

## ***Northern Ireland Transport Holding Company***



### **Public Authority Statutory Equality and Good Relations Duties Annual Progress Report**

#### **Contact:**

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Documents published relating to our Equality Scheme can be found at:

<https://www.translink.co.uk/corporate/publicationsanddocuments/nithcreports>

#### **Signature:**

A handwritten signature in black ink that reads 'Paula Logue' followed by a small dot.

**This report has been prepared using a template circulated by the Equality Commission.**

**It presents our progress in fulfilling our statutory equality and good relations duties, and implementing Equality Scheme commitments and Disability Action Plans. This report reflects progress made between April 2019 and March 2020**

## **PART A – Section 75 of the Northern Ireland Act 1998 and Equality Scheme**

### **Section 1: Equality and good relations outcomes, impacts and good practice**

- 1** In 2019-20, please provide **examples** of key policy/service delivery developments made by the public authority in this reporting period to better promote equality of opportunity and good relations; and the outcomes and improvements achieved.

*Please relate these to the implementation of your statutory equality and good relations duties and Equality Scheme where appropriate.*

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#### **Translink's Values**

Our people are passionate about providing excellent public transport and we do this through our Translink SPIRIT. Our work is aligned to our four Corporate Responsibility strands: Go Together; Go Healthy; Go Safe and Go Eco.

Some highlights from 2019/2020 are represented below:

#### **Go Together**

##### **Infrastructure and Projects**

With a range of investment projects underway we have continued to improve our service delivery to promote equality of opportunity and good relations. We continue to actively work with the Inclusive Mobility and Transport Advisory Committee (IMTAC) to 'design in' accessibility at the outset for all we do, making our services welcoming, integrated and accessible to all.

##### **The Belfast Transport Hub Project**

The Belfast Hub is a transport led regeneration project which aims to provide a state-of-the-art integrated bus and rail transport terminus to meet the growing transport capacity needs within Northern Ireland.

The project will ultimately deliver significantly enhanced network capability to manage the current and projected growth in both rail and passenger numbers and includes 8 new railway platforms and 26 bus stands.

Enhancements to station facilities and surrounding areas will include; spacious comfortable passenger seating waiting areas, enhanced public realm and widening of footways for greater levels of pedestrian priority, step free access to and from the station to cater for pedestrians with restricted mobility and visual impairments.

Changing room facilities include provision for disability access and baby changing rooms, toilet and changing facilities will accommodate those of both genders, and those from the transgender community.

The project should bring widespread benefits to the local area through the 'Buy Social' commitments during the construction of this project. 'Buy Social' is about delivering real benefits to local communities which has included targeted recruitment and training for people who are long term unemployed and leaving education. It also includes opportunities for people with disabilities or learning difficulties and working with schools and colleges to enrich the curriculum.

There has been continuous ongoing engagement with stakeholders and community representatives throughout the planning process. Final planning approval has been granted and an enabling works contract was awarded in late 2019 to Graham construction. Work is progressing on procurement for the main works contract.

#### North West Multi-Modal Transport Hub

Work on the new North West Multi-Modal Transport Hub project commenced in autumn 2018 and is due for completion by the end of 2020. The project, supported by EU funding, includes restoration and refurbishment of the formerly utilised, listed Waterside Railway Station, new platforms, an active and sustainable travel centre, a new bus turning circle, retail units, a community space and a Greenway link to the City Centre via the Peace Bridge. This will result in providing a station that is fit for purpose and has capacity to facilitate future passenger growth. It will improve connectivity in the North-West by integrating multimodal forms of transport with an enhanced park and ride facility.

The new transport hub will provide a more comfortable environment for customers using integrated bus and rail services and will feature new refreshment and catering facilities, a large comfortable passenger waiting area, a disabled access compliant ticket desk and conveniently located bus drop off and pick up areas. Both bus and rail facilities are located in an accessible and convenient location with disabled access specified parking bays available adjacent to the park and ride facility.

#### Yorkgate Station Development

Yorkgate Station Redevelopment scheme was granted DfI funding in August 2019 and is currently in RIBA Stage 4 Design, with estimated construction on-site in 2021. This station will seek to improve DDA compliance and limited accessibility provisions of the current station primarily through the provision of level access entrance from road level to a lower level concourse with lift and escalator provision to access track level. IMTAC have been key project stakeholders throughout all stages of design to date.

The project is also on target to achieve BREEAM excellent rating, with a number of LZC technologies and ecologically beneficial measures having been adopted within the design in order to achieve this. The new station also consists of a secure gardening space which will enable Translink operations to continue the good work within the community via community driven gardens projects. The construction contract will include for Buy-

social which will help to provide opportunities to the community and unemployed through employment opportunity related to the works.

#### Bus Safety Upgrade Programme

Bus Safety Upgrades Programme is a two-phase, multiple site programme of works which is seeking to improve safety standards to Translink Bus Operational sites throughout the Translink estate. Phase 1 of this project has received funding and is currently in construction stage.

Under this project, a holistic review of Translink Bus Operational safety standards has been undertaken and a number of measures implemented on-site to improve customer segregation and overall safety within the sites. A key part of this project has also been to ensure adequate DDA compliance for each of the sites throughout review of customer / staff parking and disabled space provision, the review and provision of compliant pedestrian walkways and review of disabled access bays for the safe access and egress of persons of reduced mobility on the various Translink fleet vehicles. Translink SHE department and Access manager were involved as key stakeholders throughout the project stages and each site was subject to a separate planning application process, with all relevant stakeholders feedback reviewed and considered in the design process.

#### Park and Ride Programme

Translink's Park & Ride programme continues to progress.

Plans have been developed and business cases approved for new railway based Park and Ride facilities at Ballymena, Moira, Mossley West and Trooperslane. These will provide enhanced accessibility to the railway network, be fully DDA compliant and include security fencing, lighting and CCTV. A number of land purchases have been completed to enable the project commencement in 2020/21.

#### Lurgan Area Track Renewals

This project scope included the renewal of in excess of 1 mile of twin track through Lurgan station and included the renewal three level (road) crossings and platforms, ensuring DDA compliance.

The section of track is used by both intercity (Enterprise) as well as local Portadown to Belfast services. The project was challenging to minimise the impact to neighbours during the construction works. Significant engagement with local communities and stakeholders has been undertaken to plan and coordinate the works including a temporary line closure and bus substitution arrangements during major excavation and track installation works.

#### Additional Train Capacity

The project scope includes for an additional 21 intermediate train carriages compatible with existing Class 4000 rolling stock. The project was driven by continued passenger growth on all railway corridors and the capacity constraints with existing rolling stock, particularly at peak hours.

The specification will be fully DDA compliant and include, in each set of three infill carriages, a one person with reduced mobility (PWR) toilet as per the class 4000. Following full business case approval, a contract was awarded in December 2018. Construction of the first set is underway with final set commission due for 2022/23.

#### Bus Fleet Programme

In 2019/20 Translink continued to deliver an ongoing bus procurement programme to ensure its bus fleet is fit for purpose and aligned with operational needs.

In 2019/20 expired Goldline buses and Metro buses were replaced with new more environmentally improved vehicles. All new vehicles will be compliant with Public Service Vehicle Accessibility Regulations (PSVAR).

A trial for a Fuel Cell Electric (Hydrogen) prototype vehicle was initiated in 2019/20.

A business case has now been prepared for a Zero Emission fleet programme and it is hoped to commence design and build contract in 2020/21.

#### **Ticketing Developments**

A full formal consultation was undertaken concerning Translink's Future Ticketing System Project in March 2015 following completion of a comprehensive Feasibility Study which used quantitative and qualitative research techniques, the engagement of stakeholders and customer focus groups. Section 75 Screening of the Project was conducted in January 2015 and again in August 2017 confirming on both occasions that there was no requirement to 'screen in' and pursue an Equality Impact Assessment. As the ticketing developments have been introduced work has continued to take account of needs of customers especially those in the Section 75 categories.

In September 2018, the Project delivered the entirely off-vehicle ticketing system for the Glider Rapid Transit system in the Belfast area involving the installation of Ticket Vending Machines (TVMs) and Smartcard Platform Validators (PVs) at every halt.

Fifteen different consultation engagement meetings and events held with relevant stakeholders such as IMTAC, Include Youth, Translink Youth Summit, Passenger Groups, Department for Infrastructure (DfI) Accessibility Officers and Consumer Council for NI concerning Glider Ticketing arrangements prior to Glider Go Live. This included open forums for discussion, meetings to give briefings and obtain feedback and, for example, visits to a mock Glider Halt.

In addition to this, Translink, in partnership with DfI, undertook a wide range of Public Engagement Roadshows building awareness of the Glider service over the months preceding Go Live, showcasing the vehicle and eliciting feedback from various community groups and the public generally.

A range of digital and printed publications and information were also produced including a 'Guide to Glide' leaflet providing an overview of the Glider service and associated ticketing arrangements plus easy to understand 'Access to Glide' leaflet produced in partnership with IMTAC and DfI which sets out advice for disabled and older people who use the new Glider service in Belfast covering Ticketing on the Glider, Staff

and assistance, Shelters and passenger facilities, Boarding the Glider, On-Board the Glider, Getting off the Glider and Where do I get the Glider. Customer Information Videos are also available to view, providing information on how to use the Glider service, purchase tickets and validate Smartcards prior to boarding. TVMs can also be accessed using a range of different languages if required.

People with a disability plus both older and younger people were also involved in customer/user experience (UX) testing at the design stage concerning the proposed TVM screens via a third party experienced supplier commissioned to undertake the testing. As part of this UX testing Translink liaised closely with IMTAC to provide volunteers for participation in the testing with feedback obtained from a range of users such as regular and irregular users of public transport, those with difficulties using on-screen technology and those who had no difficulty etc.

Detailed specifications for all the equipment such as the TVMs and PVs were evaluated against good practice guidelines in terms of disability access. As an example, Translink followed industry standards in terms of font sizes for on-screen displays for those with visual impairments.

Following engagement with the DfI it was also agreed that all Concessionary SmartPass users can travel on free of charge on Glider (e.g. Senior, Blind, War Disabled, 60+ and Half-Fare SmartPass holders) without having to use the TVM – they simply tap their SmartPass on the Platform Validator before they board the Glider service making travel easy and simple.

The net result of this wide range of activity was a strong level of public awareness concerning how the Glider service and associated ticketing arrangements operate, with feedback elicited fully considered and appropriate actions taken. Examples include, alterations to TVM screens, heights of coin & card mechanisms and collection tray on TVM, colour coding on TVM and Validator to ensure visibility i.e. green against dark grey contrast and also Validator heights and positions.

