

# Disability Equality Scheme

2007 - 2010

# Strathclyde Partnership for Transport

Disability Equality Scheme 2007-2010

December 2007

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## Foreword

Strathclyde Partnership for Transport, the Regional Transport Partnership for the west of Scotland, is committed to ensuring that in all its activities the needs of disabled people are taken into account.

This Scheme sets out how we propose to promote equality of opportunity for disabled people, eliminate discrimination and harassment, promote positive attitudes, encourage participation in our activities, and the steps we intend to take to address the transport issues disabled people face.

We will monitor our activities and publish the results annually. The anticipated outcomes of this Scheme will ensure that we are achieving our vision of 'a world-class, sustainable transport system that acts as a catalyst for an improved quality of life **for all.**'

**Councillor Alistair Watson**  
**Chair**  
**SPT**

**Ron Culley**  
**Chief Executive**  
**SPT**

## **1. Introduction**

- 1.1.1 This document constitutes Strathclyde Partnership for Transport's (SPT) Disability Equality Scheme 2007-2010. As the responsible authority, SPT are satisfied the Scheme meets the requirements of the Disability Equality Duty (from the Disability Discrimination Act 2005), following enactment of the Disability Discrimination (Public Authorities) (Statutory Duties) (Scotland) Amendment Regulations 2007.
- 1.1.2 SPT are further satisfied that the Scheme follows the Statutory Code of Practice for Scotland, 'The Duty to Promote Disability Equality', published by the Disability Rights Commission.
- 1.1.3 The Scheme is structured as follows: Chapter 2 provides information on the legislative requirements of the Disability Equality Duty; Chapter 3 provides information on SPT and what we do, and our achievements in promoting equality for disabled people to date; Chapter 4 provides information on our vision, mission, shared goals and strategic priorities; Chapter 5 details how we have involved disabled people – both staff and the travelling public – in developing the Scheme; Chapter 6 details how we have used the information gained from involving disabled people to develop specific disability equality objectives and outcomes; Chapter 7 is the Action Plan, and notes a series of actions SPT is committed to undertaking as a result of the Scheme, including our approach to Impact Assessment and Chapter 8 provides details of the approval process for this Scheme, monitoring arrangements, publication details, and information on how to contact us should you require further information.

## **2. What is a Disability Equality Scheme?**

### **2.1 Legislative background**

- 2.1.1 The Disability Discrimination Act 1995 has been amended by the Disability Discrimination Act 2005 so that it now places a duty on all public authorities, when carrying out their functions, to have due regard to the needs of disabled people.
- 2.1.2 From 1 April 2007, Strathclyde Partnership for Transport, as the Regional Transport Partnership for the west of Scotland, is subject to the specific duties of the Disability Equality Duty (from the Disability Discrimination Act 2005), following enactment of the Disability Discrimination (Public Authorities) (Statutory Duties) (Scotland) Amendment Regulations 2007.
- 2.1.3 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 like SPT working proactively towards delivering meaningful and demonstrable outcomes for disabled people.
- 2.1.4 The duty consists of two parts: the general duty and the 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.
- 2.1.5 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 the 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 Definition of disability**

2.2.1 SPT believed it important to have a clear definition of what constitutes 'disability' prior to preparation of the Scheme. Therefore, SPT has adopted the definition of disability as specified in the Statutory Code of Practice for Scotland, 'The Duty to Promote Disability Equality', published by the Disability Rights Commission. This is as follows:

### **When is a person disabled?**

A person has a disability if he or she has a physical or mental impairment, which has a substantial and long-term adverse effect on his or her ability to carry out normal day-to-day activities.

### **What about people who have recovered from a disability?**

People who have had a disability within the definition are protected from discrimination even if they have since recovered.

### **What does 'impairment' cover?**

It covers physical or mental impairments; this includes sensory impairments, such as those affecting sight or hearing.

### **Are all mental impairments covered?**

The term 'mental impairment' is intended to cover a wide range of impairments relating to mental functioning, including what are often known as learning disabilities.

### **What is a 'substantial' adverse effect?**

A substantial adverse effect is something which is more than a minor or trivial effect. The requirement that an effect must be substantial reflects the general understanding of disability as a limitation going beyond the normal differences in ability which might exist among people.

What is a 'long-term' effect?

### **A long-term effect of an impairment is one:**

- which has lasted at least 12 months, or

- where the total period for which it lasts is likely to be at least 12 months, or
- which is likely to last for the rest of the life of the person affected.

Effects which are not long-term would therefore include loss of mobility due to a broken limb which is likely to heal within 12 months and the effects of temporary infections, from which a person would be likely to recover within 12 months.

### **What if the effects come and go over a period of time?**

If an impairment has had a substantial adverse effect on normal day-to-day activities but that effect ceases, the substantial effect is treated as continuing if it is likely to recur; that is if it is more probable than not that the effect will recur.

### **What are 'normal day-to-day activities'?**

They are activities which are carried out by most people on a fairly regular and frequent basis. The term is not intended to include activities which are normal only for a particular person or group of people, such as playing a musical instrument, or a sport, to a professional standard or performing a skilled or specialised task at work. However, someone who is affected in such a specialised way but is also affected in normal day-to-day activities would be covered by this part of the definition. The test of whether an impairment affects normal day-to-day activities is whether it affects one of the broad categories of capacity listed in Schedule 1 to the Act. They are:

- mobility
- manual dexterity
- physical co-ordination
- continence
- ability to lift, carry or otherwise move everyday objects
- speech, hearing or eyesight
- memory or ability to concentrate, learn or understand, or
- perception of the risk of physical danger.

