

SWESTRANS EQUALITIES OUTCOMES

PROGRESS REPORT

APRIL 2017

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1.0 Requirement for public bodies to implement and publish Equality Outcomes

- 1.1 Under the Equalities Act 2010, all public authorities are required to implement and publish Equality Outcomes and to report against progress made towards achieving these outcomes. These reports must be completed every two years.
- 1.2 SWestrans initially published Equality Outcomes in 2013. However, following a review of these by the Equality and Human Rights Commission (EHRC), SWestrans in partnership with the EHRC developed and published new Equality Outcomes in April 2015.

The equality outcomes SWestrans published in 2015 and currently work to, are-

EO1: People who are elderly, disabled, or living remotely, are better able to access our services.

EO2: Transport is affordable for all residents of Dumfries & Galloway including those who are elderly or disabled.

- 1.3 SWestrans has worked towards achieving these outcomes using a detailed action plan. As required by the Equality Act 2010 we are required to provide a progress report on the action plan, every 2 years, to outline what we have done to achieve the equality outcomes set in 2015. The progress report for 2017 is attached to this document as **APPENDIX 1**.

2.0 Background to SWestrans Equality Outcomes

- 2.1 Equality legislation is designed to protect people from discrimination. It covers areas such as employment, education, access to goods and services (including those provided by public bodies).
- 2.2 Most of the provisions from earlier legislation on equality have now been reconciled in a single Act. The Equality Act 2010 came into force in October 2010 and has streamlined much of the law associated with disadvantage and discrimination.
- 2.3 The Equality Act places both **general** and **specific** equality duties on public bodies. These are outlined below.
- 2.3.1 The General Equality Duty
The general equality duty requires all public authorities, in the **exercise of their functions**, to have due regard to the need to;
- Eliminate unlawful discrimination, harassment and victimisation and other prohibited conduct.

- Advance equality of opportunity between people who share a relevant **protected characteristic** and those who do not.
- Foster good relations between people who share a **protected characteristic** and those who do not.

2.3.2 What are the protected characteristics?

The Equality Act 2010 identifies nine Protected Characteristics.

- Age
- Disability
- Gender
- Gender Reassignment
- Pregnancy and Maternity
- Race
- Religion and Belief
- Sexual Orientation
- Marriage and Civil Partnership

2.3.3. Specific Equality Duties

As with all public bodies, SWestrans has a public duty to publish Equality Outcomes and to report on progress.

Guidance produced by the EHRC suggests that Equality Outcomes should;

- a) Be based on recognised inequalities involving those with protected characteristics (using relevant evidence where possible).
- b) Build on, and link to, the 'three needs' outlined above.
- c) Be measurable and capable of reporting.

2.3.4 Relevance of 'protected characteristics' to SWestrans functions

In putting together its Equality Outcomes, SWestrans has considered all protected characteristics in terms of whether specific measures are required. A summary of these considerations is given below.

- 'Pregnancy and Maternity' and 'Marriage and Civil Partnership' are only applicable in relation to matters of employment. SWestrans does not employ any staff hence these characteristics are not included.
- The effect of 'gender' has been the subject of a recent study which has pointed to there being little need for any specific actions.
- There is no evidence to suggest that, in terms of its functions, SWestrans needs to develop any specific outcomes relating to 'gender reassignment', 'race', 'religion and belief' or 'sexual orientation'.
- The protected characteristics of 'age' and 'disability' are considered to be of specific relevance in terms of provision of public transport. Therefore, priority will be placed on developing equality outcomes which cover these characteristics.

- SWestrans has shared the view of Dumfries and Galloway Council in recognising that 'income' and 'geographical location/remoteness' are also characteristics which may result in disadvantage within this region.

In summary, SWestrans embraces its general duty towards all protected characteristics but, for the purposes of its Equality Outcomes and practical actions, it focuses on 'age', 'disability', 'income' and 'geographical location/remoteness'.

2.3.5 SWestrans Equality Outcomes

The SWestrans Equality Outcomes published in 2015 are listed below and have been developed taking into account the matters referred to above.

EO1: People who are elderly, disabled or living remotely, are better able to access our services.

EO2: Transport is affordable for all residents of Dumfries & Galloway including those who are elderly or disabled.

