

# Single Equality Scheme and Action Plan

2012 - 2013



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## 1. Introduction

We are an independent public body set up by the Government to protect the interests of Britain's rail passengers and England's bus passengers outside London, coach passengers on scheduled domestic services and tram passengers. We are funded by the Department for Transport but our operations and policy-making are independent of government.

Our mission is to get the best deal for passengers. With a strong emphasis on evidence-based campaigning and research, we ensure that we know what is happening on the ground.

We use our knowledge to influence decisions on behalf of passengers and we work with the industry, passenger groups and national and local government to secure journey improvements.

## 2. About Passenger Focus

### 2.1 Vision

That operators, funders, and regulators of transport systems put passengers first.

### 2.2 Mission

Getting the best deal for passengers.

### 2.3 Values

In order to make a difference for passengers, we need to ensure that we are recognised as being forward-thinking, proactive and clearly helping passengers to have a voice. This will be realised through our six core values, which we try to demonstrate throughout our work:

- Making a difference for **all** passengers
- Being useful
- Efficient
- Credible
- Respect for our people
- Accountable

### 3. Our Equality duties

As part of the Equality Act, a new public sector equality duty came into force in April 2011. The Act replaces the previous anti-discrimination laws with a single Act. It requires public bodies to have due regard, when exercising their functions, to the need to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
- Advance equality of opportunity between people who share a protected characteristic<sup>1</sup> and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.

<sup>1</sup> These are personal characteristics that are protected by the law, ie: race, gender {including gender reassignment}, age, disability, pregnancy and maternity, religion or belief, sexual orientation and marriage & civil partnership.

### 4. Employment and training

The Public Sector Equality Duty requires us to have systems in place to monitor our employment practices effectively and we have extended this to cover the equality groups of ethnicity, disability, sex, religion/belief, sexual orientation and age. We will extend this further to cover gender reassignment, marriage & civil partnership and pregnancy & maternity.

Passenger Focus has put in place measures to ensure staff receive equality and diversity training for effective service delivery.

### 5. Governance

Within Passenger Focus, the different teams that are responsible for developing policies or delivering services, are directly responsible for ensuring those policies and services meet our diversity and equality duties. This means that we aim to ensure that diversity and equality is part of everything we do. Our executive management team have overall responsibility for ensuring we deliver our Equality and Diversity Scheme.

### 6. Monitoring progress

We also monitor our policies and functions for adverse impact through data collection and analysis. This is to assess whether our policies, practices and organisational culture are affecting particular groups disproportionately. This process also allows us to monitor whether our policies are working to prevent and address discrimination. We will process all data in accordance with Data Protection legislation.

## **7. Single Equality Scheme Review**

We will fully review and update our Single Equality Scheme every three years.

## **8. Equality Action Plan**

To ensure equality and diversity is considered as part of everything we do, we will build it into our plans for the year, through an annual Equality Action Plan which will be linked to our Business and Workplan priorities. In addition, as we commission each piece of work, we will ensure equality and diversity issues have been considered and appropriately built into our activities.

Our Equality Action Plan for 2012-13 is set out in Annex 1 and this will be updated each year to reflect our latest business and workplan priorities.

**EQUALITY ACTION PLAN**

Action	Target Date	Owner	Reference to Work Plan
To monitor our passenger contact function for adverse impact through data collection and analysis	August 2012	Katie Armstrong	2.2 Values Making a difference for <b>all</b> passengers
Equality and diversity to be included when developing best practice toolkits on how to consult with passengers re bus cuts	June 2012	David Sidebottom	5.2 Service changes Publish and widely publicise Passenger Focus guidelines on service change consultation – work with some councils to improve quality of consultation
To work with train operating companies and Network Rail to minimise disruption	On-going	Mike Hewitson	5.1 Disruption Push for improvements
Work with train operating companies to improve visualisation and access to ticket vending machines	On-going	Mike Hewitson	5.1 Fares, ticketing and value for money Push to improve retailing to make it easier for passengers to understand ticketing options and to make retailing easier
To assess whether “pregnancy and maternity” should be included as a grouping in the Spring 2012 Bus Passenger Survey and Autumn 2012 National Passenger Survey	April 2012	Ian Wright	8. Research

<p>Improved access to Passenger Focus's services.</p> <p>a) All communications to be produced in font size 12 and the Passenger Focus website font can be made smaller or enlarged</p> <p>b) Review provision of information in alternative formats and languages eg</p> <ul style="list-style-type: none"> <li>• enlarging text by including AAA on home page;</li> <li>• include a section on documents, to consider requests for alternative formats or languages</li> </ul> <p>c) Tender for the new website to include accessibility. Also the inclusion of an accessibility page</p>	<p>August 2012</p>	<p>Amy Bradley</p>	<p>2.2 Values          Making a difference for <b>all</b> passengers</p>
<p>All Board Members to receive Diversity and Inclusion training</p>	<p>June 2012</p>	<p>Lesley Sherwin</p>	
<p>When recruiting Board members, to encourage greater applications from groups that are under-represented in Passenger Focus</p>	<p>March 2012</p>	<p>Lesley Sherwin/ Jon Carter</p>	
<p>Monitor the equality &amp; diversity of our Board Members</p>	<p>August 2012</p>	<p>Jon Carter</p>	

<p>To provide diversity information (anonymised) to transport companies regarding complaints involving disability matters</p>	<p>September 2012</p>	<p>David Sidebottom/ Katie Armstrong</p>	
<p>a) Produce and maintain an employee profile across the organisation and equality strands</p> <p>b) Equality monitoring is undertaken, with action plans as necessary, for:</p> <ul style="list-style-type: none"> <li>• Recruitment and selection</li> <li>• Promotions</li> <li>• Remuneration</li> <li>• Flexible working arrangements</li> <li>• Dismissals, including redundancies</li> <li>• Grievances</li> <li>• Training</li> </ul>	<p>September 2012</p> <p>September 2012</p>	<p>Lesley Sherwin</p> <p>Lesley Sherwin</p>	

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Passenger Focus is the operating name of the Passengers' Council