Translink is now planning for delivery of further elements of the Future Ticketing System Project including roll out of new on-bus ticket machines, TVMs at Rail Halts and Stations, Gates at selected Rail Stations, replacement Handheld Ticket Machines for NI Railways, TVMs in key locations for Bus Operations such as Belfast City Centre for Metro, main Bus Stations plus core Park and Ride sites and at Airports.

Discussions have been finalised and agreement has been reached with our ticketing system supplier to enable the introduction of Account Based Ticketing which will facilitate the introduction of an ePurse 'Oyster style' Smartcard and permits customers to use their Credit or Debit card in a similar fashion to the ePurse Smartcard but without need to obtain a separate Smartcard for travel.

As a first step towards Account Based Ticketing, an early implementation of contactless EMV acceptance on Metro buses is currently in the planning process with our ticketing supplier.

Project Planning for these further project phases is continuing with engagement arrangements already being progressed to be supported via recruitment of additional resource to assist with ensuring needs to users met and good customer awareness achieved via sustained and on-going consultation with current and potential users especially those cited under Section 75. For example:-

- We have continued to hold meetings with Imtac in relation to the new equipment to be rolled out across the bus and rail network, with the most recent meeting focusing on placement and location of Ticket Vending Machines in Belfast City Centre.
- We have reviewed the first-time application processes for the various Department for Infrastructure Free and Half-Fare Concessionary Smartpasses with a view to simplifying the process e.g. an online application via a secure website. Recommendations have been provided to DfI for further consideration.

### **Commercial Online Platforms**

#### Translink app

Translink have commenced a project for accessibility improvements to the current version (both IOS and Android) of the Translink\_NI app. The improvements focus on bettering the experience for screen reader technology users following an in-depth user testing exercise. The project will see a focus on improving the experience for partially sighted users who don't use assistance technology (e.g. screen readers) to access information from the app. These improvements are being defined currently through an audit process from specialist third parties and is likely to include elements such as extending the use of native features e.g. pinch and zoom, which make information more accessible for partially sighted users.

The above project is part of an overall programme of work to meet Website Content Accessibility Guidelines (WCAG) AA standard for the Translink\_NI app in line with legislative requirements for June 2021.

#### Website

The revised Translink website was launched in June 2019 and is currently going through an annual audit. This will measure compliance against WCAG AA standards and will include publication of an updated accessibility Statement by September 2020. The Translink website is developed in line with these standards and the annual audit process ensures ongoing adherence to the standards as new features and content are continually added to the web environment.

#### Transforming Travel and Social Inclusion

Translink have initiated a major project in partnership with IMTAC and DfI to embark on transforming travel and social inclusion for all our customers. The project feasibility stage is nearing completion and pending approval of funding we hope to be able to start development from late autumn 2020. This 3-4-year project will focus on extending Translink's digital reach to include voice solutions and chatbots across digital

platforms with enhanced data and information around access and facilities and connecting to the public transport network. Using artificial intelligence, machine learning, personalised accounts and travel companion technology we will aim to offer a more connected and assisted customer experience. By improving ease of use, access and confidence for everyone in using our services, the objective is to achieve better social inclusion for all.

### **Diversity in Recruitment and Attraction**

Translink partook in a number of initiatives to promote equality of opportunity and encourage all members of the community to consider employment opportunities with Translink.

#### Recruitment Community Support Initiatives

Translink remain committed to being an employer of choice working with local communities through providing job opportunities and offering workshops which provide support and guidance on how to complete our application forms and raise awareness of jobs available within Translink

The Recruitment Team have also supported the business by attending a number of local school, college and university careers fairs to engage positively with people and promote the range of roles available in Translink. A list of events attended are listed below:

- Attended a HUB information day in Grosvenor House in June 2019
- Bus Driver information days held in Newry Bus Depot, Armagh Bus Depot, Dungannon Bus Depot and Rushmere Shopping Centre in October 2019.
- Careers Fair in University of Ulster on 17<sup>th</sup> October 2019 to promote Translink opportunities to students seeking a placement or a graduate role.
- Graduate Recruitment Fair for Engineering in Queens University Belfast in October 2019 to promote graduate opportunities.
- Attended Mid & East Antrim Council Job Fair in Ballymena.
- Translink had a stand for 2 days at the Skills NI Event in November 2019. Skills NI is an interactive and inspiring two-day event for 14-19 year olds as well as the teachers, parents and influencers that help them make their future job and career choices. The event connects talented young people with job, career and skills opportunities across Northern Ireland.
- Took a stand at the Sandy Row Community Centre and Roden Street Community Centre in January 2020 to promote opportunities to residents in the local vicinity of the new landmark Belfast transport Hub.
- Attended the Mechanical Engineering Fair at Queens University, Belfast to promote graduate management opportunities in February 2020.
- Attended the Armagh City, Banbridge and Craigavon Borough Council job fair to promote jobs to people living in the local area.



### Belfast Employment Academy

Translink collaborated with Belfast City Council as part of the Belfast Agenda (2015 – 2035), Belfast's first community plan setting key strategic economic ambitions for the city. The Agenda recognises that whilst economic growth is a key priority, there is also recognition that this growth needs to be as inclusive and widespread as possible. The creation of a Transport Employment Academy, in Partnership with Translink was to assist in the facilitation of job creation and ensure economic opportunity is accessible to those most in need of work; with the impact of addressing interlocking issues of poverty, economic inactivity, unemployment and under-employment. Along with Ashton Community Trust Translink delivered presentations explaining the Bus Driver role and outlining opportunities in Translink. In addition, Translink held mock interviews and testing sessions to prepare individuals for recruitment.

In addition, Translink's flagship project, Belfast Transport Hub in collaboration with their Enabling Work contractor GRAHAM partnered with Belfast City Council to develop a Construction Employment Academy to deliver its engineering social clauses related employment and training opportunities.

The project attended six information / sign-up events city wide (Crescent Arts Centre, Skanios, Conway Mill and Crumlin Road Jail) including two targeted events in the Sandy Row and Grosvenor Road Community Centres.

The six events, which were free to attend were used as a platform to raise awareness of the social clause opportunities and to encourage residents to participate in the Construction Employment Academy process. Those successful candidates were supported throughout the process being receiving training in Health and Safety, First Aid, CSR certificate, CV building and Interview preparation. For those who weren't successful in making it onto this Construction Employment Academy - a range of other sectoral employment academies were on offer to attendees.

From the six events:

- **101** people registered to be considered for the Construction Employment Academy
- **35** (of the 101) met the Buy Social eligibility criteria
- **33** attended pre-selection interview before progressing to the Construction Employment Academy
- **15** (of the 33) were selected to attend the week long Construction Employment Academy - delivered by Workforce. The results of which were:
  - 15 candidates completed qualifications in CSR Training, First Aid at work, Health and Safety at work
  - 15 candidates received at least one job interview after completion of the Construction Employment Academy
  - 9 Candidates were offered and accepted employment
  - 4 candidates were offered employment but decided to pursue other career paths, 1 candidate was supported with further training and 1 candidate was supported with job search after unsuccessful interviews

The Belfast Transport Hub have committed to running the same process for the Belfast Transport Hub Main Work Contract - which will see a higher demand for candidates to complete social clauses requirements.

Translink were delighted to be part of this initiative and to be involved in contributing to some the key overall achievements to date:

- In 2019/20, 429 people completed a Belfast Employment Academy, 338 progressed into employment and 8 progressed into FT education. This represents an into-work rate of 79%. Across the delivery of the Belfast Employment Academies, the following outcomes were also achieved:
  - 88 QCF Level 2 - Level 5 accreditations
  - 581 entry level accreditations
  - 36 Bus and Lorry Driving Licences
  - 65 non-accredited training certificates

### **Belfast Pride 2019**

In line with Translink Equality and Diversity programme, Translink took part in the Belfast Pride Parade for the first time on the 3<sup>rd</sup> August 2019. Approximately 40 LGBT employees and allies attended from a whole range of divisions, the parade was also attended by the Translink Youth Forum and Senior Management. In addition, we took a stand at the Parade Village to promote vacancies in Translink, encourage applications and engage with the community in a fun festival environment. In partnership with Belfast Pride, Translink provided an accessibility bus for anyone who wished to take part in the parade but who may have found it difficult to walk, such as those with mobility, mental health or sensory issues as well as families with young children. Over 35 people registered to join the 'Pride bus' and Translink received positive feedback from those who availed of the service.

Following this success, Translink are building on this work and are planning to support the Belfast Pride 2020 festival and LGBT staff and allies internally by creating an employee network.

### **Disability Awareness**

As part of our week 1 induction, all staff who come to us for a PCV licence receive training on our company policies including Customer Care, Child Protection, Drugs & Alcohol Awareness, Social Media & Disability Awareness.

Trainee bus Drivers also receive training on the following:

- The Disability Discrimination Act 1995, Disability Discrimination (NI) Order 2006 & Equality Act 2010
- How Translink complies with the DDA
- Facts about disability (numbers involved with various disabilities)
- Barriers faced by disabled people (environmental/cultural/attitudinal)
- Hard to spot disabilities

- Understanding Mental health
- Understanding Autism
- How to deal with a customer with learning disabilities/difficulties, Asperger's, Brain Injury
- Assisting blind/visually impaired customers
- Assisting deaf/hearing impaired customers
- Assisting customers with speech impairment
- Assisting mobility impaired customers
- Wheelchair/mobility scooter policy

As part of Translink's commitment to continually improve the Translink Training Academy have developed a new basic driver training programme to enhance the content in relation to the equality components listed above.

### **Supporting the Local Community**

We recognise the value of supporting local communities and the strategic benefits for our business in terms of supporting business growth and ongoing success, building trust and enhancing corporate reputation.

We collaborate with a range of organisations through sponsorships, charity initiatives and also recognising employees through our internal Translink Staff Charity and Translink Community Partnership schemes.

Over 30 different community initiatives have been supported over the last year, these have included sporting events, festivals, arts an educational activity – all of these have had a valuable link to promoting public transport and the values we live by.

Key highlights over the last year include:

#### Supporting community led festivals and events

Translink play an important role in delivering successful, high profile events to support Northern Ireland's reputation as a stand out location and enabling economic growth. For example, major concerts, sporting events such as the 148<sup>th</sup> Open, Belfast Vital and Belsonic. By providing essential accessible transport services, high volumes of participants and spectators can attend and partake in these prestigious occasions.

#### Glider 1<sup>st</sup> Birthday

Glider celebrated its 1st birthday on 3<sup>rd</sup> September 2019 following a highly successful year of service. Over 2 million additional Glider passenger journeys were made in comparison to previous bus journeys taken along the route an increase of over 30%. A new Glider Experience Guide was created by local heritage and tourism groups and was launched on the birthday to celebrate how much the Glider Connects people to their city.

