



Transport for
Greater Manchester

Equality and Diversity

31 January 2012

Equality and Diversity

Introduction

Transport for Greater Manchester (TfGM) strives to be recognised as an equality and diversity champion and leader. We are committed to the promotion of equality and diversity and this commitment underpins our organisation's visions and values and our activities as an employer, provider and commissioner of services.

All colleagues at TfGM are expected to conduct themselves in a manner which is consistent with TfGM organisational values as they go about their day to day business and deliver for our customers. To ensure that our vision and values are delivered, TfGM is committed to continually working to review the way we embed an equality focussed approach at the heart of the organisation.

TfGMs values are based on our vision:

"To improve the quality and availability of transport networks and services, supporting the economic prosperity of Greater Manchester by connecting people with employment, education, health and leisure choices in ways that are affordable, accessible and environmentally sustainable."

TfGM's five core organisational values are based on:

1. Delivery

We deliver our commitments to a high standard, on time and within budget.

We deliver excellent services to the public of Greater Manchester. We are committed to providing safe, accessible and affordable services, of which the public are kept well informed. We carry out our roles and complete projects, large or small, efficiently and on time, achieving best value for money.

2. Partnership

We work in collaboration with others to achieve our goals.

To achieve our vision we work together in close collaboration. We listen and respond to the views of our stakeholders, staff and customers; and we work in partnership with the local authorities in Greater Manchester; and with our services providers, delivery partners and our other suppliers.

3. Ambition

Our ambition is to continually improve the services provided by us and by others - to transform transport in Greater Manchester.

We continually develop by learning from our experiences and those of our colleagues and partners and by investing in our people. We seek to utilise and improve upon best practice. We reward our successes and look forward to the next challenge on our journey of continuous improvement.

4. Respect

We behave ethically, act with honesty and are fair in everything we do.

We respect and listen to each other, our partners and customers. We act with integrity and respect diversity, people, the environment, property and information.

5. Responsibility

We are accountable for our actions and their consequences.

We take personal responsibility for the achievement of our goals and objectives. We are answerable for our actions. We are decisive, have the courage to speak our minds and the strength to do what is right.

Equality Duty

TfGM is committed to meeting the requirements of the Equality Act 2010 to:

- eliminate unlawful discrimination, harassment, victimisation and other forms of conduct prohibited by the Act;
- advance equality of opportunity between people who share a protected characteristic and those who do not; and
- foster good relations between people who share a protected characteristic and those who do not.

We will publish information demonstrating how we will work towards meeting our objectives and the evidence we use to measure our progress. The information will be provided in relation to our responsibilities as both an employer, and a commissioner of services.

As an employer - work with our colleagues

At present TfGM has a workforce of 661 (596 full-time and 65 part-time) people delivering services to the people of Greater Manchester. A detailed breakdown of the composition of our workforce can be found at appendix 2.

TfGM is always looking to improve the way we do things so that our customers get the best service possible. We have improved our decision making by making it mandatory for results of equality impact assessment to be included in the report seeking committee decisions on new projects, policies, processes and procedures. This is helping us to proactively identify needs and address those needs as decisions are being made.

We employ a Diversity Co-ordinator and Disability Access Co-ordinator (1.5 full-time equivalent) to ensure that the organisation meets the requirements of the Equality Act 2010. Equality work within TfGM is led and managed by staff within the Human Resources Department. The Human Resources delivery plan priorities and actions for 2011/12 contain a range of actions in order to promote our equality focussed approach across the organisation.

Actions to achieve this are:

- Design and delivery of Equality Act 2010 training for all staff via a TfGM Values and Behaviours approach;
- Design and delivery of Disability Awareness Training via an Introduction to Disability Awareness course; Creating an Inclusive Environment Course; Deaf Awareness Training;
- Design of Sexuality, Age and Gender Awareness Training, Culture and Religious Awareness Training;
- Development of a cross organisational placement programme to improve the age profile of staff employed by TfGM, focus on the key employment issues facing Greater Manchester which includes offering job opportunities to younger people and disabled people;
- Continually working to benchmark a Total Reward approach to further promote equality focussed opportunities for all employees;
- Undertake work to ensure that the accessibility of transport for all protected characteristics by providing support, advice and guidance on equality to colleagues across the organisation to incorporate equality solutions into projects, business plans, policies, and new transport related initiatives;
- Publishing articles to mark key community events and festivals.

