Audit of Inequalities and Action Plan

Northern Ireland Transport Holding Company

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Completed by:

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On behalf of:

Northern Ireland Transport Holding Company (NITHCo)

Executive Summary

The audit of inequalities is the second audit the Northern Ireland Transport Holding Company (NITHCo) has undertaken and it covers the period 2015-2020. The purpose of the audit is to provide a strategic picture of inequalities. The audit takes account of the social and economic inequalities that constitute the backdrop for the activities of NITHCo) in terms of public transport in Northern Ireland.

NITHCo is a large and complex organisation. As the main provider of public transport in Northern Ireland it provides an essential public service that has the potential to impact on social inclusion, health, business, education and overall quality of life. In this audit of inequalities there is evidence that NITHCo has been proactive in demonstrating a commitment to fulfil its Section 75 obligations across the organisation including its subsidiary companies (Metro, NI Railways and Ulsterbus) who operate under the brand name Translink.

Notwithstanding the commitment of the NITHCo Board, Executive Group and Senior Management to fulfil their duties under Section 75 of the NI Act (1998), the organisation must balance operating on a quasi-commercial basis as a Public Non-Financial Corporation. On the one hand the organisation has a degree of commercial independence but also must operate within the policy framework of the Department for Infrastructure (DfI) as set out in the Public Service Contract (PSC).  The PSC defines the Infrastructure Network that Translink must operate within, in line with relevant DFI legislation. Despite challenges in terms of funding over the last number of years, through good practice, efficiencies have been achieved and an increase in passenger numbers evidenced (Annual Report 2018/19).

Through the implementation of the NITHCo Equality Scheme the corporate Equality Working Group takes a strategic approach to mainstreaming equality into policy development and review across the organisation. The Equality Working Group has enhanced governance arrangements for the implementation of Section 75 through providing a scrutiny function. A structured and rigorous approach is now taken to screening across the organisation and to the importance of paying due regard to the importance of promoting equality of opportunity at an early stage in policy development processes and infrastructure projects.

The adoption of a strategy on corporate responsibility by NITHCo has contributed to mainstreaming Section 75 into how the organisation does business. The organisation has been proactive in building relations with local communities and in meeting the inequalities faced by some sections of the community. A commitment is given in the CR strategy to go beyond compliance in considering the impact of the organisation on society and to engage in CR activities as the “right thing to do”. Partnerships have been forged with those representing the Section 75 groups, community groups, the voluntary and community sector, local councils, community planning partnerships and schools in taking a joined-up approach to promoting equality and good relations.

NITHCo has continued to promote equality in the workforce through specific targeted equality and good relations training for frontline staff, all new employees and through the leadership competency framework. A draft Equality, Diversity and Inclusion Strategy has been developed to target specific Section 75 groups in the workforce where further action is required. Good practice in the promotion of equality and diversity in the workforce is also monitored and reviewed by the Equality Working Group.

The Equality Scheme has provided a useful framework for: integrating Section 75 into the future corporate strategy, policy development and review processes; for developing training and ensuring staff are aware of their responsibilities and enhancing how the organisation consults and engages with a range of those representing Section 75 groups.

Through conducting this audit of inequalities NITHCo has documented how the organisation has implemented and enhanced commitment to promoting equality and good relations over the last five years. The audit has also provided a useful opportunity to reflect on good practice in implementing Section 75 of the NI Act and learn where targeted activities are needed going forward.

Strong evidence is demonstrated in the audit of a comprehensive and proactive approach to promoting equality and diversity in the workforce while also recognising that more needs to be done. The draft strategy on Diversity, Equality and Inclusion includes a commitment to actions to further promote equality in terms of gender, disability and the LGBT community.

Through the consultation process for the audit some areas have been identified for consideration of the Working Group that would ensure a targeted and proactive approach is taken to promoting equality of opportunity for users of public transport with disabilities, dependants, older people and those from ethnic minority communities.

It is recognised in the audit that considerable good practice in the promotion of equality and good relations has been achieved through extensive engagement with local communities and representative groups, on infrastructure and fleet projects, on changes to ticketing arrangements, on the implementation of changes to vehicles and upgrade of the website. Positive partnerships and consultation arrangements are implemented with young people, older people, those with a wide range of disabilities and of different community backgrounds.

Notwithstanding the positive measures that have been taken in areas since the last audit actions have been identified where the organisation can continue much of the positive work that is ongoing and further enhance the promotion of equality. The measures identified in this audit build on the positive foundation that has been put in place and leadership commitment to Section 75 that has been implemented over the last five years.

