

Race Equality Scheme

2008 - 2011

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Foreword

Strathclyde Partnership for Transport (SPT) is committed to ensuring race equality in all its activities. This includes the provision of services, the delivery of projects, and the treatment of staff. This Race Equality Scheme makes public this commitment.

Our Equality Scheme lets the people we serve in the west of Scotland, and our partners and stakeholders know how we intend to eliminate unlawful discrimination, based on race, and how we will promote equality of opportunity for all in the way we go about our business.

We will monitor our activities and actions based on this Race Equality Scheme and publish the results annually. We will strive to ensure that this Race Equality Scheme, along with our equality schemes for gender and disability, help us achieve SPT's 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 is SPT's Race Equality Scheme (RES) for the period 2008 to 2011. SPT, as the responsible authority, are satisfied that the Race Equality Scheme ("the Scheme") fulfils the Race Equality Duty placed upon it under the Race Relations Act 1976, following the enactment of the Race Relations (Statutory Duties) (Scotland) Amendment Order 2003.
- 1.1.2 The Scheme follows the Code of Practice on the Duty to Promote Race Equality in Scotland, prepared by the Equality and Human Rights Commission (previously the Commission for Racial Equality).
- 1.1.3 The Scheme is structured as follows. Chapter 2 explains what a Race Equality Scheme is, its legislative background, and SPT's responsibility for complying with the Race Equality Duty. Chapter 3 provides information about SPT, what it does and does not do, our structure of governance, and the approval procedures for this Scheme. Chapter 4 notes SPT's organisational policies and objectives. Chapter 5 provides qualitative and quantitative information on Race within SPT and its services, and the wider regional and national transport network and details how SPT has involved stakeholders in the development of this Scheme, and the results of this. Chapter 6 affirms SPT's specific Race Equality objectives, and the outcomes it hopes to achieve as a result of this Scheme.
- 1.1.4 Chapter 7 is the Scheme Action Plan. This notes the specific actions SPT is committed to undertaking as a result of this Scheme over the period 2008-2011.

2. What is a Race Equality Scheme?

2.1 Definition of Race

2.1.1 "A 'racial group' means a group of persons defined by reference to colour, race, nationality or ethnic or national origins, and references to a person's racial group into which he falls."¹

2.2 The Race Equality Duty

2.2.1 This Race Equality Scheme arises from the outcome of the Race Equality Duty ('the Duty'), placed on public authorities by the Race Relations Act 1976. The overall aim is to make Race equality central to how a public authority carries out its activities in order to create:

- better-informed decision-making and policy development
- a clearer understanding of the needs of service users
- better-quality services which meet varied needs
- more effective targeting of policy and resources
- better results and greater confidence in public services
- a workforce which is more representative of the communities it serves
- a more effective use of talent in the workforce
- a culture which avoids unlawful claims of discrimination

2.2.2 The Duty is in two parts: the 'general duty', and the 'specific duty'.

2.3 The 'General Duty'

2.3.1 The 'general duty' places a statutory duty on all public authorities, when carrying out their functions, to have due regard to the need:

- To eliminate unlawful racial discrimination and harassment;
- To promote equality of opportunity; and,
- To promote good relations between persons of different racial groups.

2.3.2 This 'general duty' applies to policy-making, service provision, employment matters, and in relation to enforcement or any statutory discretion and decision-making. It also applies to a public authority in relation to services and functions, which are contracted out. In addition, it applies to private and voluntary bodies when they are carrying out public functions on behalf of the responsible authority, but only in respect of those functions.

2.3.3 The term 'due regard' has two linked elements: proportionality and relevance. This means that in looking at how it will address and promote race equality, a public authority should gauge the weight it will apply to

¹ As defined in the Race relations Act 1976

this, depending on its relevance to the particular functions carried out by, or on behalf of, that authority.

2.4 The 'Specific Duties'

2.4.1 There are also a series of 'specific duties' placed on public authorities listed The Race Relations Act 1976 (Statutory Duties) (Scotland) Order 2003, which came into force on 30 November 2004.

