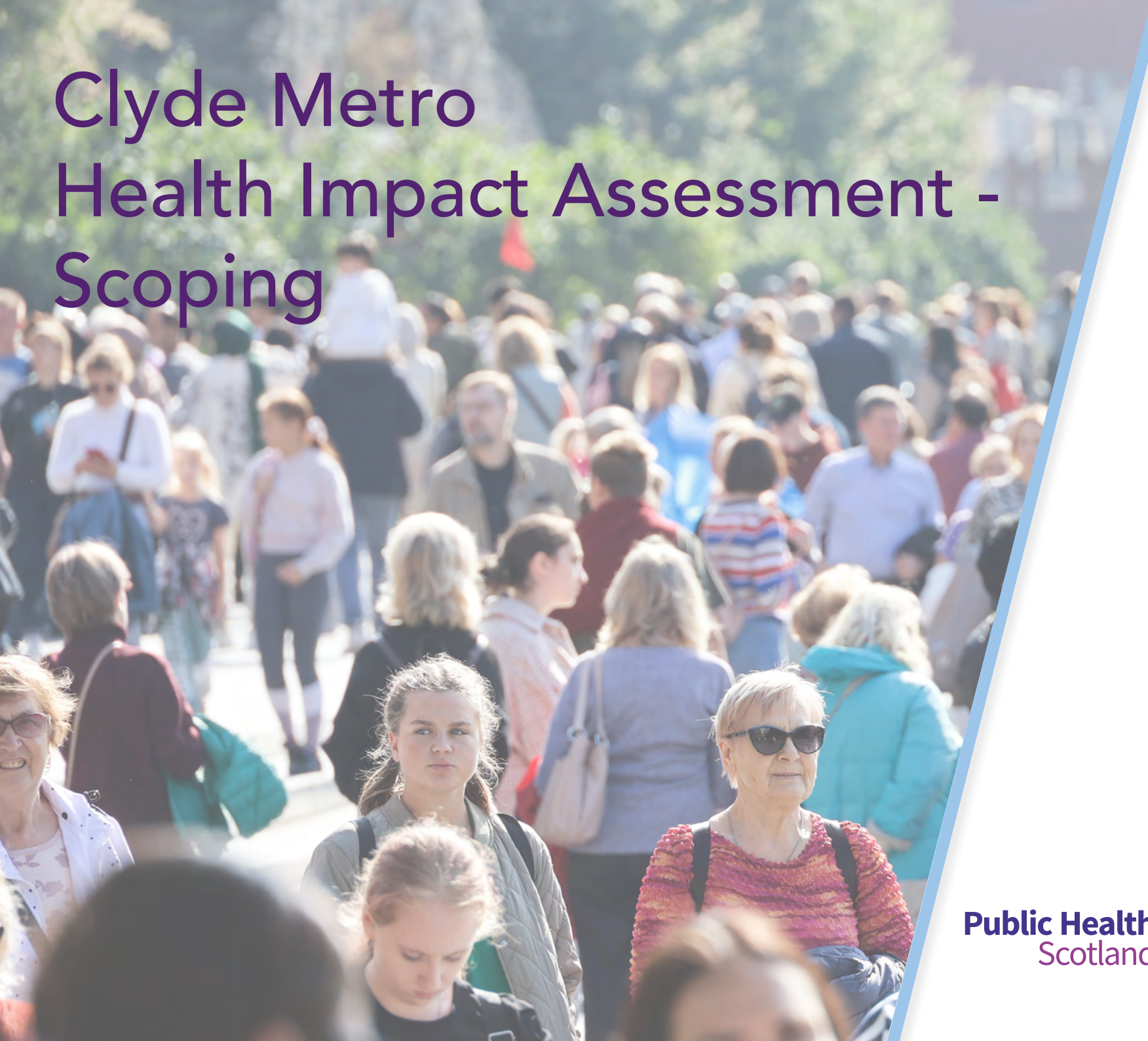


Clyde Metro Health Impact Assessment - Scoping



Public Health
Scotland 


GLASGOW
CITY REGION



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1 EXECUTIVE SUMMARY

Economies for Healthier Lives (EfHL) is a three year programme funded by the Health Foundation. Its overall aim is to bring Economic Development and Public Health closer together. This comprises of five partnerships UK wide, including the Capital Health Inequalities Impact Assessment (CHIA) toolkit being developed within Glasgow City Region. The CHIA toolkit aims to integrate Health Impact Assessment (HIA) and Equality Impact Assessment (EqIA) screening with a view to embed health into capital investment decision making, reducing historical inequalities and improving benefits delivered by capital investment programmes such as Clyde Metro.

As part of the development [of the CHIA toolkit](#), the Clyde Metro Team has been working with the CHIA/ EHL core team and Public Health Scotland to better embed health in decision making, supporting its case for investment. This collaboration included a scoping Health Impact Assessment (HIA) on the development of Clyde Metro, to:

- develop an understanding of the HIA process for staff involved in the Clyde Metro project to ensure a common understanding of HIAs.

- identify potential positive and negative impacts on key populations and determinants of health that may result from implementing the Clyde Metro proposals.
- generate research questions to help inform the future development of Clyde Metro.
- develop recommendations that can be used to inform the development of Clyde Metro at an early stage.

An HIA is a practical way to systematically consider the potential, and sometimes unintended, effects a proposed intervention may have on the health of a population. It is particularly useful for considering effects on vulnerable or disadvantaged groups.

An HIA considers the socioeconomic determinants of health and the pathways through which they influence health outcomes.

The theoretical scoping exercise included in this report is the first step in the HIA process. Further information on HIAs can be found here on the [PHS website](#).

Approach to Clyde Metro HIA Scoping

- September 2022 – Background information session to update a range of stakeholders on the Clyde Metro project in advance of the health impact assessment scoping exercise.
- October 2022 – A scoping workshop was held with a range of stakeholders and interest groups to provide different perspectives. This included representation from Glasgow Centre for Population Health, Clydeplan, Glasgow City Region, Nature Scot, Young Women Scotland, NHS Greater Glasgow & Clyde, Education Scotland and Public Health Scotland.
- Participants used the scoping checklist in the [Scottish Health and Inequalities Impact Assessment Network \(SHIAN\)](#) – Health Impact Assessment guidance for practitioners to identify potential impacts on populations and health determinants likely to be affected by the Clyde Metro proposals.
- 27th March 2023 – A second scoping exercise was carried out with the Economies for Healthier Lives Community Panel (see Appendix II).

Early recommendations

The initial scoping exercise resulted in some key recommendations to inform the design and delivery of the Clyde Metro.

They will need further exploration, and include:

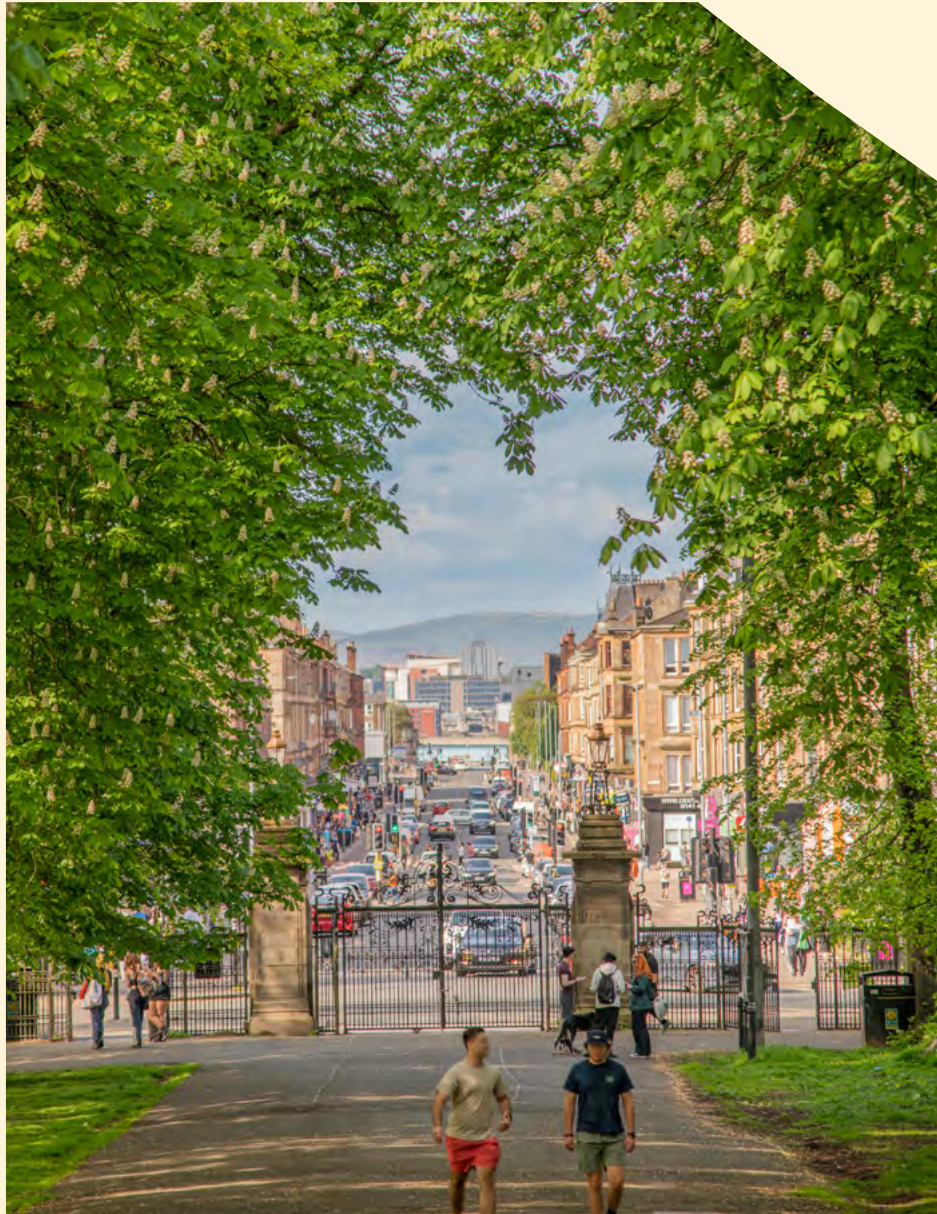
- Develop and share a **clear vision of the intended benefits of the Clyde Metro**.
- **Robust community engagement** is crucial from the outset to ensure both infrastructure improvements and other benefits meet community needs in a way that empowers them.
- **Equality Act** principles should be followed, ensuring that there is broad engagement taking account of different population groups within the community, and conducted in an accessible format with appropriate engagement approaches and support to enable full participation
- Design Clyde Metro, its stations and stops to ensure **safety and accessibility and to reduce transmission of infectious disease**.
- Ensure that **social benefits are included** within any contracts awarded to bring improvements to the local community.

