

Equality Impact Assessment form

Section one: screening

Name of strategy, project or policy:

Operations Strategic Plan: Ticket Hall & Gateline staffing

Officer completing assessment:

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1. What is the main purpose of the strategy/project/policy?

There are two strands to the project, one to revise the current ticket office service to better reflect the continuing decline in customer demand, the other to introduce a new staffing model for ticket halls and gatelines.

Our current staffing model for gatelines is based solely on customer footfall and does not take into account customer types and amount of actual assistance required.

The determinants for calculating ticket office service and staffing levels on gatelines have not changed since 2005 and there have been many technical advances mitigating the need for staff interventions including: the introduction and expansion of Oyster, significant increase and improvement to Passenger Operated Machines (POMs), contactless ticketing and the installation of Wide Aisle Gates (WAGs) at many locations. Taking these into account we have been able to base the ticket hall and gateline proposition more precisely on customer requirements, rather than just volumes of customers.

As a result of the changes in staffing that these proposals will introduce, there is a need to revisit the existing management structure for station groupings. The strategy to deliver this is to rationalise the number of station groups from 44 to 37, bringing the number of staff in each group closer to the average and with a reasonable and practicable staff to manager ratio. The disparity between current largest and smallest groups, 206 and 84 staff respectively, is not sustainable and the changes in staffing resulting from the new station staffing model makes the need for change in station groupings more pressing,

2. List the main activities of the strategy/project/policy (for strategies list the main policy areas):

- Revised ticket hall and gateline proposition based more precisely on customer requirements rather than volumes of customers alone.
- The role of the CSA, SAMF and SS will increase their focus on customer assistance in the ticket hall. It is not anticipated that this will require additional training intervention, but more an adjustment of focus and emphasis, through local briefings and via Continuous Development Programme to reinforce the change.
- The rationalisation of station groups will result in the need to move some stations between groups and consequent changes in reserve staff on groups to reflect the new staffing establishment. The reduction in groups will also lead to a reduction in Group Station Managers (GSMs), Duty Station Managers (DSMs) and GSM Administrators. (The implications of the changes to Managers and Administrators is covered in a separate EQIA relating to these roles).
- The movement of reserve staff between groups will be carried out via the normal Operational Resourcing processes, employed most recently when Farringdon and Barbican stations moved from the Kings Cross Group to the Liverpool Street Group.

This EQIA will be continually updated as more details of the proposed changes emerge.

3. Have you consulted on this strategy/project/policy?

- Formal consultation has taken place with Trade Unions at Company Council level on the overall principles behind the change, commencing on 18th March 2010, and continues to do so.
- Formal consultation commenced with Stations Functional Council, on 27th April 2010, on the impact of the changes on the staff concerned and continues to do so.
- London Travelwatch were briefed on the details of the proposals on 1st April 2010; following this meeting supplementary information has been provided at their request.
- Stakeholders have been made aware of the proposals, via communications to local boroughs, GLA members and MPs.

3a. Have you used any research to support your strategy/project/policy?

Subject matter specialists, including operational experts from across the LU network have been involved at all stages of the project to ensure realistic, practical, value added proposals were produced.

Gateline data has been utilised to model the deployment of station staff, including analysis of customer interactions with staff at gatelines and in ticket halls.

Data regarding ticket office sales has been used throughout the determination of the new proposed methodology and the practical impact of this methodology in production of ticket office service schedules.

Research into customers' priorities is regularly undertaken.

