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SPT

Gender Equality Scheme

2007 - 2010

Annual Monitoring Report 2008

Strathclyde Partnership for Transport
June 2009

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1. Introduction

1.1.1 Strathclyde Partnership for Transport (SPT) published its Gender Equality Scheme for the period 2007 to 2010 in December 2007. This Scheme lets the people SPT serve in the west of Scotland, and our partners and stakeholders know how we intend to eliminate unlawful discrimination and harassment based on gender, and how we will promote equality of opportunity for men and women in the way we go about our business.

1.1.2 This is the first annual progress report to be prepared by SPT reviewing progress against the Gender Equality Scheme. It reflects the statutory requirement on public authorities to publish, on an annual basis, a report containing a summary of:

- the steps taken to fulfil the Gender Equality Duty (the action plan);
- the steps taken to eliminate discrimination and promote equality of opportunity;
- the results of the information gathering which has been carried out – what evidence has been obtained and what does it indicate; and
- what has been done with the information gathered – what actions will be taken as a result of the information gathered.

1.1.3 This report also highlights key areas of work to take forward in the year ahead.

2. Doing the Duty

2.1 The Gender Equality Duty

2.1.1 SPT, as the Regional Transport Partnership for the west of Scotland, is subject to the specific duties arising from the outcome of the Gender Equality Duty ('the Duty'), placed on public authorities by the Equality Act 2006. The overall aim of the Duty is to make gender 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 more effective use of talent in the workforce.

2.1.2 The duty consists of two parts: the general duty and specific duties. The latter requires SPT to apply a legally defined framework to deliver the general duty. when carrying out their functions, to have due regard to the need:

- to eliminate unlawful discrimination and harassment; and,
- to promote equality of opportunity between men and women

2.1.3 The specific duties require SPT to:

- prepare and publish a gender equality scheme, showing how it will meet its general and specific duties and setting out its gender equality objectives;
- in formulating its overall objectives, to consider the need to include objectives to address the causes of any gender pay gap;
- gather and use information on how the public authority's policies and practices affect gender equality in the workforce and in the delivery of services;
- consult stakeholders (i.e. staff, service users and others, including trade unions) and take account of relevant information in order to determine its gender equality objectives;
- assess the impact of its current and proposed policies and practices on gender equality, and to have due regard to the results of those impact assessments;
- To implement the actions set out in its scheme within three years, unless it is unreasonable or impracticable to do so; and
- To report against the scheme every year and review the scheme at least every three years.

2.2 Developing the Gender Equality Key Issues, Objectives and Outcomes

2.2.1 In developing its Gender Equalities Scheme, SPT consulted the travelling public in the west of Scotland, stakeholders and SPT employees on their views. This consultation highlighted a number of gender and transport issues. To address these issues, SPT developed a series of Gender Equality Objectives to help guide our activities towards the areas requiring the greatest attention. A series of Gender Equality Outcomes were also developed to allow SPT to measure progress to achieving these objectives.

2.3 Key Issues

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

Issue 1: Gender equality in the treatment of employees and service is essential

Issue 2: Better training for staff in gender equality, tackling outdated, traditional attitudes; more use of training as a staff development tool to improve gender balance

Issue 3: Better gender balance in promotion / experience opportunities

Issue 4: Better gender balance in senior levels of organisation, and in 'industrial' positions

Issue 5: Improved 'family friendly' policies - flexible working / maternity/ paternity leave arrangements, for those with other caring responsibilities, and consistency in approach of requests being granted

Issue 6: Better support for those employees who have extra work as a result of another employee using 'family friendly' policies

Issue 7: More 'flexible' training arrangements for those with outside commitments

Issue 8: Improved facilities for both men and women e.g. rest room, crèche facilities, separate shower facilities, introduction of Child Care Voucher scheme, and information on nurseries.

Issue 9: Better safety and security for employees who are customer-facing, who work in the evening, and customers

Issue 10: Improved publicity of what SPT does to promote and ensure gender equality for employees and service users

Issue 11: Continued monitoring and addressing of issues regarding equal pay between men and women

Issue 12: Continued provision of policies and procedures which ensure women and men have support in workplace should they experience discrimination, harassment or victimisation

Issue 13: Research, investigation and implementation for transport interventions that are particularly likely to improve transport options for women

2.4 SPT's Gender Equality Objectives

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

Objective 1: Eliminate gender-based discrimination, harassment and victimisation

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

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

Objective 4: Address all sources of inequality in terms of pay that relate to, whether directly or indirectly, gender.