APPENDIX 1

EQUALITIES OUTCOMES PROGRESS REPORT- APRIL 2017

EO1: People who are elderly, disabled or living remotely are better able to access our services

Action 1: Ensure that more than 95% of population centres with over 200 residents are served by some means of public transport (Mon to Sat) to the nearest larger centre.

Performance Indicator: Percentage of population centres, with over 200 residents, in which a bus service is operating from Mon-Sat.

Progress Update: The percentage of settlements with a population over 200 that are served by public transport to the nearest larger centre Monday – Saturday is 100%.

The following table illustrates this, using data collected from the 2011 Census.

Table 1: Settlements with a population of over 200 people in Dumfries & Galloway (Scottish Census 2011)

Settlement	Area	Population	Bus Service
Dumfries	N	31146	Yes
Stranraer	W	10593	Yes
Annan	A&E	8960	Yes
Lockerbie	A&E	4287	Yes
Dalbeattie	S	4227	Yes
Castle Douglas	S	4174	Yes
Newton Stewart	W	4092	Yes
Kirkcudbright	S	3352	Yes
Gretna	A&E	3147	Yes
Moffat	A&E	2582	Yes
Langholm	A&E	2227	Yes
Kirkconnel	N	2141	Yes
Sanquhar	N	2021	Yes
Lochmaben	A&E	1942	Yes
Eastriggs	A&E	1876	Yes
Kelloholm	N	1686	Yes
Thornhill	N	1674	Yes
Gatehouse of Fleet	S	986	Yes
Wigtown	W	921	Yes
Whithorn	W	829	Yes
Ecclefechan	A&E	821	Yes
Eaglesfield	A&E	691	Yes
Creetown	W	679	Yes
Glenluce	W	635	Yes
Portpatrick	W	534	Yes
Port William	W	523	Yes

Moniaive	W	487	Yes
Kirkcowan	W	451	Yes
Collin	N	450	Yes
Canonbie	A&E	434	Yes
Springholm	S	426	Yes
Dalry	S	409	Yes
Minnigaff	W	404	Yes
Beattock	A&E	401	Yes
New Abbey	N	356	Yes
New Galloway	S	354	Yes
Penpont	N	353	Yes
Leswalt	W	349	Yes
Kirkpatrick Fleming	A&E	348	Yes
Hightae	A&E	334	Yes
Springfield	A&E	334	Yes
Lochans	W	326	Yes
Twynholm	S	325	Yes
Castle Kennedy	W	321	Yes
Brydekirk	A&E	320	Yes
Newbridge	N	304	Yes
Garlieston	W	292	Yes
Crossmichael	S	291	Yes
Drummore	W	282	Yes
Isle of Whithorn	W	278	Yes
Sandhead	W	275	Yes
Glencaple	N	266	Yes
Kirkinner	W	249	Yes
Kirkton	N	226	Yes
Auchencairn	S	219	Yes
Southernness	N	218	Yes
Haugh of Urr	S	218	Yes
Kirkcolm	W	215	Yes
Clarencefield	A&E	207	Yes
Closeburn	N	205	Yes
Dunragit	W	205	Yes
Powfoot	A&E	203	Yes
Stoneykirk	W	203	Yes

Action 2: The Thistle Card was launched in January 2015. This is a region wide initiative which can be presented by passengers who wish the driver to be aware of any special needs they may have.

Performance Indicator: The number of cards picked up by potential users has been monitored. Whilst this is no guarantee that every card has been used, it does provide a reasonable indication of uptake.

Progress Update: The Thistle Card was launched on 19 January 2015 and a recent stock-take of the 25 Dumfries and Galloway Council Libraries and Customer Service Centres which received 100 Thistle Card packs since the scheme launched showed that uptake has been positive.