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SECTION ONE

Background to the Audit of Inequalities

In 2012 the Equality Commission for Northern Ireland published advice to public authorities on conducting an audit of inequalities. The Commission recommends that the audit of inequalities undertaken by public authorities should be consistent with other approaches to review and evaluate performance to make decisions about the way forward and to prioritise actions over time within available resources. The audit is a strategic view of promotion of equality of opportunity and good relations both internally and externally in terms of service delivery. The audit and action plan have been undertaken using the Equality Commission’s six stage process in undertaking an audit of inequalities and action plan.

The current audit of inequalities was undertaken through a comprehensive review of quantitative and qualitative data held by the organisation on the Section 75 groups through monitoring, screening reports and annual reporting on Section 75. Extensive research was carried out on Equality research undertaken by the Equality Commission, research on good practice in promotion of equality of opportunity and public transport and NISRA statistics. Data was also collected through targeted interviews with internal personnel across the organisation, the Equality Working Group and representatives of the 9 section 75 groups.

The audit of inequalities has enabled the organisation to identify the progress that has been achieved since the last audit was undertaken, to identify areas where gaps still exist and actions needed to further promote equality of opportunity and good relations. The findings in the audit will inform the development of an Equality Action Plan that will be reviewed in conjunction with the corporate planning cycle.

Action Plan Development

The previous action plan was focused mainly on the compliance aspects of Section 75 and on promotion of equality of opportunity in the workforce and on measures to promote equality of opportunity in access to public transport for older and younger people, for those with disabilities and for those people from ethnic minority communities.

SECTION TWO

Responsibilities and Functions

NITHCo is a large and complex organisation employing just over 4,000 people. The organisation faces demanding challenges in complying with the policy of the Department for Instructure, operating as a quasi-commercial organisation and implementing severe annual reductions in funding in the current environment.

Due to the high public facing nature of the organisation as the sole provider of public transport in Northern Ireland it has a major impact on the quality of life of a large section of the community in in terms of work, health, education and leisure. Given the nature of the services the organisation provides ensuring safe working practices, providing efficient quality services and sound financial management are key priorities.

NITHCo owns and controls seven private limited subsidiary companies and trades jointly as Translink and is Northern Ireland’s main provider of public transport.

NITHCo is a public corporation and its responsibilities include holding and managing property assets and the oversight of its private limited subsidiary companies. The organisation is expected to operate commercially and has a duty to operate in accordance with Ministerial policy.

NITHCo was established under Section 47 of the Transport Act (Northern Ireland) 1967. Under this legislation the NITHCo has a chairman and eight Directors who are appointed by the Minister.

The organisation carries around 85 million passengers annually and is a major Northern Ireland employer; land manager; and significant user of energy, fuel, water, and a wide range of consumables and other resources. A commitment has been given by the organisation to take responsibility for the impact they have on its stakeholders and the community it serves. It has been stated that the organisation intends to go beyond compliance to act as a corporate citizen as it is acknowledged that this is the right thing to do.

The executive and senior management team have effectively integrated objectives and targets relating to equality into corporate strategy and operational plans and this is evidenced in the Corporate Strategy “Get on Board” 2016-2021 and Group Corporate Responsibility Strategy 2017-22.

The promotion of equality and good relations is endorsed in the organisational values of Safety, People, Innovation, Responsibility, Integrity and Teamwork. The Group Chief Executive and Senior Management take every opportunity to acknowledge staff who behave in accordance with the values. The leadership in the organisation is committed to mainstreaming Section 75 and in making it part of how the organisation does business.

In the 2016-2021 strategy “Get on Board” there is recognition of the importance of public transport in enhancing local communities and supporting social inclusion. Public transport is seen as an important catalyst in promoting social inclusion for older people, those with disabilities and many people who do not have access to a car helping them to participate more fully in society. A commitment is given in the corporate strategy to working with stakeholders to promote social inclusion and strong neighbourhoods with a sense of pride. Over the period of the strategy considerable investment has been made by the organisation to consult and engage with local communities and with older people, younger people and those with a disability where changes to public transport has been planned such as the introduction of the Glider, Belfast Hub, upgrades to stations and to railway lines and new innovative approaches to ticketing and to promoting a greater understanding of mental health awareness.

The commitment to working in partnership with stakeholders to enhance access to quality public transport also extends to committing to working with local councils through their community planning processes to ensure there is consideration of regional and local issues in terms of public transport.