2.4.2 These 'specific duties' can be summarised as follows:

- To prepare and publish a race equality scheme, showing how it will meet its general and specific duties and setting out its race equality objectives.
- To assess and consult on the likely impact of proposed policies on the promotion of race equality
- To monitor policies for any adverse impact on promoting race equality
- To publish the results of any assessments, consultations and monitoring
- To ensure public access to the information and services it provides
- To train staff in connection with the general and specific duties
- To implement the actions set out in its scheme within three years, unless it is unreasonable or impracticable to do so.
- To report against the scheme every year and review the scheme at least every three years.

2.4.3 There is also a specific duty relating to employment which requires public authorities, as employers, to monitor and report annually, by reference to the racial groups to which they belong, the numbers of staff:

- in post and applicants for employment, training and promotion, from each such group;
- who receive training;
- who benefit or suffer detriment as a result of its performance assessment procedures;
- who are involved in grievance procedures;
- who are the subject of disciplinary procedures; and
- who cease employment with the organisation.

2.4.4 Although there is a legal requirement to fulfil the Race Equality Duty, the Code of Practice emphasises that positive outcomes are key to the effectiveness of how a public authority has discharged its Duty. SPT fully support this, and therefore our Scheme is focused on achieving real, tangible outcomes for everyone, regardless of race or ethnic background.

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 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.

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. The proportion of black and ethnic minority people in the area is 2.4%. This is 52% of Scotland's total ethnic minority population².

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 (RTS) for the west of Scotland. This Strategy, sets out SPT's vision, objectives, shared goals and key priorities for a 10-15 year period, is multi-modal in scope, and was approved by Scottish Ministers on 15 June 2008.³

3.2.2 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 is at the centre of the region's transport planning; analysing travel needs and developing the transport system now and for the future. We are a statutory partner in Community Planning Partnerships.

3.2.3 The RTS identifies key areas for action over its lifetime which will help SPT and our stakeholders deliver transport improvements across the west of Scotland. These are:

- Plan and provide a 'step-change' for bus, and public transport services, standards and infrastructure;
- Revitalising the Subway network;
- Improving cross-city and cross-region links on strategic corridors;

² 2001 Census

³ SPT's RTS is available at www.spt.co.uk/rts/index.aspx

- Planning and providing transport for the Commonwealth Games 2014, Tourism, and Major Events;
- Improving sustainable connectivity for business and freight;
- Developing the mass transit network;
- Improving access to key gateways;
- Planning and providing transport for regeneration areas;
- improving access to services, including healthcare and education;
- Improving socially necessary public transport, including Demand Responsive Transport and Community Transport;
- Improving connections for rural areas;
- Promoting equality, including making journeys safer and addressing transport affordability;
- Encouraging modal shift to sustainable modes (including reference to fuel sources and efficiencies);
- Promoting 'Smarter Choices', travel planning and active travel;
- Improving interchange between modes;
- Improving travel information; and
- Developing integrated ticketing.

3.2.4 SPT has direct operational responsibilities, such as running the Subway, supporting local bus services and managing integrated ticketing. It has a role in promoting and developing rail projects to meet the region's needs. Under the Transport (Scotland) Act 2005, SPT also consults on the coordination of the public transport network and the provision of passenger information in partnership with bus operators.

3.2.5 In the west of Scotland SPT is responsible for:

- planning the regional transport network,
- delivering regional transport projects,
- operating the Subway network,
- providing ferries,
- delivering school transport,
- promoting developments on the rail network,
- developing integrated ticketing initiatives,
- addressing transport affordability,
- making journeys safer,
- providing bus infrastructure,
- giving travel information to the public,

- supporting bus,
- providing Demand Responsive Transport,
- promoting "smarter choices",
- promoting equality,
- developing walking and cycling initiatives,
- connecting freight and integrating transport.