As a commissioner and provider of services - work with our customers

We are committed to improving the public transport network across Greater Manchester so that commuters can travel in safety and comfort. Public transport is becoming more accessible for everyone to use and appendix 3 provides an overview of public transport users in Greater Manchester.

We are working with businesses, local authorities and organisations representing community groups to identify needs and establish on-going dialogue so that emerging needs can be identified and addressed. In the last 12 months we have done a significant amount of engagement work, most of which has focused on organisations representing disabled people. Appendix 4 gives details of some of the initiatives we have been working on during the last 12 months.

Over the next 12 months, as part of our community engagement programme, TfGM will be meeting with a wide-range of community groups to share with those groups the work we are doing and to seek their view on how we may be able to improve our services.

Moving forward

TfGM has made tremendous progress in embedding equality and diversity into the culture of this organisation. We need to continue making improvements and we will do this by a combination of identifying gaps in our service provisions and listening to stakeholders including local businesses, local authorities, community groups and our service users.

Appendix 1

Understanding Our Community - Population of Greater Manchester

To understand the needs of our community it is important that we have an understanding of the population make up of Greater Manchester. The figures below are a combination of 2001 Census and 2010 estimates of the population make-up of Greater Manchester. We will update this once the 2011 Census data is available.

In 2010 it was estimated that there were around 2.6 million people living in Greater Manchester. Our region has a dynamic and increasingly diverse population, which is increasing at a faster rate than the national average. TfGM views this as an exciting environment in which to operate as well as understanding the challenges that this creates.

Disability

20% of people living in Greater Manchester have a limiting long-term illness or disability.

The proportion of people with a disability or limiting long term illness rises with age. For example, in Greater Manchester around 5% of children have a disability or long term limiting illness, in each of the age groups up to age 19. This increases in people aged 45 to 49 to 20% and to 43% in those aged 60 to 64, and continues to increase to half or more of the age group as people reach the age of 70 and above (2001 Census).

Sex

- Male 47.9%
- Female 51.9%

Ethnic Minorities

12% of all people in Greater Manchester are from ethnic minority groups (including 'White Other' and 'Irish' categories, Census 2001).

The largest ethnic minority groups in Greater Manchester are Pakistani (3%), Irish (1.7%), White Other (1.4%) and Indian (1.4%).

One in eight of all Pakistanis and one in twelve of all Bangladeshis in Britain reside in Greater Manchester. This cultural diversity is expected to increase over time, given existing trends.

District differences are particularly marked in terms of ethnic minority populations. Manchester and Oldham have the highest proportions (32%, 18% respectively), whereas Stockport and Wigan have the lowest (7%, 2%). Manchester's ethnic minority population has a mix of ethnic minority groups such as 23% Indian, 9% Black Caribbean, and 40% of Oldham's ethnic minority population are Pakistani.

Age

About 13% of people in Greater Manchester are young people aged between 16-24 years (2001 Census).

Nearly 17% of people in Greater Manchester are aged 65 and over, and nearly 4% are aged 80 and over (2001 Census).

20% of people are aged 60 plus and therefore eligible for the national concessionary fare entitlement.

The overall population trend is towards an ageing population. By the year 2012, 40% of the Greater Manchester population will be aged over 45 (Revised 2004-based Subnational Population Projections for England).

In the UK, 45% of people aged 70 or over have problems walking or using a bus, compared to just 5% of people aged 16 to 49 (National Travel Survey 2005).

Religion or Belief

The profile of different religions/faiths in Greater Manchester is as follows (2001 Census):

Christian 74.1%	Sikh 0.1%
Buddhist 0.2%	Other 0.2%
Hindu 0.7%	No religion 11.3%
Jewish 0.9%	Religion not stated 7.4%
Muslim 5.0%	

Sexual Orientation

The 2001 Census did not ask people to disclose their sexual orientation so there are currently no precise figures available for Greater Manchester. However Rainbow Trust estimates that 9% of Greater Manchester population is lesbians, gay men or bisexuals.

Trans People

The term 'Trans People' covers a wide spectrum of people. It is inclusive of those who identify as: Transvestites, Transgender or Transsexual.

Those who routinely live in a gender role other than the one they were assigned at birth and would be termed 'Transgender', and those who have or are undergoing gender reassignment and would identify as 'Transsexual'.

Accurate population data about Trans People is unavailable. However, the Equalities Review (2007) estimated that 1 in 11,500 of the adult population are transsexuals; who are defined as those who have or are undergoing gender reassignment.