- Targeted recruitment to maximise **employment opportunities** during the construction of the Clyde Metro.
- In developing Clyde Metro infrastructure, co-benefits for health and the **environment should be maximised, including climate adaptation as well as net zero functions and design that reduces flood risk**.
- **Integrating of the Clyde Metro with services** to other regions (rail, long distance bus and ferry), both physically and through an integrated ticketing system.
- **Stations and stops** should provide bike parking and connect with bike sharing schemes to support cycling as well as walking and wheeling.
- Bike sharing schemes should be extended across the City Region to ensure those in peripheral housing estates also benefit.
- Stations should be seen as a **hub offering and connecting to other community resources**.
- Other interventions to support reduced car use should be implemented such as road space reallocation and parking policies.
- **Aiding physical and online navigation**, including street signage and online information, should meet the needs of those who experience challenges such as language barriers and sensory and

cognitive impairment.

- **Ticketing** should be inclusive and accessible for all, including those without access (physical or cognitive) to digital services.
- **Ticketing** should be affordable to all, with bus concessions applying across the network.
- **Accessibility** – Significant improvements in accessibility of vehicles, stations and stops should be made to enable disabled people to use public transport.
- Staff training and culture should be considered to support disabled people and others and respond appropriately to safety concerns.
- Timetables and their scheduling should assess the demand within the area to meet local need.
- Health-harming advertising such as unhealthy foods or fossil fuels banned at stations, stops, on-board carriages and on on-line booking systems and apps.

The following sections in this report provide a detailed overview of the HIA scoping, including methodology, stakeholders, key findings and recommendations.



3 INTRODUCTION

Context

Economies for Healthier Lives Project

The Economies for Healthier Lives programme, funded by the Health Foundation is providing a total of £2.1 million to support five partnerships from across the UK, of which Glasgow City Region (GCR) is one, for up to three years.

The project being developed by GCR seeks to improve population health and reduce health inequalities by building routine assessment of the likely health outcomes into all large capital spend projects across the City Region.

GCR are delivering the project working in partnership with the Glasgow Centre for Population and Health (GCPH) and Public Health Scotland (PHS). The project will create an innovative new toolkit which, once tested, will be used in the development and delivery of capital infrastructure projects at all stages (from initial project scope to delivery and operation) and will ensure that decisions made at every level focus on maximising benefits for better and more equal population health.

There will be a four-stage approach to the project's development with the

first stage looking at current decision-making processes on Regional large-scale capital infrastructure projects. Building on this, stage two will use learning gained to develop the new 'Capital Investment Health Inequalities Impact Assessment' (CHIA) tool and test it on projects of various sizes, types and stages of development.

The third stage will be about making changes to the tool based on the learning and putting it into everyday practice, through training users and continued monitoring. Finally, stage four will involve bringing together all the project learning and sharing this widely across Scotland and the rest of the UK.

Clyde Metro

On 20 January 2022, the Scottish Government published STPR2 Phase 2 - a key document which outlined 45 long term transport investment recommendations that seek to make transport in Scotland more sustainable, and support people to make better, more informed choices on how they travel. One of the recommendations was the inclusion of Clyde Metro - described as a multi-billion investment which, when complete, could better connect over 1.5 million people to employment, education, and health services in and around Glasgow City Region:

- A Metro transport system that transforms connectivity in Glasgow City Region up to around 15km from the city centre. It would target areas where connections are currently poor, including places where there is deprivation.
- Metro transport systems include one of or a combination of bus rapid transit, light rail and Metro rail. These options would complement the service provided by traditional railways and may include the conversion from existing railways to light rail or Metro rail.
- Improving access across the City Region supports Scottish Government policies aimed at tackling deprivation and health issues. Connecting Clyde Metro with active travel and existing transport networks would remove shorter distance trips from the heavy rail network and free up additional rail capacity for longer journeys.
- The system would help to deliver environmental benefits and improve public transport journey times and journey time reliability, making sustainable travel options more attractive.

As part of the development of the CHIA tool, a scoping HIA exercise was undertaken on the Clyde Metro to identify key populations and impacts likely to be

affected by the Clyde Metro proposals. The process was also used to generate research questions to help inform the future development and contribute to the developing understanding of the CHIA approach.

A range of stakeholders and interest groups with different perspectives were invited to attend a scoping workshop which was facilitated by Public Health Scotland. Participants used the scoping checklist in the Scottish Health and Inequalities Impact Assessment Network (SHIAN) Health Impact Assessment Guidance for Practitioners to identify potential impacts on populations and health determinants likely to be affected by the Clyde Metro proposals.

This report presents a summary of the key impacts identified, initial recommendations and a report of the detailed discussions during the scoping exercise and subsequent feedback.

Place and Public Health

“A Scotland where we live in vibrant, healthy and safe places and communities” is the first of Scotland’s Public Health Priorities and demonstrates the importance of place to health and wellbeing.

Public Health Scotland and Improvement Service have developed place and wellbeing outcomes using the evidence

underlying the 14 domains of the Place Standard tool that contribute to healthy places. These are framed around five themes and are underpinned by equality and sustainability.

Place and wellbeing themes

- **Movement** – active travel, public transport, traffic and parking.
- **Spaces** – streets and spaces, natural spaces, play and recreation.
- **Resources** – services and support, work and economy, housing and community.
- **Civic** – identity and belonging, feeling safe.
- **Stewardship** – care and maintenance, influence and control.

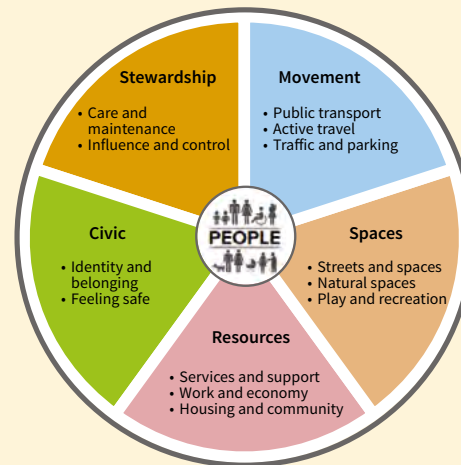


Figure 1: Place and wellbeing outcomes. The principles of equality, net-zero emissions and sustainability underpin all of these themes, and all themes should be embedded in policy and action.

Economy and Public Health

“A Scotland where we have a sustainable, inclusive economy with equality of outcomes for all” is another one of Scotland’s public health priorities demonstrating the intrinsic links between the economy and the health of the population. Poverty and inequality remain the biggest and most important challenge to Scotland’s health, as the majority of health differences find their root cause in differences in wealth and income.

The most recent life expectancy figures show male life expectancy in Glasgow Intermediate Zones range from Pollok South and West at 83.87 years to Glenwood North with 63.66 years (ScotPHO, 2019).

There is a strong recognition that if we wish to improve the public’s health, then we must reduce poverty and inequality and the effects of poverty and inequality on health.



4 SUMMARY OF FINDINGS

Key Impacts

This section of the report shares the findings of the scoping workshop. The development of the Clyde Metro should increase access for all populations to many resources that are good for health such as services, employment, education, leisure and greenspace.

Improvements to local transport infrastructure should improve the options available to young people without car access to reach further and higher education opportunities, training, apprenticeships, job opportunities, and improve their ability to socialise and to meet with communities of interest. This will increase autonomy and independence. This may lead to a longer-term transformational change on how young people move around, leading to a reduction in future car ownership for this group.

There may also be an increase in independence for other groups such as older people, disabled people and others who cannot get around by car or who would particularly benefit from opportunities for independent mobility.

Transport poverty may reduce if the development results in public transport becoming more available, reliable, affordable, accessible and safe with clearer information and improved integration of services.

This could particularly benefit populations with low car ownership, who are often most affected by the adverse effects of car travel, who are more likely to experience forced car ownership and who are more likely to be dependent on public transport – including people on low incomes, older people, disabled people, young people and women. By improving the public transport offer it may reduce forced car ownership within these population groups.