### **What about treatment?**

Someone with an impairment may be receiving medical or other treatment which alleviates or removes the effects (though not the impairment). In such cases, the treatment is ignored and the impairment is taken to have the effect it would have had without such treatment. This does not apply if substantial adverse effects are not likely to recur even if the treatment stops (i.e. the impairment has been cured).

### **Does this include people who wear spectacles?**

No. The sole exception to the rule about ignoring the effects of treatment is the wearing of spectacles or contact lenses. In this case, the effect while the person is wearing spectacles or contact lenses should be considered.

### **Are people who have disfigurements covered?**

People with severe disfigurements are covered by the Act. They do not need to demonstrate that the impairment has a substantial adverse effect on their ability to carry out normal day-to-day activities.

### **Are there any other people who are automatically treated as disabled under the Act?**

Anyone who has HIV infection, cancer or multiple sclerosis is automatically treated as disabled under the Act. In addition, people who are registered as blind or partially sighted, or who are certified as being blind or partially sighted by a consultant ophthalmologist are automatically treated under the Act as being disabled. People who are not registered or certified as blind or partially sighted will be covered by the Act if they can establish that they meet the Act's definition of disability.

### **What about people who know their condition is going to get worse over time?**

Progressive conditions are conditions which are likely to change and develop over time. Where a person has a progressive condition he or she will be covered by the Act from the moment the condition leads to an impairment which has some effect on the ability to carry out normal day-to-day activities, even though not a substantial effect, if that impairment is likely eventually to have a substantial adverse effect on such ability.

### **Are people with genetic conditions covered?**

If a genetic condition has no effect on ability to carry out normal day-to-day activities, the person is not covered. Diagnosis does not in itself bring someone within the definition. If the condition is progressive, then the rule about progressive conditions applies.

### **Are any conditions specifically excluded from the coverage of the Act?**

Yes. Certain conditions are to be regarded as not amounting to impairments for the purposes of the Act. These are:

- addiction to or dependency on alcohol, nicotine, or any other substance (other than as a result of the substance being medically prescribed)
- seasonal allergic rhinitis (e.g. hayfever), except where it aggravates the effect of another condition
- tendency to set fires
- tendency to steal
- tendency to physical or sexual abuse of other persons
- exhibitionism
- voyeurism.

Also, disfigurements which consist of a tattoo (which has not been removed), non-medical body piercing, or something attached through such piercing, are to be treated as not having a substantial adverse effect on the person's ability to carry out normal day-to-day activities.

### **3. About SPT**

#### **3.1 Who we are**

- 3.1.1 Strathclyde Partnership for Transport (SPT) is the Regional Transport Partnership (RTP) for the west of Scotland. It is one of seven Scottish RTPs established by the Transport (Scotland) Act 2005. SPT retains many of the transport powers and functions which were previously exercised by Strathclyde Passenger Transport Authority / Executive.
- 3.1.2 The SPT area comprises the following Council areas: 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.
- 3.1.3 The SPT area is home to 2.14 million people, covering 6,969 square kilometres, and with a population density of 307 people per square kilometre.

#### **3.2 What we do**

- 3.2.1 SPT has a variety of policy, planning, strategy and operational functions. Of primary importance is a statutory obligation to prepare a Regional Transport Strategy for the west of Scotland. This draft Strategy, which covers a 10-15 year timeline, is multi-modal in scope, and was submitted to Scottish Ministers on 31 March 2007. SPT are currently awaiting approval of the Strategy from Scottish Ministers.
- 3.2.2 With respect to policy, planning – including community planning - and operational functions, SPT's role involves planning and delivering transport solutions for all modes of transport across the region, in conjunction with its member Councils and industry partners. SPT are at the centre of the region's transport planning; analysing travel needs and developing the transport system for now and the future.
- 3.2.3 SPT has direct operational responsibilities, such as running the Subway and certain bus stations, supporting local bus services and managing integrated ticketing. SPT has a role in promoting and developing rail projects to meet the region's needs, such as the Glasgow Airport Rail Link. Under the Transport (Scotland) Act 2005, SPT also consults on the coordination of the public transport network and the provisions of passenger information in partnership with bus operators

#### **3.3 Governance arrangements**

- 3.3.1 SPT is a public body with a Partnership Board, comprising of 27 members representing the 12 constituent unitary authorities in the West of Scotland plus other interested parties. Of the 27 members, 20 are democratically elected Councillors nominated from member Councils and seven appointed members, appointed by the Scottish Ministers.

- 3.3.2 There are 6 Committees delegated to make decisions on behalf of the Partnership Board: the Chair's Committee, Strategy & Programme Committee, Operations Committee, Audits and Standards Committee, Personnel Committee and Personnel Appeals Sub-Committee. <sup>1</sup>.
- 3.3.3 Officers of SPT are charged with executing the decisions of the Partnership Board, and their Committees. Further details on the responsibilities of officers of SPT are available in the 'Scheme of Delegated Functions'. <sup>2</sup>
- 3.3.4 An Executive Team, comprising the Chief Executive, Assistant Chief Executives, Directors, Head of Organisational Development, Executive Support Officer, and other senior staff as required, make decisions on transport planning, operational issues and project development.

