

Disability Equality Scheme

2007 - 2010

Annual Monitoring Report 2008

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1. Introduction

- 1.1.1 Strathclyde Partnership for Transport (SPT) published its Disability Equality Scheme for the period 2007 to 2010 in December 2007. The Scheme sets out SPT's commitment to promote equality of opportunity for disabled people, to eliminate discrimination and harassment, to promote positive attitudes, to encourage access to public transport services, participation in our activities, and the steps we intend to take to address the transport issues disabled people face.
- 1.1.2 This is the first annual progress report to be prepared by SPT reviewing progress against the Disability Equality Scheme 2007-2010. It meets the statutory requirement on public authorities to publish, on an annual basis, a report containing a summary of:
- the steps taken to fulfil the Disability Duty (the "action plan");
 - the steps taken to eliminate discrimination and promote equality of opportunity;
 - the results of the information gathering carried out – the evidence obtained and what it indicates; and
 - what has been done with the information gathered – the actions taken as a result of the information gathered.
- 1.1.3 This report also highlights key areas of work to take forward in the year ahead.

2. The Duty

2.1 The legislative Background

- 2.1.1 From 1 April 2007, Strathclyde Partnership for Transport, as the Regional Transport Partnership for the west of Scotland, is subject to the specific duties and regulations of the Disability Equality Duty (from the Disability Discrimination Act 2005), and the Disability Discrimination (Public Authorities) (Statutory Duties) (Scotland) Amendment Regulations 2007.
- 2.1.2 The Disability Equality Duty aims to end discrimination against disabled people in accessing public services and employment. It encourages the positive promotion of equality and the need to address the root causes of disability discrimination. The duty is about public authorities such as SPT working proactively towards delivering meaningful and demonstrable outcomes for disabled people.
- 2.1.3 The duty consists of two parts: the general duty and specific duties. The latter requires SPT to apply a legally defined framework to deliver the general duty. This general duty requires SPT to give due regard, when carrying out our functions, to:
- promote equality of opportunity between disabled persons and other persons
 - eliminate discrimination that is unlawful under the Act
 - eliminate harassment of disabled persons that is related to their disabilities
 - promote positive attitudes towards disabled persons
 - encourage participation by disabled persons in public life; and
 - take steps to take account of disabled persons' disabilities, even where that involves treating disabled persons more favourably than other persons.
- 2.1.4 The specific duties require SPT to:
- publish a Disability Equality Scheme demonstrating how we intend to fulfil our general and specific duties
 - involve disabled people in the development of the Scheme
 - include in the Scheme a statement of:
 - the way in which disabled people have been involved in the development of the Scheme
 - our methods of impact assessment
 - the steps we will take towards fulfilling our general duty, through an "action plan"
 - our arrangements for gathering information in relation to employment and our functions

- our arrangements for putting the information we have gathered to use, in particular in reviewing the effectiveness of our action plan and in preparing subsequent Schemes
- take the steps set out in the action plan and put into effect the arrangements for gathering and making use of information
- publish a report containing a summary of the steps taken under the action plan, the results of gathering information and the use to which the information has been put.

2.2 Developing the disability equality key issues, objectives and outcomes

2.2.1 In developing its Disability Equality Scheme, published in December 2007, SPT consulted representatives of Disability Groups, other members of the travelling public and SPT staff on their views. This consultation highlighted a number of key issues affecting disabled travellers. To address these issues, SPT developed a series of Disability Equality Objectives to help guide our activities towards the areas requiring the greatest attention. A series of Disability Equality Outcomes were also developed to allow SPT to measure progress to achieving these objectives.