Increased social interaction may result across population groups if people are enabled to connect with social opportunities and friends. There may also be informal interactions on the services themselves and there is the potential that this may increase social capital by increasing connections across the Region.

Clyde Metro may improve safety, comfort, accessibility and affordability of public transport through equitable fare policies and improved accessibility of stock and stations/stops.

As well as offering trip planning and support for navigation of the booking system, this should benefit disabled people who are less likely to have access to a car and may be more likely to experience forced car ownership if they are on a low income or if their movements are restricted by a lack of confidence.

If there is increased use of public transport across the Region it may improve perceived safety due to increased passive surveillance on vehicles and at stations and stops. Participants raised a number of potential child safety considerations if children are able to travel for free for long distances without supervision.

If there is greater frequency, coverage and integrating ticketing across the Region, this will benefit several population groups including women and carers who are more likely to need to trip chain. This will reduce stress and may enable them to travel to by public transport to services and amenities they otherwise could not access without reliance on a car.

The construction of the Clyde Metro may bring a number of employment opportunities – directly from the construction of the development but also indirectly by improving

public transport options which in turn will improve access to a greater range of employment opportunities. Consequently, this may have improved benefits to local businesses if they have access to a greater pool of potential employees.

However, this may reduce employment opportunities for those living locally if positions are filled by those travelling further. This is particularly pertinent within the current financial climate where many businesses are struggling to fill vacant posts.

Business benefits will include positive impacts on the tourist industry, however the impact on different communities is uncertain. Better city connections may displace tourists from rural areas. Improved connections may improve access for businesses in peripheral areas or it may allow people to avoid them and travel more easily into the city.

If the development encourages a modal shift from cars there may be a reduction in the harms associated with car traffic including air and noise pollution, carbon emissions, injuries, sedentary behaviour and stress.

When people use public transport it is often accompanied by walking to and from stops, which brings health benefits

to individuals from physical activity. However, if the Clyde Metro encourages modal shift from active to public transport modes this could decrease physical activity rates.

There is a risk that increased numbers travelling by public transport modes will be exposed to advertising of unhealthy foods and other products. There is also the potential for stops, stations and hubs to generate retail opportunities, including provision of fresh foods which would benefit health if these are affordable. However, there is a risk that fast food outlets may open up nearby.

There may be a positive impact on access to food whereby improvements to public transport will benefit those without car access whose food choices may currently be restricted, offering the potential for higher quality and a greater variety of food, including fresh foods, that is less expensive. This may also improve access to community food growing opportunities.

Alcohol consumption may increase as a result of leaving the car at home. Public transport commuters who have switched mode may reduce tobacco use that would occur in private vehicles but is not permitted on public transport.

Improvements to local communities

as a result of improvements to public transport connectivity may lead to an increased demand for housing with a potential increase in gentrification, house prices and the cost of land, in particular because of the prioritisation within the National Planning Framework 4 (NPF4) for building on brownfield rather than greenfield sites. Any new infrastructure may cause community severance whereby communities are separated by traffic routes. This can act as a barrier to social interactions and connections between people living there. However, this may be partially offset by reduced severance from traffic on existing routes if the Clyde Metro reduces car use.

There is also the potential for hard surfaces to add to flooding risk if not designed to avoid this. In addition to the direct physical effects of flooding and immediate losses, the wide-ranging consequences including displacement, ongoing disruption to work and school, restricted access to essential services and disrupted utilities, have been shown to contribute to poorer mental health and to have greatest impact on those who are least resilient.

Community benefit clauses within contracts have the potential to address existing unmet community needs, however there is a risk these may not

reflect the needs of a wide range of population groups if engagement processes are insufficiently robust. The construction phase may generate noise and air pollution with negative impacts for health, particularly for those with pre-existing chronic lung conditions and mental health problems.

People experiencing such health conditions are more likely to live in areas of higher social deprivation, which are areas planned for the Clyde Metro developments. The construction phase may also have a negative impact on the carbon footprint.

Enhanced connectivity will increase reach to alternative high quality green and blue spaces throughout the Region, with known health benefits. This will be of greatest benefit to those living in areas of higher social deprivation with limited or poor-quality space available locally. Remediating vacant and derelict land sites, which are more prevalent in areas of higher social deprivation will also benefit these communities.

The way in which communities are involved in the design and delivery of the Clyde Metro is crucial to ensure both the service itself and additional benefits generated meet the needs of communities.

There may be greater barriers to working with communities and individuals with fewer resources.

There is a risk that any action to increase community engagement and empowerment could increase inequalities between communities and between people if the process is not designed to ensure all parts of affected communities are enabled to participate.

For example, single parents may need childcare provision to be able to become involved. Specific resource will be required to ensure all are able to participate.

The proportion of residents who own cars varies between local authorities within Glasgow City Region, with ownership higher out-with Glasgow City. Consideration should be given to ongoing communications that challenge the assumption of car ownership as an aspiration.

The Clyde Metro development may provide an opportunity to reduce any stigma associated with public transport.

If more people stay in their local community for more of the time, this could create more vibrant, liveable neighbourhoods and increase jobs.

However, this could increase inequalities between those who live in communities with good access to high quality facilities and communities with fewer or poorer quality amenities.



5 INITIAL RECOMMENDATIONS

If improvements to sustainable public transport modes result in reductions in car traffic, this will have significant benefits for health through improvements to air quality, potential reductions in road traffic collisions and in community severance.

To enable a reduction in car use across the Region, other interventions need to be implemented alongside the Clyde Metro such as road space reallocation approaches including better and safer cycling routes; parking policies and cross-Region bike hire as examples.

Stations and stops should ensure they provide bike parking and connect with bike sharing schemes to support cycling as well as walking and wheeling. Bike sharing schemes should be extended across the City Region to ensure those in peripheral housing estates also benefit.

It is essential that the network is affordable to enable everyone to access the benefits and for the Clyde Metro to contribute to improving health, economic and environmental benefits across the Region. This includes ensuring that bus concessions should apply across the network.

The role of ticketing in improving or creating barriers to accessibility is important.

Ticketing should be inclusive and accessible for all, including those without access (physical or cognitive) to digital services. This requires ensuring inclusive mobility information and access to mobility services through both on-line and physical ticketing, together with booking and payment. See: [Ticketing in Mobility as a Service, July 2022](#). Significant improvements in accessibility of vehicles, stations and stops should be made to enable disabled people to use public transport.

This should include actions to prevent bus stops being blocked by street clutter or other vehicles, inclusion of an on-board next-stop announcement facility on buses and tactile paving on railway station platforms. It is also important to ensure accessibility in the design of the passenger stock, stops, stations and the links to and areas surrounding stops and stations.

Other considerations including allowing time for people to get on and off public transport; providing seating at stops; ensuring sufficient space to wait safely and positioning stops near front doors of key services such as hospitals.

Interventions designed to aid physical and online navigation, including street signage and online information, should meet the needs of those who experience challenges such as language barriers and sensory and cognitive impairment.

Digital information should be text based or use voice-based instruction as well as visual spatial data to improve accessibility. Dementia-friendly signage is identified as good practice as it meets the communication needs of other population groups.

It is important that scheduling of timetables assess the demand within the area to meet local need. An example may be ensuring that the service is frequent and/or aligned to school hours.

Having good coverage across the Region is important to ensure that the Clyde Metro connects people to key destinations, not just commuting routes but other services such as healthcare, schools, prisons, etc.

This will be of particular benefit to those most likely to use such services, e.g. asylum seekers and homeless people. This will require coordination between these services and transport system to ensure that public transport access is prioritised in decisions about the location of public services.

The design of the Clyde Metro and its stations and stops is critical to ensure safety and accessibility and to reduce transmission of infectious disease, for example, having more than one exit; in the design of the seating layout; providing sufficient space for prams and buggies as well as wheelchairs; providing space for carers; ensuring good ventilation; and ensuring regular cleaning to reduce transmission.

Staff training and culture should be considered to support disabled people and others, and respond appropriately to safety concerns.

The Metro and its construction will bring employment opportunities to the local area. It is recommended that there is targeted skills development and training for these jobs to maximise benefits to local communities and ensure local populations have the skills to meet job requirements. Women and girls may benefit particularly if they view construction and transport jobs as being “for them”.

The European Union have produced [educational toolkits to help fight gender stereotypes in job opportunities offered in transport](#). This may also be of use in the construction industry. Ensuring social benefits are included within any contracts

awarded will bring improvements to the local community. This could include provision of local green spaces which has associated health, biodiversity and climate adaptation and mitigation benefits and outdoor play opportunities with social, cognitive and developmental benefits for children.

Robust community engagement is crucial from the outset to ensure both infrastructure improvements and other benefits meet community needs in a way that empowers these communities.

This includes working with local access forums. The process of co-design and implementation can contribute to a community’s sense of control and influence over decision-making, and subsequent ownership and use of new infrastructure and other benefits that ensue. [The Place Standard tool](#) provides an evidence-based framework for structured discussions to ensure interventions meet community priorities.

There are different versions of the Place Standard tool available which may be appropriate to use at different stages of the design – such as one for designers, one for children and young people and one to view improvements from a climate lens. The design and implementation process should meet Equality Act principles to ensure there

is broad engagement taking account of different population groups within the community and is conducted in an accessible format with appropriate engagement approaches and support for participation to enable full participation within the participatory planning approach.

Infrastructure development should be designed to ensure the co-benefits for health and the environment are maximised and include climate adaptation as well as net zero functions.