Objective 5: Give higher priority for transport interventions that are particularly likely to improve transport options for women, such as better public transport access to education and health facilities, better off-peak public transport and better personal security on public transport

2.5 SPT's Gender Equality Outcomes

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

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

Outcome 2: Increase in opportunities to achieve a better work-life balance for women and men

Outcome 3: Increase in promotion of gender equality in SPT's activities for employees and service users

Outcome 4: Reduction in disadvantage experienced in transport by women

3. Achievements in the past year

3.1 Progress on the issues raised

3.1.1 SPT consulted members of the travelling public and SPT employees in developing the Scheme. During this consultation a number of gender related key issues which affect service users and staff emerged.

3.1.2 Significant progress has been made in the past year to address a number of the issues set out in section 2.3.1 above. This progress is highlighted below:

Issues identified for our service users

Issue 2: Better training for staff in gender equality, tackling outdated, traditional attitudes; more use of training as a staff development tool to improve gender balance
Actions: GES2, GES3, GES9
Achievements to date: ▪ A training programme is currently being developed to cover all main equality strands. It will be applicable to all staff. It is intended to commence training sessions during autumn 2009. ▪ SPT has recently held a seminar for senior management on the forthcoming Equalities Bill ▪ Assisting with Continued Professional Development and ensuring that it doesn't discriminate. ▪ All learning and Development is monitored by Gender and results reported to the Executive on a four weekly basis
Year ahead: ▪ Commence training programme covering all equality strands with all staff

Issue 5:	Improved 'family friendly' policies - flexible working / maternity/ paternity leave arrangements, for those with other caring responsibilities, and consistency in approach of requests being granted.

Actions: GES7 GES8, GES14, GES15, GES16

Achievements to date:

- A Flexible Working Policy is in Place and requests for flexible working are considered on an individual basis
- Staff can request home working on an individual one-off ad hoc basis subject to company agreement.
- Managers maintain contact with those on maternity leave in their departments
- SPT has implemented refresher training and a back to work interview process for those returning from maternity leave.
- Many of SPT's staff, including those with operational responsibilities, work part-time and flexible hours. We also do all we can to support applications to job share.
- SPT's Scheme for Maternity Allowance and Leave incorporates employee's statutory entitlements, as the Employment Act 2002, but also provides additional benefits to those employees who meet the eligibility criteria., In addition to statutory maternity pay, half pay is paid for an additional 12 weeks of maternity leave.
- Five days at full pay for 'Maternity Support Leave'
- In addition to Statutory Paternity Leave, employees, who are eligible, are entitled to an additional £50 on top of Statuary Paternity Pay for the two weeks of Paternity Leave.

Year ahead: Further work is required to identify areas of action

Issue 9: Better safety and security for employees who are customer-facing, who work in the evening, and customers
Actions: GES1, GES20
Achievements to date: ▪ SPT has established a number of initiatives to improve safety and security for service users and staff including: - BT Police patrol SPT Subway - Improved CCTV in the Subway - Platform screens at Hillhead and Ibrox Subway stations - Improved lighting at Subway stations - Safe Routes to Public Transport Study complete and recommendations under consideration - Ongoing security training - Introduce Subway Security Programme, - Introduce Executive Health and Safety and Security Tours for SPT's senior management - More robust accident and incident investigation and - A Health and Safety management system available on the intranet
Year ahead: ▪ We will develop a robust Equality Impact Assessment for relevant project and policies. This will include consideration of safety and security issues of customers and staff. ▪ There are a number of projects being carried out which will improve safety and security for staff and customers including: – Install improved Subway station lighting – Subway station security implementation – Re-design and re-development of Bus stations at Greenock, Partick and Clydebank

3.2 Summary of progress against the Action Plan

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

3.3 Progress towards achieving our Outcomes

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

Outcome 1	Reduction in discrimination, victimisation and harassment based on gender for employees and service users
Progress to date	SPT retains information in relation to cases of harassment and discrimination and has a process in place for recording customer complaints. We are investigating an appropriate methodology for reporting on this for the future.
Year ahead	SPT is developing a new HR database and scoping our data gathering requirements in this area.

Outcome 2	Increase in opportunities to achieve a better work-life balance for women and men
Progress to date	We are developing indicators to help track progress on this
Year ahead	Introduce indicators and monitor progress in 2009

Outcome 3	Increase in promotion of gender equality in SPT's activities for employees and service users
Progress to date	We have achieved progress against 75% of actions which were identified to promote gender equality.
Year ahead	We aim to increase this to 90% over 2009

Outcome 4	Reduction in disadvantage experienced in transport by women
Progress to date	We are developing indicators to help track progress on this
Year ahead	Introduce indicators and monitor progress in 2009

4. Information Gathering

4.1.1 A requirement of the specific Duties set out in the Gender Equality Duty is to gather information in relation to staff employment and the services we provide.

