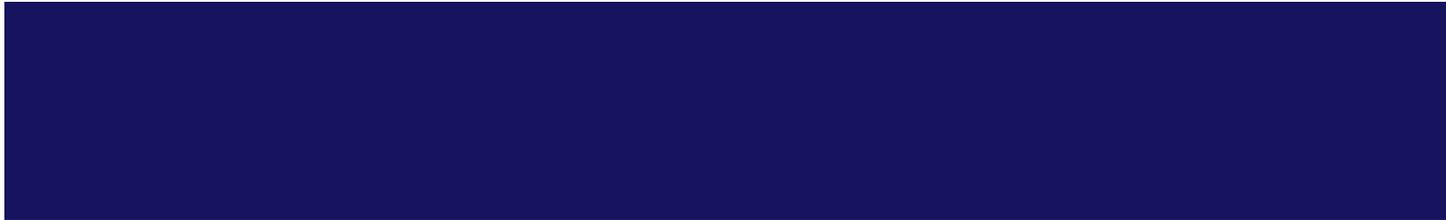


# SOUTH YORKSHIRE PASSENGER TRANSPORT EXECUTIVE OUR COMMITMENT TO EQUALITY



# FOREWORD



“SYPTe aims to become an excellent Equality and Diversity employer and provider of public transport services for all; and to incorporate Equality and Diversity into the PTE’s plans and policies.

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.”





## THE EQUALITY ACT 2010

In April 2011, the Equality Act introduced the new Public Sector Equality Duty (PSED). SYPTE is committed to following the regulations which state that we must, help increase equality by:

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

The Equality Act 2010 combines discrimination laws introduced over the last four decades into one piece of legislation. It 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. It is against the law to discriminate against people with protected characteristics for employment, access to public transport and in exercise of public duties.

## OUR RESPONSE TO THE EQUALITY ACT

SYPTE has an Equality Forum, made up of employees from all different areas of the organisation.

In response to the Public Sector Equality Duty, SYPTE's Equality Forum reviewed and refreshed its Terms of Reference to enable employees from all areas of SYPTE to be represented. This gave us a broader basis from which to develop and implement an Equality Action Plan for 2011/12.

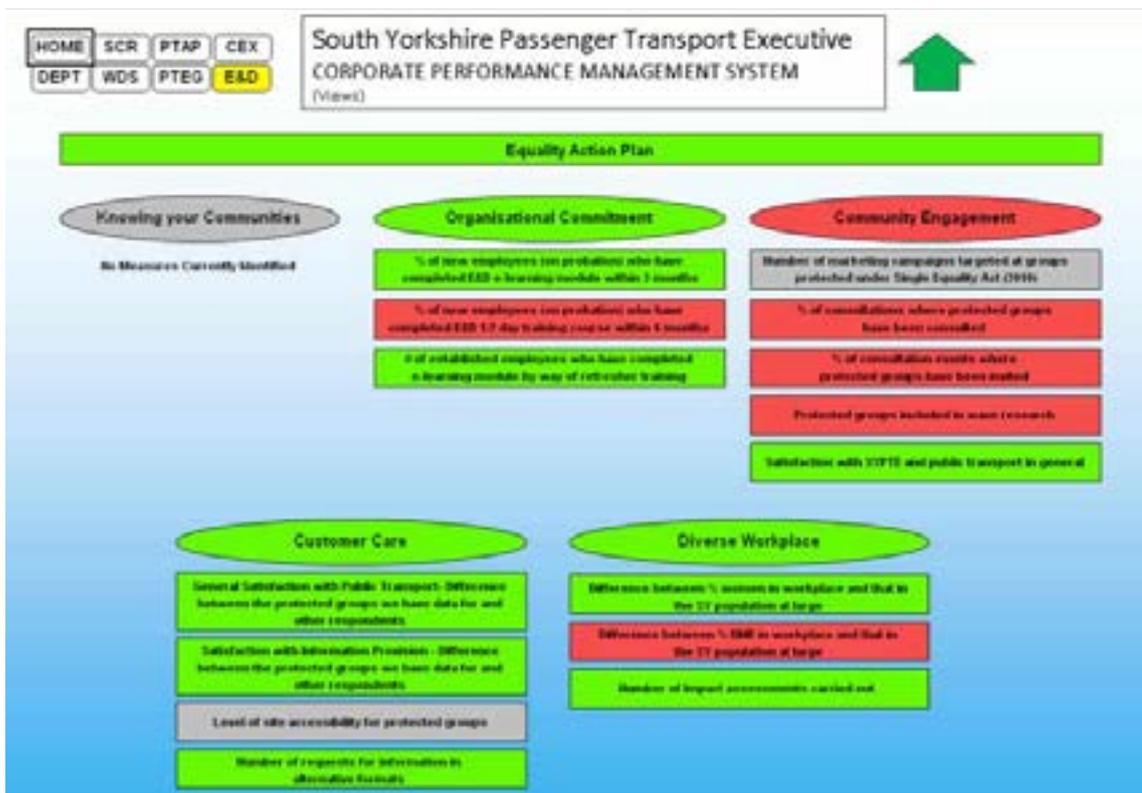
These changes were supported by SYPTE's Management Board through 'sponsorship' of the Equality Action Plan themes, namely;