### **3.4 Progress on Disability Equality**

- 3.4.1 SPT has made significant progress in addressing issues faced by both our staff and our customers who are disabled, for example:

#### **Dial-a- Bus**

SPT's Dial-a-Bus service helps people who are unable to use or have difficulty using standard buses access their local community. It can be used for shopping, visiting friends, attending local clubs, doctor and health centre appointments, or hospital visiting (but not hospital appointments). The service can also be used to take people to and from their local rail station.

All Dial-a-Bus vehicles are wheelchair-accessible, with low floor ramp access at the front of the vehicle. The vehicle will pick up and drop off as near as possible to a user's home and their chosen destination. The driver will assist the user on and off the bus and they are welcome to bring a friend if they feel their support would help.

Dial-a-Bus is available to people who are unable to use or have difficulty in using standard buses and who meet any of the following qualifying conditions:

They are in receipt of any one of the following Department for Work and Pensions allowances:

- Attendance allowance
- Disability living allowance mobility component at the higher rate
- War pensioners' mobility supplement (current proof of qualifying benefit must be provided on application).

OR

They are registered as blind

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<sup>1</sup> Further details of these and their terms of reference are available from [www.spt.co.uk/about/corporategovernance.html](http://www.spt.co.uk/about/corporategovernance.html). Please use the contact details at the end of this Scheme should you require a paper copy of these, or require them in a more accessible format.

<sup>2</sup> See [www.spt.co.uk/about/corporategovernance/scheme\\_of\\_delegated\\_functions.pdf](http://www.spt.co.uk/about/corporategovernance/scheme_of_delegated_functions.pdf). Please use the contact details at the end of this Scheme should you require a paper copy of these, or require them in a more accessible format.

OR

They are over 80 years old.

Even if none of the above apply but a person has difficulty using standard public transport, they may still qualify to use Dial-a-Bus. A completed application form detailing the medical condition is necessary in this regard. Temporary Registration Applicants with a temporary disability such as a broken leg may apply for temporary registration for up to four months.

The Dial-a-Bus service operates in designated areas across the west of Scotland and is very popular, with nearly 400,000 users a year. Further details are available at [www.spt.co.uk/bus/dab.html](http://www.spt.co.uk/bus/dab.html)

### **Bus infrastructure**

SPT has recently refurbished East Kilbride Bus Station in South Lanarkshire, and has improved accessibility features for disabled passengers. All areas of the bus station and its travel centre are wheelchair accessible. For visually impaired users, wayfinding slabs help to guide travellers around the bus station and to individual stances. An information point providing bus departure information in audio-visual format is also provided. REACT is an audio way-finding system (also installed at Buchanan Bus Station), endorsed by the RNIB, with units located throughout the bus station. When activated, it plays an audio alert directing the traveller to various key locations within the bus station including the audio-visual information point and travel centre. There are also audio information points at all stances. These provide departure information for that stance.

### **Subway**

SPT is committed to the highest levels of accessibility to the Subway. Many of our stations are relatively shallow and should pose few difficulties to people with moderate levels of disability, although at present it can't accommodate wheelchair users. Escalators are provided at many of the busiest stations. We provide priority seats for elderly people and people with disabilities to use in each train carriage. Ticket offices have amplification equipment for customers with hearing impairments. Customers with sight impairment are welcomed, along with their guide dogs when accompanied. Staff are ready to help - they can stop escalators if necessary and make sure train drivers know where passengers with disabilities want to get off. The Subway can also carry hearing dogs for deaf passengers, and other dogs which help with their owner's disability.

Park and Ride facilities are provided at Shields Road, Bridge Street and Kelvinbridge stations. Spaces for people with disabilities and parents and toddlers are provided at Kelvinbridge.

### **Describe Online**

In November 2005, Describe Online produced a set of detailed text-only descriptions for each of the 15 Glasgow Subway stations. Included in these descriptions are:

- a comprehensive guide to each station, saying where it is within the local street network;
- any special facilities available (for example, phones);
- how to find your way between the entrance and platform;
- specific instructions about concessionary fares, how to obtain assistance, and how to use the automatic gates in each station.

Although primarily intended as an aid to blind or vision-impaired people, this information will benefit others who have difficulty with graphic maps or who require advice in preparing for a journey. The descriptions for Partick station are updated periodically to take account of ongoing rebuilding work.

Each guide consists of five sections: Environs, General Description, Facilities, Detailed Description and How Do I..?

The **Environs** section explains the location of the station in terms of the local street network, the entrances and exits to the station, nearby road crossings, local buses and features of interest. The **General Description** explains the lines served by the station (usually Glasgow Subway), the layout of the station in brief and a statement on accessibility to Guide Dog users. Note that none of the Glasgow Subway stations are accessible to wheelchairs. The **Facilities** section lists the special facilities within the station, such as stairs access, phones, etc, giving directions to these where appropriate. The **Detailed Description** traces the entire station, level by level, listing features in and around each space, the direction of passages and steps, and other details. In particular, it explains how you would leave the station via the fire exit in an emergency. The **How Do I..?** section includes reminders on how to gain assistance and on buying tickets.

## **Safety & Security**

The safety and security of our customers and staff is at the core of services SPT provide. Disabled people can often feel particularly vulnerable when using public transport, and therefore we have recently taken steps to improve safety and security measures across the network. For example, two British Transport Police officers are now permanently stationed on the Subway, giving reassuring passengers and dealing with incidents as they arise.

