

## **Equalities Outcomes 2017-2021 Update**

### **1. Introduction**

**1.1** In April 2017, SEStran published its Equalities Outcomes for 2017-2021 in accordance with the Equality Act 2010. This report will outline SEStran's current engagement with these two outcomes: 1. An Equitable, Diverse and Representative Organisation and 2. A Safe, Accessible and Equitable Regional Transport Network.

**1.2** As per the activity/plans detailed in SEStran's Equalities Outcomes 2017-2021, we have been involved with the following projects, practices and policy developments.

### **2. yTravel**

**2.1** In October 2017, SEStran awarded a grant of £60,000, to the project "yTravel", led by Young Scot in correlation with the Scottish Government's Year of The Young People initiative. This co-design project will allow young people across the South East of Scotland to input their views, ideas and challenges to help improve the current transport network and services in the region.

**2.2** Over the course of the project, which ends in March 2019, the young people involved will co-design/co-develop a series of mobility and accessibility solutions, ultimately putting forward four pilot projects in different geographical locations in the region.

**2.3** This project will reflect and engage with diverse groups of young people, and the pilot solutions proposed will reflect their diverse needs and requirements. The possibility of rolling out effective pilot projects to the entire region will also be explored.

### **3. Thistle Assistance Card**

**3.1** The Thistle Assistance Card/App has been developed through consultation with SEStran's equalities forum and wider stakeholders. It is an information tool that allows the passenger to quickly and discreetly communicate important information (regarding additional needs that may affect travel) to the driver.

**3.2** Since its launch in 2011, The Thistle Assistance Card/App has now been expanded into all the areas covered by the Regional Transport Partnerships (RTPs) following the agreement of each of the partnerships to adopt, promote and contribute to the costs of the Thistle Assistance Card initiative.

**3.3** To date, SEStran has distributed over 42,000 cards throughout the region. Due to a successful ongoing marketing campaign, including an STV

advertisement campaign, the uptake of Thistle Assistance Cards has seen an increase.

- 3.4 SEStran regularly receives positive feedback about the card, with users indicating that it has given them a renewed sense of independence and confidence while using public transport.

#### **4. Disability Confident Employer**

- 4.1 In 2017, SEStran signed up to the UK Government's "Disability Confident Scheme" as a commitment to pursuing our equalities outcomes. Since receiving our first "disability confident committed" certificate we have now progressed to level 2 status of "disability confident employer".

- 4.2 Disability Confident is a scheme that is designed to help organisations to recruit and retain disabled people and people with health conditions for their skills and talent. The Disability Confident scheme aims to help employers make the most of the opportunities provided by employing disabled people. It is voluntary and has been developed by employers and disabled peoples' representatives.

#### **5. Board Observer Role**

- 5.1 In accordance with the Board Diversity Succession Plan, SEStran has worked with Changing the Chemistry to produce a formal role description template for a "Board Observer". This has been published in our Succession Plan as part of our Equalities Outcomes.

- 5.2 SEStran has since successfully appointed Kerra McKinnie as Board Observer through our work with Changing the Chemistry, and Gordon Mungall through our work with our Equalities group.

#### **6. Equate Scotland's Student Placement**

- 6.1 In 2017, SEStran worked with Equate Scotland to offer a placement for a female student, Sophie Pugh, who joined us on the 22 May 2017. The Equate Scotland initiative seeks to address the gender imbalance currently found in Science, Technology, Engineering and Mathematics (STEM) sector jobs in Scotland.

- 6.2 Further to this report being written, SEStran have offered a placement to Cara Wilson who started with us on the 11<sup>th</sup> June.

#### **7. Hate Crime Charter for Public Transport**

- 7.1 The City of Edinburgh Council recently launched a Hate Crime Charter for Public Transport with partners Edinburgh Trams, First Scotland East, Scotrail Alliance, British Transport Police and Police Scotland. SEStran

aims to build upon Edinburgh's work and pilot a similar charter on a regional scale. The first stage will involve a pilot charter in three local authorities (West Lothian, Fife and Clackmannanshire). The Charter will aim to design and implement policy and guidance which challenges hate crime on the transport network, encourages reporting and thus prevention of hate crime on public transport.

- 7.2** The Hate Crime Working Group which SEStran contributes to, has designed a survey which aims to gauge current levels of understanding and any previous training undertaken by transport operators in relation to hate crime. The survey will also ask operators if they are willing to participate in the Charter. We anticipate that this will involve hate crime training (if required), review and implementation of company procedures to report and challenge hate crime on networks, formal signing of the charter, and launch of the charter (including a joint communication and marketing campaigns with all partners).

**8. SEStran Real Time Passenger Information (RTPI)**

- 8.1** SEStran has committed to improving the availability/accessibility of live bus timetable information. The benefits of live bus information are not just economic; they also have direct psychological benefits and deliver positive change in overall satisfaction, due to increased confidence in the transport system. Live bus information not only reduces actual waiting times, but it also reduces anxiety when at a bus stop providing consumers with the perceived benefit of increased safety.

- 8.2** 80% of our available TV display equipment has now been distributed to both public and private premises throughout the region. Efforts are on-going to find suitable and effective locations for the remaining 57 screens.

**9. Equalities and Access to Healthcare Forum**

- 9.1** SEStran will continue to engage with relevant Equalities organisations, through our long-established Equalities and Access to Healthcare forum. The forum seeks organisations' advice on reaching out to other groups/organisations representing those with protected characteristics and addressing potential barriers to participation in transport.

- 9.2** The Equalities and Healthcare forum is primarily a stakeholder and officer group chaired by the Partnership Director to deliver our Equality Outcomes. It also delivers on SEStran's legislative requirement to consult Health Boards and others who represent those with protected characteristics. The forum remains open to all in terms of ability to attend. Going forward, the forum will continue to ensure that any of the issues raised at its meetings are discussed at other relevant forums/groups to fulfil our Equality duties.



Elizabeth Forbes  
**Business Support Officer**  
20<sup>th</sup> June 2018

**Equalities & Access to Healthcare Forum**  
**Friday 27<sup>th</sup> June 2018**  
**5. Equalities Outcomes 2017-2021 Update**