- **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 employees 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) focussed on looking at the impact of SYPTE's policies and understanding whether it could be negative, and if so, what could be done to change this. Additionally, the plan for 2011/12 identified where we need more information to help shape understanding of what is required.

SYPTE has now developed its Equality Action Plan for 2012 to 2015, which can be seen in the appendix of this document.





## **OUR INITIATIVES**

The Travel South Yorkshire partnership involves a number of organisations 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. This is the bus stops and shelters, interchanges, rail stations and Park & Ride sites – that make up the Travel South Yorkshire network. SYPTE also provides timetables, journey planners and personalised travel advice to individuals and organisations.

## **PUBLIC TRANSPORT OPERATORS**

These include First, Stagecoach, Supertram and Northern Rail, along with many others who provide the bus, tram and train services that make up 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 a year is spent in South Yorkshire (approx £2.9m in Sheffield) supporting non-commercial yet socially necessary bus services.

### **Bus Passenger journeys:**

South Yorkshire – 113,400,000

Sheffield – 57,400,000

FreeBee has increased access to Sheffield City Centre and the town centre in Rotherham by providing free, low-floor bus services linking popular locations such as the main shopping areas and other places of interest.

£29.1m per year is spent operating rail services as well as service and station improvements. This helps with the 9,050,000 passenger journeys made per year.

14.9 million passengers use Supertram a year. Trams have recently been modernised to improve access for people with disabilities. Supertram stops have guidance and lozenge paving benefiting blind and partially sighted people. Supertrams give audio and visual information on board. The three routes are colour coded which relates to the display on the front and back of the trams.

£1.9m per year 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 for people who are not able to use standard public transport.

## TICKETING

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

A number of additional features 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 pass in South Yorkshire so that it covers tram and train travel as well as bus travel.

Provision has also been made through the 'with carer pass' which allows carers of people with disabilities to use public transport to travel for free.

## **SAFETY**

In South Yorkshire there are 7,789 bus stops, 3,738 of which have shelters. Shelters help to provide a high quality, safer waiting places. In Sheffield city centre the Connect project provides larger, better lit shelters with more seating.

Many shelters in South Yorkshire and Sheffield are being improved and replaced. This programme will also update some shelters to provide guidance and tactile paving to assist blind and partially sighted people and also raised (level) boarding areas to help people with impaired mobility.

ShelterWatch is a partnership formed between SYPTE, Neighbourhood Watch and South Yorkshire Police. It aims to reduce antisocial behaviour in and around bus/tram shelters. We don't get many cases of anti-social behaviour, but with the help of the local community we intend to reduce it further.