## **For our staff**

SPT ensure that all our staff who are disabled have adequate provisions made within the workplace to ensure they can carry out their duties to the best of their abilities. All our offices are fully compliant with relevant legislation to ensure ease of use for those with a disability. SPT does, for example, provide specialist computer equipment for someone with a visual impairment. SPT also

ensures that should someone with a disability apply for a post they are guaranteed an interview if they meet the minimum criteria.

### **3.5 Our Approach to Impact Assessment**

- 3.5.1 SPT has significantly developed its approach to Equality Impact Assessment (EqIA) over the last two years. The impetus for this was the development of the first statutory Regional Transport Strategy for the west of Scotland. At the start of the development process for the RTS, SPT were keen to ensure the needs of disabled people were taken into account. Therefore a process for establishing the differential impacts of the policies and initiatives in the RTS on disabled people, and people from other equality groups, was created. More information on this is available in the RTS Equality Impact Assessment – available from [www.spt.co.uk/rts](http://www.spt.co.uk/rts) or by using the contact details at the end of this Scheme.
- 3.5.2 In summary, at policy, plan or strategy level, SPT has created a pro forma for completion to assess differential impacts on equality groups. The contents of this form have been created drawing examples from the Scottish Government, and the Northern Ireland Development Department. This form allows the department within SPT completing the form to assess, at a high level, the impacts of their proposals. Should negative impacts be identified, the proposal should be amended to mitigate these.
- 3.5.3 At the next stage – project development, design and implementation – SPT hope to develop their approach to EqIA throughout the lifetime of this Scheme. SPT are liaising with Transport for London in this regard, as they have experience of an EqIA on a major project – London CrossRail. Drawing on their best practice, and the experiences of Transport Scotland and others, SPT will develop a robust approach to EqIA.

## **4. Our Policies**

- 4.1.1 The final draft of SPT's Regional Transport Strategy for the west of Scotland 2007-2021, submitted for approval to Scottish Ministers on 31 March 2007, is the basis for SPT's overall vision, goals and objectives. These are reiterated in the SPT Operating Plan 2007-08. These detail the overall aims of SPT for the future, and note how we plan to achieve them in the year to 31 March 2008.

### **4.2 Our Vision**

A world-class sustainable transport system that acts as a catalyst for an improved quality of life for all.

### **4.3 Our Mission**

To champion and deliver the development and provision of high quality sustainable transport choices for the West of Scotland in order to assist the growth of the Scottish economy and to enable all people who are living, working or visiting the West of Scotland to share in the benefits of this growth.

### **4.4 Our Shared Goals**

A. Develop the economy

Through improving the connectivity for business and freight, making transport more effective and efficient, providing access to employment, education, shopping and leisure, and improving transport integration.

B. Promote social inclusion and equality

By providing a transport system that is safe, accessible and affordable to all sections of the community.

C. Improve health and protect the environment

By minimising emissions and consumption of resources and energy, by promoting active travel, quality public transport and modal shift.

#### **Our Internal Goal**

D. Be recognised as an excellent organisation

By continually reviewing and improving performance, by ensuring efficient and effective use of resources and by developing a highly skilled workforce.

### **4.5 Our Strategic Priorities**

**Safety and Security**

To improve security and personal safety on the transport system.

**Modal Shift**

To increase the proportion of trips undertaken by walking, cycling and public transport.

**Excellent Transport System**

To enhance the attractiveness, reliability and integration of the transport network.

**Effectiveness and Efficiency**

To ensure the provision of an effective and efficient transport infrastructure and services to improve connectivity for people and freight.

**Access for All**

To promote and facilitate access that recognises the transport requirements for all.

**Environment and Health**

To improve health and protect the environment by minimising emissions and consumption of resources and energy by the transport system.

**Economy, Transport and Land-use Planning**

To support land-use planning strategies, regeneration and development by integrating transport provision.

**Corporate Management**

To provide effective and efficient management of the Partnership's people and resources.

**Pursuit of Excellence**

To provide a high level of service based on the needs and expectations of customers

## **5. Involvement**

### **5.1 Disabled people in the west of Scotland**

5.1.1 The 2001 Census states that 22.5% (500,000) of people in the west of Scotland<sup>3</sup> have a limiting long-term illness or disability which impacts on their daily activities.

5.1.2 The Scottish Executive's High Level Summary of Equality Statistics (2006) provides a useful summary regarding travel behaviour of members of some of the equalities groups. It should be noted that the figures quoted below relate to all Scotland:

- 56% of adults with a disability or long-term illness had used a local bus service in the month, compared with 42% of adults with no disability or long-term illness.
- Only 8% of adults with a disability or long-term illness had used a train in the past month - this compares to 22% of adults with no disability or long-term illness.
- 44% of those with a disability or long-term illness have a driving licence, compared with 72% of adults (aged 17 years and over) without a disability or long term illness.

### **5.2 Involving the traveling public**

5.2.1 In developing this Scheme, SPT were keen to ensure that disabled people were full involved in its development. This section seeks to explain this involvement and the conclusions which can be drawn from it.