4. Have you explained your strategy/project/policy to people who might be affected by it directly or indirectly?

A variety of communication methods and styles are being used to communicate the strategy and its impact including;

- a) Formal Trade Union consultation (outlined in Section 3)
- b) Following each step of Trade Union consultation employee bulletins have been issued and details of the consultation posted on the company's intranet.
- c) Local management teams will provide face to face briefings for those affected and the 'Valuing Time Local' employee engagement events have also dealt with the issue as part of group discussions
- d) Staff were invited to submit questions via the intranet about the proposals and their impacts. Responses were either published on the intranet or provided directly to the individual.
- e) Press releases were issued to inform customers, including an open letter in the pages of Metro to the public on 25th March 2010
- f) Regular London Borough Liaison Meetings have afforded LU Borough Liaison Representatives (typically managers within S&SD) to address any issues or concerns raised by elected representatives, or Borough officials

5. Who will be the main beneficiaries of the strategy/project/policy?

Customers: Increased visibility of staff in ticket hall areas, delivering improved customer experience of travelling on the Underground, with a greater commitment to customer care by meeting customer need for personal assistance within station ticket halls. The proposals also look to focus staff at times where the need for staff assistance is greatest, i.e. at times where first-time or infrequent users are more likely to be travelling, whereas the current volume based model has the greatest staff provision at times where commuters, who require least assistance, are most prevalent.

Staff: Increased customer interaction and assistance, with more 'added value' to customers through personal assistance in ticket halls, potentially delivering more job satisfaction.

Business: Cost efficiencies based on reduction of staff numbers. The changes to the staffing models are expected to deliver reductions of staff from the changes to ticket office service and from the changes to ticket hall staffing.

5a. Please complete table 1 and give reasons/ comments.

where you think that the strategy/project/policy could have a negative impact on any of the equality target groups i.e. it could disadvantage them and impact is high complete full assessment where you think that the strategy/project/policy could have a positive impact on any of the groups or contribute to promoting equality, equal opportunities or improving relations within equality target groups.

Please note: An entry in Table 1 does not indicate that a negative impact exists. It denotes the fact that there is a possibility of a negative impact which will be investigated, avoided if possible or mitigated during the development and implementation of the plan.

Equality Target Group	% of group in role (LU Equality data)	Positive Equality Impact	No Equality Impact	Negative Equality Impact	Table 2 Justification/Mitigation
Women					
CSA	25.9%		✓		<p>The reduction in numbers may impact on the % of women staying within these roles following detailed staff deployment and potential movement, however, it is not anticipated that female staff will be impacted disproportionately compared to male staff. The exact impact of the change is not known at this point. This will be monitored during the detailed planning of the staff deployment phase.</p> <p>The established principle for displacement of staff is on a Last In-First Out (LIFO) basis, based on time entered location in that specific role. It is anticipated that the impact is spread across equality groups, so it is not anticipated that any equality group will be disproportionately impacted by this principle or staff displacements. There will be discussions with the Trade Unions around the principles and criteria to be used for displacement of staff, Reserve staff who will be impacted by the changes to station groupings will see some increase in the time spent travelling to and from work locations. The increases are not expected to be significant or unreasonable, for booking on or off duty in traffic hours, (as the majority of duties generally do), but the impact will be examined in more detail as part of the implementation planning and the impact of the change on this group will be monitored.</p> <p>For duties that book on for, or before start of traffic, or after close of traffic the impact will need to be further assessed. We are open to appropriate amendments to staff taxi routes to minimise any adverse impact on staff, however, it is not anticipated that female staff will be impacted disproportionately compared to male staff. The exact impact of the change is not known at this point. This will be monitored during the detailed planning of the staff deployment phase.</p>
SAMF	28.9%		✓		

Equality Target Group	% of group in role (LU Equality data)	Positive Equality Impact	No Equality Impact	Negative Equality Impact	<p style="text-align: center;">Table 2 Justification/Mitigation</p>
SS	12.6%		✓		<p>There is not expected to be any overall reduction in Station Supervisor numbers, or any significant change to the role.</p> <p>However, for some Reserve SS, who will be impacted by the changes to station groupings there will be some increase in the time spent travelling to and from work locations. The increases are not expected to be significant or unreasonable, for booking on or off duty in traffic hours, (as Station Supervisor duties generally do), but the impact will be examined in more detail as part of the implementation planning and the impact of the change on this group will be monitored.</p> <p>There will be some movement of staff between Group Reserves and the established principle is that where this cannot be accomplished via solely a preferencing exercise it will also be done based on time entered location in that specific role</p> <p>. It is anticipated that the impact is spread across equality groups, so it is not anticipated that any equality group will be disproportionately impacted by this principle or staff displacements</p>