2.3 Key issues

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

For our service users:

- Issue 1: Accessibility of transport infrastructure
- Issue 2: Accessibility of transport services
- Issue 3: Lack of involvement in planning/project development
- Issue 4: Safety and security
- Issue 5: Affordability of services
- Issue 6: Provision of information
- Issue 7: Comfort during journey
- Issue 8: Assistance by staff – availability and quality
- Issue 9: Enforcement of dedicated car parking spaces

For our staff:

- Issue 10: Changing attitudes
- Issue 11: Awareness training
- Issue 12: Physical improvements
- Issue 13: Recruitment

2.4 SPT's disability equality objectives

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

- Objective 1: Promote equality for disabled service users and staff, including changing attitudes and encouraging participation
- Objective 2: Eliminate harassment of and discrimination against disabled service users and staff
- Objective 3: Give higher priority to transport interventions that are particularly likely to improve transport options for disabled users

2.5 SPT's disability equality outcomes

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

- Outcome 1: Increase in actions which promote equality for disabled service users and staff
- Outcome 2: Reduction in instances of harassment and discrimination against disabled service users and staff
- Outcome 3: Reduction in disadvantage experienced in transport by disabled users

3. Achievements in the past year

3.1 Progress on the issues raised

- 3.1.1 Following consultation, a number of key issues facing people with a disability emerged.
- 3.1.2 Significant progress has been made in the past year to address a number of the issues set out in section 2.3.1 above. This progress is highlighted below and descriptions of the Actions are detailed in Appendix 1.

Issues identified for our service users

Issue 2: Accessibility of transport services
Actions: DES15, DES30, DES31, DES32.
Achievements to date: <ul style="list-style-type: none">▪ Improved accessibility of Bus Services -<p>SPT has invested £3.9 million in new multi-purpose vehicles which will enhance the Dial-a-Bus and Ring'n'Ride services. Dial-a-Bus services operate for people who have difficulty using public transport as a result of disability or age, while Ring 'n' Ride provides transport links to remote areas with limited or no public transport. These vehicles have low-floors, vehicle-kneeling, adaptable seating and are DDA-compliant.</p>▪ Improved access to SPT Bus services –<p>Improvements have been made to the conditions of contract for SPT bus services. Current Conditions of Contract require all tendering operators to sign declarations in relation to their compliance with Equalities legislation.</p><p>The Design standards of vehicles operated by or under contract to SPT conform to DDA legislation with the exception of those on Arran and one service in Roystonhill where road conditions preclude the use of low-floor buses. SPT will continue to monitor and reflect best practice on vehicle design in providing transport services for disabled and those with mobility impairment.</p>▪ Improved access to the Glasgow Subway-<p>During 2008 SPT has continued to progress its plans for the modernisation of the Subway. The overarching vision of this project is to transform the customer experience of the Subway System.</p><p>Improving access to the Subway is an integral part of this project and accessibility consultants have been appointed to ensure, as far as is practical within current funding arrangements, this is achieved. Stakeholder engagement is underway and a full DDA audit has been carried out at all 12</p>

Subway stations. The actions arising from this audit are being taken forward, initially through a Station Improvement Programme.

Year ahead:

Work will continue to:

- develop the Subway modernisation programme and
- progress actions emerging from the recent Subway station accessibility audit through the Station Improvement Programme.

Issue 6: Provision of information

Actions: DES9

Achievements to date:

- A more accessible format has been adopted for SPT’s website to improve legibility for those with limited vision. In addition, many documents on the website can be requested in other formats
- All SPT public documents are available in a range of formats on request including large print, Microsoft Word (for screen readers), Braille, community languages (including Chinese, Punjabi, Urdu and Turkish) and audio format.
- SPT has held information events to increase awareness of transport services available to disabled people in the west of Scotland and participated in East Renfrewshire and East Ayrshire’s annual Equalities events.
- SPT adheres to the Advertising Standards Authority Codes of Practise which requires that “marketing communications should contain nothing that is likely to cause serious or widespread offence. Particular care should be taken to avoid causing offence on the grounds of race, religion, sex, sexual orientation or disability. Compliance with the Code will be judged on the context, medium, audience, product and prevailing standards of decency.”¹

Year ahead:

- We will continue to support equalities events through the Community Planning Partnerships by providing transport information and supporting equalities initiatives in the year ahead.
- The Shaw Trust, a national charity that provides training and employment services to disabled and disadvantaged people, is undertaking an audit of the SPT website structure with a view to optimising its accessibility. The accessibility audit of SPT’s website includes a full technical audit, as well as rigorous user testing by a team whose members have a range of disabilities. The website will be tested in line with PAS78 and WCAG 1.0 guidelines. We will take forward actions identified by the audit.

¹ The CAP Code – Rule: decency - 4 March 2003. <http://www.asa.org.uk/asa/codes>

- We will continue to examine ways to improve the provision, availability and suitability of our information.