## **CUSTOMER SERVICE AND TRAINING**

SYPTE has worked with operators to develop a 'Transport Academy'. Through the Transport Academy, public transport workers were able to access a top class training facility.

Drivers, conductors, customer service officers, cleaners and SYPTE employees have enrolled on courses, which were 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 public transport to school and college pupils. They work with pupils and teachers, local authorities, public transport operators and South Yorkshire police to tackle transport behaviour problems. With initiatives such as CCTV and dedicated school bus drivers the number of incidents of antisocial behaviour has reduced.

## ACCESSIBILITY

Accessibility Planning – Accessibility is also about whether people can reach the jobs and key services such as health care, education and food shops, that they need. This is not just about transport but also location, time and delivery of services. We take into account electronic access, walking, cycling, car and public transport and cover a whole range of issues from helping improve educational attendance to working with local councils when they are developing plans for new development in their areas.

SYPTE carries out accessibility audits of all its facilities. These audits check the level of accessibility and highlight areas for improvement. We design new projects so they are as inclusive as possible so that to enable everyone to participate equally, confidently and independently in everyday activities.

For example, our new Railways for All strategy is designed to 'enable more disabled people access the national rail network'. We intend having accessible ramps, public address and passenger information displays at a number of stations. Smaller scale works are such as CCTV and help points are also planned and SYPTE has a programme of accessibility-based surveys to highlight any required works. These surveys are ongoing and are being prioritised in line with these proposals.

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

## WORKING TOGETHER IN SOUTH YORKSHIRE

SYPTE consults widely and comprehensively. For example, Transport 4 All (T4A) is a collaborative group that meets every three months. This is co-ordinated by Sheffield City Council, and involves public transport users who have disabilities, SYPTE, and the public transport operators of Sheffield. The T4A forum considers the difficulties encountered by people with disabilities in trying to access public transport and works together to help to overcome or remove barriers, whether there are physical, or found in policies or working practices.

Sheffield City Council also consults on a monthly basis on issues of the built environment through its Access Liaison Group (ALG). Both groups include people with disabilities and representatives of disability groups in Sheffield. At least one councillor from the three main political parties is a member of each group and on the invitees list. SYPTE has consulted ALG when planning major transport developments.

SYPTE and Sheffield City Council are also involved with Inclusive Living Sheffield (ILS). ILS is a charitable organisation run by residents with disabilities. 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 people with disabilities.

We also meet representatives 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

SYPTE's printed information follows 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 have also worked with the Plain English Campaign to make sure all our documents are clear and easy to understand. We can provide information in alternative formats when requested.

Where services are operated by low-floor buses this is indicated on the timetable by the international symbol for access. We have improved the accessibility of the Traveline telephone service 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 people to find out the actual time a bus is due to arrive at a local bus stop, either on the internet or via text to a mobile phone. LF is sometimes displayed against a service number which stands for 'low floor'.

On street, real-time information can also make audible announcements through the React system. SYPTE provides key fobs free to visually impaired customers to use the system.

## OUR POLICIES AND THEIR IMPACT

SYLTE is committed to having better understanding of policies and their impact the in two ways;

- By carrying out Equality Impact Assessments, and
- Reviewing customer satisfaction with its services.

### EQUALITY IMPACT ASSESSMENTS

There are three stages to the assessment process:

**Stage 1** – Prioritisation, which involves identifying functions in the organisation that need to comply with the Public Sector Equality Duty. In the first instance SYLTE has asked all of its departments to identify whether any of their functions need attention.

**Stage 2** – An initial assessment to 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 if 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.