5.2.2 SPT have recently completed and approved the Regional Transport Strategy for the west of Scotland 2007-21 (RTS) and were keen to ensure that those sections of the community who experience difficulties more than most when using the transport system had their needs taken into account. SPT undertook consultation to ensure that all those who had an interest in transport in the west of Scotland had the opportunity to have their say. The outcome of this consultation on the Strategy has informed the development of this Scheme. Below is a summary of the key facts and figures relating to the consultation:

- 250+ formal responses
- 1,000+ verbal responses from attendees at workshops, seminars and meetings
- A variety of reference group meetings with councils and key stakeholders
- 13 public exhibition events across the west of Scotland at venues such as shopping centres
- RTS website created for document downloading and for information

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<sup>3</sup> For statistical analysis purposes, the west of Scotland is defined as being the following council areas: Argyll & Bute, East Ayrshire, East Dunbartonshire, East Renfrewshire, Glasgow City, Inverclyde, North Ayrshire, North Lanarkshire, Renfrewshire, South Ayrshire, South Lanarkshire, West Dunbartonshire

- 800 copies of Consultative Draft RTS sent out to key stakeholders and libraries across the west of Scotland
- Advertising and publicity in local and national papers reached at least 1.3 million people.
- Press and radio reporting further raised awareness.

5.2.3 At an early stage in the Strategy development process, the following disability-related organisations were asked to provide their views on transport in the west of Scotland and the issues facing the people and communities they represent.

- Age Concern Scotland
- Capability Scotland
- Common Knowledge
- Deaf Connections
- Disability Rights Commission
- Empower Scotland
- Equality Network Forum
- Glasgow Disability Alliance
- Glasgow Older People's Welfare Association
- Help the Aged in Scotland
- Inclusion Scotland
- Mobility and Access Committee for Scotland
- Parallel Transport Liaison group
- RADAR
- RNID Scotland
- Scottish Accessible Transport Alliance

5.2.4 These organisations were sent an "early warning" email and letter three weeks before the consultation began. The letter and email asked consultees if they would require the document in more accessible formats, e.g. large print, audio or community languages. During the consultation phase, an audio version of the RTS was prepared which was requested by three members of the public. A large print format was also prepared which one member of the public requested. An announcement was made in the Equality Network Forum weekly e-mail newsletter letting people know consultation was underway, giving details of the Strategy, and how to contact SPT. The email was circulated to over 4,000 people with interests in the equalities agenda across the west of Scotland and beyond.

5.2.5 On 2 February 2007, SPT staff gave a presentation on the RTS to the Senior Issues Working Group of Glasgow City Council, with specific emphasis on issues for older people. The group has representatives from across Glasgow City Council, Glasgow Old People's Welfare Association, Greater Glasgow and Clyde NHS, North Glasgow Community Health and Care Partnership, West of Scotland Seniors Forum and Age Concern. Following the presentation, comments were received from attendees who were included as a consultation response to the Consultative Draft RTS.

- 5.2.6 On 6 February 2007, SPT in partnership with assistance from Real Inclusion, a division of Inclusion Scotland, organised an event for people with disabilities to discuss the RTS and issues relating to transport in general. Both users and current non-users of transport were invited to this event. There were thirty attendees, with a variety of disabilities represented: hearing impaired, visually impaired, wheelchair users, and people with learning disabilities. A wide age range was represented, from young adults to people over 60. The attendees came from areas across the west of Scotland.
- 5.2.7 Further to this, on 8 October 2007, a second event similar to the one above was held, again organized by Real Inclusion, this time specifically focused on SPT's Disability Equality Scheme. A presentation from SPT staff on 'who we are and what we do' was followed by a discussion on the issues attendees wished to see addressed in the Scheme. SPT were keen to ensure that this event was approached with a 'blank page', thus ensuring that disabled people were fully involved in the development of ideas for Scheme actions. A follow-up event, to explain to attendees how we used the information gained at previous events to develop Scheme actions was held on 23 November 2007.
- 5.2.8 In addition to the above, SPT staff have continued to gather information on issues facing disabled people when using transport by attending events organised by partners and stakeholders. For example, on 21 August 2007, we participated in an event organised by the Disability Rights Commission for disabled people from minority ethnic communities. Regular attendance at events such as these ensures SPT is kept up to date with issues facing disabled people in the west of Scotland.
- 5.2.9 The main disability-related issues raised throughout consultation can be summarised as follows:
- Distance between transport hub (e.g. bus stop, rail station) and home/work /place of visit/ educational facility/ healthcare facility
  - Affordability of transport
  - Attitude and approach of staff or passengers – there is evidence to suggest that a major factor in disabled people not using their concession card to use public transport is because of lack of staff training in disability awareness.
  - Feeling of exclusion from transport system and disillusionment with it – “no-one listens”, “they don't take account of our views”, “what's the point in complaining”
  - Reluctance to travel on public transport – “unsure of what to do”, “what may go wrong”, “don't know which bus/train goes where”
  - May have higher fear of crime meaning travel can be a stressful experience
  - Fear of travelling alone at night
  - Lack of involvement of disabled people in developing plans or projects
  - Anxiety due to feeling “trapped” on transport e.g. rail carriage between stations, top deck of double decker bus
  - Anxiety about using car parks if alone, particularly multi-storey car parks