This includes creating liveable spaces, improving green infrastructure, including green building practices in hubs, stations and stops as well as designing green networks alongside the public transport routes to increase contact with nature and improve biodiversity. These would bring leisure opportunities as well as benefiting commuters.

The transport infrastructure should be designed to include reduced sealed surfaces whenever possible, improving drainage to reduce flooding risk, and where feasible should retrofit urban drainage systems.

It is important that any health-harming advertising such as unhealthy foods or fossil fuels is banned at stations, stops, on-board carriages and on online

booking systems and apps. There is the potential for stops, stations and hubs to generate retail opportunities, including provision of fresh foods which would benefit health if these are affordable.

However, there is a risk that fast food outlets may open up nearby. Local Planning Authorities should ensure such outlets are not licensed. Public ownership of stations may enable more local outlets to open, bringing more spend to local businesses, thus contributing to community wealth building.

Stations and stops should ensure they provide bike parking and connect with Next Bike or other bike sharing schemes to support cycling as well as walking and wheeling. Bike sharing schemes should be extended across the City Region to ensure those in peripheral housing estates also benefit.

Integration of the Clyde Metro with services to other regions (rail, long distance bus and ferry), both physically and through an integrated ticketing system, is important in ensuring residents of and visitors to these areas are not disadvantaged. This includes the need for flexibility in ticketing to account for weather disruption to ferry services.

Travel costs should also take account of the equivalent road mile cost to ensure public transport costs are more affordable.

The Clyde Metro has the potential to bring significant health, social and economic benefits to the Region. It is recommended that a clear vision is created and shared of what the Metro will bring and its benefits.



6 RESEARCH QUESTIONS

Through the HIA scoping exercise a number of key research questions emerged which will be useful to continue to explore in the developing and delivering the Clyde Metro Project, there are included below.

- How can gentrification be avoided?
- What is the likely impact on both city centre and peripheral local businesses of improved cross city connections?
- What is the likely impact on education, skills development and subsequent employment opportunities for those living in communities affected by the Clyde Metro development and implementation?
- What is the association between public transport use and alcohol and how does this compare with car use?
- What is the association between public transport use and smoking and how does this compare with car use?
- What is the estimated reduction in car use that the Metro system could achieve?
- What other interventions are required?
- What enhances real and perceived safety on public transport?
- What design and other features improve accessibility for disabled people and others?
- What has worked to increase public transport use and reduce car use in other European cities?
- What other benefits have they observed?
- How can greenspace be integrated with transport infrastructure?



7 DETAILED DISCUSSION

Affected Populations

Older People

If the Clyde Metro improves safety (including perceptions of safety), comfort, accessibility, affordability through equitable fare policies, and offers trip planning and support for navigation of the booking system then this should benefit older people who are less likely to have access to a car.

Improvements to local connectivity should support older people to live more independently for longer by accessing essential goods and services, shopping and socialising. It will also facilitate access to hospitals and care services.

It may promote physical activity if older people increase incidental walking to get to stops and stations and may reduce isolation and anxiety, improving mental wellbeing if they are able to maintain or make new social connections.

However, the role of ticketing in improving or creating barriers to accessibility is important. Ticketing should be inclusive and accessible for all, including those without access (physical or cognitive) to digital

services. Older people may be less likely to have access to digital systems for booking or to be able to navigate these systems without support, for example because they are more likely to experience cognitive impairment and therefore have specific support needs. This requires ensuring inclusive mobility information and access to mobility services through both on-line and physical ticketing, together with booking and payment. See: [Ticketing in Mobility as a Service, July 2022](#).

Children and young people

Young people have less disposable income, are less likely to own a car and are more likely to use public transport than older age groups, and this can restrict travel options if public transport is inadequate or overly expensive. Improvements to local transport infrastructure should improve the options available to young people without car access to reach further and higher education opportunities, training, apprenticeships, job opportunities, and improve their ability to socialise and to meet with communities of interest.

This will increase autonomy and independence. This may lead to a longer-term transformational change on how young people move around, leading to a reduction in future car ownership for this group.

Having affordable, available, accessible transport at this age has the potential to influence decisions on attendance at further/higher education institutes, with implications for skill development and future career choices, income and in the longer term for health and health inequalities, given the link between education, employment and health outcomes.

It may also increase the independence of children travelling to school and to after-school activities and other social opportunities if parents are confident in the safety and reliability of the public transport system, and if services are either sufficiently frequent or aligned to school hours. An example was provided of a public bus service not stopping reliably at the school gates.

Ensuring connections with local schools, colleges and businesses offering apprenticeships will improve job opportunities during the construction phase. However, there is a risk of gender stereotypes influencing who takes these opportunities.

Children may benefit through a reduction in child poverty if investment in local areas, access to training, and improved employment opportunities provides secure and well-paid jobs for parents and carers.

These benefits are dependent on having subsidised travel across all modes including on the new Metro system.

Women, men (include trans men and women and issues relating to pregnancy and maternity)

Women and girls may benefit if they view construction jobs as being “for them”. The European Union have produced [educational toolkits to help fight gender stereotypes in job opportunities offered in transport](#). This may also be of use in the construction industry.

If the Clyde Metro improves safety and perceptions of safety on public transport and at stations and stops, is accessible and offers trip planning, this should benefit women who are more likely to be care givers, to travel with a pram, and to trip-chain. This is dependent on an integrated ticketing system that simplifies and streamlines journeys, a network connecting local areas rather than being based on commuter routes and the ability for door-to-door trip planning to ensure safety throughout.

This includes improvements to pavements for prams and buggies to connect from the doorstep to stations and stops.

It will also be of benefit to women

travelling at unsocial hours for shift work or to socialise, if the service is safe, affordable, frequent and reliable. Pregnant women may benefit if stops are directly outside maternity units and local care centres.

Disabled people (includes physical disability, learning disability, sensory impairment, long term medical conditions, mental health problems)

If Clyde Metro improves safety, comfort, accessibility and affordability through equitable fare policies, and offers trip planning and support for navigation of the booking system then this should benefit disabled people who are less likely to have access to a car and may be more likely to experience forced car ownership if they are on a low income or if their movements are restricted by a lack of confidence.

Improvements to local connectivity should support disabled people to live more independently through access to essential goods and services, shopping and socialising. It may promote physical activity if they increase incidental exercise to get to stops and stations and improve mental wellbeing if they are able to maintain or make new social connections.

Integrated ticketing should streamline and simplify the booking system.

However as noted, the role of ticketing can improve access or create barriers. There are different needs around digital ability, so impacts may be positive or negative depending on the type of disability and availability of any additional support required. Ticketing should be inclusive and accessible for all, including those without access (physical or cognitive) to digital services.

Some disabled people may need adaptations and support to allow them to access digital services to ensure they are not digitally excluded. This should ensure those without the ability to use an online system are supported and can access the most affordable fares.

Disabled people may not benefit from connecting public transport with active travel routes if these distances are too great for walking or wheeling and they are dependent on adapted or e-bikes and have no appropriate, secure parking or storage facilities either at home or at the public transport station or stop.

This requires consideration of cycle parking requirements and availability of e-bikes and adapted bikes at rental or pick up stations as well as in existing and new housing provision. This could be addressed through community benefit schemes of contractors.

Providing additional support for employment opportunities may also support disabled people in the workplace, if jobs offered are of a high quality, secure and well paid.

Those with chronic long-term conditions may experience negative impacts from the direct effects of construction.

As noted above, design of the transport is important to ensure carriages are easy to alight and disembark, for example through different entry and exit points, and provide space for wheelchairs and prams and for carers. Journey times should also be sufficiently flexible to allow time for entry and exit with a pram.

Intuitive, simple and standard designs of hubs, carriages, signage and accessible timetables and on-board announcements would help those with learning or cognitive disability or visual impairment to navigate the physical space.

Minority ethnic people (includes Gypsy/ Travellers, non-English speakers)

Those from minority ethnic populations are less likely to work from home so may benefit from improvements to public transport infrastructure by widening job opportunities or reducing car

dependence or forced car ownership, as well as employment opportunities through skills development programmes if these include a language component for those who are not fluent in English.

However, this needs to be affordable. Improvements may also allow people to socialise more easily with communities of interest.

If Clyde Metro improves safety and perceptions of safety on public transport and at stations and stops this should benefit anyone from a minority ethnic background who has experienced abuse on public transport. This may be exacerbated for women.

As noted above, integrated ticketing should streamline and simplify the booking system. However non-English speakers may not be able to access services digitally due to language barriers or from being unable to navigate support systems.

Again, as noted above, intuitive, simple and standard designs of hubs, carriages, signage and accessible timetables would help those for whom English is an additional language.

Gypsy Travellers may need infrastructure on sites to enable them to access on-line booking systems.

Gypsy Travellers may experience negative impacts from the construction of new routes if these are close to their residential sites, which may be on vacant and derelict land. These sites may also be in peripheral areas and not well connected even with the new routes in place, bringing little benefit.

Refugees & asylum seekers

Refugees and asylum seekers are less likely to own a car and more likely to be dependent on public transport and active travel modes. Improvements to public transport infrastructure may enable them to travel more easily to city centre appointments, and subsequently for job interviews once their refugee status is confirmed.

Public transport improvement would also enable easier access to essential goods and services, for social opportunities and to meet with communities of interest, especially if people are resident in peripheral housing estates.