#### North West Transport Hub – Halloween and Christmas event / Civic Space

Last October the North West Transport Hub had its operational opening in Derry~Londonderry just in time for the City's famous Halloween celebrations. As well as being a main transport facility for people in the city, we also hosted a number of special community led family Halloween events in the Hub working closely with Derry City and Strabane Council including a creative balloon installation, spooky storytelling with Winifred the Witch, shadow dancing and ghostly arts and crafts activities. Over the Christmas period, we also hosted local choirs, yoga sessions, charity information sessions and a craft fair all in the Hub's impressive new community space

#### Bus and Train Week 2019

Our award winning annual Bus and Train celebratory week continues to play an important role in raising awareness of the vital role public transport plays in the growth and prosperity of Northern Ireland, enabling a strong economy and supporting education, tourism, environmental responsibility and health and active travel while also building a more inclusive society.

Passengers, local businesses, schools, community groups, councils, elected representatives and employees got involved. Key events in the 2019 Bus and Train week included 'My Way 5K' event in partnership with Cancer Focus, Active Travel Challenge in partnership with DFI, Sustrans and the Public Health Agency, a Beach Clean of Waterfoot Beach and creating an Eco 'Pledge Tree.'

#### 'Stuff a Bus' Christmas campaign

Translink's third annual 'stuff a bus' Toy Appeal, delivered in partnership with U105 radio, The Salvation Army and St Vincent de Paul, resulted in over 20,000 gifts being donated. This demonstrates the generosity of Translink Passengers, U105 listeners and Translink staff. The gifts were delivered to those who need it most on Christmas Eve, ensuring that thousands of children woke up to a present on Christmas morning.

#### Support for Food Banks

Translink worked with the Trussell trust during December 2019 to provide essential goods for food banks. Staff were encouraged to 'drop off' goods to a range of convenient Translink locations (Short Strand, Adelaide, Falls Depot, Great Victoria Street and Milewater Service Centre). Donations were distributed equally to all areas requiring support in the Belfast area.

#### Ulster in Bloom

2019 was the 41st year of the Translink Ulster in Bloom competition and the 20th year of Translink's sponsorship. The closely contested community competition aims to boost civic pride by officially recognising beautiful plant and floral displays as well as excellent examples of community engagement and development while also supporting both mental and physical health. Due to the COVID19 crisis and the resultant lockdown in March, the decision was taken to cancel the official Translink Ulster in Bloom Competition for 2020.

In its place NILGA and Translink created a new 'Homegrown' celebration - a new digital Ulster in Bloom showcase to celebrate all things community in the response to this

emergency. In this challenging period, we developed new partnerships and future growth opportunities for the competition, this included working with the Conservation Volunteers on a Public Health Agency funded 'Grow your own' seed giveaway where over 300 vegetable seed kits were distributed to 'Bloom' communities and supporters as part of the launch of the Translink Ulster in Bloom 'Homegrown' campaign.

#### JAM 'Just a Minute' card

Translink was one of the first businesses to partner with NOW Group's JAM Card and App. The pilot of the project started with Metro and it has now been rolled out across the public transport network to Ulsterbus and Northern Ireland Railways.

The JAM Card has proven to be an extremely effective tool in breaking down barriers and encouraging some of the most vulnerable in our society to lead an independent and active lifestyle. The JAM Card app, designed by the NOW Group, allows people with communication barriers such as learning disabilities/difficulties, autism, Asperger's or a brain injury to alert front line public transport staff discreetly that the card-holder needs 'Just A Minute' of patience and time when interacting with them.

NOW Group has delivered peer training to our Training Academy and it is now embedded in our annual training schedule. This ensures that Translink Drivers, Conductors and frontline staff can support any passengers using the 'JAM' App or card. Translink are exploring other e-learning modules for office based staff.

#### CAN (Compass Advocacy Network)

Translink continue to link up with CAN (Compass Advocacy Network) a charity which supports people with learning disabilities, autism and/or mental health issues through the WE (Work Enablement) Programme. Translink continue to support the **CAN** Recycling initiative by encouraging employees to donate old uniforms to be recycled following the new uniform roll out. Supporting the WE Programme enables trainees to gain work skills and accredited qualifications to enable them to progress into employment and/or volunteering opportunities.

#### **Recognition and Awards 2019- 2020**

Translink achieved recognition of their work through a range of awards. Examples are provided below:

Translink achieved five wins at the UK Bus Awards in 2019. Translink won the gold award in the 'Making Buses a Better Choice' category for Glider, and Translink's Belfast Area Manager was crowned 'Leader of the Year'. Translink also took home a silver award for its 'Stuff a Bus' Christmas Appeal and two bronze awards, Engineer of the Year and one in the Rosco Innovation in Safety category for the 'Glider Driver Training Programme'.

Translink won the 'Responsible New Product' award for the Glider service at Business in the Community's Responsible Business Awards in June 2019, achieving further recognition for the positive impact it has had on Belfast.

CIPRide NI regional PR awards recognise outstanding work and mark winners out as industry leaders. Translink won four gold awards:

- Corporate and Business Communications Campaign – Translink, Glider Launch - Energising Belfast
- Consumer Relations Campaign - Translink, Glider Launch - Energising Belfast
- Public Sector Campaign - Translink, Glider Launch - Energising Belfast
- Regional Campaign of the Year - Translink, Glider Launch - Energising Belfast

### **Translink Spirit – Employee Engagement**

To help ensure adequate data and information is being obtained on the Section 75 needs of employees, we have continued to focus on employee engagement. We have an Employee Engagement Business Partner and engagement strategy, with a focus on internal communications, employee events/conferences, recognition and our employee values and Spirit campaign.

Over the last year the focus has been on developing our internal communications systems in order to increase their reach and availability for all employees, so that all employees have the opportunity to easily access the latest information updates and information about wellbeing, employee benefits etc. This included updating the intranet and the development of an employee app for launch in May 2020. In June 2019 we launched our employee values ‘Translink Spirit’ campaign. This new internal brand will help provide a consistent internal focus for employees and communications, to enable us to develop engagement with employee values. Part of this work has included an increased focus on recognition for employees at both a local level and through more corporate events such as employees awards and long service recognition.

Following the last employee engagement survey in 2018, the next survey is planned for 2020 (timings subject to change due to current circumstances and the ongoing pandemic). Results from the previous survey have supported the development of employee engagement work, including wellbeing developments and a focus on mental health and D&I developments, including increased participation in events such as Pride.

### **Go Safe**

#### **Behavioural-based safety programme developed for HUB**

A Safety, Health and Environmental Leadership Team (SHELT) was established on the Belfast Transport Hub project. The SHELT focus is on driving high standards of safety, health and environmental management on the project and through a series of workshops and mapping exercises it was determined that a behavioural based safety programme should be introduced on the project. As a result, Culture and Behaviour Awareness training material has been developed and delivered to the project team and will be rolled out to all contractors and suppliers engaged on the project. The SHELT group has established a SH&E Vision for the project outlining key strategic focus areas for high performance targets on the project – the development of an ongoing behavioural improvement programme is just one of these key focus areas.

### **Safety Improvement Programme**

This programme was established to enhance safety performance within the Bus Engineering Division. It started with a one-day workshop, involving all of the senior and mid-level bus engineering managers. Action plans have been developed covering communications, monitoring and audit, training and competence. Action plans assigned to senior managers were agreed with a completion date of the end of October 2019.

### **Safety Upgrade Project**

Following work at two pilot depots Dungannon and Short Strand, the main Project commenced Summer 2019. Project scope includes the following:

Safety upgrades across bus stations, bus engineering workshops and bus parks to include:

- Design and installation of consistent safety signage.
- Improved external lighting.
- Traffic management reviews
- Re-lining traffic routes and one way systems
- Re-lining parking bays for buses and staff
- Creation and re-lining pedestrian walkways
- Re-lining of departure stand safe zones
- Installation of traffic barriers
- Access/egress modifications
- Localised re-surfacing

### **Don't Walk By Campaign**

Our commitment to 'Don't Walk By' continues to reinforce a safety culture that encourages staff to look out for each other, 'Don't Walk By' and to speak up if something appears unsafe or damaging to health or the environment.

### **NI Anti-Bullying Week**

Our work with the Northern Ireland Anti-Bullying Forum continues to tackle the serious issue of bullying. The Anti-Bullying Week theme of RESPECT was promoted in-station and on buses ensuring the campaign was a success with almost 750 schools and youth groups getting involved across Northern Ireland.

### **Schools Rail Safety Arts Programme**

The second phase of the creative and engaging in-schools' safety programme, #Crossingthelines was completed in May 2019, in partnership with the arts organisation Replay Theatre Company continued to bring important safety messages into schools in an informal way. The schools were identified as being in areas where there were higher levels of anti-social behaviour involving young people. The first phase of #Crossingthelines, delivered in September 2018, the feedback from young people (aged between 12-18 years old) guided the script for the in-schools' production in May 2019. Over 550 pupils participated and the event helped to reiterate key safety messages highlighting the dangers of anti-social behaviour

### **Rail Safety Community Engagement**

Level crossing safety and use of pedestrian level crossings have been promoted at community engagement sessions. We have also engaged with residents and community groups ahead of essential engineering works to ensure safe practices are adhered to. Rail safety is also communicated through the RADAR centre in Belfast, the target group is P6/P7 school children. In addition, we once again supported the 11<sup>th</sup> International Level Crossings Awareness Day.

### **Safety and User-worked Crossings**

We engage closely with the farming community to maintain high safety standards, as much of the rail network runs through agricultural land. This has been facilitated through the high level of communications we maintain through high-profile attendance at key agricultural shows including Balmoral, Ballymena, Lurgan and Ballymoney, speaking directly to the local communities on rail safety messages. We also sponsored a competition at the College of Agriculture Food and Rural Enterprise (CAFRE), promoting rail safety among the next generation of farmers and farm families. Our annual safety calendar continues to be popular and provides an excellent platform to keep timely safety messages front of mind.

## **Go Healthy**

### **Translink Wellbeing Strategy**

Our wellbeing strategy emanates from the Go Healthy strand of our corporate responsibility strategy. We ensure that the topic of wellbeing remains central to this strategy so all employees feel supported at work. We deliver a range of wellbeing initiatives that suit our employees needs and to ensure that we target all areas of the business. We are now in the 4<sup>th</sup> year of this delivery and continue to focus on mental health as the main area of interest. At the same time, we address other relevant wellbeing issues that are highlighted from employee feedback and outcomes acquired throughout the year.