- Heavier reliance on public transport – which is seen as offering less mobility than the private car- or taxis – which are expensive
- Lack of transport or access to transport can mean lack of social interaction, which can lead to low morale and depression
- Getting information about transport – timetables etc.
- Complaints procedures are often inadequate for needs of equalities groups
- Quality of interchange facilities between modes
- Accessing infrastructure and vehicles can be highly problematic for some within this group (e.g. raised kerbs, taxis, buses, trains)
- Journey times – some disabled people encounter problems if they wish to visit more than one place in a day (e.g. having to phone ahead 24 hours in advance to book assistance at a station)
- Access to a car or public transport – if none, then often completely reliant on goodwill
- Uncertainty about whether all parts of the journey are accessible, particularly where a mode change is involved.
- Comfort during journey – concerns about this can make some within this group reluctant to travel
- Uncertainty over whether there will be a seat available on public transport vehicle, and also the type of vehicle – for example, type of trains on some routes varies day to day, often making life difficult for disabled users.
- Availability, access to and maintenance of toilets throughout journey
- Affordability of transport for carers, especially if informal
- Availability of assistance at transport hub or on vehicle – ‘assisted journeys’ are a good idea
- Degree of confidence when embarking on journey, especially if alone, and fear of “something going wrong” during journey. Members of this group often have to plan ahead in detail for even the most simple journey, making it very difficult to undertake a “spontaneous” journey
- Access for accompanying person or guide dog
- Affordability of transport, particularly increased for this group due to need to take taxis
- Accessibility of transport information, and information on accessibility of transport infrastructure or vehicles
- Increase in people using public transport through concessionary travel may be acting as a disincentive to travel for some within this group e.g. “the bus will be too busy at that time”.
- Lack of enforcement regarding availability of designated spaces – seats on public transport, or car park spaces

### 5.3 Involving employees

- 5.3.1 The percentage of SPT staff who are disabled is 3.1%<sup>4</sup>. SPT were committed to ensuring that employees were fully involved in developing the Scheme. This involvement took two forms: a staff workshop and an interactive questionnaire.
- 5.3.2 Employees were invited to attend a workshop on the Disability Equality Scheme in an all staff email<sup>5</sup>. This email was sent by SPT's Chief Executive, emphasising commitment to disability equality at a senior level in the organisation.
- 5.3.3 It was emphasised to staff that attendance at the workshop would be within working hours, and that any comments made at the workshop would in confidence. The workshop was facilitated by an independent consultant, Reeves Associates, and SPT staff involved in developing the Scheme were not present.
- 5.3.4 The workshop took place in a non-SPT venue on 14 August 2007, and a cross-section of SPT employees were represented. The gender breakdown at the event was 20% female, 80% male.
- 5.3.5 Key issues raised included:

#### **Need to change attitudes / Commitment at senior level is needed**

*Quotes from participants:*

*"People say the right thing but don't always follow through."*

*"Need to recognise not patronise. If we don't, this will lead to avoidance."*

*"Need to open people's minds."*

#### **Disability awareness training required / Further analysis/investigation needed of 'hidden' issues**

*Quotes from participants:*

*"Lack of understanding what disability is. People don't appreciate hidden issues."*

*"Disability isn't all about wheelchair users."*

*"Organisation doesn't do well on mental health and behavioural issues."*

Disabled people can help to educate others in a sensible way: *"Difficult to transfer individual knowledge to the organisation."*

Useful for disabled staff to have a contact point in HR to access relevant information. *"Often it's the individual who has to let HR know what they need and how it can be sourced."*

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<sup>4</sup> Source: SPT Human Resources

<sup>5</sup> Directors / Managers whose staff did not have access to the email system were supplied with paper copies on request.

## Physical improvements needed

*Quotes from participants:*

Adjustments to work areas; clear passage ways, for those with walking difficulties. *"SPT provide facilities although there is a lack of understanding of the deficiencies in current provision. These issues are often not immediately picked up."*

Physical conditions often not compliant, because of the nature of the buildings. *"Will take years to get right."*

*"Sometimes big picture missing – for example, there may be ramped access to Consort House and a button to help those who want to get into use the customer service facility – but the building's difficult to actually get to because of its general location."*

Often solutions are not specific or tailored to the individual. *"It's difficult to cover everyone but some tailoring would help."*

## Transport / Planning issues

*Quotes from participants:*

*"Railway station Blue Badge parking is no use when you need to get to where you parked your car initially."*

*"Where a disabled person needs a carer, the later start would help and also mean that it was not necessary to use public transport when it is really busy, would lead to less of a rush."*

*"The question is how relevant is the Blue Badge at the Subway given the difficulties of actually accessing the Subway."*

*"Difficulty with older infrastructure, Subway, ferries and buses and an appreciation that change will take time."*

Particular issue on buses where drivers may refuse to let passengers who ask know when they are at a particular stop. They could be a massive help. Not seen as a major priority. *"Often people resort to taxis because of the experiences on public transport."*

Issue of buggies and wheelchairs – which gets priority? *"Seems to be an evolutionary issue here. Nowadays people expect to be able to take their buggy onto the bus without folding it."*

*"Biggest failing is the Subway. First seat should be for disabled – invariably always taken. Have never heard an announcement about this on the Underground. Better signage would help."*

*"Difficulties with escalators on the Subway when they don't work. No change of direction facility. Would be helpful to know at other stations when an escalator is not working so that the journey could be re-routed."*

*"Gap between platform and trains a real issue at some stations."*

Balance to be struck so that there is not a problem of over provision -example cited is 40 Blue Badge spaces at B&Q.