Refugees and asylum seekers may not have access to bank accounts so will be disadvantaged if there is no off-line booking system or if the most affordable fare options are only available online.

People with different religions or beliefs

Improvements to public transport may improve their ability to access their place of worship without being dependent on a car. However, transport provision needs to be available at times of worship on appropriate days of the week.

Lesbian, gay, bisexual and heterosexual people

If the Clyde Metro improves safety and perceptions of safety on public transport and at stations and stops this should benefit anyone who experiences abuse on public transport. Station and service design should ensure availability of gender neutral as well as male and female facilities.

People living in poverty / people of low income

Those on a low income may have opportunities for job progression if support for skills development is put in place through local colleges of further education or if new apprenticeships become available as part of the construction process.

If employment opportunities offer secure and well-paid jobs, this may increase household income for those employed in the development and construction side of the Metro.

People on lower incomes are less likely to be desk-workers so may benefit from improvements to availability, accessibility or frequency of public transport which may widen job opportunities, as well as shopping and social opportunities and access to higher quality green spaces. This may support the development of social capital in communities and contribute to individual mental wellbeing.

People of low income may find the hardware and data needed to access remote booking systems is unaffordable. This may be a barrier if off-line booking systems are not available or if they do not have access to a bank account or online banking. This also applies to those who are homeless.

Those who experience forced car ownership may benefit if the Clyde Metro provides an affordable, available and accessible alternative which enables modal shift.

Homeless people

There is an opportunity for those who are homeless to benefit if job support schemes are put in place and connections with relevant third sector organisations are made, for example through housing association supported tenancy approaches ensuring skills development and job opportunities are

built into support programmes. Improved public transport, if affordable and with an accessible off-line booking system for those without bank accounts, should improve access to services such as drug and alcohol services or needle exchanges.

People involved in the criminal justice system

Clyde Metro may enable those leaving the criminal justice system to benefit if connections with relevant prisons are made and job support schemes are built into preparation for release programmes.

Improvements to access should enable families to visit relatives in prison, if services are linked to visiting times as well as enabling easier access for staff without relying on car travel.

Community payback schemes may offer opportunities for skills development in relevant areas.

People with low literacy/numeracy

There may be barriers for people with low literacy or numeracy skills in understanding online booking processes or to apply for jobs/ skills or apprenticeships. Construction contracts with a social benefit aspect could include people with literacy or numeracy issues.

People in remote, rural and/or island locations

There may be opportunity costs for remote or rural areas with significant additional investment being directed at GCR. This may be exacerbated by a complex and unintegrated ticketing system.

There is a risk that improvements to GCR transport infrastructure may displace tourism from more rural areas leading to reduced spending in the rural economy. Integration of the Clyde Metro with services to other regions (rail, long distance bus and ferry), both physically and with an integrated ticketing system, is important in ensuring residents of and visitors to these areas are not disadvantaged. This includes the need for flexibility in ticketing to account for weather disruption to ferry services. Travel costs should also take account of the equivalent road mile cost to ensure public transport costs are more affordable.

Carers (include parents, especially lone parents; and elderly carers)

If the Clyde Metro improves safety, comfort, accessibility, and affordability through equitable fare policies, and offers trip planning and navigation of the system then this should benefit care givers who are often on lower incomes or whose movements are restricted by

the requirement to trip chain. Parents may benefit if their children become increasing independent.

The needs of carers should be integral to the design of hubs, stations, stops and carriages to ensure adequate space for prams and wheelchairs and to enable carers themselves to move around.

Design of vehicles should ensure these are easy to alight and disembark, for example through different entry and exit points, and provide space for more than one pram or buggy. Journey times should also be sufficiently flexible to allow time for entry and exit with a pram.

Staff (including people with different work patterns e.g. part/full-time, short term, job share, seasonal)

Those travelling to work by public transport or who experience forced car ownership will benefit if improved connections, ticketing options and affordability enables greater access to job opportunities out-with the local area.

However, routes including those to and from stations and stops must be and feel safe, especially for those travelling out-with rush hour, in particular those who work in the night-time economy.

Local businesses may benefit from local contracts bringing benefits and job security for employees. This may require community benefit clauses to stipulate local employment opportunities and skills development programmes for local residents.

The impact of improvements to peripheral areas on businesses is unclear. This may improve local footfall or enable people to travel to higher quality services and facilities. It may also reduce numbers travelling to the city centre for shopping, with a consequent impact on the city economy.

The opportunities offered for new jobs in construction and transport should take account of the risk of these being seen for men rather than for any gender. Staff training is important to ensure a culture that is supportive and understands the needs of all those who want to travel, including older people, disabled people, those for whom English is an additional language, and carers with small children.

Services should take account of the potential for those adopting a hybrid model of working to commute by car on the days when they are in the workplace. Businesses could adopt mitigation measures to encourage staff to use public transport.

Health Determinants

Our health is determined by a wide range of individual, social, economic and environmental factors, which are the building blocks of health. Systematic variation widens these factors and our ability to influence them leads to variations in health outcomes across different population groups, and results in health inequalities. The environment into which we are born, live, learn, work and play is one of these factors and itself influences many of the others.

Health related behaviours

Improvements to the public transport infrastructure which encourages fewer cars should increase incidental walking associated with public transport, with consequent health benefits. Stations and stops should ensure they provide bike parking and connect with Next Bike or other bike sharing schemes to support cycling as well as walking and wheeling. Bike sharing schemes should be extended across the City Region to ensure those in peripheral housing estates also benefit.

There is some evidence that modal shift from cars to public transport results in a reduction in weight. Those who are least physically active are also those least likely to own a car so may benefit most from the additional physical activity.

Enhanced connectivity will also increase

reach to alternative high quality green and blue spaces throughout the city, with known health benefits, which will be of greatest benefit to those living in areas of higher social deprivation with limited or poor-quality space available locally.

Improvements to public transport will benefit those without car access whose food choices may currently be restricted, offering the potential for higher quality and a greater variety of food, including fresh food, that is less expensive. This may also improve access to community food growing opportunities.

For those who previously travelled by car, but change mode to public transport, there is the potential for an increase in alcohol intake and a reduction in smoking. Improved access to services will benefit those without car access if these are health promoting such as sexual health services, leisure and sport activities.

There is a risk that increased numbers travelling by public transport modes will be exposed to advertising of unhealthy foods and other products. It is important this is banned at stations, stops, on-board carriages and also on on-line booking systems and apps. There is the potential for stops, stations and hubs to generate retail opportunities, including provision of fresh foods which would benefit health if these are affordable.

However, there is a risk that fast food outlets may open up nearby. Local Planning Authorities should ensure such outlets are not licensed. During construction, there will be opportunities for learning and skills development through apprenticeships and new jobs.

Social environment

Provision of additional job opportunities both during construction and in improving access to wider job opportunities should bring benefits to the social environment, including spending in local businesses who may benefit from additional custom, thus contributing to community wealth building.

During development phases, there may be increased footfall in local businesses, generating additional pedestrian pound income. Improving accessibility to local areas may also enable those to travel from further way, with the potential for further investment in local business.

Ensuring social benefits are included within any contracts awarded may bring improvements to the local social environment.

Involvement of communities at the outset of planning is crucial to ensure both infrastructure improvements and other benefits meet community needs

and contribute to the empowerment of communities. This includes working with local access forums. The process of co-design and implementation can contribute to a community's sense of control and influence over decision-making, and subsequent ownership and use of new infrastructure. The Place Standard tool provides an evidence-based framework for structured discussions to ensure interventions meet community priorities.

Any improvements to the local public transport system must be designed to address concerns about safety or fear of crime.

If more people spend longer in their local community this could create more vibrant neighbourhoods and an increased demand for local services could increase jobs. However, this could increase inequalities between those who live in communities with good access to high quality facilities and communities with fewer or poorer quality amenities. Travelling by public transport may be increased social opportunities for those who are otherwise socially isolated.

The proportion of residents who own cars varies between local authorities within Glasgow City Region, with ownership higher out-with Glasgow

City. Consideration should be given to ongoing communications that challenge the assumption of car ownership as an aspiration.

Physical Environment

If improvements to sustainable public transport modes result in reductions in car traffic, this will have significant benefits for health through improvements to air quality, potential reductions in road traffic collisions and in community severance.

Aligning this with road space reallocation approaches, including better and safer cycling routes, will further reduce the risk of collisions and casualties.

Glasgow noise action areas will also benefit from reductions in traffic if there is modal shift resulting from improvements to the public transport system.

However, the initial construction phase will create noise and dust leading to poorer air quality which would have greatest negative health impact on those who are most vulnerable including older people, children and those with long-term health conditions such as pre-existing chronic lung conditions and mental health problems.

People experiencing such health conditions are more likely to live in areas of higher social deprivation, which are areas planned for Clyde Metro developments. Infrastructure development should be designed to ensure the co-benefits for health and the environment are maximised and include climate adaptation as well as net zero functions.

This includes creating liveable spaces, improving green infrastructure, including green building practices in hubs, stations and stops as well as designing green networks alongside the public transport routes to increase contact with nature and improve biodiversity. These would bring leisure opportunities as well as benefiting commuters.

The transport infrastructure should be designed to reduce sealed surfaces whenever possible, improving drainage to reduce flooding risk and retrofitting urban drainage systems where feasible.

In addition to the direct physical effects of flooding and immediate losses, the wide-ranging consequences including displacement, ongoing disruption to work and school, restricted access to essential services and disrupted utilities, have been shown to contribute to poorer mental health and to have

greatest impact on those who are least resilient.