Issue 4: Safety and Security

Actions: DES 23

Achievements to date:

- SPT has established a number of initiatives to improve safety and security for service users and staff including:
 - BT Police patrol the Subway
 - Improved CCTV in the Subway
 - Platform screens at Hillhead and Ibrox Subway stations
 - Improved lighting at Subway stations
 - Safe Routes to Public Transport Study complete and recommendations being developed
 - Ongoing security training
 - Roll-out of SPT's Subway Security Programme
 - Introduce Health & Safety and Security Tours for SPT's senior management
 - More robust accident and incident investigation and
 - A Health and Safety management system available on the intranet

Year ahead:

- We will develop a robust Equality Impact Assessment for relevant project and policies. This will include consideration of safety and security issues of customers and staff.
- There are a number of projects being carried out to improve safety and security for staff and customers including:
 - Install improved Subway station lighting
 - Subway station security implementation
 - Re-design and re-development of bus stations at Greenock, Hamilton, Partick and Clydebank
 - Subway Station improvements programme

Issues identified for our staff

Issue 11: Awareness training

Actions: DES2, DES7
Achievements to date: <ul style="list-style-type: none"> ▪ All Subway staff are given disability training as part of their induction process to help make them aware of the issues faced by disabled people and how best to provide assistance if required/requested. ▪ A pilot scheme has been developed within Bus Operations to increase disability awareness for customer-facing staff. ▪ A training programme is currently being developed to cover all main equality strands.
Year ahead: <ul style="list-style-type: none"> ▪ The current process for training customer-facing staff is being reviewed in partnership with the trade unions in order identify future training programmes. ▪ Commence training programme covering all equality strands with all staff

3.2 Summary of progress against the Action Plan

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

3.3 Progress towards achieving our Outcomes

3.3.1 Three Disability Equality Outcomes are identified in our Disability Equality Scheme to allow SPT to measure progress against the achievement of our objectives and to ensure that we are meeting our duty. Progress on each of these Outcomes is shown below.

Outcome 1	Increase in actions which promote equality for disabled service users and staff
Progress to date	We have achieved progress against 60% of actions.
Year ahead	We aim to increase this to 80% over 2009

Outcome 2	Reduction in instances of harassment and discrimination against disabled service users and staff
Progress to date	SPT retains information in relation to cases of harassment and discrimination and has a process in place for recording customer complaints. We are investigating an appropriate

	methodology for reporting on this for the future.
Year ahead	SPT is developing a new HR database and we aim to scope our data gathering requirements to allow for reporting.

Outcome 3	Reduction in disadvantage experienced in transport by disabled users
Progress to date	We are developing indicators to help track progress on this
Year ahead	Develop and introduce indicators and monitor progress in 2009

4. Information Gathering

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

5. The year ahead

During 2009 SPT will build on the achievements of the last year to ensure that, as an employer and a service provider, we continue to promote equality of opportunity, to eliminate discrimination and harassment, to promoting positive attitudes and to encourage participation in our activities. To do this and ensure that our activities address equality issues the focus of our activities will be to:

- further establish the SPT Corporate Equalities Working Group to include representation from across the organisation to ensure that the equalities agenda becomes fully embedded within all the organisations activities;
- further develop information gathering and analysis;
- develop a robust Equality Impact Assessment for all policies and projects;
- take forward actions identified through the Shaw Trust Audit of the SPT website;
- continue to examine ways to improve the provision of, availability and suitability of our information; and
- develop and commence training programme to cover all equality strands with all staff.

6. Conclusion

- 6.1.1 SPT is committed to promoting equality of opportunity for disabled people, to eliminating discrimination and harassment, to promoting positive attitudes and to encouraging participation in our activities. We will continue to pursue these in our day to day activities and will report on our achievements annually for the remaining life of the Scheme.
- 6.1.2 These commitments will continue as we work towards developing our Single Equalities scheme.