Partnerships have also been established with Education and Health to ensure that the organisation is responsive to the needs of a large customer base that is reliant on public transport.

Internally there is a commitment to creating a diverse workforce and a culture of respect that recognises the importance of empowering staff to generate new ideas and creative solutions. Positive progress has been demonstrated in the annual staff engagement survey in employee responses on whether they felt the organisation promotes a positive attitude towards people with a disability and those of different genders. 70% of staff indicated they felt the organisation promotes positive attitudes to those with disabilities and 71% of staff felt it promoted positive attitudes on gender equality.

Considerable investment has been made in Equality and Diversity training for staff and targeted initiatives to address areas where there was a need to address under-representation in the workforce. A new comprehensive draft strategy on Equality, Diversity and Inclusion includes targeted initiatives to promote equality of opportunity.

Through the Corporate Responsibility Strategy the workforce has engaged in activities to promote and raise awareness of equality of opportunity such as: engagement of staff and senior management in Belfast Pride, Have a go Day to encourage females to apply for jobs as bus drivers; mental health initiatives for employees and passengers. Extensive training has also been provided to front-line staff on equality and all staff are trained and updated on equality matters on an ongoing basis.

Section 75 is integrated into procurement practices in the organisation. Examples include the Belfast Hub where all private sector companies involved in the project had to reflect how Section 75 considerations had been integrated into the designs. The organisation has also been recognised in the (Go) Excellence in Public Procurement Awards Northern Ireland BUY Social Sustainable procurement services.

SECTION THREE

Consideration of Available Data

An extensive desk research exercise was undertaken of the documentation listed below.

* The Equality Scheme
* The Annual reviews and reports to the Equality Commission on Section 75 and Disability Duties
* Article 55 Reviews
* Staff surveys
* Draft Equality Diversity and Inclusion Strategy and Action Plan
* Research undertaken for the BITC “Gender Imbalance” project
* The workforce profile of Translink
* Feedback from Public Consultation undertaken by Translink relevant to the promotion of equality
* Policy documentation from the Department of Infrastructure relevant to Section 75 and targets in the Draft programme for Government
* New Decade New Approach
* Demographic information and relevant stratified information on current and/or targeted customers.
* Audit of Inequalities and any information on key inequalities previously identified
* Any relevant monitoring information
* Relevant NISRA statistics
* Surveys such as Continuous Household Survey
* Consultation undertaken with IMTAC and Disability groups on the delivery of the Accessible Transport Strategy
* The strategy on Corporate Responsibility
* The Translink Strategy Get on Board 2016-2021
* The Annual Report and Account 2018/19
* Data collected by local authorities across Northern Ireland as part of the Community Planning process
* Research reports on Equality and Good Relations undertaken by the Equality Commission relevant to public transport

A summary of the main themes identified in relation to the nine Section 75 categories is included in Appendices 1,2 and 3.

Consultation was undertaken with a key representative on IMTAC and with those who represent ethnic minority communities. The officers interviewed provided information on Section 75 issues that had emerged through the extensive consultation undertaken in the consultation Forums such as IMTAC, the Youth Forum, Seniors Parliament, the Consumer Council and with local community groups.

Consultation was also undertaken with named staff in the organisation with responsibility for overseeing and implementing Section 75, with key representatives on the Equality Working Group, the Access Manager, the Head of Corporate Communications, the Head of Marketing and Business Development and Head of Procurement. Strategic input on Section 75 was provided through semi-structured interviews with the Equality and Diversity Adviser, Head of Reward and HR Services, Chief Human Resources and Corporate Services Officer (Deputy Chief Executive) the Director of Commercial Operations, Director of Service Operations and Infrastructure and Projects Executive.

SECTION 4

Assessment of Inequalities by Section 75 categories

Religion

It was noted in the previous audit of inequalities that it was not deemed appropriate to capture information on religion, political opinion, and sexual orientation through face to face interviews conducted for the customer survey, due to the sensitivities involved. Monitoring information on the religious composition of the passengers on public transport is not therefore captured as part of the monitoring undertaken for the customer charter.

In the DFI (formerly, Department for Regional Development) travel statistics (as noted in the last Translink audit of inequalities) the proportion of both communities using public transport was the same at 4%. It was however noted by DFI in their 2011 audit of inequalities that there may be a religious belief impact associated with the differential uptake of concessionary fares in the west compared to the east.