Remediating vacant and derelict land sites, which are more prevalent in areas of higher social deprivation will also benefit these communities. The use of appropriate place-based engagement tools such as the Place Standard tool are crucial to ensure any benefits meet local needs and local priorities.

Increases in public transport bring risk of additional infectious disease transmission. Design features to minimise the risk should be included, such as ventilation and carriage design as well as appropriate signage and cleaning processes.

The potential for a successful Clyde Metro project leading to increased numbers of the population moving around the city, which is not in alignment with the sustainable travel hierarchy, was noted.

Access and quality of services

Improvements to the local transport infrastructure may increase access to goods and services including essential services, improve the economy and benefit local businesses, and increase choice through the opportunity to shop and socialise in alternative venues. All of these are important for good health.

However, where local shops are poor quality or more expensive, improvements to public transport may lead to people travelling further afield with a negative impact on local business and the local economy.

Local businesses may benefit if improvements to public transport result in a wider pool of employees if transport is available and affordable.

Improvements to transport infrastructure may generate additional local business, shopping, and leisure opportunities, supporting 20-minute neighbourhood principles and reducing the need to travel.

Young people and those returning to education in later life will benefit from greater access to a wider range of further and higher education opportunities. Improvements to local communities as a result of improvements to public transport connectivity may lead to an increased demand for housing with a potential increase in gentrification, house prices and the cost of land, in particular because of the prioritisation within NPF4 for building on brownfield rather than greenfield sites. There will be a need to ensure any new housing includes affordable and mixed tenure housing.

During the planning and development of Clyde Metro, new housing, and essential service developments such as healthcare facilities need to ensure building is co-ordinated with public transport routes and walking, wheeling and cycling infrastructure.

Development of the Metro should protect and improve the quality of and access to existing natural resources including the river, as well as to other leisure opportunities.

Ensuring social benefits are included within any contracts awarded may bring improvements to the local community.

This could include provision of local green spaces which has associated health, biodiversity and climate adaptation and mitigation benefits and outdoor play opportunities with social, cognitive and developmental benefits for children.

There are also opportunities to support cycling through secure free bike storage, in particular for social housing providers, and provision of bike share schemes, including adapted and e-bikes.

Equality

If improvements to sustainable public transport modes result in reductions in car traffic, this will disproportionately

benefit those living in areas of higher social deprivation who are less likely to own cars but more likely to experience the negative impacts of road traffic including from air pollution and injury.

The way in which communities are involved in the design and delivery of the Clyde Metro is crucial to ensure both the service itself and additional benefits generated meet the needs of communities. There may be greater barriers to working with communities and individuals with fewer resources.

The process should meet Equality Act principles to ensure there is broad engagement taking account of different population groups within the community and is conducted in an accessible format with appropriate engagement approaches and support for participation to enable full participation within the participatory planning approach.

There is a risk that any action to increase community engagement and empowerment could otherwise increase inequalities between communities and between people. For example, single parents may need childcare provision to be able to become involved. Specific resource will be required to ensure all are able to participate.

Learning from research findings into community engagement such as those from Citizen's Advice Scotland, highlights the importance of sufficient expertise and experience to identify appropriate engagement methods that will support jointly created solutions and deliver positive outcomes.

What Works Scotland identified the importance of facilitated leadership as part of this approach.



8 APPENDICES

Appendix I: Workshop Participants

Margaret Anderson, Public Health
Scotland (notes)

Ali Macdonald, Public Health Scotland

Anna Gale, Public Health Scotland

Bruce Whyte, Glasgow Centre for
Population Health

Catherine Lambert, Clydeplan

Kerstin Connor, Glasgow City Region

Christine Downie, Glasgow City Region

Fiona Stirling, Nature Scot

Jo Winterbottom, Public Health
Scotland

Jodi Dean, Public Health Scotland

Sheena MacAra, Glasgow City Region

Margaret Craw, Education Scotland

Margaret Douglas, Public Health
Scotland

Julie Robertson, Glasgow City Region

Denis Sweeney, NHS Greater Glasgow &
Clyde

Luisa Yax Valle, Glasgow City Region/
Young Women Scotland



Appendix II: Health Impact Scoping Exercise of Clyde Metro Development – Community Panel

Following on from the scoping workshop held with a range of stakeholders and interest groups, a second scoping exercise was carried out with the Economies for Healthier Lives Community Panel. The results of this scoping exercise are shown below.

Summary of Findings

Key Impacts

This section of the report shares the findings of the scoping workshop with the Economies for Healthier Lives Community Panel.

The group noted that everyone who lives and works in the area will be affected by the proposals. In addition, both staff and service users of local services will be impacted. They will have better access to employment opportunities and services including leisure, retail and others.

Better access to these resources will have a positive impact on health. This impact would be particularly positive for those who cannot access work or services just now via public transport because the connections do not currently exist.

If public transport provision is improved, this could move people out of cars into public transport. A reduction in car traffic would have a positive impact on the environment and on individual and community health and wellbeing, through reduced injuries from collisions, air and noise pollution, physical inactivity, and severance.

Clyde Metro will bring employment opportunities related to both construction and operation of the services. The group highlighted that if there is more technology used in the development, i.e. ticketing machines instead of cashiers then this may reduce the number of job opportunities that exist.

The group also noted the changing patterns of how and when people travel with more people working from home and potentially less travelling into the city. It is important to design routes that meet the needs of a range of different demographics beyond commuters.

The impact on physical activity was also noted, whereby if there are better connections via Clyde Metro this may encourage more people to use the metro instead of walking and/or cycling.

However, on the contrary, where more people are using the metro they may take part in more incidental physical activity when walking to and from the metro stops/stations.

There may be a positive impact on the local economy if the metro makes it easier for people to access local shops and amenities.

Increased social interaction may result across population groups if people are enabled to connect with social opportunities and friends. There may also be informal interactions on the services themselves and there is the potential that this may increase social capital by increasing connections across the Region.

Enhanced connectivity will enable people to “get out in the fresh air” and increase their reach to alternative high quality green and blue spaces throughout the region, with known health benefits. This will be of greatest benefit to those living in areas of higher social deprivation with limited or poor-quality space available locally. The cost of the metro was a key consideration for the group.

Transport inequalities may reduce if the development results in public transport becoming more available,

reliable, affordable, accessible and safe with clearer information and improved integration of services.

This could particularly benefit populations with low car ownership, who are often most affected by adverse effects of car travel, who are more likely to experience forced car ownership and who are more likely to be dependent on public transport - including people on low incomes, older people, disabled people, young people and women.

Digital ticketing and timetabling could reduce access to people who have lower digital literacy, including older people, people with disabilities and those for whom English is not their first language. Safety was another key area identified by the group, some examples given were women travelling alone or shift workers travelling late at night.

If there is increased use of public transport across the Region it may improve perceived safety due to increased passive surveillance on vehicles and at stations and stops.

The group noted the unintended consequence of the under 22s free bus travel with an increase of anti-social behaviour. The impact of wider infrastructure was identified as well, with considerations such as lighting at

bus stops being an important factor.

Business benefits will include for the tourist industry and potentially a boost to the nighttime economy, however the impact on different communities is uncertain. Better city connections may displace tourists from rural areas. Improved connections may improve access for businesses in peripheral areas or it may allow people to avoid them and travel more easily into the city.

Initial Recommendations

Overall

The Clyde Metro has the potential to bring significant health, social and economic benefits to the Region. It is recommended that a clear vision is created and shared of what the Metro will bring and its benefits to communities, health, equity and sustainability.

Coverage and operation

Having good coverage across the Region is important to ensure that the Clyde Metro connects people to key destinations, not just commuting routes but other services such as healthcare, schools, prisons, etc. This will be of particular benefit to those most likely to use such services, e.g. asylum seekers and homeless people.

This will require coordination between

these services and transport system to ensure that public transport access is prioritised in decisions about the location of public services.

It is essential that the network is affordable to enable everyone to access the benefits and for the Clyde Metro to contribute to improving health, economic and environmental benefits across the Region. This includes ensuring that bus concessions should apply across the network as well as consideration for free carer passes.

The role of ticketing in improving or creating barriers to accessibility is important. Ticketing should be inclusive and accessible for all, including those without access (physical or cognitive) to digital services. This requires ensuring inclusive mobility information and access to mobility services through both on-line and physical ticketing, together with booking and payment. See: [Ticketing in Mobility as a Service, July 2022](#).

It is recommended that technology is utilised to enable people to access information about routes, ticketing prices, destinations, etc. The First Bus app was highlighted as being helpful in knowing how many people are on the bus. It was recommended that the Clyde Metro develops a similar tool.

However, it is also recommended that important information is available in hard copies to ensure that those without digital access are not disadvantaged.

Design

The design of Clyde Metro vehicles, stations and stops is critical to ensure safety and accessibility and to reduce transmission of infectious disease, for example, having more than one exit; in the design of the seating layout; providing sufficient space for prams and buggies as well as wheelchairs; providing space for carers; ensuring good ventilation; and ensuring regular cleaning to reduce transmission.

The group recommended that the metro stations are seen as a “community hub” with opportunities to utilise greenspace, support local social enterprise, have space for bike storage and use as a locker pickup for picking up couriered items as examples.

Advertising on the metro is a good way to promote local assets that can boost the economy, for example supporting local culture and publicising services for people who require help and support.