Within the organisation we have an Employee Support Officer who oversees the day to day running of the strategy. We also have a group of Mental Health First Aiders and a group of Wellbeing Champions, the majority of who are in non-managerial roles and encourage participation in the wellbeing initiatives. They promote positive and healthy behaviours and signpost those seeking further help on to the most relevant support services available.

### **Looking after your mental health 2019-2020**

Looking after your mental health has been the wellbeing theme for the year and to promote this very topical issue we have worked alongside our Employee Assistance Programme, Inspire Workplaces to highlight the main national awareness days as well deliver a range of other initiatives to support this theme. An outline of key activities are provided below:



#### World Suicide Prevention Day 2019

Conductors were asked to read out a Samaritan's scripted text on-board the trains. This was extremely successful and well received by our passengers, and received positive praise by customers who commented on Facebook. Also on this day, Dr David Cameron (Inspire) held a session on suicide awareness for our employees. This is the second year Dr Cameron has held this event and given the success, we will continue to schedule these annually at different locations.

Inspire also visited one of the main stations, Lanyon Place. They met with employees and passengers and promoted their "Art of Active Listening" campaign, with the aim of encouraging the importance of listening to a friend or colleague. Employee feedback was positive which has helped to reduce the stigma associated with mental ill health.

#### World Mental Health Day 2019

Inspire Workplaces visited Europa Bus Centre, to discuss with passengers and employees the significance of nurturing mental health. We also ran a mindfulness session on this day, which was designed to help employees understand the principles of mindfulness practice and the positive impact on mind, body, brain and performance.

#### Mental Health Toolkits

Mental Health Toolkits have been designed specifically for Translink managers and employees. They detail the actions both managers and employees need to take when an employee is experiencing mental ill-health, whether in work or off on sick leave. We provided training to support the use of the toolkits across the business.

#### Translink Choir

Translink created a Choir in 2019, it is widely acknowledged that singing particularly in a group, can have positive benefits for your physical and mental health. The choir have sang at various Translink events including performing at a charity event at the Crescent Arts Centre in Belfast, in conjunction with Cancer Focus NI Sing for Life Choir.

#### Financial Wellbeing

We promoted this theme to provide information to our employees about the range of financial support available to them. We hosted a financial wellbeing event which was attended by 6 companies including The Consumer Council, Inspire, Bank of Ireland, Personal Group, Abbey Insurance, Kennedy Burchill. It provided employees with information on free Will-writing, mortgages, budgeting, counselling services and insurance.

#### Translink Hiking Club

A Hiking club, led by two Go Healthy Champions grew in strength during this reporting year. Regardless of the weather, the Hiking Club were determined to ensure their hikes took place and they were pro-active in promoting them using their Whatsapp Group and Facebook page. They visited various locations including Kilbroney-Donard Park, Rams Island, Glenariff Forest Park and Slieve Donard.

#### Charity Partner - Cancer Focus NI

Our employees continue to be hugely supportive of Cancer Focus NI with the delivery of many fun and challenging fundraising initiatives that support the positive wellbeing message of giving, to promote increased physical and mental wellbeing. Every October we turn our depots and offices Pink to highlight Breast Cancer Awareness Month. Employee-led initiatives include “braving the shave” raise vital funds for the charity.

#### Go Eco

Translink support a range of eco friendly community projects and initiatives directed by their Corporate Responsibility Strategy and corporate volunteering approach.

Some examples from last year include our annual SPIRIT of Translink Facility Awards programme, wildflower planting, biodiversity boxes, beach cleans, and neighbourhood clean-ups.

#### **Translink Facility Awards**

The SPIRIT of Translink Facility Awards recognise the efforts of Translink employees right across Northern Ireland to develop a culture of continuous improvement for the benefit of passengers, the general public and their work colleagues. The awards are designed to enhance customer experience and safety and reward staff who regularly go the extra mile in making Translink a recognised leader in corporate responsibility.

These Awards, in partnership with Keep Northern Ireland Beautiful, embrace the company’s 4 main corporate responsibility themes (Go Safe, Go Eco, Go Healthy and Go Together) and are judged across key criteria assessing resource efficiency, energy and carbon, biodiversity, health and wellbeing activities, stakeholder, employee and community engagement as well as employee culture, behaviour and leadership.

36 Translink locations, including bus and train stations, took part in the Awards which also ensures the business upholds its environmental-responsibility focus, making Northern Ireland a more attractive place to live and work while supporting the local economy.

#### **Portrush – be safe be well**

At Portrush Station, Translink, and main contractor Graham, worked closely in partnership to deliver a modern, accessible railway station that is sympathetic to the local built environment. Keen to ensure that the local community could get involved in transforming the space, and that local residents could have an opportunity to showcase their talent, Portstewart’s ‘Be Safe Be Well Men’s Shed’ were approached and they were enthusiastic about getting involved. With support from Bushmills Distillery who provided the barrels, they designed and built a stunning train barrel planter.

#### **Eco Schools**

Over 3100 pupils across 39 local schools participated in the Translink Eco Schools Travel Challenge highlighting the importance of walking, cycling and using the bus or train more often for the school run. There was a 56% increase in sustainable journeys and a

29% decrease in car use during the challenge. We held a special awards ceremony at Belfast City Hall to celebrate pupil achievements and mark 10 years of the Translink Eco Schools Travel Challenge.

With air quality recognised as the greatest environmental health risk in the UK, pupils from Cranmore Integrated Primary School also launched our 'Breath of Fresh Air' pilot project to help tackle the climate crisis. The project aims to raise the profile of the serious issue of air pollution with pupils monitoring air-quality around school grounds and demonstrating the positive impact of the sustainable travel challenge in supporting the health and wellbeing of the school community. Translink aims to restart this initiative as Lockdown restrictions ease.

### **Active Travel Challenge**

Almost 33,000 journeys on public transport, foot and bike were made by commuters as part of our month-long Challenge to beat the traffic and get healthier in Northern Ireland. More than 2,000 people from a wide range of workplaces across Northern Ireland took part - significant growth compared to previous years. Organised by Sustrans and Translink and funded by the Public Health Agency (PHA) and the Department for Infrastructure (DfI), staff from public and private sector organisations went head-to-head with a range of prize incentives available to reward their efforts to embrace more active and sustainable travel patterns.

PART A

- 2** Please provide **examples** of outcomes and/or the impact of **equality action plans/** measures in 2019-20 (*or append the plan with progress/examples identified*).

Please see appendix 1

PART A

- 3** Has the **application of the Equality Scheme** commitments resulted in any **changes** to policy, practice, procedures and/or service delivery areas during the 2019-20 reporting period? *(tick one box only)*

☐ Yes                      ☒ No (go to Q.4)                      ☐ Not applicable (go to Q.4)

Please provide any details and examples:

- 3a** With regard to the change(s) made to policies, practices or procedures and/or service delivery areas, what **difference was made, or will be made, for individuals**, i.e. the impact on those according to Section 75 category?

Please provide any details and examples:

- 3b** What aspect of the Equality Scheme prompted or led to the change(s)? *(tick all that apply)*

☐ As a result of the organisation's screening of a policy *(please give details):*

☐ As a result of what was identified through the EQIA and consultation exercise *(please give details):*

☐ As a result of analysis from monitoring the impact *(please give details):*

☐ As a result of changes to access to information and services *(please specify and give details):*

☐ Other *(please specify and give details):*

## Section 2: Progress on Equality Scheme commitments and action plans/measures

### Arrangements for assessing compliance (Model Equality Scheme Chapter 2)

- 4 Were the Section 75 statutory duties integrated within job descriptions during the 2019-20 reporting period? *(tick one box only)*

- ☐ Yes, organisation wide
- ☒ Yes, some departments/jobs
- ☐ No, this is not an Equality Scheme commitment
- ☐ No, this is scheduled for later in the Equality Scheme, or has already been done
- ☐ Not applicable

Please provide any details and examples:

The Section 75 duties are part of all new and revised Management and Professional Technical job descriptions as these are generally considered to be posts with the ability to influence the culture of equality within the organisation.

- 5 Were the Section 75 statutory duties integrated within performance plans during the 2019-20 reporting period? *(tick one box only)*

- ☐ Yes, organisation wide
- ☒ Yes, some departments/jobs
- ☐ No, this is not an Equality Scheme commitment
- ☐ No, this is scheduled for later in the Equality Scheme, or has already been done
- ☐ Not applicable

Please provide any details and examples:

Section 75 duties are currently part of performance plans for the majority of staff with specific duties to fulfil on an annual or periodic basis. Translink launched a new performance review framework incorporating Translink's LEAD competency framework. The addition of the behavioural component to the reviews provides a structure to address and promote a positive inclusive culture.

- 6 In the 2019-20 reporting period were **objectives/ targets/ performance measures** relating to the Section 75 statutory duties **integrated** into corporate plans, strategic planning and/or operational business plans? *(tick all that apply)*

- ☐ Yes, through the work to prepare or develop the new corporate plan
- ☒ Yes, through organisation wide annual business planning
- ☐ Yes, in some departments/jobs
- ☒ No, these are already mainstreamed through the organisation's ongoing corporate plan
- ☐ No, the organisation's planning cycle does not coincide with this 2019-20 report
- ☐ Not applicable

Please provide any details and examples:

The executive and senior management team have effectively integrated objectives and targets relating to equality into corporate strategies and operational plans as appropriate which is reflected at all levels of strategic planning. E.g. Group Corporate Responsibility Strategy 2017 – 2022 and Translink Strategy 'Get on Board' 2016 - 2021. The Group Corporate Responsibility Strategy is reviewed on an annual basis with the Corporate Responsibility Review being published on our website.

The promotion of equality and good relations is also endorsed by Translink's guiding 'SPIRIT' values; Safety, People, Innovation, Responsibility, Integrity and Teamwork. The Group Chief Executive and Senior Management take every opportunity to acknowledge staff who have demonstrated exceptional Translink 'SPIRIT', using them as ambassadors for outstanding customer care, for instance recognising those who have shown great kindness and compassion for customers who have required extra support and assistance.

As outlined in the Translink Strategy 'Get on Board' and the Group Corporate Responsibility Strategy, Translink aims to make services accessible and affordable to everyone. Translink, is committed to delivering a modern, sustainable transport network that meets the needs of everyone within the community aiming to achieve this through effectively engaging with stakeholders to enhance services and access to information. Senior Management have promoted equality of opportunity and good relations through visible commitment and involvement in community engagement, consultations and forums. Working closely with government departments alongside other stakeholder and disability groups to deliver the vision of the Department for Infrastructure 'Accessible Transport Strategy 2016 - 2025 to provide a transport network in NI that is inclusive and accessible to all.