Appendix 2 – Workforce Diversity (Jan – December 2011)

Total Headcount	661	
Full-Time Employees	596	90.17%
Part-Time Employees	65	9.83%
Sex		
Female	201	30.40%
Male	460	69.59%
Transgender	0	0%
Age		
Under 20	0	0%
20-29	68	10.28%
30-39	170	25.71%
40-49	206	31.16%
50-59	179	27.08%
60-69	38	5.75%
Disability		
Not Disabled	515	77.91%
Disabled	23	3.48%
Prefer not to say	123	18.60%
Ethnic Origin		
Total BAME		4.00%
African	8	1.20%
Other Asian background	2	0.30%
Other mixed background	1	0.15%
Other White background	10	1.50%
Bangladeshi	2	0.30%
Caribbean	2	0.30%
Chinese	2	0.30%
British (White)	449	67.93%
Indian	3	0.45%
Irish (White)	10	1.51%
Pakistani	4	0.60%
White & Black Caribbean	1	0.15%
White and Asian	1	0.15%
Prefer not to say	166	25.11%

Religion		
Buddhist	1	0.15%
Christian (all)	290	43.87%
Hindu	3	0.45%
Jewish	1	0.15%
Muslim	12	1.81%
No religion	116	17.55%
Any other religion	95	14.37%
Prefer not to say	143	21.63%
Sexuality		
Gay	10	1.51%
Heterosexual	111	16.79%
Lesbian	1	0.15%
Prefer not to say	539	81.54%
Male	36	60%
Female	24	40%
Graduate trainees		
Total Number	9	
Female	2	22.22%
Male	7	77.78%
Transgender	0	0
Under 20	0	0
20-29	9	100%
30-39	0	0
40-49	0	0
50-59	0	0
60-69	0	0
Disabled	0	
BAME	0	
Leavers		
Death in Service	1	1.67%
End of Contract	6	10%
Redundancy	7	11.67%
Resignation	23	38.33%
Retirement	15	25%
Termination	8	13.33%
Total	60	
Male	36	60%
Female	24	40%

Appendix 3

Transport for Greater Manchester Public Transport User Diversity 2011

Gender	Bus	Metrolink	Total
Male	42.3%	44.7%	43.1%
Female	57.7%	55.3%	56.9%
Age			
16-34	45.9%	40.7%	44.3%
35-59	33.7%	51.2%	39.1%
60+	20.4%	8.1%	16.6%
Disability			
Yes	20.7%	14.0%	18.3%
No	79.3%	86.0%	81.7%
Disability or infirmity*			
Yes - Mobility	33.1%	29.0%	31.5%
Yes - Wheelchair use	0.8%	1.4%	1.0%
Yes - Hearing	18.7%	16.8%	18.0%
Yes- Eyesight	16.9%	21.3%	18.6%
Yes - Speech impairment	1.5%	2.1%	1.7%
Yes- Learning difficulties	7.9%	3.8%	6.3%
Yes - Other	21.2%	25.5%	22.9%
Journey purpose			
Commute for work	35.0%	59.3%	44.1%
Commute for education	17.0%	4.1%	12.2%
Shopping	22.0%	12.7%	18.5%
Visit friends/relatives	9.0%	7.3%	8.4%
Visit medical facility	4.0%	1.4%	3.0%
Leisure trip e.g day out	8.0%	7.2%	7.7%
Other	5.0%	7.9%	6.1%
Cars/vans available in household**			
None	63.0%	37.8%	44.8%
One	29.0%	42.6%	38.8%
Two	6.5%	16.1%	13.4%
Three	1.3%	2.6%	2.2%
Four or more	0.2%	0.9%	0.7%

Access to car**	Bus	Metrolink	Total
None	46.1%	24.9%	39.2%
Access to vehicle as driver - always	8.0%	28.5%	14.7%
Access to vehicle a driver - sometimes	7.4%	13.0%	9.3%
Access to vehicle as passenger - always	7.9%	6.7%	7.5%
Access to vehicle as passenger - sometimes	15.2%	13.3%	14.6%
No access but can get lifts	15.5%	13.5%	14.8%
Ethnicity**			
White	87.2%	93.5%	90.2%
Mixed	2.1%	1.1%	1.6%
Asian or Asian British	3.5%	3.2%	3.4%
Chinese	1.2%	0.6%	0.9%
Black/ Black British	4.5%	1.1%	2.9%
Other ethnic group	1.6%	0.4%	1.0%

Statistics are drawn from bus passenger research (2011) and Metrolink passenger research (2011) except:

*statistics taken from bus passenger research 2010

**statistics taken from TfGM Multi-modal tracking surveys 2004 – 2010

Appendix 4 - Some of the initiatives we have been working on

Metrolink

TfGM has involved disabled people in its project to extend the Metrolink light rail network by establishing a Disability Design Reference Group (DDRG). The DDRG is a group of disabled people who have been involved in helping define inclusive design principles at the design stage of the Metrolink expansion. TfGM commissioned a voluntary organisation with expertise in community participation and disability issues to manage recruitment and facilitation of the DDRG. Involvement of disabled people on the Metrolink expansion has helped shape design of signs, ramps, pathways and lifts, and safety procedures for disabled people.