Extensive public consultation is undertaken in areas where new modes of public bus and rail transport are being introduced and or capital developments to stations planned. For example, consultation was undertaken with local communities in relation to the Belfast Hub with community groups in the Grosvenor Road/ Roden Street/Sandy Row areas. The recruitment team also hosted careers and employment workshops with the community groups in the area to promote job opportunities in Translink and encourage local applicants. The workshops helped to build relations between the community and Translink in each area.

Major consultation exercises were also undertaken prior to the introduction of the Belfast Rapid Transit (BRT) Glider. The new Glider service links East and West Belfast and the Titanic Quarter via. the City Centre and provides people with improved access to jobs, hospitals, shops, schools, colleges and entertainment.

Extensive community consultation was undertaken with local community groups for over twelve months in the Lurgan area prior to the introduction of changes to the rail services.

Area user groups also form an important part of the engagement in Translink and user groups are in existence in the following areas across Northern Ireland.

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

In the transport survey for Northern Ireland 2016-18 it was noted that the two highest district council areas where cars are not the main mode of transport are Belfast City Council and Derry and Strabane District Council. 42% of people in the Belfast City Council area and 33% in Derry City and Strabane District Council walk to work or use public transport as opposed to a NI average of 25% across Northern Ireland. Across a range of district council areas outside of Belfast and Derry and Strabane District Council areas commitments have been given in the Council Community Plans to enhance usage of public transport. Translink has given an undertaking in their corporate strategy 2017-2022 “Get on Board” to work in partnership with councils in the delivery of their community plans.

It was agreed with the Equality Commission to undertake an annual Article 55 review of the workforce across the NITHCo and associated organisations. Therefore, a detailed analysis of the religious composition of the workforce is undertaken each year. The annual monitoring returns indicate that there has been a positive increase in the number of applicants and those shortlisted from the Catholic Community. In the 2018 Engagement Survey 66% of employees felt that the organisation values diversity a 2% increase from the previous survey. No further action in relation to affirmative action on the religious composition of the workforce has been deemed necessary at this time. A commitment has however been given in the Equality Diversity and Inclusion strategy to undertake further analysis against the updated census data to establish if action is necessary.

Actions

To continue to support DfI in the implementation of concessionary rates across the community in NI

Liaise with local councils on their community plans in line with their timetables and consultation process to encourage participation in the use of public transport.

To monitor if there is fair participation from the two main communities in the workforce when the new census data is available.

Political Opinion

Monitoring information on the political opinion of the passengers on public transport is not captured as part of the monitoring undertaken for the customer charter. It was however noted in the previous five-year review that it was not deemed appropriate to capture information on religion, political opinion, and sexual orientation through face to face interviews conducted for the customer survey due to the sensitivities involved.

There is a tendency in Northern Ireland for the voting patterns to reflect the religious composition in the district councils and this is once again reflected in the most recent elections apart from the gains by some of the smaller parties such as Alliance and the Green party. The issues identified in terms of religious opinion are therefore also deemed relevant in terms of political opinion.

It is of note that in engaging with the workforce there are a significant number of forums within Translink to facilitate engagement with the unions. The forums cover all employees at all levels.

Actions

As above

Sexual Orientation

Monitoring information on the sexual orientation of the passengers on public transport is not captured as part of the monitoring undertaken for the customer charter. It was however noted in the previous five-year review that it was not deemed appropriate to capture information on religion, political opinion, and sexual orientation through face to face interviews due to the sensitivities involved.

The organisation has been proactive in demonstrating their support for the LGBT community through senior personnel and staff participating in the annual Pride Event. It has been acknowledged that further targeted internal initiatives are required and a recent commitment has been given to become a member of Stonewall. In the Draft Equality Diversity and Inclusion Strategy a commitment is given to establish an LGBT working group in the organisation to feed into the organisation’s values on promoting a diverse workforce.

Actions

To implement the actions in relation to sexual orientation in the Draft Equality Diversity and Inclusion Strategy.

* Obtain membership of Stonewall February 2020
* Partake in Belfast Pride August annually
* Create an LGBT network within the organisation
* LGBT network feed into the Diversity Agenda 2021 ongoing

To confirm if the Department for Infrastructure is capturing information on the travel needs and issues for people from the LGBT community in the Transport survey and if so to consider any information arising.

Consideration of relevant questions in engagement survey

Race

Limited quantitative data is available on racial groups and public transport. Extensive consultation undertaken for screening on the new automated ticketing arrangements confirmed that the system for purchasing tickets could potentially enable those whose English was not their first language to more easily purchase tickets and use public transport without need for passenger staff interaction. Additional languages are being made available when using vending machines and ability to translate online information and transaction data when purchasing tickets and toping up smartcards.