Men					
CSA	74.1%		✓		<p>Males make up the majority of both CSA and SAMF roles. It is not anticipated that male staff will be impacted disproportionately compared to female staff. The exact impact of the change is not known at this point. This will be monitored during the detailed planning of the staff deployment phase.</p> <p>The established principle for displacement of staff is on a Last In-First Out (LIFO) basis, based on time entered location in that specific role. It is anticipated that the impact is spread across equality groups, so it is not anticipated that any equality group will be disproportionately impacted by this principle or staff displacements. There will be discussions with the Trade Unions around the principles and criteria to be used for displacement of staff. Reserve staff who will be impacted by the changes to station groupings, will see some increase in the time spent travelling to and from work locations. The increases are not expected to be significant or unreasonable, for booking on or off duty in traffic hours, (as the majority of duties generally do), but the impact will be examined in more detail as part of the implementation planning and the impact of the change on this group will be monitored.</p>
SAMF	71.9%		✓		<p>For duties that book on for, or before start of traffic, or after close of traffic the impact will need to be further assessed. We are open to appropriate amendments to staff taxi routes to minimise any adverse impact on staff, however, it is not anticipated that any equality group will be disproportionately impacted by this. The exact impact of the change is not known at this point. This will be monitored during the detailed planning of the staff deployment phase.</p>

SS	87.4%		✓	<p>There is not expected to be any overall reduction in Station Supervisor numbers, or any significant change to the role. However, for some Reserve SS, who will be impacted by the changes to station groupings there will be some increase in the time spent travelling to and from work locations. The increases are not expected to be significant or unreasonable, for booking on or off duty in traffic hours, (as Station Supervisor duties generally do), but the impact will be examined in more detail as part of the implementation planning and the impact of the change on this group will be monitored.</p> <p>There will be some movement of staff between Group Reserves and the established principle is that where this cannot be accomplished via solely a preferencing exercise it will also be done based on time entered location in that specific role</p> <p>. It is anticipated that the impact is spread across equality groups, so it is not anticipated that any equality group will be disproportionately impacted by this principle or staff displacements.</p>
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Equality Target Group	% of group in role (LU Equality data)	Positive Equality Impact	No Equality Impact	Negative Equality Impact	Table 2 Justification/Mitigation
BAME					
CSA	43.9%		✓		<p>It is not anticipated that BAME staff will be impacted disproportionately compared to any other equality group. The exact impact of the change is not known at this point. This will be monitored during the detailed planning of the staff deployment phase.</p> <p>The established principle for displacement of staff is on a Last In-First Out (LIFO) basis, based on time entered location in that specific role. It is anticipated that the impact is spread across equality groups, so it is not anticipated that any equality group will be disproportionately impacted by this principle or staff displacements. There will be discussions with the Trade Unions around the principles and criteria to be used for displacement of staff,</p> <p>Reserve staff who will be impacted by the changes to station groupings, will see some increase in the time spent travelling to and from work locations. The increases are not expected to be significant or unreasonable, for booking on or off duty in traffic hours, (as the majority of duties generally do), but the impact will be examined in more detail as part of the implementation planning and the impact of the change on this group will be monitored.</p> <p>For duties that book on for, or before start of traffic, or after close of traffic the impact will need to be further assessed. We are open to appropriate amendments to staff taxi routes to minimise any adverse impact on staff, however, it is not anticipated that any equality group will be disproportionately impacted by this. The exact impact of the change is not known at this point. This will be monitored during the detailed planning of the staff deployment phase.</p>
SAMF	48.8%		✓		