3.3 Governance arrangements

- 3.3.1 SPT is a public Partnership, comprising 27 members representing the 12 constituent unitary authorities in the west of Scotland and other appointed members. Of the 27 members, 20 are democratically elected Councillors nominated from member Councils and seven are appointed members.
- 3.3.2 There are 6 Committees delegated to make decisions on behalf of the Partnership: the Chair's Committee, Strategy & Programme Committee, Operations Committee, Audits and Standards Committee, Personnel Committee and Personnel Appeals Sub-Committee. ⁴
- 3.3.3 Officers of SPT are charged with executing the decisions of the Partnership, and its Committees. Further details on the responsibilities of officers of SPT are available in the 'Scheme of Delegated Functions'. ⁵
- 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, implement decisions on transport planning, operational issues and project development.

3.4 Progress on Race Equality

- 3.4.1 SPT has made significant progress towards promoting racial equality and addressing racial inequality. In recognition our responsibilities, SPT has recently appointed an Equalities Champion, whose role includes consideration of all race equality issues.
- 3.4.2 SPT undertook the first Equality Impact Assessment for a transport strategy in Scotland. This allowed SPT to identify the differential impacts of our plans on equality groups – people from black and minority groups and people whose first language is not English – and put in place mitigation measures to address these impacts.
- 3.4.3 We continue to improve safety and security measures for those travelling on our services. For example, two British Transport Police officers are now permanently stationed on the Subway, giving reassurance to passengers and dealing with incidents as they arise.

⁴ Further details of these and their terms of reference are available from 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.

⁵ See 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.

Our Policies

3.4.4 SPT's Regional Transport Strategy for the west of Scotland 2008-2021, was approved by Scottish Ministers on the 15 June 2008. This is the basis for SPT's overall vision, goals and objectives. These are reiterated in the SPT Operating Plan 2008-09. These detail the overall aims of SPT for the future, and note how we plan to achieve them in the year to 31 March 2009.

3.5 Our Vision

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

3.6 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.

3.7 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.

3.8 Our Strategic Objectives

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

4. Involvement

4.1.1 This chapter summarises the key race related issues facing the travelling public and SPT employees. It also details how SPT has involved people in the development of the Scheme and the outcome of that involvement.

4.2 Race breakdown of the population of the west of Scotland

4.2.1 The population of the SPT area is 2.14million. The proportion of black and ethnic minority people in the area is 2.4%⁶, which is 52% of Scotland's ethnic minority population⁷. This varies greatly between the 12 council areas that make up the SPT area. This variation can be seen in table below.

Council Area	Proportion of total population that is black and minority ethnic
Argyll & Bute*	1%
East Ayrshire	1%
East Dunbartonshire	3%
East Renfrewshire	4%
Glasgow City	5%
Inverclyde	1%
North Ayrshire	1%
North Lanarkshire	1%
Renfrewshire	1%
South Ayrshire	1%
South Lanarkshire	1%
West Dunbartonshire	1%

*The whole of Argyll and Bute is included in the calculation of this figure

⁶ For the purposes of this report Black and Minority Ethnic represents the following ethnic groups as defined in the 2001 Census: Indian, Pakistani, Bangladeshi, Other South Asian, Chinese, Caribbean, African, Black, Scottish or Other Black, Any Mixed Background, Other Ethnic Group.

⁷ 2001 Census

4.3 Transport Challenges for Minority Ethnic Groups

4.3.1 The Scottish Executive's High Level Summary of Equality Statistics (2006)⁸ provides a useful summary regarding travel behaviour of members of some of the equalities groups. It highlights that those in minority ethnic groups are less likely to have a driving licence than the white majority; 48% of adults from minority ethnic groups (aged 17 years and over) compared to 66% of adults in the white majority and those who do are less likely to drive every day with only 26% as opposed to 41% of the white ethnic population, using their car every day. This highlights a potential higher reliance on public transport among minority ethnic groups.

4.4 Involving the travelling public

4.4.1 In developing the Regional Transport Strategy, SPT was 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 a wide-ranging 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. A summary of the key facts and figures relating to the consultation is listed below:

- 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
- 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.