To ensure that the Section 75 considerations are mainstreamed into all aspects of project management, a clause regarding Equality Screening and Translink's obligations regarding Section 75 of the Northern Ireland Act 1998 was added to the New Project Management Procedure in 2016. The effectiveness of this addition has been monitored and it has proven effective in mainstreaming the Section 75 obligations as it has placed accountability on all departments to ensure due regard in promoting equality is given at the earliest opportunity within all projects. This in turn has increased the number of screening exercises carried out and raised awareness of the Section 75 requirements.

Section 75 considerations have also been mainstreamed into the development of projects for example the Belfast Hub Project ensured all private sector companies that were involved in the project were required to reflect on how Section 75 considerations had been integrated into their designs.

### Equality action plans/measures

- 7** Within the 2019-20 reporting period, please indicate the **number** of:

Actions completed:

14

Actions ongoing:

2

Actions to commence:

Please provide any details and examples (*in addition to question 2*):

None in addition to question 2

- 8** Please give details of changes or amendments made to the equality action plan/measures during the 2019-20 reporting period (*points not identified in an appended plan*):

No changes were made during 2019-20

- 9** In reviewing progress on the equality action plan/action measures during the 2019-20 reporting period, the following have been identified: (*tick all that apply*)

- ☒ Continuing action(s), to progress the next stage addressing the known inequality
- ☐ Action(s) to address the known inequality in a different way
- ☐ Action(s) to address newly identified inequalities/recently prioritised inequalities
- ☐ Measures to address a prioritised inequality have been completed

### Arrangements for consulting (Model Equality Scheme Chapter 3)

- 10** Following the initial notification of consultations, a targeted approach was taken – and consultation with those for whom the issue was of particular relevance: (*tick one box only*)

☐ All the time

☒ Sometimes

☐ Never

- 11** Please provide any **details and examples of good practice** in consultation during the 2019-20 reporting period, on matters relevant (e.g. the development of a policy that has been screened in) to the need to promote equality of opportunity and/or the desirability of promoting good relations:



### **Belfast Transport Hub - 'Get Behind the Hub' Campaign**

The Hub, which recently received planning approval, is a multi-million-pound investment, and a hugely important Northern Ireland Executive Flagship Project. It will be a key driver of economic growth and prosperity for both Belfast and Northern Ireland.

Located on an 8-hectare site in Belfast City Centre, the Hub will replace Great Victoria Street Train Station and Europa Bus Centre, acting as the main gateway to Belfast and creating a sense of arrival in a modern, progressive city. The Hub will also provide bus and rail connections to all parts of Northern Ireland and beyond, including the cross-border Enterprise service.

There is an ongoing programme of engagement with local political leaders, community organisations, schools and businesses in the Sandy Row and Grosvenor Road areas which has included successful volunteering days at local primary schools painting classrooms and restoration of a nursery garden as well as supporting local construction engineering apprentices from the area. Plans are in place for a Public Arts and Heritage strategy to reflect the vibrant history of the host areas.

Public consultation has been positive and constructive, raising awareness of a range of issues associated with Section 75. As the project continues to develop, public engagement will continue to play a central role in ensuring that these issues remain central and mainstreamed and are addressed appropriately as and when necessary. The employment of a full-time Community Liaison Officer has helped consolidate this work.

It is expected that the Hub will take approximately five years to complete, with over 400 jobs being created. This sits alongside commitments to Buy Social and a Construction Academy, which will provide job readiness by targeting local communities to provide information, training and ongoing support to new entrants and apprentices, maximising social and economic benefits for communities across Belfast.

Stakeholders are also able to obtain more information on the developments of the project on the dedicated information internet page on the Translink website <https://www.translink.co.uk/corporate/media/improvementsandprojects>

### **North West Multi Modal Transport Hub**

Work is progressing well on the North-West Multi-Modal Transport Hub (NWMMTH), centered on the Grade-B listed former Waterside Train Station in Derry~Londonderry.

Phase 1 works, including the opening of the station building, was completed in autumn 2019. Phase 2 works, including carpark and bus turning circle works is continuing and due for completion by end of 2020. We undertook a significant campaign of stakeholder engagement prior to the granting of planning approval, and have worked closely with local schools, training groups and other stakeholders throughout this project, including in the delivery of safety presentations, as well as facilitating site visits by local representatives and others – a key highlight is an arts project which will be coming to fruition in June 2019. The project team also met with Imtac and disability groups to discuss the design of the NW

Multimodal Transport Hub and mitigating measures have been added to the plan to address concerns raised.

Discussions are currently ongoing with Derry City and Strabane District Council in relation to uses of the event space inside the facility.

Stakeholders are also able to obtain more information on the developments of the project on the dedicated information internet page on the Translink website:

[Http://www.translink.co.uk/northwesthub/](http://www.translink.co.uk/northwesthub/)

### **Lurgan Area Track Renewals (LATR)**

Engagement work as part of the LATR project has been considerable, including Safety Bus visits to local schools during the pre-Easter period, sponsorship of local events (Lurgan Show, etc) and working with local sports and community organisations to provide equipment and enhance facilities where appropriate. We have engaged with local representatives at all levels and have also facilitated other significant community events e.g. including a local church's 'Easter Extravaganza' family fun day and sporting events, such as Lurgan Town FC's 'Towns Cup.'

As part of the project legacy in the Lurgan community, an Arts Project entitled "A Mile of Track" turned community ideas on Health and Wellbeing into two pieces of art which are currently are being fabricated and will be installed at the Level crossings.

A community walking path has also been constructed using redundant materials recovered from the track renewal promoting health and Wellbeing.

Stakeholders are also able to obtain more information on the developments of the project on the dedicated information internet page on the Translink website:

<https://www.translink.co.uk/corporate/media/improvementsandprojects/lurgantrackrenewal>

### **Ticketing**

Extensive consultation took place with the introduction of Ticket Vending Machines (TVMs) and Smartcard Platform Validators (PVs) for the Glider Rapid Transit System. Translink is now planning for delivery of further elements of the Future Ticketing System Project including roll out of new on-bus ticket machines, TVMs at Rail Halts and Stations, Gates at selected Rail Stations, replacement Handheld Ticket Machines for NI Railways, TVMs in key locations for Bus Operations such as Belfast City Centre for Metro, main Bus Stations plus core Park and Ride sites and at Airports.

Project Planning for these further project phases is continuing with engagement arrangements already being progressed to be supported via recruitment of additional resource to assist with ensuring needs to users met and good customer awareness achieved via sustained and on-going consultation with current and potential users especially those cited under Section 75. For example:-

- We have continued to hold meetings with Imtac in relation to the new equipment to be rolled out across the bus and rail network, with the most recent meeting focusing on placement and location of Ticket Vending Machines in Belfast City Centre.

PART A

- We have reviewed the first-time application processes for the various Department for Infrastructure Free and Half-Fare Concessionary Smartpasses with a view to simplifying the process e.g. an online application via a secure website. Recommendations have been provided to DfI for further consideration.

Stakeholders are also able to obtain more information on the developments of the project on the dedicated information internet page on the Translink website:

<https://www.translink.co.uk/corporate/media/improvementsandprojects/futureticketingsystem>

- 12** In the 2019-20 reporting period, given the consultation methods offered, which consultation methods were **most frequently used by consultees**: *(tick all that apply)*

- ☒ Face to face meetings
- ☒ Focus groups
- ☒ Written documents with the opportunity to comment in writing
- ☐ Questionnaires
- ☒ Information/notification by email with an opportunity to opt in/out of the consultation
- ☐ Internet discussions
- ☐ Telephone consultations
- ☐ Other *(please specify)*:

Please provide any details or examples of the uptake of these methods of consultation in relation to the consultees' membership of particular Section 75 categories:

See question 11 for details

- 13** Were any awareness-raising activities for consultees undertaken, on the commitments in the Equality Scheme, during the 2019-20 reporting period? *(tick one box only)*

- ☐ Yes      ☐ No      ☒ Not applicable

Please provide any details and examples:

- 14** Was the consultation list reviewed during the 2019-20 reporting period? *(tick one box only)*

- ☐ Yes      ☐ No      ☒ Not applicable – no commitment to review

### Arrangements for assessing and consulting on the likely impact of policies (Model Equality Scheme Chapter 4)

<https://www.translink.co.uk/corporate/publicationsanddocuments/nithcreports>

- 15** Please provide the **number** of policies screened during the year (*as recorded in screening reports*):

11
----

- 16** Please provide the **number of assessments** that were consulted upon during 2019-20:

0	Policy consultations conducted with <b>screening</b> assessment presented.
0	Policy consultations conducted <b>with an equality impact assessment (EQIA)</b> presented.
0	Consultations for an <b>EQIA</b> alone.

- 17** Please provide details of the **main consultations** conducted on an assessment (as described above) or other matters relevant to the Section 75 duties:

N/a

- 18** Were any screening decisions (or equivalent initial assessments of relevance) reviewed following concerns raised by consultees? (*tick one box only*)

☐ Yes
 ☒ No concerns were raised
 ☐ No
 ☐ Not applicable

Please provide any details and examples:

### Arrangements for publishing the results of assessments (Model Equality Scheme Chapter 4)

- 19** Following decisions on a policy, were the results of any EQIAs published during the 2019-20 reporting period? (*tick one box only*)

☐ Yes
 ☐ No
 ☒ Not applicable

Please provide any details and examples:

**Arrangements for monitoring and publishing the results of monitoring (Model Equality Scheme Chapter 4)**

- 20** From the Equality Scheme monitoring arrangements, was there an audit of existing information systems during the 2019-20 reporting period? *(tick one box only)*

☒ Yes ☐ No, already taken place  
☐ No, scheduled to take place at a later date ☐ Not applicable

Please provide any details:

An Audit of Inequalities is currently underway as part of the review of Translink's Equality Scheme.

- 21** In analysing monitoring information gathered, was any action taken to change/review any policies? *(tick one box only)*

☐ Yes ☒ No ☐ Not applicable

Please provide any details and examples:

The Audit of Inequalities is underway, changes to the Equality Scheme and Action Plan are expected in the new reporting year 2020-2021.

- 22** Please provide any details or examples of where the monitoring of policies, during the 2019-20 reporting period, has shown changes to differential/adverse impacts previously assessed:

N/a

- 23** Please provide any details or examples of monitoring that has contributed to the availability of equality and good relations information/data for service delivery planning or policy development:

As a public sector organisation it is important that Translink is accountable, transparent and has good governance, actively engaging with stakeholders, working to meet their expectations and dealing with any issues that arise. Translink has a wide range of stakeholders: elected representatives, the Department for Infrastructure, the Consumer Council NI, customers, employees and their representatives, regulators, Inclusive Mobility & Transport Advisory Committee (IMTAC) and the general public.