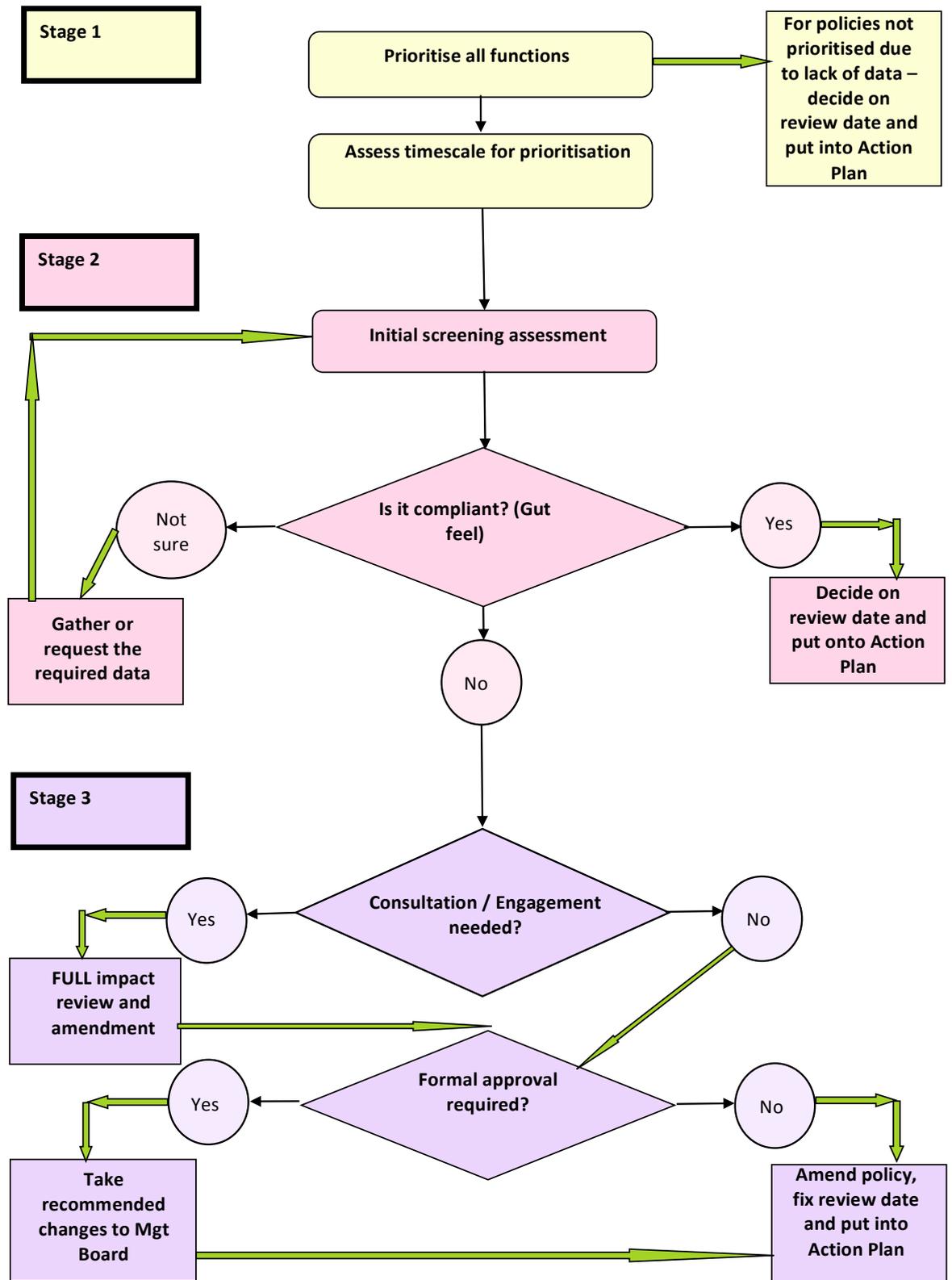
## PASSENGER SATISFACTION WITH SERVICES

SYLTE completes an annual survey of satisfaction with public transport in South Yorkshire. This survey has also collated data about a number of Protected Groups, namely: gender, age, ethnicity and disability. The survey data lets us review whether these Protected Groups are more or less satisfied with public transport than other users. Analysis of the results enables SYLTE's Equality Forum to focus attention on any areas of concern. 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 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

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

Equality Impact Assessment process flowchart



## OUR WORKFORCE DIVERSITY

The tables below set out SYPTE's workforce diversity as of 1 January 2012. These highlight gender, age, ethnicity and disability data. It is SYPTE's intention to gather additional data in relation to the other characteristics protected by the Equality Act 2010 in an appropriate fashion.