Table 2: Uptake of Thistle Cards from Libraries and Customer Service Centres at April 2017

Facility	No. of Thistle Cards Distributed	No. of Thistle Cards Remaining
Annan CSC	100	15
Castle Douglas CSC	100	0
Langholm CSC	100	0
Lockerbie CSC	100	0
Moffat CSC	100	12
Sanquhar CSC	100	0
Kirkcudbright CSC	100	0
Dalbeattie Library and CSC	100	0
Dalry Library	100	0
Eastriggs Library	100	0
Ewart Library and CSC	100	0
Gatehouse Library	100	0
Georgetown Library	100	50
Gretna Library and CSC	100	0
John McNellie Library, Wigtown	100	80
Kirkconnel Library	100	0
Lochmaben Library and CSC	100	0
Lochside Library	100	75
Lochthorn Library	100	0
Militia House	100	39
Newton Stewart Library and CSC	100	40
Port William Library	100	0
Stranraer Library and CSC	100	0
Thornhill Library and CSC	100	0
Whithorn Library	100	0

In addition to the 25 Libraries and Customer Service Centres, since the launch in 2015, Thistle Cards have been distributed to specific organisations. Organisations that have received Thistle Cards include:

- Food Train Friends, Annan
- Turning Point Scotland, Dumfries
- Loreburn Housing Association, Dumfries
- Nithsdale Mills Housing, Dumfries
- Visibility See Hear Project, Dumfries
- DG Voice, both Dumfries and Stranraer offices
- Lochside Children's Services Centre
- Macmillan Centre, DGRI
- Sensory Support, Social Work Services, Dumfries
- Newton Stewart Activity and Resource Centre
- Building Healthy Communities, Stranraer
- Day Centres throughout the region

This has ensured that, in addition to cards being available freely in libraries and customer service centres, we have also been able to directly reach individuals who could potentially benefit from using a Thistle Card. We will continue to issue Thistle Cards to libraries and customer service centres when their stock has ran out.

Posters to advertise the scheme were placed on buses across the region and in libraries and customer service centres. In addition, a press release was issued and featured in both local print and online news. The scheme launch featured as a headline story on the Dumfries and Galloway Council website. DGVoice, the representative body for people with disabilities in the region, has agreed to promote the Thistle Card in their day-to-day activities.

Feedback received from organisations and representative bodies so far has been positive; there have been no accounts of any individuals struggling to access a card, and all feedback has affirmed that the card has been recognised and well-received on buses, and cardholders find it to be of considerable benefit.

SWestrans is also working in partnership with other Regional Transport Partnerships- SEStrans, TACtrans and Hltrans - to develop a Thistle Card app for use on mobile devices.

Action 3: SWestrans will print and distribute the 'Travelling with Dementia' leaflet

Performance Indicator: Feedback on usefulness and awareness of the leaflet.

Progress Update: The 'Travelling with Dementia' leaflet was distributed to 83 locations, spanning Dumfries and Galloway Council Libraries and Customer Service Centres, and NHS premises including surgeries, health centres and hospitals. Twenty leaflets were sent to each of the premises, with additional stock being held for later replenishing.

The 'Travelling with Dementia' leaflet was also presented to Older People's Consultative Group for discussion and feedback on 24 March 2015.

Action 4: All buses will be compliant with the Equalities Act by January 2015 (other than those which have permitted exemptions).

Progress Update: All local bus service contracts issued by SWestrans stipulate that the vehicle(s) used to provide the service must be compliant with the Equalities Act 2010 legislation.

When bus operators submit tenders for contracts, they are requested to provide full details of the vehicle(s) they intend to use on the service, and to provide evidence that the vehicle(s) comply with the Equalities Act.

In the event that a member of the public raises concerns about the compliance of a vehicle, SWestrans will undertake an investigation.

Action 5: High kerbs will be installed at bus shelters.

SWestrans policy for installation of new shelter infrastructure is that all new shelters will be fitted with raised kerbs where practicable.

Performance Indicator: Percentage of high kerbs present at bus shelters.

Progress Update: Data recorded on bus shelter infrastructure showed that of the 358 bus shelters recorded, 155 were fitted with raised kerbs (43.3%) and 203 were not.

This data encompasses the majority of bus shelters in the region.

Action 6: The Ring & Ride service will be maintained as a means of providing a more personal service which appeals to passengers who are more remote or who are likely to be older or who have disabilities.

Performance Indicator: Number of passenger trips on the Ring & Ride service.