During the past twelve months Translink have been active in talking (and listening) to all of stakeholders, examples include:

- 'Meet the Managers' sessions
- Briefing notes to stakeholders and media briefings and interviews.
- Public consultations and community engagements
- Face to face customer satisfaction interview annually
- Nine passenger groups / Area User Groups
- Translink youth forum and Youth Summit
- Accessibility Steering Group with IMTAC
- Community Careers Workshops and Information Sessions
- Participation with Business in the Community Initiatives
- Representation on Employers for Disability Forum
- Employee Exit Survey
- Trade Union Forum Groups

### **Accessibility Steering Group**

Translinks Disability Accessibility Officer continues to actively work with IMTAC, at quarterly meetings to ensure on-going feedback from service users and user groups. To further develop the level of engagement and consultation opportunities with people with disabilities and older people an 'Accessibility Steering Group' has been formed with IMTAC and includes Disability Action, Consumer Council and other associated groups. The Disability Accessibility Officer continues to engage with this network and highlights any service user feedback at our quarterly Equality Working Group meetings.

We have long-standing constructive relationships with a wide range of organisations supporting people with disabilities. Their expertise and guidance is invaluable in helping us remove any barriers to independent travel.

### **'One Translink, One Team' – Employee Engagement**

To help ensure adequate data and information is being obtained on the Section 75 needs of employees, efforts to improve the levels of employee engagement have intensified. This is being achieved by the dedicated Employee Engagement Business Partner who focuses on internal communications, employee events/conferences, recognition and our employee values and Spirit campaign. Over the last year updating the intranet, the development of an employee app for launch in May 2020 and the weekly Chief Executive's message have kept staff informed and engaged

### **Obtaining and Monitoring Equality Data**

Translink captures equality monitoring data at recruitment stage which is a key element of the new Core HR System. Translink continues to analyse workforce monitoring statistics annually to review any areas of imbalance, identify new trends and implement action plans to address any areas of concern.

### **Translink Safety Bus Education Programme**

The Translink safety bus has continued to go from strength to strength and now in its 18<sup>th</sup> year it has celebrated with 500,000 pupils being educated on board since the initiative started in 2002. This award winning team has continued to find new engaging ways to inspire young people and maintain high safety standards particularly for children making the transition from primary to post primary education.

The onset of the Coronavirus pandemic unfortunately brought an early end to the 19/20 programme. However, the safety bus team adapted quickly, becoming an invaluable conduit between the company and various schools and local youth groups. This took the form of keeping each updated on plans for school and local transport, and for encouraging essential travel/social distancing aboard buses.

### **Translink Youth Initiatives**

In 2019 the Translink Youth Forum celebrated their 10 year anniversary and reflected on their achievements in the last 10 years, including:

- Publication of a Guide to Public Transport for Young People
- Promoting Translink's Proof of Age Card and contributing to the creation of a revised version due to launch soon
- Launching the YLink card that has resulted in 65,000 cards being issued and 12 million journeys being made
- Hosting Youth Summits
- Partaking in the Pride Parade with Translink

This year the youth forum had a membership of 20 young and active affiliates who have work passionately together to voice opinions and provide invaluable feedback on Translink's services. Team Translink continue to visit local schools, universities and youth centres to provide informative and practical sessions on using public transport and promote the benefits of yLink.

### **Translink Youth Forum Roadshows**

Following the success of the 2017 and 2018 annual summits, the Youth Forum extended their reach and hosted 4 roadshows in Derry/Londonderry, Enniskillen, Belfast and Newry. This assisted Translink in hearing the views and experiences of young people across Northern Ireland.

### **Equality Working Group (EWG)**

The Equality Working Group is chaired by the Chief HR & Corporate Services Officer and is made up of Senior Management from key business areas which continues to include representation from all operational divisions including Human Resources, Bus and Rail Operations, Legal, Commercial and Projects and Planning. The EWG representatives continue to be reviewed annually which has ensured all areas of the organisation continue to be represented by key influencers. The EWG meet on a two monthly basis to discuss any new guidance and good practice.

### **Engaging with Employees Via Trade Union Representation**

The basis for communicating openly and sharing information, consulting frequently and engaging is an integral feature of the Translink / Trade Union relations. There are a significant number of forums within Translink to enable the company and unions to engage. The current forums cover all levels of the business from shop floor to the senior

groups with meetings set out in an annual calendar. The numerous forums along with the frequency of meetings are outlined in Appendix 2.

### **Social Media Engagement**

It is very important Translink continue to communicate with customers via the appropriate and current platforms. Social media usage is on the increase and we have responded by developing a Social Media Team and making Twitter and Facebook central to our marketing. It is an ideal platform for engaging with our customers providing them with accurate and efficient passenger information through a variety of social media channels. This includes timetable and fares information, compliant handling and resolution, marketing promotions and regular service updates. We encourage customers to engage in discussion and share their public transport experiences.

### **Engaging with individuals**

Area User Groups are made up of individuals who choose to become involved and they form an important part of the on-going engagement process.

<b>Metro Panel</b>	Covering metro services
<b>Interurban Rail Panel</b>	Covering Ballymena, Larne, Bangor and Portadown Lines
<b>North West Rail Panel</b>	Covering Coleraine and Derry~Londonderry Lines
<b>Cross Border Rail Panel</b>	Covering services between Newry and Dublin
<b>North West Bus Panel</b>	Including local Goldline, Foyle Metro Limavady and Omagh areas
<b>South West Bus Panel</b>	Including Enniskillen, Dungannon and Craigavon areas
<b>North Down Bus Panel;</b>	Including Ballymena, Larne, Antrim, Carrickfergus, Magherafelt and Randlestown areas.
<b>South East Bus Panel</b>	Including Lisburn, Lurgan, Portadown, Armagh, Downpatrick, Newry and Newcastle areas



### Staff Training (Model Equality Scheme Chapter 5)

- 24** Please report on the activities from the training plan/programme (section 5.4 of the Model Equality Scheme) undertaken during 2019-20, and the extent to which they met the training objectives in the Equality Scheme.

Throughout the year 108 employees attended our “Effective Recruitment and Selection” / “Refresher Recruitment and Selection” training.

A new recruitment e-module was introduced in 2019, this re-emphasises key messages from the ‘effective recruitment and selection’ training and delivers key messages around fair and equal treatment through the recruitment process. 334 hiring managers completed this module.

325 employees attended corporate induction which raises awareness of the Section 75 duties.

1910 Certificate of Professional Competency (CPC) courses which includes training on Disability Awareness and how to manage this.

122 new Bus Drivers completed initial driver training that covers Section 75 Equality considerations.

10 Managers attended a workshop by the Equality Commission for Northern Ireland on Section 75 Screening.

- 25** Please provide **any examples** of relevant training shown to have worked well, in that participants have achieved the necessary skills and knowledge to achieve the stated objectives:

The screening workshop provided by the Equality Commission NI continues to prove successful to help raise awareness of the importance of conducting screening and in training managers on how to effectively carry out screening. This has resulted in an increase in more comprehensive screening reports being completed.

Our comprehensive training for new Bus Drivers provides the skills for identifying and helping our customers with disabilities.

### Public Access to Information and Services (Model Equality Scheme Chapter 6)

- 26** Please list **any examples** of where monitoring during 2019-20, across all functions, has resulted in action and improvement in relation **to access to information and services**:

Translink worked in partnership with IMTAC in the development of the new Translink website and ecommerce platform that launched in June 2019. In the pre project phase we worked with User Experience (USER VISION) and Customer Experience (FATHOM) specialists to recruit and invite a range of testers across socio economic, gender and age profiles to test and review our digital services including people with access needs.

IMTAC members were involved throughout the project, members partook in the ‘stakeholders needs’ workshop, formal user experience testing and approval of the new site. The website achieved AA (web accessibility) standard and is currently undergoing its annual audit to measures compliance against WCAG AA standards. This will include the publication of an updated accessibility Statement in Sept 2020. The Translink website is developed in line with these standards generally and the annual audit process ensures ongoing adherence to the standards as new features and content are continually added to the web environment.

#### Translink app

Translink have commenced a project for accessibility improvements to the current version (both IOS and Android) of the Translink\_NI app. An in-depth user testing experience was conducted to ensure improvement focus on improving the experience for screen reader technology. Changes to improve the experience for partially sighted users who don’t use assistance technology (e.g. screen readers) to access information from the app, are being defined from specialist third parties.

The project is part of an overall programme of work to meet Website Content Accessibility Guidelines (WCAG) AA standard for the Translink\_NI app in line with legislative requirements for June 2021.

### **Complaints (Model Equality Scheme Chapter 8)**

- 27** How many complaints **in relation to the Equality Scheme** have been received during 2019-20?

Insert number here:

1
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Please provide any details of each complaint raised and outcome:

A complaint was received in September 2019 from the Committee on the Administration of Justice (CAJ). They claimed Translink had breached it’s Equality Scheme for failing to Equality Screen an alleged policy on *“facilitating irregular immigration checks on Bus Services in the Common Travel Area”*.

Translink investigated this complaint, addressing each of the issues alleged within the complaint. In summary, Translink concluded:

- 1) A policy does not exist nor had a policy decision been made with regard to stopping its vehicles upon the request of law enforcement agencies
- 2) A policy on the functions of other bodies is not within Translink’s remit, nor can it conduct an equality screening exercise in respect of the policies or functions of other bodies

Further to this response the CAJ supported a breach of equality scheme complaint to the Equality Commission for Northern Ireland. In July 2020, The Equality Commission’s

Statutory Duty Investigations Committee confirmed that they decided not to authorise an investigation of this complaint.

### Section 3: Looking Forward

**28** Please indicate when the Equality Scheme is due for review:

An Equality Scheme 5 Year Review has taken place and an audit of inequalities is underway.

**29** Are there areas of the Equality Scheme arrangements (screening/consultation/training) your organisation anticipates will be focused upon in the next reporting period? *(please provide details)*

After reviewing the impacts and outcomes over the 5 year period, Translink recognise that more can be achieved for the following groups:

Translink recognise that women are underrepresented within the company and initiatives need to continue to address this inequality. Translink is currently devising an Equality, Diversity and Inclusion strategy to formalise established gender plans. Some anticipated activity include, re-establishing the Womens Network, co-ordinating female focus groups to understand their Translink experience and reviewing attraction strategies to encourage female applications.

More work can be done to address inequalities that may be experienced by LGBT staff. Translink has taken steps to improve this inequality by participating in the Belfast Pride Parade which promotes diversity and inclusion for LGBT employees and allies. We have recently joined Stonewall and would like to progress our LGBT inclusion plans by creating a staff network.