Equality Target Group	% of group in role (LU Equality data)	Positive Equality Impact	No Equality Impact	Negative Equality Impact	<p style="text-align: center;">Table 2 Justification/Mitigation</p>
SS	42.6%		✓		<p>There is not expected to be any overall reduction in Station Supervisor numbers, or any significant change to the role. However, for some Reserve SS, who will be impacted by the changes to station groupings there will be some increase in the time spent travelling to and from work locations. The increases are not expected to be significant or unreasonable, for booking on or off duty in traffic hours, (as Station Supervisor duties generally do), but the impact will be examined in more detail as part of the implementation planning and the impact of the change on this group will be monitored.</p> <p>There will be some movement of staff between Group Reserves and the established principle is that where this cannot be accomplished via solely a preferencing exercise it will also be done based on time entered location in that specific role .</p> <p>It is anticipated that the impact is spread across equality groups, so it is not anticipated that any equality group will be disproportionately impacted by this principle or staff displacements.</p>

Disabled people					
CSA	0%		✓		<p>Only a small percentage of staff is currently recorded as having a disability, however, we are reviewing our information regarding staff with permanent or long-term medical restrictions that could be considered a disability under the terms of the Equality Act. Further investigation of this area is required to establish what impact the proposals will have on this equality group. Where reasonable adjustments or medical restrictions are recorded, these will be taken into account during the detailed staff deployment phase.</p> <p>The established principle for displacement of staff is on a Last In-First Out (LIFO) basis, based on time entered location in that specific role. It is anticipated that the impact is spread across equality groups, so it is not anticipated that any equality group will be disproportionately impacted by this principle or staff displacements. There will be discussions with the Trade Unions around the principles and criteria to be used for displacement of staff,</p>
SAMF	0.2%		✓		<p>Reserve staff who will be impacted by the changes to station groupings, will see some increase in the time spent travelling to and from work locations. The increases are not expected to be significant or unreasonable, for booking on or off duty in traffic hours, (as the majority of duties generally do), but the impact will be examined in more detail as part of the implementation planning and the impact of the change on this group will be monitored.</p> <p>For duties that book on for, or before start of traffic, or after close of traffic the impact will need to be further assessed. We are open to appropriate amendments to staff taxi routes to minimise any adverse impact on staff, however, it is not anticipated that any equality group will be disproportionately impacted by this. The exact impact of the change is not known at this point. This will be monitored during the detailed planning of the staff deployment phase.</p>

SS	0.1%		✓		<p>Only a small percentage of staff is currently recorded as having a disability, however, we are reviewing our information regarding staff with permanent or long-term medical restrictions that could be considered a disability under the terms of the Equality Act.</p> <p>Further investigation of this area is required to establish what impact the proposals will have on this equality group. Where reasonable adjustments or medical restrictions are recorded, these will be taken into account during the detailed staff deployment phase.</p> <p>There is not expected to be any overall reduction in Station Supervisor numbers, or any significant change to the role. However, for some Reserve SS who will be impacted by the changes to station groupings, there will be some increase in the time spent travelling to and from work locations. The increases are not expected to be significant or unreasonable for booking on or off duty in traffic hours, (as Station Supervisor duties generally do), but the impact will be examined in more detail as part of the implementation planning and the impact of the change on this group will be monitored.</p> <p>There will be some movement of staff between Group Reserves and the established principle is that where this cannot be accomplished via solely a preferencing exercise it will also be done based on time entered location in that specific role . It is anticipated that the impact is spread across equality groups, so it is not anticipated that any equality group will be disproportionately impacted by this principle or staff displacements</p>
Lesbians, gay men And bisexuals	Not known		✓		It is not anticipated that these changes will have any specific equality impact on this group.
Transgender people	Not known		✓		It is not anticipated that these changes will have any specific equality impact on this group.
Faith Groups	Not known		✓		It is not anticipated that these changes will have any specific equality impact on this group.