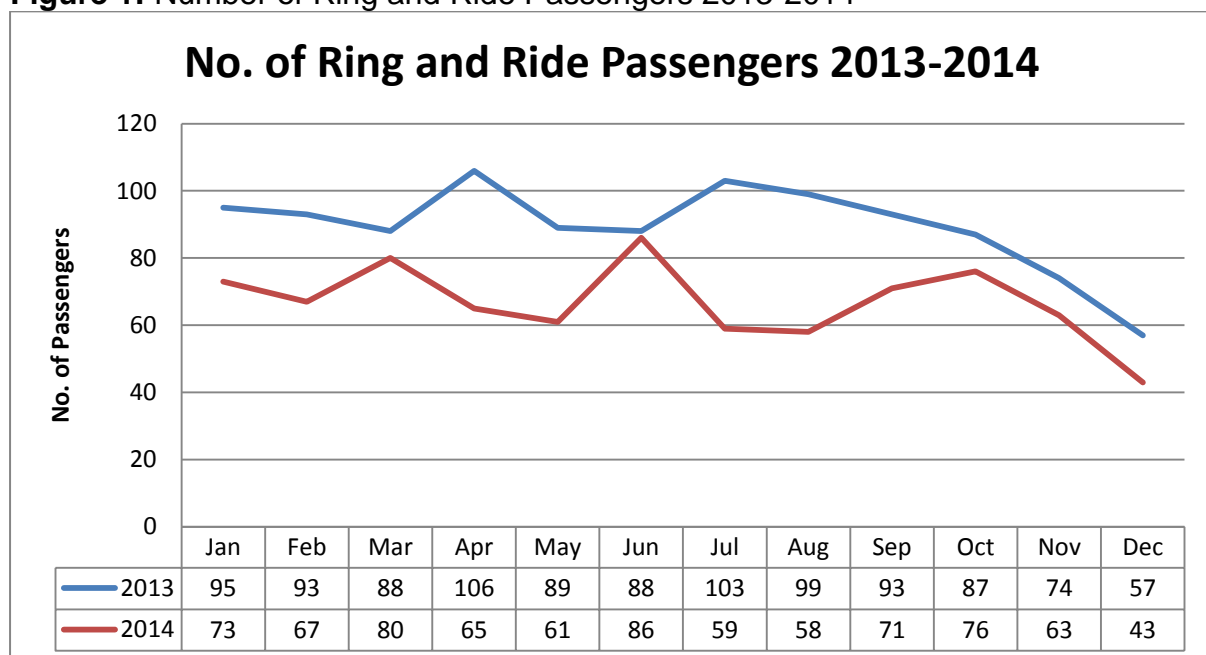
Evidence: The '555' Ring and Ride (RR) service was a semi-scheduled service, with residents of outlying villages between Kirkcudbright and Dumfries having the option to book a seat on the bus from a 'RR' stop by giving at least one day's notice. If no bookings were made then the 555 service travelled along the main trunk road (A75) without serving these outlying villages..

The ring and ride aspect of service 555 was cancelled in August 2015 as passenger numbers were decreasing year on year, and it was determined that having a scheduled bus service to enable access from the outlying villages between Kirkcudbright and Dumfries would be more beneficial for connectivity.

Data available for 2013 – 2014 shows that Ring and Ride bookings (made by those living in outlying remote villages) decreased by approximately 25.2% from 2013 to 2014. Overall the usage decreased from 1072 passengers in 2013 to 802 passengers in 2014.

The figure below shows the decrease in passenger numbers.

Figure 1: Number of Ring and Ride Passengers 2013-2014



Action 7: Monitor uptake of the National Entitlement (free travel card for over 60's or disabled travellers) in this region

Performance Indicator: Number of successful NEC applications received per annum.

Evidence: Information provided by Transport Scotland for 2010-2016 shows the number of NEC applications received in Dumfries and Galloway for elderly and disabled bus passes increasing year on year, with the exception of 2016.

Table 3: Number of NEC card applications received in Dumfries & Galloway, 2010-2016

Year	No. of Successful Applications Received
2010	37,232
2011	38,541
2012	39,839
2013	40,322
2014	40,580
2015	42,294
2016	41,904

EO2: Transport is affordable for everyone including those who are elderly or have disabilities.

Action 1: Participation in the National Entitlement Scheme and monitor passenger numbers making use of free bus passes.

Performance Indicator: Number of successful National Entitlement Card applications received for elderly and disabled bus passes.

Evidence: Information received from Transport Scotland shows that the majority of applications received in Dumfries and Galloway for the National Entitlement Scheme bus passes are for an elderly bus pass. The number of applications received for disabled bus passes significantly decreased from 2012 to 2014 with a reversal of this trend through 2015 and 2016.