Total workforce		
Total headcount	385	
Female	189	49%
Male	196	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) show the number of applications received, by people from those protected groups for which data was available, compared with the numbers shortlisted. There are no noteworthy differences which 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 ACTION PLAN (2012-15)

## South Yorkshire Passenger Transport Executive

(SYLTE) sees its role as an employer and public transport provider, to promote equality of access to public transport regardless of where people live and their personal circumstances.

The context for SYLTE's 3-year action plan is set out in the schematic below

PTAP Theme – Planning for the Future		
The public transport network exists solely to serve the needs of the people and businesses of South Yorkshire. Our focus is to develop and implement a coordinated package of measures which seek to address key customer needs		
Objectives	Actions	Timescale
<b>A. Review uptake patterns</b>	1. Continue to assess uptake rates of customers using public transport. Build on the 2011/12 assessment of uptake rates across Protected Groups.	Yr1
	2. Look at how many people use public transport and assess how many are from protected groups.	Yr1
<b>B. Review Protected Groups' transport needs</b>	3. Review our 2011/12 customer information to ensure that it reflects the requirements of Protected Groups.	Yr1
	4. Study how many and what type of customer comments are from people in Protected Groups, and look at how they compare with the numbers received from other people in our region. We will look at these comments to help us understand how we can offer a better service to customer in Protected Groups.	Yr1
	5. Consult on access to services with people in Protected Groups identified as having a related need through the 2011/12 Equality Action Plan or the above actions.	Yr1
	6. Study accessibility issues by travelling on a range of sample journeys. Develop this programme of journeys with representatives of the Protected Groups, SYLTE and transport operator.	Yr1
	7. Combine above actions to summarise SYLTE's developing understanding of the transport requirements of Protected Groups'. Following this, consult with Protected Groups and update this summary.	Yr1
<b>C. Review the current performance of public transport with respect to Protected Groups</b>	9. Involve Protected Group representatives in a communications review to help understand any gaps in current communications.	Yr1
	10. Update data required to establish the baseline, in light of actions [1-7] above.	Yr1
	11. Review of baseline performance.	Yr2
<b>D. Review programme, identify gaps and develop projects to tackle them</b>	12. Review vision for equality and update where necessary.	Yr2
	13. Review gap between vision and baseline (including planned projects).	Yr2
	14. Develop projects to tackle gaps identified and look for funding.	Yr2
	15. Strategic review and refresh of 2012-15 Equality Action Plan.	Yr3
<b>E. Mainstream equality through Integrated Planning Process</b>	16. Make sure the additional equality projects are discussed and included as part of the Integrated Planning Process for each year.	Yr2-3
	17. Consider particular equality requirements of strategic projects. These will each require specific equality impact assessments to help understand the project impact.	Yr2-3

## Networks, Services & Facilities

**SYLTE is responsible for delivering an accessible, integrated public transport network that is supported by high quality infrastructure and information.**