**30** In relation to the advice and services that the Commission offers, what **equality and good relations priorities** are anticipated over the next (2019-20) reporting period? *(please tick any that apply)*

- ☒ Employment
- ☐ Goods, facilities and services
- ☐ Legislative changes
- ☐ Organisational changes/ new functions
- ☐ Nothing specific, more of the same
- ☐ Other (please state):

## PART B - Section 49A of the Disability Discrimination Act 1995 (as amended) and Disability Action Plans

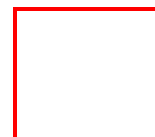
1. Number of action measures for this reporting period that have been:

15

Fully achieved

6

Partially achieved



Not achieved

2. Please outline below details on all actions that have been fully achieved in the reporting period.

2 (a) Please highlight what **public life measures** have been achieved to encourage disabled people to participate in public life at National, Regional and Local levels:

Level	Public Life Action Measures	Outputs <sup>i</sup>	Outcomes / Impact <sup>ii</sup>
National <sup>iii</sup>	Accessibility of Information	Translink launched a new website and engaged with IMTAC and RNIB NI to appoint 3 members to review and provide feedback throughout the website development	A new website has been implemented that delivers accessibility AA standard. It is currently undergoing an audit to ensure accessibility standards are continually met. A project has commenced to refine the Translink App to make it more accessible for those who are partially sighted.
Regional <sup>iv</sup>	Accessibility to Services	Translink continue to engage with IMTAC and other stakeholders to ensure Ticketing Vending Machine developments address equality matters at the design stage.	The ticket machines have accessible design features such as colour contrasts and appropriate screen positions. Any new design features have accessibility requirements designed in.

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Local <sup>v</sup>	Accessibility to Bus/Train Stations	Translink has a number of Infrastructure projects being delivered in local areas e.g. Belfast Transport Hub, North West multi-modal Hub and Yorkgate Train Station, whereby accessibility is designed into the development and design stage.	More accessible bus and train stations. For example, The North West Multi Modal hub has a disabled complaint ticket desk and convenient bus drop off points. Both bus and rail facilities are located in an accessible and convenient location with disabled access specified parking bays available adjacent to the park and ride facility.
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2(b) What **training action measures** were achieved in this reporting period?

	Training Action Measures	Outputs	Outcome / Impact
1	Ensure all staff receives training in Equality and Diversity including Section 75 and disability duties	325 new employees attended the corporate induction which raises awareness of our Section 75 duties	The inclusion of Section 75 duties within the corporate induction has helped to raise awareness of individual responsibilities and assisted in promoting a culture of equality within Translink.
2	Ensure all staff receives training in Equality and Diversity including Section 75	108 employees attended Translink's Effective Recruitment and Selection training	In line with the Equality Commission Model, Translink ensures that no one may sit on a selection panel unless they have received appropriate training about fair, non-discriminatory recruitment methods

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3	Ensure all hiring managers are aware of legislative and process changes in the recruitment process	334 hiring managers completed an new online recruitment and selection training module	This new module was introduced to ensure all hiring managers were familiar with changes in process and revisit core components of fair and effective selection approaches.
4	Ensure relevant staff are aware of their Section 75 statutory obligations regarding screening of policies	10 employees attended the ECNI's Section 75 training in January 2020	Attendees were provided a greater understanding of the legislative context of section 75 and were provided with practical guidance on how to effectively conduct equality screening on policies.

2(c) What Positive attitudes **action measures** in the area of **Communications** were achieved in this reporting period?

	Communications Action Measures	Outputs	Outcome / Impact
1	On-going Feedback from service users and user groups	Translinks Disability Accessibility Officer continues to actively work with IMTAC, at quarterly meetings to ensure on-going feedback from service users and user groups. To further develop the level of engagement and consultation opportunities with people with disabilities and older people an 'accessibility Steering Group' is now formed with IMTAC including Disability Action, Consumer Council and other associated groups.	The Disability Accessibility Officer continues to engage with this network and highlights any service user feedback at our quarterly Equality Working Group meetings.
2			

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2 (d) What action measures were achieved to ‘**encourage others**’ to promote the two duties:

	Encourage others Action Measures	Outputs	Outcome / Impact
1	Acknowledgement of staff following the Translink ‘SPIRIT; and providing excellent customer services	The Group Chief Executive of Translink continues to praise the efforts of staff who go the extra mile for customers who require extra assistance. Using them as ambassadors for showing outstanding customer care and thanking them for showing great kindness, compassion and care for customers in need encouraging them to participate in public life	Recognising employees for their effort and encouraging other employees to provide the same outstanding customer service to all customers.
2			

2 (e) Please outline **any additional action measures** that were fully achieved other than those listed in the tables above:

	Action Measures fully implemented (other than Training and specific public life measures)	Outputs	Outcomes / Impact
1			
2			

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3. Please outline what action measures have been **partly achieved** as follows:

	Action Measures partly achieved	Milestones/ Outputs	Outcomes/Impacts	Reasons not fully achieved
1				
2				

4. Please outline what action measures **have not been achieved** and the reasons why.

	Action Measures not met	Reasons
1	There were no outstanding measures that had either not already been actioned or addressed in a previous year	
2		



5. What **monitoring tools** have been put in place to evaluate the degree to which actions have been effective / develop new opportunities for action?

(a) Qualitative

Translink continues to have a close working relationship with IMTAC and holds meetings on a regular basis. Any issues regarding policies affecting disabled people are discussed at this forum. The section 75 reference group, Translink Area Users Groups and the Tranlink Youth Group allows impact of changes to services to be discussed.

Feedback regarding disability issues are dealt with first hand by our Accessibility Manager who investigates opportunities for improvements in services and information available.

(b) Quantitative

Translink continues to collect some information on the Section 75 characteristics of passengers through the passenger survey which is conducted twice a year. Each survey consists of over 2000 face to face interviews with passengers on buses and trains, at bus and rail stations and at bus stops. Gender and age are recorded on a regular basis and questions about marital status, disability and numbers of dependents have been asked on particular occasions in connection with particular questions. However, as the survey is not anonymous (names are taken to allow for checking by the research supervisors) it is considered that it would be inappropriate to ask about sensitive issues.

The Equality of Opportunity monitoring process provides information on employees and applicants against a number of Section 75 categories including disability.

Multi-platform communication channels (including the website, Facebook and Twitter) used to access our services are continually monitored for feedback as well as assessing their growth and popularity.

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6. As a result of monitoring progress against actions has your organisation either:

- made any **revisions** to your plan during the reporting period or
- taken any **additional steps** to meet the disability duties which were **not outlined in your original** disability action plan / any other changes?

No

If yes please outline below:

	Revised/Additional Action Measures	Performance Indicator	Timescale
1			
2			
3			
4			
5			

7. Do you intend to make any further **revisions to your plan** in light of your organisation's annual review of the plan? If so, please outline proposed changes?

The Equality Scheme is currently undergoing the 5 year review. An audit of inequalities is underway and Translink will seek input from stakeholders and consult of the action plan before it is submitted to the Equality Commission for NI.

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<sup>i</sup> **Outputs** – defined as act of producing, amount of something produced over a period, processes undertaken to implement the action measure e.g. Undertook 10 training sessions with 100 people at customer service level.

<sup>ii</sup> **Outcome / Impact** – what specifically and tangibly has changed in making progress towards the duties? What impact can directly be attributed to taking this action? Indicate the results of undertaking this action e.g. Evaluation indicating a tangible shift in attitudes before and after training.

<sup>iii</sup> **National** : Situations where people can influence policy at a high impact level e.g. Public Appointments

<sup>iv</sup> **Regional**: Situations where people can influence policy decision making at a middle impact level

<sup>v</sup> **Local** : Situations where people can influence policy decision making at lower impact level e.g. one off consultations, local fora.

### **Appendix 1 – Equality Scheme Action Plan – Progress to date**

<b>Area of Implementation</b>	<b>Tasks</b>	<b>Action Measures</b>	<b>Performance Indicator</b>	<b>Timescale</b>	<b>Associated Research/ Monitoring</b>	<b>2019/20 Update</b>
Consultation on the draft revised scheme	Send draft scheme to consultees	Draft scheme e-mailed or posted to consultees.	N/A	July 2012	N/A	Completed 2012
	Actively seek comments from a range of groups.	Actively engage with the Section 75 Reference Group.	N/A	September 2012	Section 75 Reference Group	Completed 2012
	Revise the Equality Scheme to take account of consultee comments.	Collate responses and include in the revised scheme.	N/A	September 2012	Consultee comments	Completed 2012
	Submission to the ECNI.	Finalised scheme submitted to the ECNI	N/A	November 2012	N/A	Completed 2012/13
Consultation	Consult Section 75 groups regarding the best means of Communication.	Address and e-mail database created.	N/A	June 2012	N/A	Completed 2012
	Make arrangements to provide documents in alternative formats.	Braille, Audio, large print and minority language.	N/A	July 2012	N/A	Completed 2012
Publication of the revised scheme	Develop plain English version of the scheme.	Development of plain English version.	N/A	November 2012	N/A	Completed 2012/13
	Publish Scheme on website.	Final scheme put onto <a href="http://www.translink.co.uk">www.translink.co.uk</a>	N/A	December 2012	N/A	Completed 2012/13
	Send copies of the final scheme to consultees and stakeholders.	Final approved scheme sent to all consultees and Stakeholders	N/A	December 2012	N/A	Completed 2012/13
Annual Review of Scheme	Annual Review of scheme conducted by the Equality Working Group.	EWG meeting in November of each year to focus on review of the new scheme.	N/A	November annually	N/A	Annual Progress Report was compiled and reviewed by the EWG for approval.
			N/A	August	N/A	

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	Include summary of the review in the Annual Progress Report.	EWG Review of scheme included in the annual progress report to the ECNI.		annually		Will be submitted in line with 31.08.20 deadline.
Screening	Continue to screen all policies.	On-going review of all Group policies with the appropriate results of any screening process to be consulted upon.	N/A	At the Conclusion of the screening process.	N/A	ECNI provided a Screening Training session for 10 Translink Managers in January 2020.  Screening Reports which were conducted were reviewed by the Equality Working Group, published on the website and Section 75 consultees were advised.
Equality Impact Assessments	Carry out EQIA as necessary based on screening reports.	Based on the outcome of the screening process on policy.	N/A	At the conclusion of each assessment	N/A	The Belfast Transport Hub has undergone a series of public consultations and will be undergoing an EQIA, the results will be published on the website.
Monitoring adverse impact	Continual audit of existing information.	Continued collection and collation of existing data and the commissioning of new data as necessary to ensure no adverse impact.	N/A	EWG Annually	Existing Group data, monitoring results and any new data commissioned.	To further develop the level of engagement and consultation opportunities with people with disabilities and older people an 'Accessibility Steering Group' is now formed with IMTAC including Disability Action, Consumer Council and other associated groups. The Disability Accessibility Officer continues to engage with this network and highlights any service user feedback at our quarterly Equality Working Group meetings.  Translink's Equality Opportunity statutory reports are analysed in greater detail on an annual basis. These are presented to the Equality Working Group and Translin's Executive Team.
Public access to information	Communication and publication of Section 75 Reports and information.	Continued use of the Translink website as a hub for all Group information relating to section 75.	N/A	EWG Annually	N/A	The group continue to publish Section 75 reports and information via the Translink website.
Training	Ensure that relevant staff are updated on the contents to the new scheme.	On-going awareness training for relevant staff and the EWG members.	N/A	EWG Annually	N/A	The Section 75 statutory duties form part of induction training which all new staff receive.