Table 4: Number of elderly and disabled NEC applications received in Dumfries & Galloway, 2010-2016

Year	No. of Successful NEC Applications		Total
	Elderly	Disabled	
2010	33582	3650	37232
2011	34764	3777	38541
2012	35931	3908	39839
2013	37389	2933	40322
2014	37576	3004	40580
2015	39132	3204	42294
2016	38543	3361	41904

Action 2: Ensure that fare levels are reasonable and encourage transport providers to offer discounts, season tickets and other financial incentives to encourage travel by public transport.

Performance Indicator: Availability of any discounted travel schemes in place. Comparative fare levels with other regions. A question on the affordability of fares is to be included in relevant surveys in future.

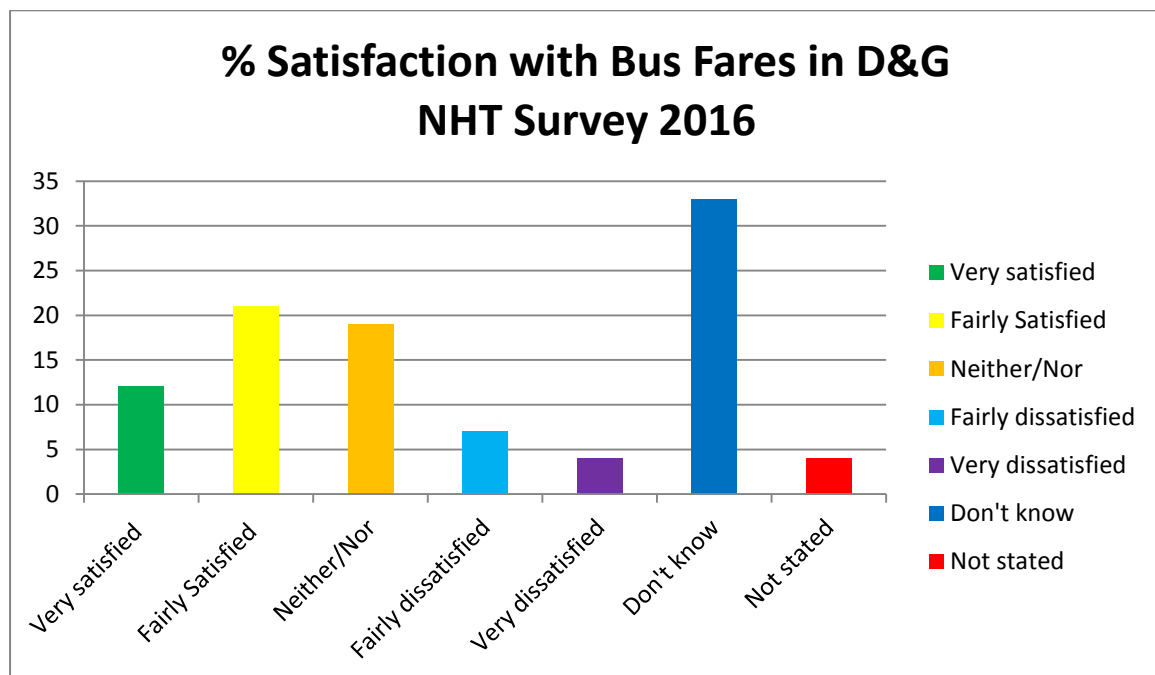
Evidence:

The findings from the National Transport and Highways (NHT) Survey 2016 for Dumfries and Galloway show broad satisfaction with bus fares in the region.

58% of respondents in Dumfries and Galloway stated they were satisfied with bus fares, in comparison with the Scottish average of 48%.

Below shows the responses received relating to satisfaction with bus fares in Dumfries and Galloway.

Figure 2: Satisfaction with Bus Fares in Dumfries & Galloway, results from National Highways and Transportation Survey 2016.



In addition, some operators offer discounted travel schemes. For instance, Stagecoach West Scotland offers a range of discounted travel schemes, including 'Megariders' and tickets offering unlimited day travel within Dumfries town. Houstons Coaches based in Lockerbie offer multi-buy tickets for individual services which enable passengers to purchase ten tickets for the price of eight.