Objectives	Actions	Timescale
<b>F. Improve accessibility / usability of public transport</b>	18. Review and refresh existing accessibility matrix which highlights the level of accessibility of infrastructure and consider what improvements should be targeted.	Yr1
	19. Work with operators, to ensure that all bus drivers are suitably trained with particular emphasis on equipping drivers with the knowledge and skills required to deliver customer service excellence and provide a safe journey.	Yr1
	20. Develop and put into action a plan for mobility scooters to go on trams.	Yr1
	21. Change services' contracts so operators carry mobility scooters.	Yr1
	22. Establish a process for distributing React key fobs to those who most need them.	Yr1
	23. Target Door 2 Door publicity to a range of communities.	Yr1
	24. Amend Door 2 Door registration form to help better understand the different groups using the service.	Yr1
	25. Consider current access to facilities by customers with visual impairments and investigate how they could make fuller use of them.	Yr1
	26. Make sure communications with schools include information on bullying and harassment of those with protected characteristics.	Yr1
	27. All appropriate SYLTE facilities to act as 'Safe Places'.	Yr2
	28. Develop a policy for the carriage of wheelchairs and mobility scooters on Door 2 Door services.	Yr2
	29. Discuss with rail operators how to get more mobility scooter access on trains.	Yr2
	30. Consider implementing 'Changing Places' toilets, particularly where any new facilities are built.	Yr2
	31. All newly built facilities to, as far as possible, reflect guidance on accessibility found in Rail Code of Practice, British Standards and any other relevant best practise.	Yr3
	32. Consult local groups representing older and disabled people to help us improve access at rail stations.	Yr3
	33. Consider audible technology when we buy any new visual passenger information.	Yr3
	34. Ensure the accessibility is considered as part of the Tram Train scheme e.g. vehicle design, platform layout, facilities on platform, information.	Yr3
	35. Improve facilities at tram stops where funding allows – including working with Stagecoach Supertram to provide (where appropriate) CCTV, Seating, Real-time information/Public address and cycle storage.	Yr3
	36. Improve the quality and standard of at-stop information displays, such as looking into real-time information displays at tram stops and bus stops having real-time displays. This includes working to identify funding sources for such improvements.	Yr3
	37. Work with partners to help make bus stops attractive and safe by having walking routes around them, new lighting and way-finding information.	Yr3
	38. Develop specific actions in collaboration with the police, such as the Employer Supported Policing initiative, to reduce and address antisocial behaviour associated with the public transport network, to make the network safer and reassure customers.	Yr3

<b>Information &amp; Marketing</b>		
<b>Information and marketing has an essential role to play in allowing passengers to make informed choices and facilitating a positive journey experience across all modes.</b>		
<b>Objectives</b>	<b>Actions</b>	<b>Timescale</b>
<b>G. Ensure compliance with the Public Sector Equality Duty (PSED) through our provision of Information and Marketing activity</b>	39. Review and monitor our information and marketing products and services in line with the PSED:	Yr1-3
	a. Make sure we examine our plans and decisions to see how they affect customers.	
	b. Monitor our information and marketing materials across our customer touch points.	
	c. With help from customer feedback make sure that the format of our information about accessible public transport is always up to date and relevant.	
	40. Continue to present a more diverse image of public transport in marketing and promotional publicity.	
	41. Ensure that the importance of reaching Protected Groups is considered when developing marketing activity.	
	42. Make sure that all consultation and communication plans involve minority and Protected Groups consistently and in a suitable way.	
	43. Make sure that the ways in which we communicate are easy to understand and readily accessible so that people from Protected Groups can contribute customer comments.	
	44. Get involved. Develop links with media to maximise communication channels accessed by Protected Groups.	
	45. Ensure that we provide customers with information in a variety of formats to meet our customer needs in an efficient and effective way.	
f. Develop links with SYPTE's and councils to understand similar offers and to see opportunities for where we can improve our services.	Yr2	
g. Ensure that we provide a consistent approach across all our information and marketing.		