4.4.2 The following organisations were consulted between 18 December and 23 February 2007 on their views on the Strategy, and transport in the west of Scotland:

- AMINA Muslim Women's Resource Centre
- Ayrshire Race Equality Partnership
- Commission for Racial Equality
- COSLA Refugees & Asylum Seekers Consortium
- Empower Scotland

⁸ <http://www.scotland.gov.uk/Publications/2006/11/20102424/0>

- Equality Network Forum
- Glasgow Youth Network
- Glasgow Anti-Racist Alliance
- Scottish Refugee Council
- Scottish Youth Parliament

4.4.3 We contacted these organisations before the consultation began asking if the document was required in more accessible formats, e.g. large print, audio or community languages. An announcement was also 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.

4.4.4 SPT staff serves on the Steering Board of Project Empower. This project is funded by the Scottish Government Social Inclusion Unit and aims to improve accessibility, sensitivity and the effectiveness of services for disabled Chinese and South Asian women and or their carers. Transport is one a key focus of the project and issues facing these groups have been brought to SPT's attention through the project.

4.5 Issues identified by the public

4.5.1 The main race and transport issues raised through the consultation are summarised below:

- Difficulties accessing specific ethnic community shopping and services
- Problems accessing community and religious facilities at particular times of day
- Exclusion through 'lack of imaging' in transport marketing e.g. limited representation of their ethnic group in photographs, publicity etc
- Affordability of transport due to current situation e.g. asylum seeker
- Need for public transport "family" ticketing sensitive to ethnic families – family groups can exceed the limit on these tickets
- Need to improve information for asylum seekers resident in unfamiliar society, unsure of how to use transport system
- Changes to services often not announced in ethnic community newspapers or radio
- Failure to address long term problems with the transport system can lead to disillusionment; also complaints procedures often take no account of ethnic group
- Difficulty understanding timetables, signs, documents, instructions.
- Problems communicating with driver, ticket inspector or other staff, may lead to errors being made e.g. wrong train time given, more expensive ticket being purchased.

- Difficulties asking for help or assistance
- Particularly for elderly black and minority ethnic people, there is an issue of being able to speak the language, but can't read it
- Attitude and approach of staff or passengers

4.6 Racial breakdown of SPT employees

4.6.1 SPT currently employs over 715 staff. 3% of staff are from minority ethnic groups (compared to 2.45% of the total population of the SPT area.)

4.7 Involving employees

4.7.1 SPT was committed to ensuring that employees were fully involved in developing the Scheme. This involvement took two forms: a staff workshop and an interactive questionnaire.

4.7.2 Employees were invited to attend a workshop, within working hours, on the Race Equality Scheme in an all staff email⁹. This email was sent by SPT's Chief Executive, emphasising commitment to race equality at a senior level in the organisation.

4.7.3 It was emphasised to staff 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.

4.7.4 The workshop took place in a non-SPT venue on 27 August 2007, and a cross-section of SPT employees was represented.

4.7.5 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: 64% male, 25% female, 11% no response
- Ethnic background: 82% white, 11% Asian, 7% no response
- Country of origin: 64% Scottish, 14% English, 4% Irish, 7% Chinese, 11% no response
- Age: 11% 16-24yrs, 11% 25-34yrs, 25% 35-44yrs, 29% 45-54yrs, 14% 55-65yrs, ,11% no response
- Disability: 86% no disability, 3% had a disability, 10% no response

⁹ Directors / Managers whose staff did not have access to the email system were supplied with paper copies on request.

4.7.6 The 'headline' results from the staff questionnaire revealed:

- Over 85% thought SPT treated people equally regardless of race or ethnic background, particularly with regard to, pay, job duties, training, family friendly policies, and policies and procedures.
- 78% thought SPT treated people equally regardless of race or ethnic background regarding promotional opportunities. However, of those who disagreed with this, 15% thought people were treated less favourably because of race or ethnic background, and 7% thought people were treated more favourably.
- 77 % thought SPT treated people equally regardless of race or ethnic background regarding recruitment. However, of those who disagreed with this, 12% thought people were treated less favourably because of race or ethnic background, and 11% thought people were treated more favourably.
- Over 80% rated race equality for recruitment, pay, job duties, training, leave, promotion opportunities, family-friendly policies, provision of facilities, employee support, workplace practices/support, and policies and procedures as either 'fairly important' or 'very important'.