4.1.2 SPT collects data on the current composition of staff, those raising grievances, disciplinary and harassment issues, and those receiving training. However there is limited analysis of this data in relation to gender. SPT recognises this is an important area of action and will address this in the year ahead.

4.1.3 As the Regional Transport Partnership for the west of Scotland, SPT has operational responsibilities as a provider of the Glasgow Subway, in the provision of the supported and demand responsive bus services, and the operation of Buchanan, East Kilbride, Hamilton and Silverburn bus stations.

4.1.4 SPT conducts regular customer satisfaction surveys. Customer satisfaction surveys have been carried out on the Subway network and at Buchanan Bus Station. These surveys included questions in relation to the quality of services provided, staff attitudes, safety and security and journey purpose. The information gathered from these surveys allows SPT to further understand the trip making patterns between men and women using SPT services, the levels of satisfaction with these services and areas for improvement.

5. The year ahead

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

- further establish the SPT corporate Equalities working group to include representation from across the organisation to ensure that the equalities agenda becomes fully embedded within all the organisations activities;
- further develop information gathering and analysis;
- develop a robust Equality Impact Assessment for all policies and projects;
- continue to examine ways to improve the provision of, availability and suitability of our information; and
- commence training programme covering all equality strands with all staff

6. Conclusion

6.1.1 SPT is committed is committed to ensuring gender equality in all its activities. This includes the provision of services, the delivery of projects, and the treatment of staff. We will continue to pursue this in our day to day activities and will report on our achievements annually for the remaining life of the Scheme.

6.1.2 These commitments will continue as we work towards developing our Single Equalities scheme.

Appendix 1 – Action Plan – Progress at May 2009

Ref No	Action	Responsible Department	Scheduled end date	Activity to date	Objective, Outcome and Issue[1]
GES01	Develop format for Equality Impact Assessment, ensuring compliance with relevant equality legislation and adoption of best practice	Policy and Strategy / Projects	Ongoing	SPT was the first Regional Transport Partnership in Scotland to produce an Equality Impact Assessment for its Regional Transport Strategy. We will continue to develop a robust EQIA for all relevant projects and policies.	Objectives 3, 5 Outcomes 3, 4 Issues 1, 9, 13
GES02	Develop a training programme in equalities issues including recruitment. Implement Equality Training Programme and monitor its effectiveness.	Human Resources	Ongoing	A training programme is currently being developed to cover all main equality strands. It will be applicable to all staff. It is intended to commence training sessions during autumn 2009.	Objective 1 Outcome 1 Issue 2
GES03	Develop an ongoing programme of training in equality issues relating to employees and service users for Directors, Assistant Chief Executives and Chief Executive	Human Resources	Ongoing	SPT has recently held a seminar for senior management on the forthcoming Equalities Bill The training referred to at GES02 will encompass all senior staff of SPT	Objectives 1, 5 Outcomes 1, 4 Issue 2

[1] As referenced in sections 2.3 and 2.4

Ref No	Action	Responsible Department	Scheduled end date	Activity to date	Objective, Outcome and Issue[1]
GES04	Establish "People's Panel", ensuring continued public involvement and consultation in developing SPT activities. Ensure appropriate gender balance of members of Panel.	Communications (Community Planning) / Policy and Strategy	Ongoing	A decision has been made not to establish a People's Panel, however SPT is making use of constituent councils "Peoples Panels" and the resources of the Community Planning Partnerships to ensure public engagement	Objectives 1, 3, 5 Outcomes 1 , 3, 4 Issues1, 13
GES05	Ensure Equality Impact Assessments are adhered to throughout project / policy / plan / strategy lifecycle including the implementation of any mitigation measures	Policy and Strategy / Projects	Ongoing	We will continue to develop a robust EQIA process for all relevant projects and policies.	Objectives 3, 5 Outcomes 3, 4 Issue 1, 13
GES06	Investigate possibility/feasibility of introducing childcare vouchers to support staff with children	Human Resources	June 2008	In April 2008 SPT began to offer staff a "Childcare Voucher Scheme" in line with the rules set by the UK government. The scheme means that childcare vouchers will be offered in exchange for a portion of salary resulting in a financial saving as the payment is exempt from the tax and NI contributions normally made	Objective 2 Outcome 2 Issue 8
GES07	Investigate home working, and develop objective criteria for granting of requests	Human Resources	December 2008	Staff can request home working on an individual one-off ad hoc basis subject to company agreement	Objective 2 Outcome 2 Issue 5