Few people use wheelchair facilities at bus stations.

## **Recruitment**

*Quotes from participants:*

*Need to assess needs at the outset. "Need to make arrangements for staff working with disabilities, awareness. What to expect?"*

Difficulties when people don't want to publicise their disability.

Lack of relaxation room and sick room. Have to use coffee room, totally inappropriate.

Incident of a colleague having to take rest at their desk due to medical condition.

The facilities which do exist do not get highlighted.

Environment – *"No information about what temperatures should be. For disabled people the temperature requirements may be different. It's hit and miss whether it's OK."*

5.3.6 SPT employees who were unable to attend the workshop had the opportunity to voice their opinions through an interactive questionnaire. The questionnaire was open for responses for two weeks. The breakdown of respondents was:

- Sex: 71% male, 29% female
- Ethnic background: 100% white
- Country of origin: 80% Scottish, 15% English, 5% Irish
- Age: 25% 45-54yrs, 35% 35-44yrs, 20% 55-65yrs, 10% 25-34yrs, 10% 16-24yrs
- Disability: 96% no disability, 4% had a disability

5.3.7 The 'headline' statistics from the questionnaires are set out below:

- Over 90% thought SPT treated disabled employees well with regard to pay and leave

- 26% thought disabled employees were treated less favourably with regard to recruitment and provision of facilities.
- Around 20% thought disabled employees were treated less favourably regarding job duties, promotion opportunities, and workplace practices and support.
- 33% thought SPT was not performing well, or not performing well at all with regard to issues around the recruitment of disabled people.
- Between 20 and 25% thought SPT was not performing well, or not performing well at all, with regard to training, promotion opportunities, provision of facilities, and workplace practices and support in relation to disabled people.
- Over 90% thought SPT was performing well or very well with regard to pay, leave, and family-friendly policies in relation to disabled people.
- Over 80% thought SPT was performing well or very well with regard to job duties, employee support, and policies & procedures in relation to disabled people.

*Quotes from respondents:*

In relation to what SPT could be doing to improve disability equality:

- *"Better training"*
- *"Better access arrangements, and incorporating facilities to assist disabled members of staff at work (i.e. hearing loops, DDA toilets at all locations)"*
- *"Ensure that staff have the tools they need to do their job."*

In relation to what should SPT be doing to actively promote equality for disabled people in how it goes about its business:

- *"Publicise what it does, engage better with disabled groups"*
- *"Preparation of equalities schemes, a more proactive approach to adjustment of jobs where possible and a greater focus on service delivery."*
- *"Produce leaflets or posters describing different disabilities and how they affect a person, but also how they can cope with these effects and still be competent in their jobs"*

5.3.8 In conclusion, the involvement of the travelling public and our staff in the development of this Scheme has raised a number of key issues. These can be summarised as follows (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 spaces**

**For our staff:**

**Issue 10: Changing attitudes**

**Issue 11: Awareness training**

**Issue 12: Physical improvements**

**Issue 13: Recruitment**

## **6. Disability Equality Objectives and Outcomes**

### **6.1 Developing the Disability Equality Objectives and Outcomes**

6.1.1 Chapter 5 highlights how SPT involved the travelling public in the west of Scotland and SPT employees in developing this Scheme. As a result of their involvement, SPT has developed a series of Disability Equality Objectives that will help to guide our activities towards the areas requiring the greatest attention. A series of Disability Equality Outcomes have also been developed to allow SPT to measure progress to achieving these objectives.

### **6.2 SPT's Disability Equality Objectives**

6.2.1 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**

### **6.3 SPT's Disability Equality Outcomes**

6.3.1 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**

## 7. Action Plan 2007-2010

7.1.1 The following Action Plan sets the action, responsible department, the target completion date, and the action's relationship to the Disability Equality Objectives and Outcomes:

Ref No	Action	Responsible Department	Scheduled end date	Relationship to Objective, Outcome and Issue <sup>6</sup>
<b>For Our Staff</b>				
DES01	Monitor and address negative differential impacts for disabled staff in following areas/activities. <ul style="list-style-type: none"> <li>• Gradings</li> <li>• Grievances</li> <li>• Discipline</li> <li>• Training</li> <li>• Workplace Composition</li> <li>• Other areas as required</li> </ul>	Human Resources	Ongoing	Objectives: 1 Outcomes:1 Issues: 10-13
DES02	Improve training in disability awareness for SPT employees in customer facing roles	Human Resources	Ongoing	Objectives: 1 Outcomes: 1,3 Issues: 8
DES03	Include questions related to equality in SPT staff surveys	Human Resources / Executive Support	Ongoing	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 Department in consultation with Occupational Health Service and partnership with line management.	Ongoing	Objectives: 1 Outcomes: 1 Issues: 12,13
DES05	Ensure SPT's grievance and disciplinary procedures are applied equitably and comprehensively.	Human Resources Department in partnership with line management.	Ongoing	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.	Objectives: 1 Outcomes: 1 Issues: 10-13