Line upgrades to create better access for disabled people on the Altrincham and Bury line have also benefitted from DDRG input.

Travel Training

TfGM host the quarterly Greater Manchester Travel Training Forum. The purpose of this Forum is to enable work to be undertaken to further develop a strategic regional approach to progress and promote Travel Training across Greater Manchester.

TfGM also sponsor the Age Concern Manchester travel training project to promote safer travel for older people, using monies obtained from the European Union.

Officers from TfGM are currently working at a national level to explore options to establish a National Travel Training Association. The aim of this is to create a central platform on which to build initiatives which will be of benefit to Travel Training at both regional and national level.

Hate crime

In recognition that by supporting people who sit within definitions of a protected characteristic to use mainstream public transport carries an element of risk in that they are being placed in potentially vulnerable situations, TfGM works with a range of partners and stakeholders to develop, deliver and implement strategies to address and limit the harassment and victimisation of potentially vulnerable travellers. The aim of this work is to develop initiatives to promote safe and sustainable travel options for people who need this.

Inclusive Mobility Interest Group

TfGM Officers work with the Inclusive Mobility Interest Group (IMIG) which is hosted by ITS (UK) to ensure that a collaborative approach is taken to develop solutions in relation to emerging technologies to help people enjoy a better level of access to transport and travel.

Smart ticketing

Work is currently underway to establish a means by which smart ticketing can be utilised to improve access for all users of public transport. The smart ticketing project will be of particular benefit to disabled and older customers, as well as people whom do not have English as a first language.

Collaborative approaches

Several collaborations are currently underway to develop a broad approach to meeting customers' needs who are currently most disadvantaged when using public transport. One example of this is the partnership TfGM has developed with the Royal National Institute for Blind. This collaboration has several worksteams underway to review ways and means of creating better access to public transport for blind and partially sighted people.

Falls Prevention

In recognition that older people are often at risk of falling when using public transport, TfGM are currently working in partnership with NHS Falls Practitioners and Voluntary Sector organisations to develop a range of projects aimed at promoting safer travel initiatives to improve the journey experience of our older customers. Using the National Falls Awareness Week initiative, TfGM in partnership with the transport sector, have developed a strategic approach of direct engagement with older customers to address issues known to exist.

Bus Operators Health & Safety Forum

TfGM host the Bus Operators Health & Safety Forum which takes place on a quarterly basis. The aim of this Forum is to undertake high level strategic discussions with Bus Operators to address a range of issues and design solutions, many of which are equality focussed.

Rail Accessibility Improvement Programme

In acknowledgement that stations across Greater Manchester offer scope for improvement in terms of access for disabled people, TfGM, in partnership with a range of partners, are currently working to implement access related improvements across the region. Work is currently in progress to improve access to Blackrod, Littleborough and Marple stations.

Bus station/interchange construction

Work is currently underway to design and build new bus stations and transport interchanges at Rochdale, Bolton, Wythenshaw and Altrincham. This work has in part been commissioned on the basis that the accessibility of the existing bus stations/transport interchanges offers TfGM the opportunity to make substantial accessibility related improvements.

Local Transport Plan 3 (LTP3) and Local Sustainable Transport Fund (LSTF) initiatives

The consultation periods for LTP3 and LSTF provided an opportunity for all stakeholders and residents of Greater Manchester to shape the final LTP3 strategy. The term 'stakeholders' covers a broad range of people, including local authorities, businesses, voluntary and community groups, local councillors, and Members of Parliament.

TfGM is currently using this consultation feedback from a range of communities across Greater Manchester to develop a range of projects, many of which will be beneficial from an equality perspective.

Working across Districts

TfGM Officers are represented on a range of external bodies to ensure that all our customers' needs are captured, understood and actions developed to address concerns. Work is currently underway to review where gaps exist in relation to engaging with communities with the intention to build better relations with these communities to help inform workstreams in 2012 and 2013.