The group noted that any advertising of health-harming products such as unhealthy foods or fossil fuels must be banned at stations, stops, on-board

carriages and also on online booking systems and apps.

Staffing

The metro should seek to maximise its benefits to local communities, e.g. through training and employment for people in local communities who are further from the workforce, and using community benefits clauses during construction.

Staff training and culture should be considered to support disabled people and others, and respond appropriately to safety concerns.

Training for staff was a theme running throughout each of the population groups. Key recommendations included understanding and responding to language barriers; communication skills; understanding trauma and tackling stigma. Also, utilising digital support where appropriate such as using online translation services to support individuals.

Community engagement

Robust community engagement is crucial from the outset to ensure both infrastructure improvements and other benefits meet community needs in a way that empowers these communities. This includes working with local access forums. The process

of co-design and implementation can contribute to a community’s sense of control and influence over decision-making, and subsequent ownership and use of new infrastructure and other benefits that ensue. The Place Standard tool provides an evidence-based framework for structured discussions to ensure interventions meet community priorities. There are different versions of the Place Standard tool available which may be appropriate to use at different stages of the design – such as one for designers, one for children and young people and one to view improvements from a climate lens.

Participatory budgeting was also highlighted as a way in which the local community can have a say on how resources are spent in their area. Green participatory budgeting in particular could be used as a way for people to make direct decisions about how the Clyde Metro budgets are being spent addressing climate change and reducing our carbon footprint.

Wider policies

To enable a reduction in car use across the Region, other interventions need to be implemented alongside the Clyde Metro such as road space reallocation; better and safer cycling routes; parking policies; and cross-Region bike hire.

Stations and stops should ensure they provide bike parking and connect with other bike sharing schemes to support cycling as well as walking and wheeling. Bike sharing schemes should be extended across the City Region to ensure those in peripheral housing estates also benefit.

Workplace policies should encourage use of public transport and active travel and dis-incentivise use of cars. Working with other local services can help to ensure the Metro connects with these services and support them to encourage their service users to use sustainable travel modes.

Detailed Discussion

Affected Populations Older People

Mobility may be an issue for some older people who require additional support to use the metro and will be excluded if this is not available. The group noted that many older people may feel stigmatised asking for additional help and that having to book assistance in advance may cause a barrier.

Improvements to local connectivity should support older people to live more independently for longer by accessing essential goods and services, shopping and socialising. It will also facilitate access to hospitals and

care services. It is important that the network is designed for the types of trips that older people make, not just for commuters.

However, the role of ticketing in improving or creating barriers to accessibility is important. Ticketing should be inclusive and accessible for all, including those without access (physical or cognitive) to digital services.

Older people may be less likely to have access to digital systems for booking or to be able to navigate these systems without support, for example because they are more likely to experience cognitive impairment and therefore have specific support needs.

This requires ensuring inclusive mobility information and access to mobility services through both online and physical ticketing, together with booking and payment. See: [Ticketing in Mobility as a Service, July 2022](#).

The importance of human interaction was highlighted as an important consideration for older people, for example having a conductor available who can advise on ticketing or information about routes. This is important for older people to develop their confidence in using the metro and the positive mental health benefits

that the incidental social interaction provides.

It may promote physical activity if older people increase incidental walking to get to stops and stations and may reduce isolation and anxiety, improving mental wellbeing if they are able to maintain or make new social connections.

If the Clyde Metro improves safety (including perceptions of safety), comfort, accessibility, affordability through equitable fare policies, and offers trip planning and support for navigation of the booking system then this should benefit older people who are less likely to have access to a car.

Children and young people

Young people have less disposable income, are less likely to own a car and are more likely to use public transport than older age groups, and this can restrict travel options if public transport is inadequate or overly expensive.

Therefore, improved connectivity across the Region should increase access to job opportunities, education, social opportunities and services for young people.

The use of IT was seen as an advantage to allow young people to access

information about tickets and routes online. Improvements to local transport infrastructure should increase the options available to families. The group highlighted the need to have adequate space available for buggies. The metro should enable families without car access to socialise; to access early years provision, education and job opportunities as examples.

More young people using the Clyde Metro for day-to-day journeys may lead to a longer-term transformational change on how young people move around, leading to a reduction in future car ownership for this generation.

Children may benefit through a reduction in child poverty if investment in local areas, access to training and improved employment opportunities provide secure and well-paid jobs for parents and carers.

These benefits are dependent on having subsidised or affordable travel across all modes including on the new Metro system.

Safety was raised as a concern, especially with young people under the age of 22 travelling further afield using their free bus travel entitlement.

Women, men (include trans men and

women and issues relating to pregnancy and maternity) Again, safety and vulnerability were raised by the group, not just on the vehicles but at stops – on the walk to and from the stations and stops: “If we can’t feel safe on transport, we won’t feel safe full stop”.

Sexual harassment and discrimination may occur if facilities such as toilets are not designed appropriately. This was particularly highlighted for trans-gender people.

If the Clyde Metro improves safety and perceptions of safety on public transport and at stations and stops, is accessible and offers trip planning, this should benefit women who are more likely to be care givers, to travel with a pram, and to trip-chain. This is dependent on an integrated ticketing system that simplifies and streamlines journeys, a network connecting local areas rather than being based on commuter routes, and the ability for door-to-door trip planning to ensure safety throughout.

This includes improvements to pavements for prams and buggies to connect from the doorstep to stations and stops.

It will also be of benefit to women travelling at unsocial hours for shift work or to socialise, if the service is safe,

affordable, frequent and reliable. Disabled people (includes physical disability, learning disability, sensory impairment, long term medical conditions, mental health problems)

If the Clyde Metro improves safety, comfort, accessibility and affordability through equitable fare policies, and offers trip planning and support for navigation of the booking system then this should benefit disabled people who are less likely to have access to a car and may be more likely to experience forced car ownership if they are on a low income or if their movements are restricted by a lack of confidence.

Improvements to local connectivity should support disabled people to live more independently through access to essential goods and services, shopping and socialising. It may promote physical activity if they increase incidental exercise to get to stops and stations and improve mental wellbeing if they are able to maintain or make new social connections.

Staff training should consider the needs of different disabilities to enable a more inclusive and better service to be provided. Staff training was a key theme discussed throughout with recognition that language barriers; communication skills; understanding trauma and tackling

stigma are all key components.

Integrated ticketing should streamline and simplify the booking system. However as noted, the role of ticketing can improve access or create barriers. There are different needs around digital ability, so impacts may be positive or negative depending on the type of disability and availability of any additional support required.

Ticketing should be inclusive and accessible for all, including those without access (physical or cognitive) to digital services. Some disabled people may need adaptations and support to allow them to access digital services so that they are not digitally excluded.

This should ensure those without the ability to use an online system are supported and can access the most affordable fares. Intuitive, simple and standard designs of hubs, carriages, signage and accessible timetables and on-board announcements would help those with learning or cognitive disability or visual impairment to navigate the physical space.

Minority ethnic people (includes Gypsy/ Travellers, non-English speakers)

Those from minority ethnic minority populations are less likely to work from home so may benefit from improvements to public transport infrastructure by

widening job opportunities or reducing car dependence or forced car ownership, as well as employment opportunities through skills development programmes if these include a language component for those who are not fluent in English.

However, this needs to be affordable. The group noted that there could be concerns about harassment and it is important to provide a welcoming environment for all, design to improve passive surveillance and safety, and for staff to be trained to manage any incidents.

Integrated ticketing should streamline and simplify the booking system.

However non-English speakers may not be able to access services digitally due to language barriers or from being unable to navigate support systems.

Again, as noted above, intuitive, simple and standard designs of hubs, carriages, signage and accessible timetables would help those for whom English is an additional language.

Refugees & asylum seekers

Refugees and asylum seekers are less likely to own a car and more likely to be dependent on public transport and active travel modes. Improvements to public transport infrastructure may

enable them to travel more easily to city centre appointments, and subsequently for job interviews once their refugee status is confirmed. Equitable fare policies should be in place to ensure that cost is not a barrier to those using the Clyde Metro.

Respect and empathy were key considerations for the group and again staff training was discussed to ensure that the service delivered is one which is equitable and inclusive. Having staff available is an important consideration and ensuring that not all assistance is only available virtually. It was raised that having staff available in-person could help to ensure that smaller issues do not become larger if not dealt with.

Refugees and asylum seekers may not have access to bank accounts so will be disadvantaged if there is no off-line booking system or if the most affordable fare options are only available online.

People with different religions or beliefs

Improvements to public transport may give people with different religions or beliefs the ability to access their place of worship without being dependent on a car. However, transport provision needs to be available at times of worship on appropriate days of the week. Respect for different cultures should be acknowledged to ensure that the services

available are inclusive – both for staff and passengers.

Lesbian, gay, bisexual and heterosexual people

If the Clyde Metro improves safety and perceptions of safety on public transport and at stations and stops this should benefit anyone who experiences abuse on public transport. Station and service design should ensure availability of gender neutral as well as male and female facilities.

People living in poverty / people of low income

Those on a low income may have opportunities for job progression if support for skills development is put in place through local colleges of further education or if new apprenticeships become available as part of the construction process.

If employment opportunities offer secure and well-paid jobs, this may increase household income for those employed in the development and construction side of the Metro. People on lower incomes are less likely to be desk-workers so may benefit from improvements to availability, accessibility or frequency of public transport which may widen job opportunities, as well as shopping and social opportunities and access to higher quality green spaces.

