

Nexus Annual Equality and Diversity Report – 2020/2021



Easy Read Version

Introduction

Nexus is an organisation that provides public transport across Tyne and Wear.



- Buses
- Bus stops
- Bus passes
- Ferry
- Metro



This report will tell you about what we have done in the last year to make sure all our different customers and our staff are treated fairly.

[We call this equality and diversity.](#)

Equality



Equality means treating people fairly and not treating anyone worse because of who they are.

Diversity



Diversity means a mix of different people can work for us and use our services.

Women working for Nexus



Many more men than women work in the transport industry.

We want to make sure:

- Women get paid the same as men for the same work
- That more women have the chance to become managers

The impact of coronavirus



Coronavirus and lockdown has meant less people travel on our transport.

We follow all the rules to keep people safe when they use our transport.

People with a disability need transport and we will always support people with disabilities.

We help people with masks. We looked at special masks that help people who are deaf and need to lip-read.

We have a team of staff called the service information team. Their job is to help people to get to where they need to go, safely.

Modern Day Slavery



Modern Day Slavery is when somebody is forced to live as a slave. This could mean being forced to work for little or no money.



Nexus follows the rules to stop Modern Day Slavery. We make sure that we:

- Employ people fairly
- That any other businesses we work with must treat people fairly

Listening to people



Nexus has a special team that work closely with all the different groups in the community to:

- Find out what they think about things to do with transport
- To share information about the work we do and changes we make
- This could be line-closures and different ways to travel like a replacement bus service



We have lots of meetings to find out what people think about things.

Because of coronavirus we have had many more meetings online.



We have worked with school children by having online sessions.

This has included quizzes about safety, games and chances for the school children to ask questions.



It has been a hard year for many people. Our staff have helped by collecting food and toiletries for Food Banks across the region.

Hate Crime Charter



A hate crime is when someone commits a crime against you because of your race, disability, religion, or whether you're gay, bisexual or transgender.



A hate crime can involve physical violence, calling you rude names, bullying you as well as damaging your property.



We want everybody who uses public transport to feel safe when using it.



We have a Hate Crime Charter. It says all the ways we will support people to keep safe.



We have worked with Learning Disability North East, a local charity, to help them raise awareness of how we can support victims of hate crime.

We took part in a film about hate crime.



Nexus now has Hate Crime Champions. These are people that you can talk to if you or anybody else is worried about hate crime. They can help you to get the support you need.

The services that Nexus provides

Bus services



Sometimes Nexus will pay the bus companies to run bus services on quiet routes without many customers.

Even though this year has been very hard with the coronavirus we have kept these routes open.

This helps people in isolated communities.

It helps people to make important journeys such as to health centres.

Companion Card



People with a disability who cannot travel on public transport without support can have a Companion Card.

The Companion Card means that when somebody is supporting a person with a disability to travel the supporter will be able to travel free.

Taxi Card



The Taxi Card is for people who find it hard to use public transport.

The Taxi Card means people with a disability pay less for a taxi.

People must receive benefits for mobility reasons to get a Taxi Card.

Group Travel



Nexus provides fully accessible vehicles with well trained staff for groups of the elderly and disabled people.

The types of places people go are things like shopping centres, social clubs and training courses.

These services have been reduced during the pandemic. We hope that people can use Group Travel again in the future.

It helps people to be less lonely and isolated.

Travel to Work



Nexus helps the unemployed to get a job by offering free travel for:

- Job interviews
- To go to a training course
- The travel costs of the first few weeks of employment

The pandemic has meant our Travel to Work scheme has not been used very much this year. We think as people move out of lockdown it will be used a lot more.

Making information at bus and Metro Stations easier to understand



Nexus travel-shops have now closed.

Customers can now use phones or the internet instead.

We talked to our customers about the best ways to do this.



Timetables can be printed from the Nexus website in any size and downloaded.

Information is provided at all bus stops and is available online at www.nexus.org.uk

A large version is available on request.



We have big digital screens at some of the larger Metro Stations.

Metro Services



Lots of new Metro trains will start working from next year.

People with a disability have said what they think needs to be done to improve accessibility for all Metro users.



People have had the chance to visit a full-sized mock-up of a new train.

People have had a chance to look at computer models of the new trains online.



The new trains will be very modern and comfortable.

They will be very accessible for people with a disability.



We are making many changes to improve lots of our stations.

We are now looking at ideas about how we can improve the Metro and Gateshead Interchange in the future.

Customer feedback



Most people do feel safe on the Metro.

People still worry about people being rude and scary.

This includes people swearing, putting feet on seats, and littering.

Some people want more staff around that can help when people are not being very nice.

Many of the things' that people said they would like will be included in the new Metro trains.

This includes

- cameras that record how people are behaving
- clearer signs that tell people about seats set aside for people with disabilities

Next steps



We are making sure all of our staff who work with customers have;

- disability awareness training
- first aid training
- mental health awareness training



We are making sure people know about the Nexus Learning and Apprenticeship Scheme.

There is a new Learning Centre in South Shields where people learn the skills to work for Nexus.



New Technology

We will look at how mobile phones can be used by customers to use our services.

Buses will have sound and pictures that tell people when the next stop is.

We are looking at different ways to help people travel.

Sometimes this could be a bus, or a taxi, or a car-share or hired bike.

Different ways to travel would suit everyone's needs.



The different types of people who used Tyne and Wear Public Transport 2019 / 2020

Male and Females using public transport



Men and boys did use public transport more than women and girls.

The ages of people using public transport



People aged 60 or older used public transport the most. About just over 1 in every 3 passengers was aged 60 or older.



People aged under 17 used public transport the least. About 1 in 12 passengers was aged under 17.

People with a disability or infirmity who used public transport



About 8 people out of every hundred who used public transport had a disability or infirmity.



Just under half the people with a disability or infirmity had walking difficulties.



Just over 1 in 14 people with a disability had a learning difficulty.



1 in 10 people with a disability or infirmity had a hearing issue.

The different ethnic groups that use public transport



Just over 9 in 10 people who use public transport are white.



Black people and Asian people use public transport in about the same numbers. Together they make up about 7 out of every hundred passengers.



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Nexus is the public body delivering local transport services for Tyne and Wear, on behalf of the North East Joint Transport Committee.