Appendix 1 – Action Plan – Progress at May 2009

Ref No	Action	Responsible Department	Scheduled end date	Activity to date	Objective, Outcome and Issue ²
For Our Staff					
DES01	Monitor and address negative impacts for disabled staff in the following areas/activities. <ul style="list-style-type: none"> • Gradings • Grievances • Discipline • Training • Workplace Composition³ • Other areas as required 	Human Resources / Property	Ongoing	SPT monitors and updates this information on a quarterly basis.	Objectives: 1 Outcomes:1 Issues: 10-13
DES02	Improve training in disability awareness for SPT employees in customer facing roles	Human Resources	Ongoing	<p>All Subway staff are given disability awareness training as part of their induction.</p> <p>There is a rolling programme of on-going training in customer service including disability awareness, for all staff.</p> <p>Work is also underway to develop a pilot scheme within the Bus Operations Department to increase disability awareness for customer facing staff.</p> <p>The current process for training customer facing staff is being reviewed in partnership with the trade unions in order identify future training programmes.</p>	Objectives: 1 Outcomes: 1,3 Issues: 8

¹ As referenced in sections 2.3 and 2.4

³ By this we mean ensuring that the physical environment is appropriate to the needs of staff with a disability e.g workstations, toilet facilities, lifts, doorway access etc

Ref No	Action	Responsible Department	Scheduled end date	Activity to date	Objective, Outcome and Issue²
DES03	Include questions related to equality in SPT staff surveys	Executive Support	Ongoing	From 2010 the all staff survey will include questions in relation to equality	Objectives: 1,2 Outcomes:1,2 Issues:10-12
DES04	Enable employees who are disabled or have recently become disabled to remain in employment.	Human Resources (in consultation with Occupational Health Service)	Ongoing	SPT's policy is to assist employees to remain in employment including the reassignment of staff to alternative duties where appropriate	Objectives: 1 Outcomes: 1 Issues: 12,13
DES05	Ensure SPT's grievance and disciplinary procedures are applied equitably and comprehensively.	Human Resources (in partnership with line management.)	Ongoing	SPT has detailed grievance and disciplinary procedures in place. These are monitored and reviewed regularly to ensure that they are applied equitably across the organisation.	Objectives: 1,2 Outcomes: 1,2 Issues: 10-12
DES06	Continue to recruit applicants based on objective criteria thereby ensuring applicants are recruited on ability	Human Resources	Ongoing	The SPT recruitment process is based on objective criteria to ensure applicants are recruited on ability. Records are maintained in relation to the recruitment process.	Objectives: 1 Outcomes: 1 Issues: 10-13
DES07	Develop a training programme in equalities issues including recruitment. Implement Equality Training Programme and monitor its effectiveness.	Human Resources	Ongoing	A training programme is currently being developed to cover all main equality strands. It will be applicable to all staff. It is intended to commence training sessions during Autumn of 2009.	Objectives: 1,2 Outcomes:1,2, Issues:10-13

Ref No	Action	Responsible Department	Scheduled end date	Activity to date	Objective, Outcome and Issue ²
DES08	Monitor training and development, particularly management development courses, ensuring disabled people are afforded equal opportunity to progress through the organisation	Human Resources	Ongoing	SPT has a pro-active policy to assist all staff further education and professional development. SPT is developing a computerised personnel/training recording system which will enable more efficient recording and analysis of our training and professional development programme. This will be implemented during 2009/10.	Objectives: 1 Outcomes: 1 Issues: 10-13
For our Service Users					
DES09	Ensure marketing and PR activities take account of need to promote disability equality in publicising SPT activities	Communications	Ongoing	SPT adheres to the Advertising Standards Authority Codes of Practise	Objectives: 1 Outcomes: 1 Issues: 6
DES10	Encourage involvement and representation of disabled people with regard to transport in community planning	Communications	Ongoing	We have actively engaged with Glasgow West Community Health and Care Partnership on disability issues. We will continue to work with Community Planning partners in relation to all equalities issues	Objectives: 1 Outcomes: 1 Issues: 3
DES11	Ensure that SPT's publications are accessible to all, and consider adoption of 'Plain English' standard for publications	Communications	Ongoing	SPT public documents are available in a range of formats on request including large print, Microsoft Word (for screen readers), Braille and community languages (including Chinese, Punjabi, Urdu and Turkish and audio format. An accessible format has been adopted for SPT's website to improve legibility for those with limited vision.	Objectives: 1,2 Outcomes: 1,2 Issues: 6