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	Disability Equality Training	Review of Training providers and training.	N/A	EWG Annually	Update to Disability Action Plan	<p>Focused training is provided for key staff who are directly engaging in taking forward the implementation of the equality scheme commitments for example; 10 Translink Managers attended the Equality Commission NI's Section 75 training event in January 2020.</p> <p>Quarterly Equality Working Group meetings help raise awareness of equality and the equality scheme requirements.</p> <p>Disability training remains a key part of driver's annual training and is revised on a regular basis. The training department is currently designing standardised training packages tailored to each business area.</p>
Review of the Scheme	A comprehensive review of the scheme within 5 years or sooner if appropriate.	A comprehensive 5 year review of the scheme to be carried out and sent to the ECNI.	N/A	November 2016	N/A	An Audit of Inequalities is currently underway. We will seek input from our stakeholders and consult on our action plan before we send it to the Equality Commission.
Religious Belief	Under representation of people from various religious backgrounds compared to the NI labour market.	Use of positive action advertising statements to encourage applications from underrepresented groups.	Group Fair Employment Returns	Annually	NI Labour Market Bulletins and statistics agency.	<p>Positive action measures have included an Eco Schools project in partnership with Keep Northern Ireland Beautiful. All NI schools were approached and 28 schools successfully completed the sustainable travel challenge, promoting public transport in a range of local communities.</p> <p>Marketing and services continue to be run with a fair distribution across communities within Northern Ireland.</p>
Political Opinion	Gaps in qualitative and quantitative data collection.	Use of the PwC monitoring statistics.	Monitoring Statistics	Annually	PwC/ Marketing	External statistics regarding political opinion continue to be used including census data from NISRA.

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						Internally, applicant and employee data continues to be monitored and analysed on an annual basis.
Racial Group	Access to Information	Continued use of providing information in alternative formats including use of the Group Minority Language Policy.	N/A	Annually	Minority Language Policy NI Labour Market Bulletins and statistics agency.	In addition to our alternative formats already available for information and the recent website upgrade to BrowseAloud Plus, our IT division have launched a simplified, more user-friendly website improving general navigation.
	Under representation of people from ethnic minority backgrounds compared to the NI labour market.	Use of positive action advertising statements to encourage applications from underrepresented groups.	Group Fair Employment Returns	Annually		Our annual monitoring of ethnic minorities represented within the workforce and recruitment continues. This continues to be generally benchmarked against the NISRA 2011 census.
Age	Accessibility of public transport services for young people.	The introduction of an integrated ylink card for young people aged 16 – 23 to obtain discounted bus and rail travel on Translink Services.	Improved	Summer 2012	The Translink Youth Forum.	Completed 2012
	Accessibility of public transport services for older people.	The continued implementation of DfI policy for residents aged 60 or over to be provided with free travel.		N/A	DfI	On-going applied scheme continued throughout 2019/20.
	Passengers over 60 travelling on concession passes are not able to take advantage of discount vouchers and are therefore not entitled to any form of redress when they suffer a delay.	There is an opportunity to harmonise passenger redress across the network on a mileage/ time delay basis.		N/A	DfI policy states that the current practice is the only workable policy.	Status remains unchanged with DfI.
	Recent data analysis			Annually		

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	<p>indicates improved employment monitoring figures in relation to gender and disabled people. The analysis indicates improved figures for 50+ and lower numbers for those under 20.</p> <p>Safety of public transport services for young people.</p>	<p>Our policy is as a whole based on best practice guidelines and is under pinned by on-going initiatives, programmes and positive actions to bring about improved employment monitoring figures with regular employment policy updates in order to reflect legislative and good practice developments.</p> <p>The installation of illuminated flashing lights to Translink School Buses.</p>	<p>Employment monitoring figures for 50+ and under 20 year olds.</p> <p>Subject to Funding restraints from DFI.</p>	End of 2012	<p>Monitoring data collected From applicants.</p> <p>Dfi</p>	<p>Monitoring and data analysis continues on an annual basis. In 2019/2020 employees aged 50+ accounted for 41% of Translink's workforce. Figure remains low for employees under 20 and so work has continued engage further with younger age groups.</p> <p>School work placements were provided at depots, stations and offices across the country for a variety of schools. The recruitment team also participated in a school careers talk and careers fairs. These help to raise awareness and interest in the organisation with young people.</p> <p>Completed</p>
Marital Status	Employment policies	Employment policies are constantly being reviewed and changed to ensure that people who are not married benefit in the same way as married people.	N/A	On-going process	Group HR Department	The HR Department continue to ensure due consideration is given to new and revised policies to help ensure that people who are not married benefit in the same way as married people. This is also considered within Translink's screening process.
Sexual Orientation	Gaps in qualitative and quantitative data collection.	On-going focus on establishing contact with organisations and groups to attend the Section 75 Reference Group and provide input into consultations. Continued monitoring of applicants for employment.	Improved data and possible Membership of the Section 75 Reference Group with a Group involved with sexual orientation.	Within 1 year	On-going engagement and consultation with sexual orientation groups.	Established networks continue as part of our Section 75 consultation group.
Gender	Under Representation of females in some occupational groups compared to the NI labour market.	Continued implementation of our family friendly employment policies including stating explicitly that applications from women are welcomed.	Higher percentage of females in some occupational groups within the Group.	Monitored Annually	NI Labour Market Monthly Labour Market Reports	<p>The use of welcome statements continues for vacancies in which female employees are generally under represented.</p> <p>Translink has also joined Stonewall and Diversity Mark to demonstrate commitment</p>



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						to changing the representation of females in the workplace.
Disability	Access to information	Dedicated assistance for disabled passengers on our bus and train services (24 hour notice) with clear and accessible signage, including a pilot scheme in Bangor with additional visual aid flags on the wet floor signage.	Refreshed travel safe guide.	Summer 2012	DfI	The Translink Access policy and Access guide are available on the website through a dedicated page on the Translink website.
			Increase in the number of journeys for people with limiting long term illness from 14%	2014	DfI	Translink is undergoing upgrades in both its Bus Operations and on the Train Fleet. Project Teams have consulted with relevant bodies and Translink's Disability Access Officer to ensure they are fully DDA compliant and take account of the needs of those with a disability.
	Access to the transport system	To meet the PSA/PFG/RTS targets through funding for new buses from DfI.	DfI Equality Scheme.	Annually	DfI policy states that the current practice is the only workable policy.	Status remains unchanged with DfI.
	Disabled people travelling on concession passes are not able to take advantage of discount vouchers and are therefore not entitled to any form of redress when they suffer a delay.	There is an opportunity to harmonise passenger redress across the network on a mileage/ time delay basis.				
	Autism Act (NI 2011)	Improved visual signage. Clearly structured public areas delineated by function.	Update of CPC Training delivered to customer facing staff.	End of 2013	Autism Act (NI 2011)	ASD Awareness training is incorporated into Driver's annual CPC training.
		Assessments based upon social functioning, not merely mental and physical ability. Adjustments to "customer service" procedures that provide for people with ASD.		End of 2013		Recruitment applications encourage applicants with a disability to advise of any adjustments which would assist them in participating in the aptitude test/interview process so that full consideration of these can be made on a case by case basis.  Continued improvements are being made to signage with on-going guidance from RNIB.

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		Specific workforce ASD training to assist compliance.				
With/Without Dependants	Flexibility in how staff approach their working pattern.	Continued implementation of our family friendly employment policies which are particularly attractive to those with dependants.	Uptake of various internal policies	Annual Monitoring		Implemented family friendly policies continue, with the addition of shared parental leave from April 2015. These policies are currently under review as per corporate policy guidelines, this will include completion of equality screening exercises.

**Appendix Two; Translink Consultative Structure**

<b>Senior Consultative Group</b>	<b>Subordinate Groups</b>	<b>Remit/Scope</b>
<b>Ulsterbus/Metro Bus Drivers</b>	Ulsterbus Platform Committee  Metro Works Council  Metro Schedules Committee  Bus H&S Committee  Depot Meetings  Depot shop steward meeting	Operational issues that affect Ulsterbus staff.  Operational issues that affect Metro staff.  Metro schedules, duties and rosters.  H&S issues, risk assessments for Ulsterbus/Metro.  Staff meetings/briefings given by local managers.  Monthly local depot shop steward meetings.
<b>Ulsterbus/Metro Engineering</b>	Engineering consultative meeting.  Engineering H&S committee  Garage shop steward meeting  Garage toolbox talks.	Operational issues that affect Ulsterbus/Metro staff.  H&S issues, risk assessments for Ulsterbus/Metro.  Monthly local depot shop steward meetings  Monthly meeting between manager or Foreman and shop stewards.
<b>Metro/Ulsterbus Inspectors</b>	Metro insps meeting	Monthly meeting between local shop stewards and managers.

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	Depot meetings	Briefings delivered by local manager.
<b>NIR Train Drivers</b>	Locomotive Drivers Committee (LDC)  Train drivers H&S committee	Monthly meeting between manager and shop stewards to discuss operational issues including rulebook changes.  H&S issues, risk assessments for Train drivers.
<b>NIR Conciliation Grade</b>	Conductors meeting  Station Staff meeting  NIR Operations H&S committee  Infrastructure meeting	Operational issues that affect conductors.  Operational issues that affect station staff.  H&S issues, risk assessments for NIR staff.  Operational issues that affect Signal/Permanent Way/S&T/Track workers.
<b>NIR Supervisors</b>	Depot meetings	Monthly local meeting between manager and supervisors to discuss operational issues.
<b>Fleet Engineering</b>	Shop stewards meeting  H&S committee	Monthly meeting between local shop stewards and managers.  H&S issues, risk assessments for Fleet Eng. staff.
<b>Clerical/Contact Centre</b>	Office meetings	Informal meetings with staff as required.
<b>Management</b>	N/A	N/A

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<b>Travel Centre/Stranraer</b>	Depot meetings	Briefings delivered by local manager
	Depot shop steward meeting	Monthly meeting between local shop stewards and managers