<b>Ticketing &amp; Affordability</b>		
<b>Ticket affordability, flexibility and ease-of-use are critical in ensuring that public transport forms a competitive travel mode.</b>		
<b>Objectives</b>	<b>Actions</b>	<b>Timescale</b>
<b>H. Improve access to public transport through ticketing products</b>	46. Review existing information to ensure that Protected Groups are aware of concessionary and reduced price products.	Yr1
	47. Review existing information provision in relation to concessionary and reduced price products to determine if Protected Groups are able to access this.	Yr1
	48. Consider whether existing concessionary products meet the needs of Protected Groups, with due regard to the affordability of possible extensions to concessionary travel.	Yr1
	49. Consider whether existing commercial products meet the needs of Protected Groups, recognising that any extension of reduced price products (such as discounted TravelMasters) would be at the discretion of operators' discretion.	Yr1
	50. Invite TravelMaster Board to actively consider impact of new products on, and their availability to, Protected Groups.	Yr1

Organisational Excellence Perspective		
Objectives	Actions	Timescale
<b>I. To ensure corporate commitment to Equality &amp; Diversity and compliance with the Public Sector Equality Duty (PSED)</b>	51. Conduct equality analysis of all policies, processes, projects and service decisions to assess their relevant equality impact paying due regard to Protected Groups.	
	52. To use equality analysis to inform service planning and priorities.	
	53. To set out and publish equality objectives to support the PSED requirements and review and maintain the on-going actions identified in the three year action plan.	
	54. To integrate measurable equality objectives into PTAP and agree performance measures for monitoring.	
<b>J. To embed an equality culture by ensuring SYPTE's political and executive leadership are committed to improving equality outcomes, fostering good relations and respecting human rights</b>	55. To consistently communicate and promote the "commitment to equality" and achievement of equality outcomes both by internal and external means.	
	56. To ensure corporate guidance on procurement incorporates equality requirements as documented in PSED.	
	57. To implement mechanisms to ensure service equality objectives are delivered and monitored by contractors and partners.	
	58. Ensure that the consultation and engagement protocol recognises and facilitates participation by Protected Groups who have found it difficult to contribute to engagement activity.	
<b>K. To ensure and promote active engagement with Protected Groups and inclusive participation in service</b>	59. Review consultation lists to reflect key influencers among the Protected Groups.	
	60. Involve Protected Group representatives in the information/literature audit to identify any gaps between information currently available and its delivery methods with customer's needs.	
	61. Encourage participation in established transport user groups by representatives from Protected Groups.	
	62. Identify public transport champions from within Protected Groups who can cascade key messages about public transport in the Sheffield City Region.	
	63. Consideration, subject to evaluation, would be given to establishing the champions as a 'sounding board' that would help assess public transport developments in terms of accessibility for Protected Groups and contribute towards influencing behavioural change among transport personnel.	
	64. Develop a programme of journeys/safaris with representatives of the Protected Groups, SYPTE and transport operators which study accessibility.	
<b>L. To ensure fair and accessible recruitment and enhance equality of opportunity of all employees to develop and progress</b>	65. To provide support and training on equality analysis through the use of equality impact assessment to all employees who will be responsible for a function (*Function can mean process, service, policy or project).	
	66. To review the current appraisal system (Valued) to take into account equality issues and the facility for employees and line managers to identify further support where necessary.	
	67. To provide support and training on equality issues and to include our "commitment to equality" into all internal training (by e-learning modules and half day equality in action training).	
	68. To update and review the relevant policies and procedures which impact upon equality in line with legislation and best practice and communicate through internal communication channels.	
	69. Maintain good relations with SYPTE's recognised Trade Union equality representative and consult with them on all employee/equality related matters.	
	70. Ensure Workforce Development Strategy work streams are accessible and promote a "commitment to equality" and achievement of equality outcomes.	
	71. Identify equality demographics of the local labour market and take appropriate action to reduce disproportionality within SYPTE's workforce.	
	72. Collect data on all Protected Groups of SYPTE's employees to provide intelligence of equality issues.	
	73. Monitor and publish data regarding workforce positive Protected Group data relating to recruitment, policy issues (grievance, harassment and bullying) and leavers in order to identify trends and take appropriate actions where inequality exists.	
	74. Conduct an employee engagement survey to identify levels of employee satisfaction within the organisation.	
	75. Continually promote a positive and accessible working environment through all internal communications channels and Human Resource Business Partnering internal meetings.	