Quotes from respondents:

"No senior staff (directors up) from ethnic minorities"

"I would have to say that most of SPT's staff, especially the senior ones, tend not to be from ethnic minorities, which given the cosmopolitan nature of Glasgow, has often seemed a bit strange to me."

"I've always felt that SPT is not very multi-cultural given the multi-cultural nature of Glasgow."

- Over 80% rated SPT as 'performing well' or 'performing very well' on pay, job duties and policies and procedures
- 32% thought SPT was performing 'not very well' or 'not well at all' on the provision of facilities, employee support, and workplace practises/support
- 93% stated that they felt they had never been treated less favourably at work because of their race or ethnic background
- Respondents suggested a variety of improvements SPT should put in place to improve Race equality:

"Better training for staff"

"Improve SPT's website and other communication methods so they are more multi-cultural."

Employees with relative overseas should have more paid time off in order to deal with family matters.

- Respondents provided a variety of suggestions to the promotion of race equality:
 - “Publicity for what it is doing to eradicate racism, engage better with ethnic minority groups”*
 - “Treat everyone on the same basis, and focus on technical abilities”*
 - “Consultation, preparation of Equalities Schemes and adherence to commitments made”*
 - “It would be helpful if SPT could provide employees with the correct terminology for describing people of different races, as I have found that many people still believe it to be acceptable to use the words “coloured” and “half-cast” when describing people of Asian, black, or mixed-race origin. I do not believe these words are acceptable terms. Perhaps educating employees about “British Asians” etc, and our multicultural society would be helpful.”*
 - “Recruitment as a whole should be audited to guard against nepotism”*
 - “We should give more emphasis to equality in service delivery than we do at present.”*

4.8 Issues identified by our staff

4.8.1 Issues that were raised through consultation with our staff included:

- Availability of transport information in community languages.
 - Quotes from participants:*
 - “Everything is in English. Timetables could be in other languages especially for particular parts of Glasgow. For example Urdu in South West Glasgow. Especially for the older generation”*
 - “More information needed for Asian pensioners”*
- Access to services
 - Quotes from participants:*
 - “Asylum seekers / refugees not sure if they have the right to access dial a bus. Children of asylum seekers can access school buses”*
- Racial equality must be addressed through all SPT’s services, including those carried out by other organisations.
 - Quotes from participants:*
 - “Need to look at the services we outsource”*
 - “We never hear complaints. The reality is that we don’t engage with this group”*
- Recruitment policies
 - Quotes from participants:*
 - “Basic entry level criteria may discriminate against those from some ethnic backgrounds. For example the requirement to have basic English and Maths”*

“Question is how can SPT connect with certain groups – and encourage applications from under represented groups”

“Entrance level doesn’t take account of different level educational systems and this may be discriminatory”

“With the flexibility in the labour market, there must be a simple mechanism to map other qualifications”

4.9 Summary of issues

4.9.1 In conclusion, the involvement of the travelling public, stakeholders and employees has raised a range of issues. These can be summarised as follows (numbers are for reference purposes only):

For our Service users:

- Issue 1: There is a need for improved publicity of what SPT does to promote and ensure racial equality for employees and service users
- Issue 2: Language differences can result in difficulties in understanding transport information, e.g. timetables, signs and documents, as a result of language differences
- Issue 3: Difficulties in communicating with staff and in seeking assistance
- Issue 4: Lack of knowledge amongst ethnic minority regarding the availability of transport services
- Issue 5: Difficulty in accessing ethnic community facilities and services e.g. specific shops
- Issue 6: Limited engagement with minority ethnic groups
- Issue 7: Exclusion through ‘lack of imaging’ in transport marketing e.g. no representation of their ethnic group in photographs, publicity etc
- Issue 8: limited understanding of issues faced by ethnic minorities in the use of the transport system