Metro, NIR and Ulsterbus successfully provided public transport on special and scheduled services to and from major events through the year including Belfast Mela and Culture night.

Translink has been awarded UK Bus Bronze Awards for “Putting customers first”. On the Belfast Airport Express 300 service, new buses have been introduced with a/v displays in French, German and Spanish.

Training is provided for all customer facing staff. World Host training is being rolled out across all frontline staff and they receive specific training on delivering services across cultures. All Glider staff and cross-border rail staff have completed this specific module and there are proposals to roll this training out across all staff. There is also ongoing assessment for staff on the application of the learning in practice.

In the consultation undertaken as part of the audit of inequalities it was recommended that cognisance be taken of the needs of migrant workers in terms of public transport and the potential for harassment or victimisation and or race hate incidents.

Within the workforce it is noted that in 2018 there was an increase in applications for vacancies from ethnic minority communities.

ACTIONS

To explore sources of data available on ethnic minority workers and migrant workers and the use of public transport.

To analyse the revised census data when available and compare the representation of people from ethnic minority communities in the workforce and identify relevant actions.

Disability

In the United Nations Convention on the Rights of Persons with Disabilities Jurisdictional Parallel Report on the Implementation of NI working paper August 2017 it was noted that problems with transport have been identified as a persistent issue limiting disabled people’s ability to live independently. Barriers include the unaccommodating hours of door-door public transport services, lack of physical access to public transport, prohibitive costs of private transport and the lack of understanding and awareness of disability by many people who work for public transport

In the DfI Travel to Work Survey 2016-2018 19% of the respondents said they have some difficulty with travel due to a physical disability or long-standing health problem.

Research commissioned by the Equality Commission for NI in 2017 reported that “Disabled people had experienced barriers to accessing everyday services such as transport. It was noted that barriers are not just about physical access to buildings and vehicles. For many people poor services and the attitudes of the staff providing the services can be a major deterrent to using services.

It is also of note that in research commissioned by the Equality Commission in 2019 on Equality in Public Life Northern Ireland it is noted in a report by Disabled People’s Voices that while improvements have been made to public transport there was still “some way to go before disabled people could travel routinely by bus or train”,

In the NISRA continuous Household survey 2018/19 it was noted that those respondents who have a disability are more likely to use a hardcopy timetable (40%) and Translink call centre (16%) than those who do not have a disability (32% and 11% respectively). Moreover, respondents who do not have a disability were more likely to be aware of the availability of timetables on the Translink website 66% journey planner on a PC or laptop 34% and journey planner mobile app. 35% when compared to those with a disability 49%,25% and 25% respectively. Just over a quarter 26% of respondents who have a disability were not aware of online journey planning resources compared with 16% of those with no disability. Notwithstanding the fact that those with disabilities are less likely to use the online information according to the survey findings Translink has worked in partnership with IMTAC on the development of a new website and ecommerce platform that has achieved AA (web accessibility standard).

Translink has regular contact with the DfI Inclusive Mobility and Transport Advisory Committee (IMTAC) regarding the accessibility of public transport for people with disabilities. Through the close working relationship with IMTAC a wide range of issues of importance to disabled people can be discussed in detail and IMTAC have input into the way initiatives are developed. Through the involvement with IMTAC officers have access to a wide range of groups representing people with disabilities and older people. Consultation is also ongoing with IMTAC on how information provision on transportation issues can be improved for people with disabilities. The Translink Disability Accessibility Officer continues to actively work with IMTAC to ensure ongoing feedback from service users and user groups and the accessibility steering group that includes representatives from Disability Action, the Consumer Council and other associated groups.

In the Translink Disability Action Plan 2017-2022 a commitment has been given to encourage people with a disability to participate in user groups and consultation meetings by providing information and drawing attention to new opportunities. In addition, in the Annual Communication Plan there are actions around involving close engagement and consultation with groups such as people with a disability and older people.

In the Translink Corporate Strategy “Get on Board” Translink aims to make services accessible to all. Through working with stakeholders Translink strives to reduce barriers for people with disabilities and to assist them to travel with confidence. Over the last few years there have been a range of accessibility enhancements including the following: new vehicles; station improvements; upgrades to halts; enhanced passenger information and ticketing arrangements and employee training. These enhancements are targeted at ensuring that people with disabilities can participate more fully in society, reducing social isolation, boosting well-being and enabling better quality of life.