This may support the development of social capital in communities and contribute to individual mental wellbeing.

People of low income may find the hardware and data needed to access remote booking systems is unaffordable. This may be a barrier if off-line booking systems are not available or if they do not have access to a bank account or on-line banking.

If the cost of using the metro is too high, this may disadvantage people living in poverty or on low income – therefore, creating a culture of stigma for those who cannot use the metro. The metro should be accessible to all.

Those who experience forced car ownership may benefit if the Clyde Metro provides an affordable, available and accessible alternative which enables modal shift. Peak travel fares may penalise some individuals because of the time that they work.

Homeless people

The Metro should be inclusive to all, however homeless people may feel stigmatised and discriminated against and therefore feel less able to use the metro due to this.

People involved in the criminal justice system

Clyde Metro may enable those leaving the criminal justice system to benefit if connections with relevant prisons are made and job support schemes are built into preparation for release programmes.

Improvements to access should enable families to visit relatives in prison, if services are linked to visiting times as well as enabling easier access for staff without relying on car travel.

People with low literacy/numeracy

There may be barriers for people with low literacy or numeracy skills in understanding online booking processes. Signage should be as simple as possible to enable people to find their way around stations and routes.

People in remote, rural and/or island locations

Integration of the Clyde Metro with services to other regions, both physically and with an integrated ticketing system, is important in ensuring residents of and visitors to these areas are not disadvantaged.

Timetabling should ensure that people can get home in the evenings or that people are able to access shift work early in the morning. Public transport not leaving early enough will force shift

workers to have to drive. The transport options available should meet the needs of the local community.

Carers (including parents, especially lone parents; and elderly carers)

If the Clyde Metro improves safety, comfort, accessibility, and affordability through equitable fare policies, and offers trip planning and navigation of the system then this should benefit care givers who are often on lower incomes or whose movements are restricted by the requirement to trip chain.

To enable access to health appointments; social groups; services and amenities – often people cannot travel without having their carers with them. Therefore, the metro should be low cost or free for carers. The group highlighted the carer cards that some bus companies use as good practice.

Staff (including people with different work patterns e.g. part/full-time, short term, job share, seasonal)

Those travelling to work by public transport or who experience forced car ownership will benefit if improved connections, ticketing options and affordability enables greater access to job opportunities out-with the local area.

There is the opportunity to widen recruitment to other areas and to encourage more flexible working patterns.

However, routes including those to and from stations and stops must be and feel safe, especially for those travelling out-with rush hour, in particular those who work in the night-time economy.

Local businesses may benefit from local contracts bringing benefits and job security for employees. This may require community benefit clauses to stipulate local employment opportunities and skills development programmes for local residents.

The impact of improvements to peripheral areas on businesses is unclear. This may improve local footfall, or enable people to travel to higher quality services and facilities. It may also reduce numbers travelling to the city centre for shopping, with a consequent impact on the city economy. There is a need to ensure that the metro creates potential competition which is not detrimental to local job opportunities.

Staff training is important to ensure a culture that is supportive and understands the needs of all those who want to travel, including older people, disabled people those for whom

English is an additional language and carers with small children. Important to consider where there are large workforces travelling to and from work, such as hospitals, vaccination centres, etc.

Health determinants

The groups then discussed how rising costs were likely to affect the health determinants listed on the checklist.

Health related behaviours

Enhanced connectivity to support services, jobs, leisure and sport activities, learning opportunities, education, etc which are not currently accessible by public transport will benefit not only the individual but also the wider community as these are the building blocks of good health. Many people cannot access these currently due to not having access to available and affordable transport links.

Improvements to public transport infrastructure which reduce car use should increase incidental walking associated with public transport, with consequent health benefits. Stations and stops should ensure they provide bike parking and connect with Next Bike or other bike sharing schemes to support cycling as well as walking and wheeling. Bike sharing schemes should be extended across the City Region

to ensure those in peripheral housing estates also benefit. Better connectivity will also enable people to access gyms as well as reach alternative high quality green and blue spaces throughout the city, with known health benefits. This will be of greatest benefit to those living in areas of higher social deprivation where there is limited or poor-quality space available locally.

There is a risk that people being more connected across the Region may exacerbate health harming behaviours such as drug selling and taking; increased alcohol use and anti-social behaviour.

There is a risk that increased numbers travelling by public transport modes will be exposed to advertising of unhealthy foods and other products. It is important this is banned at stations, stops, on-board carriages and also on online booking systems and apps. There is the potential for stops, stations and hubs to generate retail opportunities, including provision of fresh foods which would benefit health if these are affordable.

However, there is a risk that fast food outlets may open up nearby. Local Planning Authorities should ensure such outlets are not licensed.

There is the opportunity to use advertising in a way that advertises local opportunities and safe places for people to go.

Social environment

Travelling by public transport may increase social opportunities for those who are otherwise socially isolated.

Provision of additional job opportunities both during construction and in improving access to wider job opportunities should bring benefits to the social environment, including spending in local businesses who may benefit from additional custom, thus contributing to community wealth building.

If more people spend longer in their local community this could create more vibrant neighbourhoods and increase jobs if there is also an increased demand for local services.

However, this could increase inequalities between those who live in communities with good access to high quality facilities and communities with fewer or poorer quality amenities. People may become more affluent due to the widening of job opportunities.

This enables people to have more of sense of control and purpose. This feeling of connectedness will increase mental health physical health and may encourage individuals to go out and try new things.

There may be an increase in anti-social behaviour both on the vehicles and at stops/stations.

However, for young people the increased connectivity across the Region, especially if transport is free, would allow young people to meet socially. It would also allow easier access to school as long as the timetable increases buses at school period peak times.

During development phases, there may be increased footfall to local businesses, generating additional pedestrian pound income. Improving accessibility to local areas may also enable those to travel from further away, with the potential for further investment in local business.

Involvement of communities at the outset of planning is crucial to ensure both infrastructure improvements and other benefits meet community needs and contribute to the empowerment of communities. This includes working with local access forums.

The process of co-design and implementation can contribute to a community's sense of control and influence over decision-making, and subsequent ownership and use of new infrastructure. The Place Standard tool provides an evidence-based framework for structured discussions to ensure interventions meet community priorities.

Any improvements to the local public transport system must be designed to address concerns about safety or fear of crime.

Physical Environment

If improvements to sustainable public transport modes result in reductions in car traffic, this will have significant benefits for health through improvements to air quality, potential reductions in road traffic collisions and in community severance.

Infrastructure development should be designed to ensure the co-benefits for health and the environment are maximised and include climate adaptation as well as net zero functions.

This includes creating liveable spaces, which would bring leisure opportunities as well as benefiting commuters. Examples include having bike hire available; social spaces such as cafes;

and lockers for picking up and dropping off parcels.

Increases in public transport bring risk of additional infectious disease transmission. Design features to minimise the risk should be included, such as ventilation and carriage design as well as appropriate signage and cleaning processes. Anxiety may be heightened where people are returning to using public transport post-pandemic.

The First Bus app was highlighted as being helpful in knowing how many people are on the bus. It was recommended that the Clyde Metro develops a similar tool.

Access and quality of services

Improvements to the local transport infrastructure may increase access to goods and services including essential services, improve the economy and benefit local businesses, and increase choice through the opportunity to shop and socialise in alternative venues. All of these are important for good health.

During the planning and development of Clyde Metro, new housing and essential service developments such as health care facilities need to ensure building is co-ordinated with public transport routes and walking, wheeling

and cycling infrastructure. Where health services have been centralised, connectivity across the Region is really important to ensure everyone can access them equitably.

Links to community transport were also highlighted, particularly for people accessing health and social care.

Ensuring social benefits are included within any contracts awarded may bring improvements to the local community. This could include provision of local green spaces which has associated health, biodiversity and climate adaptation and mitigation benefits and outdoor play opportunities with social, cognitive and developmental benefits for children. The use of participatory budgeting may be a way to involve the local community in how resources are spent.

Equality

A good transport system should be designed around the needs of its citizens to enable more people to move around the Region. It is important that the local community feel like they have ownership over the transport system in terms of how it operates and is designed.

The transport system should take into account that every community is different – understanding where people are, where the services are and how we connect to make journeys as easy as possible for citizens. This involves strong partnership working across services to ensure that not only is the Clyde Metro accessible, but that the journey to and from the stop/station also is.

There is a risk that any action to increase community engagement and empowerment could otherwise increase inequalities between communities and between people. For example, single parents may need childcare provision to be able to become involved.

Specific resource will be required to ensure all are able to participate. The way in which communities are involved in the design and delivery of the Clyde Metro is crucial to ensure both the service itself and additional benefits generated meet the needs of communities. There may be greater barriers to working with communities and individuals with fewer resources.

The process should meet Equality Act principles to ensure this is a broad engagement taking account of different population groups within the community and is conducted in an accessible format with appropriate

engagement approaches and support for participation to enable full participation within the participatory planning approach.

Appointment times are a key consideration for NHS services, ensuring that they are person-centred whereby an individual can decide their transport options around their appointment. By not having this, it can cause anxiety and have a big impact particularly on older people or those with mental health issues.

Not having to rely on people driving them to their appointments can create a sense of empowerment amongst hospital patients and visitors.

Again, this highlights the importance of local health services working in partnership with local transport operators.

The infrastructure supporting the Clyde Metro has to meet the needs of all users, for example providing shelters and seating especially for older people and those more vulnerable.

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