Ref No	Action	Responsible Department	Scheduled end date	Activity to date	Objective, Outcome and Issue ²
DES12	Establish initiatives which aim to promote equality for disabled transport users	Communications/ Policy & Strategy	Ongoing	<p>SPT is developing an Equality Impact Assessment template for all its projects and policies</p> <p>An integral part of the Subway Modernisation Project is improving access to the Subway</p> <p>We have held information events to increase awareness of transport services available to disabled people in the west of Scotland and participated in East Renfrewshire and East Ayrshire's annual Equalities events.</p> <p>We will continue to support equalities events through the Community Planning Partnerships by providing transport information and supporting equalities initiatives in the year ahead.</p>	Objectives: 1 Outcomes: 1 Issues: 1-9
DES13	Maintain and improve accessibility of SPT web-site and intranet site for disabled service users and staff	Communications / Technology Solutions	Ongoing	<p>An accessible format has been adopted for SPT's website to improve legibility for those with limited vision.</p> <p>In addition, many documents on the website can be requested in other formats</p>	Objectives: 1 Outcomes: 1,3 Issues: 6

Ref No	Action	Responsible Department	Scheduled end date	Activity to date	Objective, Outcome and Issue ²
DES14	Ensure analysis of customer complaints breaks down information by disabled group	Human Resources / Organisational Development	Ongoing	<p>There are procedures in place to monitor customer complaints, received by email, letter, passenger charter, fax, telephone, or verbally. These are logged on our database.</p> <p>Customer Complaints Breakdown as follows: Step 1 – Enter name and contact details Step 2 – Enter nature of complaint, when it was received, how it was received, and who and which section has been allocated to investigate and respond. Step 3 – On completion of investigation, Operational Departments will receive the completed returned paperwork and the response will then be entered on the database and closed off.</p> <p>However, SPT does not enquire if the person making a complaint has a disability. SPT has reviewed this action and we do not consider it to be an appropriate approach.</p>	Objectives: 2 Outcomes: 2 Issues: 1-9
DES15	Support and continue the development of Demand Responsive Transport, particularly Dial-a-Bus services and also consider the needs of carers in this regard.	Bus Operations	Ongoing	SPT has invested £3.9 million in new multi-purpose vehicles which will enhance the Dial-a-Bus and Ring'n'Ride services. These vehicles have low-floors, vehicle-kneeling, adaptable seating and are DDA-compliant.	Objectives: 3 Outcomes:1,3 Issues: 2,5

Ref No	Action	Responsible Department	Scheduled end date	Activity to date	Objective, Outcome and Issue ²
DES16	Develop initiatives which address ticketing issues faced by disabled people	Bus Operations / Policy & Strategy	Ongoing	<p>This is being considered as part of the Subway Modernisation process.</p> <p>SPT is investing in the development of Smartcard technology and working with Transport Scotland to deliver concessionary Smartcard which will improve the service to travellers with a disability.</p> <p>SPT responds positively to national policy consultations which aim to introduce ticketing systems that are responsive to the needs of disabled travellers.</p>	Objectives: 1 Outcomes: 1,2 Issues: 5
DES17	Continue to develop initiatives which aim to address affordability issues for disabled people and their carers	Bus Operations / Policy & Strategy	Ongoing	<p>SPT operates 32 accessible buses across the west of Scotland which provides door to door transport for people with mobility difficulties⁴</p> <p>We assist in the provision of the Evening Hospital Visitor Transport Service to support those who experience difficulty getting to hospitals by public transport in the evening.</p>	Objectives: 1 Outcomes: 1,3 Issues: 5
DES18	Conduct further research into trip patterns of disabled people, and reasons for non-use of transport services	Policy & Strategy	Ongoing	SPT continues to monitor the data available in relation to the differences in trip behaviour of disabled people	Objectives: 1,3 Outcomes: 1,2,3 Issues: 1-9

⁴ Eligibility criteria exist for the use of Dial-a-Bus. For automatic eligibility applicants must be over 80 years old, be registered as blind, in receipt of Attendance allowance, Disability Living Allowance (mobility at the higher rate) or War pensioners' mobility supplement. Applications from those who are not automatically eligible but, have difficulty using public transport are medically assessed. Applicants with a temporary disability such as a broken leg may apply for temporary registration for up to four months.