Equality Target Group	% of group in role (LU Equality data)	Positive Equality Impact	No Equality Impact	Negative Equality Impact	Table 2 Justification/Mitigation
Age					
Older people (60+)					
CSA	1.0%		✓		The established principle for displacement of staff is on a Last In-First Out (LIFO) basis, based on time entered location in that specific role. It is anticipated that the impact is spread across equality groups, so it is not anticipated that any equality group will be disproportionately impacted by this principle or staff displacements. There will be discussions with the Trade Unions around the principles and criteria to be used for displacement of staff, Reserve staff who will be impacted by the changes to station groupings, will see some increase in the time spent travelling to and from work locations. The increases are not expected to be significant or unreasonable, for booking on or off duty in traffic hours, (as the majority of duties generally do), but the impact will be examined in more detail as part of the implementation planning and the impact of the change on this group will be monitored.
SAMF	5.6%		✓		For duties that book on for, or before start of traffic, or after close of traffic the impact will need to be further assessed. We are open to appropriate amendments to staff taxi routes to minimise any adverse impact on staff, however, it is not anticipated that any equality group will be disproportionately impacted by this. The exact impact of the change is not known at this point. This will be monitored during the detailed planning of the staff deployment phase.

Equality Target Group	% of group in role (LU Equality data)	Positive Equality Impact	No Equality Impact	Negative Equality Impact	<p style="text-align: center;">Table 2 Justification/Mitigation</p>
SS	5.9%		✓		<p>There is not expected to be any overall reduction in Station Supervisor numbers, or any significant change to the role. However, for some Reserve SS, who will be impacted by the changes to station groupings there will be some increase in the time spent travelling to and from work locations. The increases are not expected to be significant or unreasonable, for booking on or off duty in traffic hours, (as Station Supervisor duties generally do), but the impact will be examined in more detail as part of the implementation planning and the impact of the change on this group will be monitored.</p> <p>There will be some movement of staff between Group Reserves and the established principle is that where this cannot be accomplished via solely a preferencing exercise it will also be done based on time entered location in that specific role .</p> <p>It is anticipated that the impact is spread across equality groups, so it is not anticipated that any equality group will be disproportionately impacted by this principle or staff displacements.</p>

Equality Target Group	% of group in role (LU Equality data)	Positive Equality Impact	No Equality Impact	Negative Equality Impact	Table 2 Justification/Mitigation
Younger people (17- 25) and children					
CSA	10%			✓	<p>The established principle for displacement of staff is on a Last In-First Out (LIFO) basis, based on time entered location in that specific role. It is anticipated that the impact is spread across equality groups, so while it is not anticipated that any equality group will be disproportionately impacted by this principle or staff displacements, however, due to the nature of this principle it is the case that staff with fewer years of service in a particular location will be impacted more. This potentially impacts more on Younger people. There will be discussions with the Trade Unions around the principles and criteria to be used for displacement of staff,</p> <p>Reserve staff who will be impacted by the changes to station groupings, will see some increase in the time spent travelling to and from work locations. The increases are not expected to be significant or unreasonable, for booking on or off duty in traffic hours, (as the majority of duties generally do), but the impact will be examined in more detail as part of the implementation planning and the impact of the change on this group will be monitored.</p> <p>For duties that book on for, or before start of traffic, or after close of traffic the impact will need to be further assessed. We are open to appropriate amendments to staff taxi routes to minimise any adverse impact on staff, however, it is not anticipated that any equality group will be disproportionately impacted by this. The exact impact of the change is not known at this point. This will be monitored during the detailed planning of the staff deployment phase.</p>
SAMF	2.5%			✓	

Equality Target Group	% of group in role (LU Equality data)	Positive Equality Impact	No Equality Impact	Negative Equality Impact	<p style="text-align: center;">Table 2 Justification/Mitigation</p>
SS	0.8%		✓		<p>There is not expected to be any overall reduction in Station Supervisor numbers, or any significant change to the role. However, for some Reserve SS, who will be impacted by the changes to station groupings there will be some increase in the time spent travelling to and from work locations. The increases are not expected to be significant or unreasonable, for booking on or off duty in traffic hours, (as Station Supervisor duties generally do), but the impact will be examined in more detail as part of the implementation planning and the impact of the change on this group will be monitored.</p> <p>There will be some movement of staff between Group Reserves and the established principle is that where this cannot be accomplished via solely a preferencing exercise it will also be done based on time entered location in that specific role</p> <p>. It is anticipated that the impact is spread across equality groups, so it is not anticipated that any equality group will be disproportionately impacted by this principle or staff displacements. However, due to the nature of this principle it is the case that staff with fewer years of service in a particular location will be impacted more. This potentially impacts more on Younger people and the impact of the changes will be monitored when more details are known.</p> <p>There will be discussions with the Trade Unions around the principles and criteria to be used for displacement of staff,</p>