<sup>6</sup> As referenced in sections 5.3.8, 6.2 and 6.3

DES07	Develop a training programme in equalities issues including recruitment. Implement Equality Training Programme and monitor its effectiveness.	Human Resources	March 2008	Objectives: 1,2 Outcomes:1,2, Issues:10-13
DES08	Monitor training and development, particularly management development courses, ensuring disabled people are afforded equal opportunity to progress through the organisation	Human Resources	December 2008	Objectives: 1 Outcomes: 1 Issues: 10-13
<b>For our Service Users</b>				
DES09	Ensure marketing and PR activities take account of need to promote disability equality in publicising SPT activities	Communications	Ongoing	Objectives: 1 Outcomes: 1 Issues: 6
DES10	Encourage involvement and representation of disabled people with regard to transport in community planning	Communications	Ongoing	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	Objectives: 1,2 Outcomes: 1,2 Issues: 3
DES12	Establish initiatives which aim to promote equality for disabled transport users	Communications / Policy and Strategy	Ongoing	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	Objectives: 1 Outcomes: 1,3 Issues: 6
DES14	Ensure analysis of customer complaints breaks down information by disabled group	Human Resources / Organisational Development	Ongoing	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.	Operations	Ongoing	Objectives: 3 Outcomes:1,3 Issues: 2,5
DES16	Develop initiatives which address ticketing issues faced by disabled people	Operations / Policy & Strategy	Ongoing	Objectives: 1 Outcomes: 1,2 Issues: 5

DES17	Continue to develop initiatives which aim to address affordability issues for disabled people and their carers	Policy & Strategy	Ongoing	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	Objectives: 1,3 Outcomes: 1,2,3 Issues: 1-9
DES19	Disseminate information on SPT disability-related activities to relevant groups	Policy & Strategy / Communications	Ongoing	Objectives: 1 Outcomes: 1 Issues: 3,6
DES20	Develop initiatives which aim to improve the availability and accessibility of transport information for disabled people.	Policy & Strategy / Communications / relevant line departments	Ongoing	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 / Major Projects	Ongoing	Objectives: 3 Outcomes: 3 Issues: 1-9
DES22	Work towards ensuring SPT vehicles are accessible ahead of legislative requirements (DDA)	Relevant departments	Ongoing	Objectives: 3 Outcomes: 2,3 Issues: 1
DES23	Continue to develop safety and security measures for disabled employees and services users	Head of Security / Relevant line departments	Ongoing.	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	Relevant line departments / Communications	Ongoing.	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	Major Projects / Policy and Strategy	March 2008	Objectives: 1,2,3 Outcomes: 1,2,3 Issues: 1-9

DES26	Supported bus services – review contract conditions to ensure operators of SPT supported services comply with relevant equality legislation	Operations	March 2009	Objectives: 1,2,3 Outcomes: 1,2,3 Issues: 1,5,6
DES27	Investigate ways of improving comfort during transport journeys for disabled people	Policy & Strategy	2009	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	Objectives: 3 Outcomes: 3 Issues: 9
DES29	Ensure high level of involvement by disabled people in development of 2 <sup>nd</sup> Regional Transport Strategy	Policy & Strategy	2010	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	2010	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	2010	Objectives: 3 Outcomes: 3 Issues: 2,3,7
DES32	Continue to develop plan for Subway compliance with provisions of Disability Discrimination Act	Subway	2010	Objectives: 3 Outcomes:3 Issues: 2
<b>For our Staff and service users</b>				
DES33	Work in partnership with stakeholders to ensure consistency in approach towards addressing disability issues	Policy & Strategy	Ongoing	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 & Admin	Ongoing	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	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	Objectives: 1,2,3 Outcomes: 1,2,3 Issues:1-13
DES37	Continue and improve engagement, consultation, research and monitoring of equality issues in relation to transport, service delivery and employment	Policy & Strategy / Human Resources	Ongoing	Objectives: 1,2,3 Outcomes: 1,2,3 Issues: 1-13
DES38	Establish Corporate Equalities Working Group	Executive Team	March 2008	Objectives: 1,2,3 Outcomes: 1,2,3 Issues: 1-13

## **8. Approval, Monitoring and Publication**

### **8.1 Approval**

8.1.1 SPT's Disability Equality Scheme was approved by the SPT Executive Team, and by the Partnership Board.

### **8.2 Monitoring**

8.2.1 SPT will monitor the effectiveness of the Disability Equality Scheme and prepare twice-yearly reports to the Corporate Equalities Working Group, which will itself report to the Executive Team and Strategy and Programmes Committee.

8.2.2 SPT will publish the results of this monitoring on annual basis for the lifetime of the Scheme (2007-2010) on our website.

### **8.3 Publication**

8.3.1 In line with the Duty to Promote Disability Equality, SPT will update its Disability Equality Scheme annually and publish a new Scheme every three years.

8.3.2 SPT will be publicly accountable for the Scheme. SPT will make the Disability Equality Scheme available on our website, and our intranet site. All SPT employees will be informed of its existence, as well as key disability equality stakeholders, including the Commission for Equality and Human Rights.

8.3.3 The Scheme is available in alternative formats, for example:

- Large print
- Microsoft Word – for screen readers
- Braille
- Community languages
- Audio

If you or someone you know requires the Scheme in any of these formats, please contact us using the details below.

### **8.4 Contact details**

8.4.1 If you have any queries regarding this Scheme, or would like further information on how SPT is addressing disability inequality, please contact us using the details below:

By mail:

Policy and Strategy, SPT, Consort House, 12 West George Street, Glasgow, G2 1HN

By email: [equality@spt.co.uk](mailto:equality@spt.co.uk)

By phone: 0141 333 3219