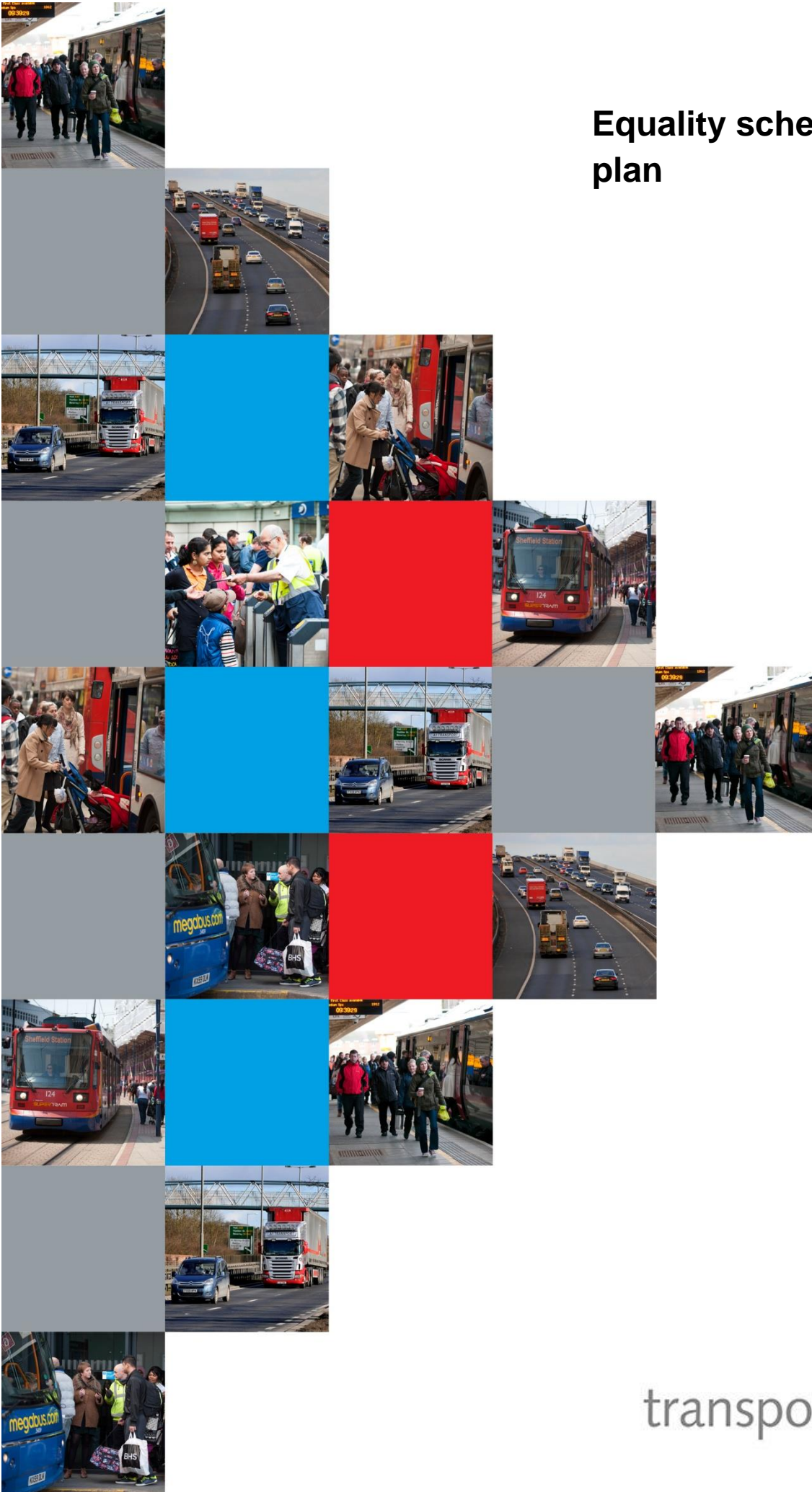


# Equality scheme and action plan

2016 - 2017



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Annex 1

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Document version history				
1.0	Published	08/08/2012	Approved version published	JC
2.0	Draft	18/11/2015	First draft of updated Scheme	LCG
3.0	Draft for MT	23/05/2016	Scheme approved by Management Team	NH
4.0	Draft for Board	12/07/2016	Merged Scheme and Action Plan for 2016-17	NH

## Introduction

Transport Focus is an independent public body set up by the Government. Our mission is to get the best deal for passengers and road users. 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 road users to secure improvements and make a difference.