CUSTOMERS					
Equality Target Group	% of travelling public	Positive Equality Impact	No Equality Impact	Negative Equality Impact	Table 2 Justification/Mitigation
Women	43%	✓			Women make up approximately 43% of LU customers. The proposals aim to ensure more effective and visible staff in customer facing areas. This will assist in providing the visible uniformed staff presence in station environments that customers identify as a priority in providing a safe and secure environment.
Men	57%	✓			The proposals aim to ensure more effective and visible staff in customer facing areas. This will assist in providing the visible uniformed staff presence in station environments that customers identify as a priority in providing a safe and secure environment.
BAME		✓			The proposals aim to ensure more effective and visible staff in customer facing areas. This will assist in providing the visible uniformed staff presence in station environments that customers identify as a priority in providing a safe and secure environment and delivering relevant information and assistance as required.
Disabled people		✓			The proposals aim to ensure more effective and visible staff in customer facing areas. This will assist in providing the visible uniformed staff presence in station environments that customers identify as a priority in providing a safe and secure environment and delivering relevant information and assistance as required.
Lesbians, gay men And bisexuals		✓			The proposals aim to ensure more effective and visible staff in customer facing areas. This will assist in providing the visible uniformed staff presence in station environments that customers identify as a priority in providing a safe and secure environment and delivering relevant information and assistance as required.

CUSTOMERS					
Equality Target Group	% of travelling public	Positive Equality Impact	No Equality Impact	Negative Equality Impact	Table 2 Justification/Mitigation
Transgender people		✓			The proposals aim to ensure more effective and visible staff in customer facing areas. This will assist in providing the visible uniformed staff presence in station environments that customers identify as a priority in providing a safe and secure environment and delivering relevant information and assistance as required.
Older people (60+)		✓			The proposals aim to ensure more effective and visible staff in customer facing areas. This will assist in providing the visible uniformed staff presence in station environments that customers identify as a priority in providing a safe and secure environment.
Younger people (17- 25) and children		✓			The proposals aim to ensure more effective and visible staff in customer facing areas. This will assist in providing the visible uniformed staff presence in station environments that customers identify as a priority in providing a safe and secure environment.
Faith Groups		✓			The proposals aim to ensure more effective and visible staff in customer facing areas. This will assist in providing the visible uniformed staff presence in station environments that customers identify as a priority in providing a safe and secure environment and delivering relevant information and assistance as required.

5b. What action(s) need to be taken to the strategy, project or policy which could mitigate negative impact or encourage positive impact?

- Criteria for displacement arrangements to be consulted with Trade Unions to minimise the likelihood of negative impact to staff based on age.
- Ensure that medical restrictions and reasonable adjustments are considered when considering the displacement of staff to seek, wherever possible, to displace staff to a location and role where reasonable adjustments can continue to be made.
- Equality monitoring will take place throughout process
- Arrangements around staff taxis may need to be amended to minimise impact on staff around increased travelling time for booking on and booking off duty outside of traffic hours

Support will be provided to staff throughout the process using a variety of methodologies including face to face discussions and briefings.

6. What equality monitoring systems have been set up to carry out regular checks on the effects your strategy/project/policy has on equality target groups.

Equality details provided by staff and recorded in SAP will be used to monitor the effects of:

- a) Voluntary Severance (VS) on levels of target groups of staff, if VS is considered necessary
- b) Displacement on levels of target groups of staff
- c) The criteria for the above will be subject to discussion with Trade Unions to seek to minimise disproportionate impact of proposals on any group.

This will be led by a HR Business partner against an associated plan.

