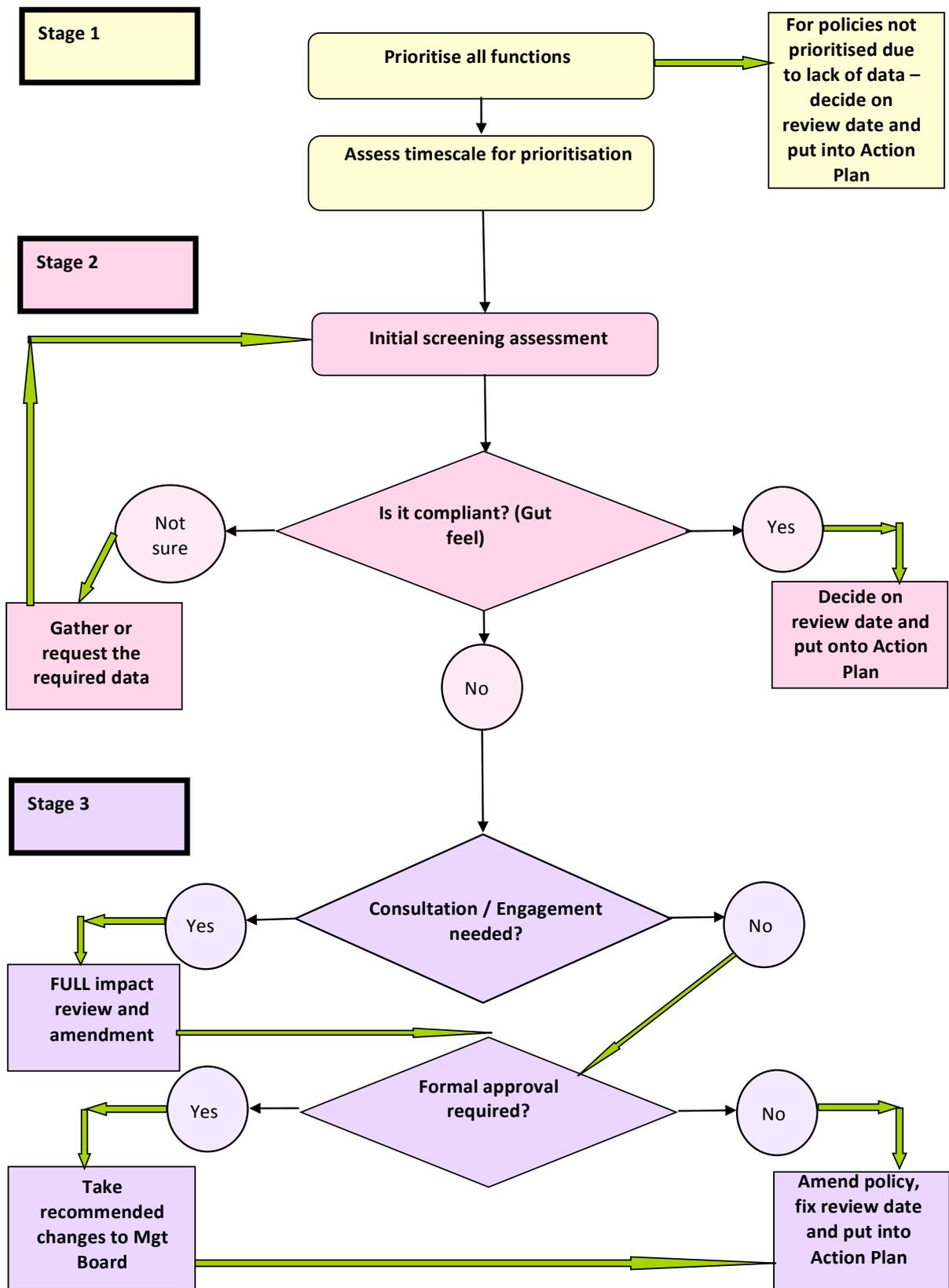
Part time		
Female	78	20%
Male	32	8%
BME	0	0%
Disability	4	1%

As can be noted above and below, the number of men and women employed and the age distribution of the workforce are evenly balanced. However, there is a larger proportion of women (+12%) employed part time.

Age - Total workforce		
16-25	31	8%
26-35	86	22%
36-45	107	28%
46-55	89	23%
55+	72	19%

The figures below (calculated from respondents who answered the question) detail the number of applications received, by those protected groups for which data was available, compared with the numbers shortlisted. There are no noteworthy differences that give cause for concern regarding protected characteristics. Although the proportion of BME applicants shortlisted is lower than the proportion received, the proportion of applications with a disability shortlisted is higher, suggesting natural variation.

2010 Recruitment Data:				
	Applications received		Shortlisted	
	1011		171	
Female	344	34%	71	43%
Male	554	55%	94	55%
BME	136	13%	12	7%
Disability	37	4%	14	8%
Age:				
16-25	304	30%	50	29%
26-35	273	27%	58	33%
36-45	183	18%	32	19%
46-55	127	13%	22	13%
55+	38	4%	7	4%



Equality impact assessment process flowchart



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