For our staff:

- Issue 8: The need for better racial balance in recruitment / promotion / experience opportunities
- Issue 9: Continued provision of policies and procedures which ensure staff have support in workplace should they experience racial discrimination, harassment or victimisation
- Issue 10: The need for better training for staff in race equality to tackle outdated, traditional attitudes

5. Race Equality Objectives and Outcomes

5.1 Developing the Race Equality Objectives and Outcomes

5.1.1 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 Race Equality Objectives that will help to guide our activities towards the areas requiring the greatest attention. A series of Race Equality Outcomes have also been developed to allow SPT to measure progress to achieving these objectives.

5.2 SPT's Race Equality Objectives

5.2.1 SPT's Race Equality Objectives (2008-2011) are as follows: (numbers are for reference purposes only)

Objective 1: Eliminate race related discrimination, harassment and victimisation

Objective 2: Improve workplace practices and procedures to ensure opportunities for all

Objective 3: Promote race equality in SPT's activities for employees and services users

Objective 4: Develop a greater understanding of the issues faced by ethnic minorities in using the transport

5.3 SPT's Race Equality Outcomes

5.3.1 The outcomes set out below above provide SPT with a means of measuring the success of the Race Equality Scheme throughout the lifetime of the Scheme.

5.3.2 SPT's Race Equality Outcomes (2008-2011) are as follows: (numbers are for reference purposes only)

Outcome 1: Reduction in discrimination, victimisation and harassment based on race for employees and service users

Outcome 2: Increase in promotion of racial equality in SPT's activities for employees and service users

Outcome 3: Reduction in disadvantage experienced in transport by ethnic minorities

6. Action Plan 2008-2011

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

Ref No	Action	Responsible Department	Scheduled end date	Relationship to Objective, Outcome and Issue ¹⁰
For our Staff				
RES01	Continue to recruit applicants based on objective criteria thereby ensuring applicants are recruited on ability, not race	Human Resources	Ongoing.	Objectives 1, 2 Outcome 1 Issue 9
RES02	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 Issues: 10
RES03	Monitor and address negative impacts for ethnic minority staff in following areas/activities. <ul style="list-style-type: none"> • Gradings • Grievances • Discipline • Training • Staff composition in SPT locations eg, Subway Consort House, Travel centre etc • Other areas as required 	Human Resources	Ongoing	Objectives: 1 Outcomes:1 Issues: 9,10
RES04	Monitor training and development, particularly management development courses, ensuring all staff, regardless of race are afforded equal opportunity to progress through the organisation	Human Resources	June 2010	Objectives: 1,2 Outcomes: 1 Issues: 9,10
RES05	Include Equality consequences in consequences section of all SPT committee papers to ensure that all reports take account of potential equality implications.	Executive Support	November 2009	Objectives: 1,2,3 Outcomes:1,2,3 Issues:9,10
RES06	Include questions related to equality in SPT staff surveys	Human Resources / Executive Support	Ongoing	Objectives: 1,2 Outcomes:1,2 Issues:10