## About Transport Focus

Transport Focus believe that promoting the principles and practices of diversity and equality is essential for us to create a culture that makes us an employer of choice and an effective organisation representing the needs of transport users.

### Vision, mission and objectives

Our vision is to ensure that operators, funders and regulators of transport systems: ***'put transport users first'***

This will be achieved by our mission of: **'getting the best deal for transport users'**

In doing so, we aim to promote and uphold the following set of values which are fundamental to our work and mission:

- focused on consumers
- being useful
- efficient
- credible, basing our work on research
- respect for our people
- accountable and transparent.

We are committed to diversity amongst our colleagues, which helps us to understand and reflect the diversity of passengers and road users.

## Our equality duties

Under the Equality Act 2010, as a public body Transport Focus has a legal duty to have due regard 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.

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<sup>1</sup> These are personal characteristics that are protected by the law, ie: Age, Disability, Gender reassignment, Marriage and civil partnership, Pregnancy and maternity, Race, Religion and belief, Sex, Sexual orientation.

## **Diversity and equality**

As an employer, Transport Focus aims to recruit, develop, motivate and retain outstanding people who reflect the transport users we work for. We aim to treat all colleagues with dignity and respect in an inclusive and fair working environment, promoting equality of opportunity for all.

We have a clear set of values which reflect our wish to work in a respectful, transparent and people-driven way. Our values guide what we do and the way we do it:

- making a difference
- being useful, by empowering and prioritising
- working efficiently and collaboratively
- communicating openly and honestly
- respect for each other
- investing in and supporting our colleagues
- listening with an open mind

## **Equality Scheme**

This Equality Scheme sets out our diversity aims and objectives and is reviewed every four years.

## **Equality action plan**

To ensure equality and diversity is considered as part of everything we do, we will build it into our plans for each year through an annual equality action plan. The action plan will be linked to our business and workplan priorities. In addition, as we commission each piece of work, we will ensure equality and diversity is considered and built into our activities.

Our equality action plan for 2016– 2017 is set out in Annex 1 and will be updated each year to reflect our latest business and workplan priorities.

The action plan is written as a working document and will be reviewed on a regular basis by our executive management team who assess progress and ensure items are still relevant and appropriate.

Transport Focus will benchmark its equality and diversity actions against those of the Civil Service and best practise organisations.

## **Monitoring and reporting**

We will monitor our progress against the annual action plan and regularly report to the executive management team and board. In addition we will report our progress in our published annual report.

## **Governance**

Our executive management team have overall responsibility for ensuring we deliver our equalities action plan as well as ensuring it remains relevant and appropriate.

Transport Focus' board will have oversight of our single equality scheme and action plan. Regular reporting on the progress against the action plan will ensure delivery of our objectives as well as monitoring appropriateness.

## Transport Focus equality action plan for 2016-17

### Programme of work

Organisational Mix  Have a diverse mix of people at all levels of our organisation	Way of working  Consider the differing needs and interests of all individuals and stakeholders when carrying out our work in our:			Behaviour and values  Create a culture where everyone's contribution is valued on merit
	Policies	Communications and engagement	Processes	
<ul style="list-style-type: none"> <li>Develop and implement initiatives to increase the diversity of our workforce so that it is representative of the wider community we work in</li> <li>Attract a diversity of talent to our employment vacancies and to our non-executive positions on the board</li> <li>Promote the reflection of a diverse talent within our progression and development processes</li> </ul>	<ul style="list-style-type: none"> <li>Promote availability of accessible equipment and resources</li> </ul>	<ul style="list-style-type: none"> <li>Engage and communicate with all of our stakeholders in an open and accessible manner</li> </ul>	<ul style="list-style-type: none"> <li>Measure the impact of diversity and equality issues in all of our work</li> <li>Use our research to understand the needs of different groups of citizens and consumers</li> </ul>	<ul style="list-style-type: none"> <li>Continue to develop values and behaviours which ensure colleagues from all backgrounds feel included and where contributions from all perspectives are valued</li> </ul>