Ref No	Action	Responsible Department	Scheduled end date	Activity to date	Objective, Outcome and Issue ²
DES19	Disseminate information on SPT disability-related activities to relevant groups	Communications / Policy & Strategy	Ongoing	<p>We have held information events to increase awareness of transport services available to disabled people in the west of Scotland and participated in East Renfrewshire and East Ayrshire's annual Equalities events.</p> <p>We will continue to support equalities' events through the Community Planning Partnerships by providing transport information and supporting equalities initiatives in the year ahead</p>	Objectives: 1 Outcomes: 1 Issues: 3,6
DES20	Develop initiatives which aim to improve the availability and accessibility of transport information for disabled people.	Communications / Policy & Strategy	Ongoing	<p>We will continue to hold information events for disabled people.</p> <p>The Demand Responsive Travel Unit has a minicom which allows people who are hard of hearing to type booking/requests and receive a typed reply. We also offer clients the opportunity to book by mobile phone text message.</p> <p>Hard of hearing loops are installed in all travel centre counters</p> <p>Subway ticket offices have amplification equipment for customers with hearing problems.</p> <p>(Also see DES19 above)</p>	Objectives: 1 Outcomes: 1,3 Issues: 6
DES21	Ensure SPT Capital & Revenue Programmes give higher priority to interventions that are particularly likely to improve transport options for disabled people	Policy & Strategy / Projects	Ongoing	All SPT projects incorporate the needs of disabled users and 'Access for All' is one of SPT's strategic objectives against which all bids for capital funding are assessed.	Objectives: 3 Outcomes:3 Issues: 1-9

Ref No	Action	Responsible Department	Scheduled end date	Activity to date	Objective, Outcome and Issue ²
DES22	Work towards ensuring SPT vehicles are accessible ahead of legislative requirements (DDA)	Bus Operations	Ongoing	All buses owned/purchased by SPT are already DDA-compliant. All bus services supported by SPT require DDA-compliant vehicles with the exception of those on Arran and one service in Roystonhill where road conditions preclude the use of low-floor buses.	Objectives: 3 Outcomes: 2,3 Issues: 1
DES23	Continue to develop safety and security measures for disabled employees and services users	Head of Security	Ongoing	SPT has established a number of initiatives to improve safety and security for service users and staff including: <ul style="list-style-type: none"> - BT Police patrol SPT Subway - Improved CCTV in the Subway - Platform screens at Hillhead and Ibrox Subway stations - Improved lighting at Subway Station - Safe Routes to Public Transport Study complete and recommendations being developed - On going security training - Introduce Subway Security Programme - Health & Safety and Security Tours for senior SPT management being Introduced - A more robust Accident and Incident investigation process is being developed - A new Health & Safety Management System is now on SPT's intranet site 	Objectives: 2 Outcomes: 2 Issues: 4, 10, 11
DES24	Where possible, provide and publicise additional services to cater for special events aimed at disabled groups	Communications / Bus Operations	Ongoing.	This will be done subject to agreement on appropriate events and available funding.	Objectives: 3 Outcomes: 3 Issues: 2,6
DES25	Continue to develop format for Equality Impact Assessment, ensuring compliance with relevant equality legislation and adoption of best practice	Policy & Strategy / Projects	Ongoing	SPT was the first Regional Transport Partnership in Scotland to produce an Equality Impact Assessment for its Regional Transport Strategy. We will continue to develop a robust EQIA for all projects and policies	Objectives: 1,2,3 Outcomes: 1,2,3 Issues: 1-9

