

3 Centro's Equality commitment



Centro's Vision aims to provide:

"a world class public transport system delivered by a best in class organisation."

This vision provides a focus on delivering the high quality public transport system required by an organisation that benchmarks itself against others, measures its performance and is structured to deliver with and through others.

It is however recognised that public transport will continue to be defined and delivered within an overall integrated transport strategy that supports the broader agenda of Regeneration; Economic Development; Housing; Social Inclusion, Health and Quality of Life. When working as a world class organisation, Centro will lead and influence others in defining the public transport system, and partner others to develop and deliver it.

Centro is committed to equality of opportunity for everyone, in delivering our services and in employment. Our Equality Scheme sets out how we deliver this commitment.

Centro's membership is made up of 27 elected councillors covering the areas that make up the West Midlands – Birmingham, Coventry, Dudley, Sandwell, Solihull, Walsall and Wolverhampton.

3 Centro's Equality commitment


Centro is committed to equality of opportunity for all in the delivery of a service and employment.

Centro is committed to providing access to transport facilities, services and a workplace that are free from discrimination, harassment and victimisation for the benefit of all.

No individual – member of the public, employee, job applicant or business partner - will receive less favourable treatment on the grounds of their gender, marital status, age, race, colour, nationality, ethnic or national origins, sexual orientation, religion, creed or disability, or be disadvantaged by conditions or requirements which cannot be shown to be justified.

In the delivery of a service, Centro is committed to ensuring appropriate services are provided that meet the needs of all the communities of the West Midlands.

In employment, Centro is committed to achieving a representative workforce at all levels. This means that the Centro workforce will reflect that of the communities in the West Midlands (the area that we serve).



Centro's corporate approach is to address the strands of equalities in a consistent framework but also recognising each strand's individual characteristics and addressing their individual needs.

Centro is committed to achieving equality in a number of ways. These include:

- improving how we treat everyone equally at both corporate and departmental level
- identifying specific resources for improving equality
- improving equality through planning and set targets within all departments and service areas
- having a structured way of involving people in the development of ideas
- having a fair employment and equal pay policy
- conducting an impact and needs/requirements assessment
- by monitoring progress to inform future planning
- by audit (checking) and inspection

In delivering a service, equality of opportunity is an essential element of Centro's activities. In employment, equality of opportunity allows the best use of talents, skills, and knowledge, maximizing the potential of individuals and improving the quality of service provided by Centro.

Centro's Equality Scheme sets out an integrated and coherent approach to all equality strands and details and guides the way Centro carries out business.

Centro's Equality Scheme is available on www.centro.org.uk

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The Equality Team

Centro is committed to equality of opportunity for all in the delivery of a service and employment.

One of the aims of the Equality Team is to support the development of Centro's services and policies to meet the needs of passengers across the region. In order to do this, we aim to work closely with people in the West Midlands to understand their needs.

The Equality Team would like to develop opportunities for communities in the West Midlands to participate in community engagement – we aim to be as inclusive as possible to ensure that all voices are heard. We would like to improve the way we consult and involve the public in decision making as well as understanding people's needs and use that knowledge to inform and shape our policies and services.

If you would like to be involved please contact the Equality Team on **0121 214 7401** or via **[email equalityteam@centro.org.uk](mailto:equalityteam@centro.org.uk)**.