## 1. Organisational mix; have a diverse mix of people at all levels of our organisation

Activity	What we will do	When we will do it	Owner	How will it be measured?
<b>1.1 Develop and implement initiatives to increase the diversity of our workforce so that it is representative of the wider community we work in</b>				
Review and monitor the composition of our workforce	Annual Report to Remuneration Committee	Annually	Resources	Monitor our HR system and produce report
Review and monitor the composition of our Board	At recruitment	At recruitment	CEO Team	Monitor our HR system and produce report
Ensure workforce aware of best practise around diversity and equality to enhance the work that we do	Training, focus groups and coaching	Ongoing	Resources	Ensure that 100% staff have completed on line courses
<b>1.2 Attract a diversity of talent to our employment vacancies and to non-executive positions on our boards</b>				
Track and report the diversity profile of staff applicants at each stage of the recruitment process	Publish a report	Annually	Resources	This data will be requested at application and on boarding stage. Diversity information will be stored in our HR system.
Monitor the diversity profile of applicants to our board	At recruitment	At recruitment	CEO team	This information will be requested at application and on boarding stage. Diversity information will be stored in our HR system.
Promote awareness and drive unconscious bias training	Provide training events and briefing for staff	At induction and refresher training every two years	Resources	Ensure 100% staff have completed on line training

Activity	What we will do	When we will do it	Owner	How will it be measured?
<b>1.3 Promote the reflection of a diverse talent within our progression and development processes</b>				
Monitor, track and report the diversity profile of colleagues who progress	Publish a report  Develop initiatives to address any issues	Annually	Resources	We hold this information on our HR systems. Tracking will be possible by identifying individuals

**2. Way of working; consider the different needs and interests of all individuals and stakeholders when carrying out our work in our policies, communication and engagement and processes.**

Activity	What we will do	When we will do it	Owner	How will it be measured?
<b>Policies</b>				
<b>2.1 Promote the availability of easy to use equipment and resources</b>				
Promote the availability of easy to use equipment and resources	Ensure that equipment and user guides are available where necessary  Work with others to increase knowledge and good practise  Toolkit	Ongoing	Resources and Line managers	Via staff attitude survey, general feedback. During 1:1s and appraisals



Activity	What we will do	When we will do it	Owner	How will it be measured?
<b>Communications and engagement</b>				
<b>2.2 Engage and communicate with all of our stakeholders in an open and accessible manner</b>				
Meet transport user and stakeholder needs appropriately when they contact Transport Focus	Train staff to be able to support the needs of all	Ongoing	Transport director	Feedback. User surveys.
Meet transport user and stakeholder needs appropriately when attending our events	Update the best practise guide to use when organising events	Ongoing	Head of communications	Feedback, attendee surveys
Consider the needs of transport users and stakeholders when producing content	Produce clear and user friendly communications	Ongoing	Head of communications	Feedback from users. Measured against best practise.
Continue to develop our website so that it meets current accessibility standards	Provide an accessible website	Ongoing	Head of communications	Feedback from users. Measured against best practise.
Reflect the diversity of society in our communications	Produce inclusive communications	Ongoing	Head of communications	Feedback from users. Measured against best practise.
<b>Processes</b>				
<b>2.3 Measure the impact of diversity and equality issues in all of our work and use our research to understand the needs of different groups of citizens and consumers</b>				
Identify transport user needs appropriately from our insight	Ensure our insight work captures relevant equalities information	Ongoing	Head of insight	Tracking our data analysis against the protected characteristics

### 3. Behaviours and values which ensure a working environment where everyone's contribution is valued on merit

Activity	What we will do	When we will do it	Owner	How will it be measured?
<b>3.1 Continue to develop values and behaviours which ensure colleagues from all backgrounds feel included and where contributions from all perspectives are valued</b>				
Engage and consult with colleagues	Run staff surveys. Follow up with action plans	Annually	Resources	Feedback and subsequent surveys
Promote diversity awareness	Series of training, events and presentations	At induction and refresher training for staff every two years	Resources and Line Manager	Ensure that 100% of staff complete and pass on line training
Communicate and train managers in line with equality and diversity best practise	Briefing sessions as part of individual development plans	Annual training sessions as part of individual development plans	Senior Leadership team and Resources	Measure improvements in development, engagement and staffing profile annually

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