Ref No	Action	Responsible Department	Scheduled end date	Activity to date	Objective, Outcome and Issue²
DES26	Supported bus services – review contract conditions to ensure operators of SPT supported services comply with relevant equality legislation	Bus Operations	Ongoing	Current Conditions of Contract require all tendering operators to sign declarations in relation to their compliance with Equalities legislation.	Objectives: 1,2,3 Outcomes: 1,2,3 Issues: 1,5,6
DES27	Investigate ways of improving comfort during transport journeys for disabled people	Bus Operations	Ongoing	The design standards of vehicles operated by or under contract to SPT conform to DDA legislation SPT will continue to monitor and reflect best practice on vehicle design in providing transport services for disabled people and those with a mobility impairment.	Objectives: 3 Outcomes: 3 Issues: 7
DES28	Investigate options for improving enforcement of dedicated spaces for disabled people – parking and on public transport	Policy & Strategy	2009	SPT has offered to provide support and analysis to its member Councils as they develop their approach in line with the Disabled Persons' Parking Place (Scotland) Bill	Objectives: 3 Outcomes: 3 Issues: 9
DES29	Ensure high level of involvement by disabled people in development of 2 nd Regional Transport Strategy	Policy & Strategy	2010	This action will take place when work begins on the 2 nd Regional Transport Strategy in 2010. Work is underway to build on existing relationships in order to have a robust network of contacts.	Objectives: 1 Outcomes: 1 Issues: 3
DES30	Develop personalised travel planning for disabled people, and investigate the use of 'transport buddies'/ customer assistants in this regard	Policy & Strategy / Bus Operations	2010	Personalised travel planning is available through the Traveline website. We will investigate the potential to introduce "transport buddies" subject to available funding	Objectives: 1, 2 Outcomes: 1,2,3 Issues: 2,4,6,8
DES31	Develop action plan for Subway to improve facilities and services for disabled people.	Subway / Projects	2010	Access consultants have been appointed to assist in improving access to the Subway which is an integral part of the Subway Modernisation Project. Consultation with stakeholders is being undertaken.	Objectives: 3 Outcomes: 3 Issues: 2,3,7

Ref No	Action	Responsible Department	Scheduled end date	Activity to date	Objective, Outcome and Issue ²
DES32	Continue to develop plan for Subway compliance with provisions of Disability Discrimination Act	Subway	2010	As part of the Subway modernisation project DDA reports have been produced for each of the 12 stations. The actions arising from these audits are being taken forward through the Station Improvement Programme.	Objectives: 3 Outcomes:3 Issues: 2
For our Staff and service users					
DES33	Work in partnership with stakeholders to ensure consistency in approach towards addressing disability issues	Communications (Community Planning) / Policy & Strategy	Ongoing	SPT is continuing to engage with stakeholders through the Community Planning Partnerships to address disability issues.	Objectives: 1,2 Outcomes: 1,2 Issues:1-13
DES34	Procurement – review standard contract conditions to ensure suppliers comply with relevant equality legislation, and that the needs of disabled people are taken into account in tender preparation, and monitored appropriately	Finance / Legal	Ongoing	SPT is actively reviewing this and discussions are underway between our Finance (Procurement) and Bus Operations departments to consider changes as appropriate	Objectives: 1,3 Outcomes: 1,3 Issues: 1-13
DES35	Introduce into the SPT risk register the risk of disability discrimination both in employment practices and in the provision of services, and ensure that all departments are aware of and respond appropriately to deal with the risk.	Human Resources (& Organisational Development)	Ongoing	Reflected in the SPT Risk Register	Objectives: 1,2,3 Outcomes: 1,2,3 Issues: 1-13
DES36	Ensure SPT continues compliance with relevant equality legislation and all departments are made aware of their responsibilities in this regard	Legal	Ongoing	SPT has recently held a seminar for senior management on the forthcoming Equalities Bill. Our Equality Schemes are on the SPT website and SPT has recruited a Staff Equality Champion.	Objectives: 1,2,3 Outcomes: 1,2,3 Issues:1-13

Ref No	Action	Responsible Department	Scheduled end date	Activity to date	Objective, Outcome and Issue²
DES37	Continue and improve engagement, consultation, research and monitoring of equality issues in relation to transport, service delivery and employment	Policy & Strategy / Human Resources / Communications	Ongoing	This will continue through the Work of the Corporate Equalities Working Group (See DES 38)	Objectives: 1,2,3 Outcomes: 1,2,3 Issues: 1-13
DES38	Establish Corporate Equalities Working Group	Executive Team / Human Resources / Communications / Policy & Strategy	March 2008	SPT's internal Equalities Working Group is being expanded and its remit widened to reflect the projects and activities undertaken by departments across SPT in delivering services to disabled travellers.	Objectives: 1,2,3 Outcomes: 1,2,3 Issues: 1-13