Recorded medical restrictions and reasonable adjustments will be used to monitor the effects of:

- a) Displacement on target groups of staff

Customer experiences will be gauged via Customer Satisfaction surveys

7. How will you introduce the strategy/project/policy including any necessary training? Does everyone involved in the strategy/project/policy know and understand what you have done? Are they able to put the strategy/project/policy into practice?

Communication

- A communication and Engagement plan created including:
 - i. Internal LU Bulletins detailing the proposed changes and any updates sent to all LU staff
 - ii. Document: 'Change proposals for LU operation (March 2010)' published online and given to all proposed affected staff in hardcopy
 - iii. Communication to staff following every consultation with Trade Unions
 - iv. Issue discussed with staff at 'Valuing Time Local' sessions
 - v. Face to face discussions with staff when those 'at risk of displacement' are identified with employing manager
 - vi. Understand and implement best practice associated with OCR.

Implementation

- Implementation plan developed and agreed within the Project Management Framework (PMF)
- Clear milestones
- Phased approach
- Ongoing support available
- Regular communications

Learning implications

- As there are no significant changes to job roles or job descriptions there is no formal training requirements in respect of the new service proposition. The expectation is that there will be a refocusing of staff in the ticket hall area, but the skills, knowledge and experience required are as today.
- A transition team has been set up to identify and provide support throughout the process in conjunction with the HR business partners on the lines.
- Induction and familiarisation requirements will be reviewed and developed at a local level with support of the transition team.

8. How do we measure the success of the strategy/project/policy and functions and what are your performance indicators?

- No forced redundancies
- Implementation within timeframes
- No disproportionate adverse impact on any minority group
- Improved customer service - measured through customer satisfaction survey (CSS) results
- Cost efficiencies within agreed plans
- Improvements to performance scorecard

Please sign and date this form, keep one copy and send one copy to Group Equality & Inclusion, 15th floor Windsor House.

Date of completion

Use the date when your EQIA is agreed by the E&I team.

Form completed by

Jason Frew

Counter signed by Line Manager

The Manager in overall control of the strategy/project/policy

Guidance Notes on completing Tables 1 and 2.

Table 1:

Positive Equality Impact

This box indicates a positive impact on either staff or customers.

No Equality Impact

This box indicates no foreseen impact on either staff or customers.

Negative Equality Impact

This box indicates a negative impact on either staff or customers.

Race section

As the categories used in the race section are those used in the 2001 census. consideration should also be given to the needs of other communities such as Bangladeshi, Turkish/Turkish Cypriot, Greek/Greek Cypriot, Italian and Polish who do not appear as separate categories in the 2001 census.

The Social Model of Disability used by TfL.

Transport for London supports the social model of disability which upholds that it is a disabled person's environment that limits their ability to complete a task.

For example:

- If a visually impaired employee is given the correct software/hardware they can use a computer.
- A wheelchair user may request information on step free access before attending a meeting.
- If a deaf person is caught in an emergency on the transport network it's important they can see visual information.
- If an interchange route is complicated with limited signage, passengers with learning difficulties are less likely to use it.

Faith Groups

Faith groups cover a wide range of groupings the most common of which are Muslims, Buddhists, Jews, Christians, Sikhs, Hindus. Consider faith categories individually and collectively when considering positive and negative impacts

Table 2:

Justification

Use this table to document the evidence for the decision of a positive, neutral or negative impact on the group indicated. Supporting information for these decisions may be found in the following places if required:-

D-Mag

This organisation is responsible for supplying the GLA and its family with all its facts and figures regarding the equality target groups either at a London wide or at a borough level.

<http://www.london.gov.uk/gla/dmag/index.jsp>

TfL Customer Research

By using the Customer Research Search engine on their Source page a large amount of information on the customers who use London's transport system is freely available.

<http://source.tfl/CustomersAndService/599.aspx>

Staff Reports

For information on the staff numbers please use either the Report Request form or the Report search facilities which can be found on:

<http://source.tfl/HelpAndGuidance/HelpTopics/3937.aspx>