Ref No	Action	Responsible Department	Scheduled end date	Activity to date	Objective, Outcome and Issue[1]
GES08	Introduce "Back to work" interviews for women on maternity leave, and develop measures to ensure those on maternity leave are kept informed of organisational developments.	Human Resources	December 2008	Managers maintain contact with those on maternity leave in their departments SPT will implement refresher training and a back to work interview process	Objective 2 Outcome 2 Issue 5
GES09	Monitor training and development, particularly management development courses, ensuring both women and men are afforded equal opportunity to progress through the organisation	Human Resources	Ongoing	SPT has a pro-active policy to assist all staff and encourage them to participate in relevant training, further education and professional development courses. All learning and Development is monitored by Gender and results reported to the Executive on a four weekly basis. SPT is developing a computerised personnel/training recording system which will enable more efficient recording and analysis of our training and professional development programme. This will be implemented during 2009/10.	Objective 1 and 2 Outcome 1 Issues 2, 3, 7
GES10	Develop equality awareness training for customer facing staff	Human Resources	December 2008	A training programme is currently being developed to cover all main equality strands. It will be applicable to all staff. It is intended to commence training sessions during autumn 2009	Objectives 1, 3, 5 Outcomes 1, 3, 4 Issues 1, 13
GES11	Supported bus services – review contract conditions to ensure operators of SPT supported services comply with relevant equality legislation	Bus Operations	March 2009	Current Conditions of Contract require all tendering operators to sign declarations in relation to their compliance with Equalities legislation.	Objectives 1, 3 Outcomes 1, 3 Issues 1, 13

Ref No	Action	Responsible Department	Scheduled end date	Activity to date	Objective, Outcome and Issue[1]
GES12	Standardise terms and conditions for staff.	Human Resources	Ongoing	Work is ongoing standardise the terms and conditions of employment of SPT staff.	Objective 2 Outcome 2 Issue 11
GES13	Monitor and address gender imbalance in the following areas/activities. • Gradings • Grievances • Discipline • Training • Workplace Composition[2] • Other areas as required	Human Resources /Property	Ongoing	SPT's Human Resources Department provides regular reports to its Executive Team on the statistical breakdown of staff across all Equalities Groups. The HR Department is introducing a new computerised personnel information system and consideration is being given to reporting requirements for all reporting strands	Objective 2 Outcome 2 Issue 1, 4
GES14	Continue to identify and implement opportunities for Flexible working for employees	Human Resources	Ongoing	A Flexible Working Policy is in Place Many of SPT's staff, including those with operational responsibilities, work part-time and flexible hours. Jobshare applications are viewed sympathetically Employee requests for flexible working are considered on an individual basis	Objective 2 Outcome 2 Issue 5

[2] By this we mean ensuring that the physical environment is appropriate to the needs of all staff e.g workstations, toilet facilities etc

Ref No	Action	Responsible Department	Scheduled end date	Activity to date	Objective, Outcome and Issue[1]
GES15	Continue to adhere to legislation regarding maternity and paternity leave, and investigate / identify / implement measures which go beyond legislative requirements	Human Resources	Ongoing	SPT's Scheme for Maternity Allowance and Leave incorporates employee's statutory entitlements, in line with the the Employment Act 2002, but also provides additional benefits to those employees who meet the eligibility criteria. In addition to maternity pay, half pay is paid for an additional 12 weeks of maternity leave 5 days at full pay for 'Maternity Support Leave' Employees, who are eligible, are entitled to two weeks paid Paternity Leave and an additional £50 on top of Statutory Paternity Pay for two weeks of Paternity Leave	Objective 2 Outcome 2 Issue 5
GES16	Ensure appropriate work cover for staff when colleagues take maternity or paternity leave	Human Resources	Ongoing	SPT ensures appropriate cover is recruited or maintained to cover maternity leave. Ad hoc arrangements are put in place for paternity cover.	Objective 2 Outcome 2 Issue 5

Ref No	Action	Responsible Department	Scheduled end date	Activity to date	Objective, Outcome and Issue[1]
GES17	Ensure that technology controls and policies are in place that minimise the opportunity for… • Illegal (or supporting illegal), immoral or unethical activities. • Obscene, sexually explicit, offensive or harassing behaviour. • Defamatory, abusive, intimidating, violent, threatening or discriminatory Relating to a person's gender.	Technology Solutions	Ongoing	IT systems screen out offensive material and network drives are screened on a regular basis. Disciplinary and Grievance procedures are in place to protect staff.	Objective 1 Outcome 1 Issue 1
GES18	Ensure advertising management contract prohibits advertising, which is likely to cause offence to women, men or transgender groups.	Communications / Relevant 'line' departments	Ongoing	SPT adheres to the Advertising Standards Council's Code of Practice.	Objectives 1, 3 Outcomes 1, 3
GES19	Continue to recruit applicants based on objective criteria thereby ensuring applicants are recruited on ability, not gender	Human Resources	Ongoing.	SPT's recruitment process is based on objective criteria to ensure applicants are recruited on ability. Records are maintained in relation to the recruitment process.	Objectives 1, 2 Outcome 1 Issue 1