¹⁰ As referenced in sections 5.3.8, 6.2 and 6.3

For our Service users				
RES07	Conduct further research into the difference trip patterns of racial groups and reasons for non-use of transport services	Policy & Strategy	Ongoing	Objectives: 1,3,4 Outcomes:1,3 Issues: 1-7
RES08	Establish initiatives to promote equality for all transport users	Communications / Policy and Strategy	Ongoing	Objective 3 Outcome 3 Issue 3
RES09	Improve training in racial awareness for SPT employees in customer facing roles	Human Resources	Ongoing	Objectives: 1,3 Outcomes: 1,3 Issues: 8
RES10	Develop initiatives which aim to improve the availability and accessibility of transport information for people whose first language is not English	Policy & Strategy / Communications/ relevant line departments	Ongoing	Objectives: 1,3 Outcomes: 1,3 Issues: 2, 4
RES11	Ensure that SPT's publications are accessible to all, and consider adoption of 'Plain English' standard for publications	Communications	Ongoing	Objectives: 1,3 Outcomes: 1,2 Issues: 2,4
RES12	Maintain and improve accessibility of SPT web-site and intranet site for people whose first language is not English	Communications / Technology Solutions	Ongoing	Objectives: 1,3 Outcomes: 1,2 Issues: 2, 4
RES13	Ensure marketing and PR activities take account of need to promote racial equality in publicising SPT activities	Communications	Ongoing	Objectives: 1 Outcomes: 1 Issues: 1,7
RES14	Continue to develop format for Equality Impact Assessment, ensuring compliance with relevant equality legislation and adoption of best practice	Projects / Policy and Strategy	November 2009	Objectives: 1,2,3 Outcomes: 1,2,3 Issues: 1-9
RES15	Ensure Equality Impact Assessments are adhered to throughout project / policy / plan / strategy lifecycle including the implementation of any mitigation measures	Projects / Policy and Strategy	Ongoing from November 2009	Objectives 3 Outcomes 3 Issue 1-9
RES16	Establish "People's Panel", ensuring continued public involvement and consultation in developing SPT activities. Ensure appropriate racial balance of members of panel.	Policy & Strategy / Communications (Community Planning)	November 2009	Objectives 3,4 Outcomes 1,2 Issues 6, 8
RES17	Encourage involvement and representation of minority ethnic communities with regard to transport in community planning	Communications	Ongoing	Objectives: 1 Outcomes: 1 Issues: 6,8

RES18	Ensure high level of involvement by minority ethnic community representatives in the development of 2 nd Regional Transport Strategy	Policy & Strategy	2011	Objectives: 1 Outcomes: 1 Issues: 8
RES19	Continue engagement, consultation, research and monitoring of equality issues in relation to transport, service delivery and employment	Policy & Strategy / Human Resources	Ongoing	Objectives 1, 3 Outcomes 1, 3 Issue 8,10
RES20	Ensure advertising management contract prohibits advertising, which is likely to cause offence to ethnic minorities.	Communications / Relevant 'line' departments	Ongoing	Objectives 1, 3 Outcomes 1, 3 Issues 7
For our staff and service users				
RES21	Develop an ongoing all staff training programme in equalities issues, including; <ul style="list-style-type: none"> • Recruitment of staff • Employees • Service Users 	Human Resources	November 2009	Objectives 1-3 Outcomes 1-3 Issue 3,10
RES22	Implement the Equality Training Programme and monitor its effectiveness	Human Resources	November 2009	Objectives 1-3 Outcomes 1-3 Issue 3,10
RES23	Continue to develop safety and security measures for employees and services users	Head of Security / Relevant line departments	Ongoing.	Objectives 1, 3 Outcomes 1, 3 Issue 6
RES24	Establish Corporate Equalities Working Group	Executive Team	November 2009	Objectives: 1,2,3 Outcomes: 1,2,3 Issues: 1-11
RES25	Introduce into the SPT risk register the risk of racial 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: 1-11
RES26	Procurement – review standard contract conditions to ensure suppliers comply with relevant equality legislation	Finance / Legal & Admin	Ongoing	Objectives 1, 3 Outcomes 1, 3 Issue 1-11
RES27	Work in partnership with stakeholders to ensure consistency in approach towards addressing race issues	Policy & Strategy	Ongoing	Objectives: 1 Outcomes: 1,2 Issues:1-13

7. Approval, Monitoring and Publication

7.1 Approval

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

7.2 Monitoring

7.2.1 SPT will monitor the effectiveness of the Race 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.

7.2.2 SPT will publish the results of this monitoring on an annual basis for the lifetime of the Scheme (2008-2011) on our website.

7.3 Publication

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

7.3.2 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.

7.4 Contact details

7.4.1 If you have any queries regarding this Scheme, or would like further information on how SPT is tackling race inequality and promoting race equality, 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

By phone: 0141 333 3219