Ref No	Action	Responsible Department	Scheduled end date	Activity to date	Objective, Outcome and Issue[1]
GES20	Continue to develop safety and security measures for employees and services users	Head of Security / Human Resources/ Organisational Development	Ongoing	SPT has established a number of initiatives to improve safety and security for service users and staff including: - BT Police patrol SPT Subway - Improved CCTV in the Subway - Platform screens at Hillhead and Ibrox Subway stations - Improved lighting at Subway Station - Safe Routes to Public Transport Study complete and recommendations will be considered - On going security training, - Introduce Subway Security Programme, - Health & Safety and Security Tours for senior SPT management being Introduced - A more robust Accident and Incident investigation process is being developed - A new Health and Safety Management System is now on SPT's intranet site	Objectives 1, 3 Outcomes 1, 3 Issue 9
GES21	Where a market exists for these, provide and publicise additional services to cater for special events aimed at particular gender groups	Communications / Bus Operations	Ongoing	SPT supports the Glasgow Women's 10k annual including procuring shuttle bus services and early Subway opening	Objective 3 Outcome 3 Issue 1, 13

Ref No	Action	Responsible Department	Scheduled end date	Activity to date	Objective, Outcome and Issue[1]
GES22	Continue engagement, consultation, research and monitoring of equality issues in relation to transport, service delivery and employment	Policy & Strategy /Human Resources / Communications	Ongoing	SPT is a member of South Lanarkshire Equalities Group Forum. SPT has participated in East Renfrewshire's Barriers & Bridges Equalities Conference (Jan 2009) and East Ayrshire's Annual Equalities Event. (May 2009) SPT's internal Equalities Working Group is being expanded and its remit widened to reflect the projects and activities undertaken by departments across SPT in delivering services to disabled travellers. This will help focus our continuing engagement, consultation and research into best practice and improved service delivery.	Objectives 1, 3 Outcomes 1, 3 Issue 1, 13
GES23	Procurement – review standard contract conditions to ensure suppliers comply with relevant equality legislation	Finance / Legal	Ongoing	SPT is actively reviewing this and discussions are underway between our Finance (Procurement) and Bus Operations departments to consider changes as appropriate	Objectives 1, 3 Outcomes 1, 3 Issue 1
GES24	Ensure SPT continues compliance with relevant equality legislation and all departments are made aware of their responsibilities in this regard	Legal	Ongoing	SPT has recently held a seminar for its senior management on the forthcoming Equalities Bill. Our Equality Schemes are published on the SPT website and SPT has recruited a Staff Equality Champion.	Objectives 1, 2, 3 Outcomes 1, 2, 3 Issue 1
GES25	Ensure marketing and PR activities promotion of gender equality in publicising SPT activities	Communications	Ongoing	SPT adheres to the Advertising Standards Authority Codes of Practise	Objective 3 Outcome 3 Issue 10

Ref No	Action	Responsible Department	Scheduled end date	Activity to date	Objective, Outcome and Issue[1]
GES26	Establish initiatives which promote equality for transport users	Communications / Head of Security / Policy and Strategy	Ongoing	SPT undertakes: • Awareness events e.g Freshers' Fayre, Subway Festival • Project Empower • Safety and security improvements SPT is developing an Equality Impact Assessment template for all its projects and policies	Objective 3 Outcome 3 Issue 10
GES27	Conduct further research into difference in trip making between men & women	Policy & Strategy	Ongoing	SPT continues to monitor the data available on in the trip behaviour of all Equalities Groups including by Gender. We are currently scoping our data collection requirements to ensure we have robust information gathering and analysis.	Objectives 3, 5 Outcomes 1-4 Issue 13
GES28	Ensure SPT Capital & Revenue Programmes give high priority to interventions that are particularly likely to improve transport options for women	Policy & Strategy	Ongoing	All SPT projects incorporate the needs of women and 'Access for All' is one of SPT's strategic objectives against which all funding bids are scored	Objectives 3, 5 Outcomes 1-4 Issues 1, 13