Extensive work has been undertaken with IMTAC on many elements of the Belfast Rapid Transport System including the design of vehicles, halts and ticketing to ensure accessibility was a priority. Translink has worked with IMTAC to commission specialised disability awareness training for the Belfast Rapid Transport System operational staff. The extensive work with disability groups on this initiative has been recognised by the Equality Commission.

In addition, consultation with IMTAC and other relevant groups (for example, user groups) has taken place as part of the New Fleet Projects to improve the accessibility of buses and trains.  This consultation has helped make improvements in terms of audio-visual messages on buses and the colour of destination screens.  This collaborative approach will be ongoing during these projects ensuring both environmental improvements and equality matters are considered throughout.

There has also been a high level of engagement with groups representing people with learning disabilities in the design of facilities in stations and in the roll out of their JAM “Just a Minute” card across the network. The card is designed for communication barriers such as learning difficulties, autism, Asperger’s syndrome or brain injury. The Chief Executive has also met with MENCAP to explore new community support initiatives for people with learning disabilities to help improve their self-confidence and to participate fully in society.

Through the external consultation on the audit of inequalities a view was expressed that Translink applies the Section 75 duties more significantly in relation to employment matters when compared with their core functions. Through consultation with the members of the EWG it was established that rigorous screening and extensive engagement and consultation is applied to external policy review and development of infrastructure projects.

While positive feedback was provided on the GLIDER in terms of accessibility and the training of the staff, a commitment has been given to roll out training with a specific focus on customer service for those with a disability and older people for staff in smaller stations and on some buses. It was however noted that positive feedback had been received on how the staff in the larger stations had supported people with disabilities.

Comment was also received through consultation on: the inaccessibility of some coaches for people with disabilities; on physical access to some stations; ambiguity around priority seating and need for a campaign to raise public awareness of the rights of wheel chair users and concerns over the impact of a cashless ticketing system on those who are socially disadvantaged.

In terms of the comments received in relation to the issues faced by people with disabilities Translink is aware of a number of these and is working on them. The training for staff on GLIDER and in the larger stations on the needs of people with disabilities is to be rolled out across the whole organisation. It was acknowledged during the consultation that staff attitudes to people with disabilities is taken very seriously and that extensive investment is to be made in training and in monitoring the behaviours of those on the frontline.

In terms of the issues identified on access to coaches for people with disabilities and priority seating it was acknowledged that there problems in terms of access with some vehicles and that there had been difficulties in terms of procuring vehicles to the specification required. It was however added that most of the bus fleet are now low floor and have access for people with disabilities. Comment was also made on the extensive consultation with IMTAC and on the positive changes identified in terms of new vehicles and signage that have been implemented.

It is of note that there is a considerable amount of useful information captured on the operational impact of Translink policies through the customer survey and on ticketing. The information captured could be used by Equality Working Group and senior management to monitor the effectiveness of policies in addressing equalities where impacts have been identified through screening.

Internally difficulties have been identified in accurately capturing information on the numbers in the workforce with disabilities. It is not possible to make any firm assessment of the representation of people with disabilities in the workforce and it is acknowledged that there are gaps in the information the organisation does capture. It is estimated that around 5% of the workforce has a disability however this figure needs to be interpreted in relation to a workforce where the vast majority of employees are in operational roles.

The staff engagement survey is however used to assess staff opinions on the promotion of equality for people with disabilities. In the 2017-2018 staff engagement survey 66% of the respondents felt that Translink valued diversity, an increase of 2% on the previous year. Meanwhile 70% indicated that they felt the organisation promotes a positive attitude towards people with a disability.

A range of proactive measures have been identified in the draft Equality Diversity and Inclusion strategy to encourage people with disabilities to apply for positions with Translink, to monitor application of the recruitment process and to increase representation in the workforce and to provide placements for people with disabilities.

To promote positive attitudes towards people with a disability and extensive training is undertaken for all staff and specific training to meet the needs of people with different disabilities is delivered to bus drivers.

Mental health is an area where considerable investment has been made by the organisation. There are trained mental health first aiders in the organisation and further training is planned in in this area.

Mental health training has been provided for all managers in partnership with Action Mental Health, Inspire and Employers for Disability NI.

An initiative to raise awareness on mental health was also held with partner organisations in Lanyon Place Station.

Actions

To continue to implement targeted training on the needs for people with disability and to monitor the positive behaviours displayed by front line staff and feedback captured from customers with a disability and to act on the findings.

To engage with disability groups through IMTAC to ensure that information on public transport for people with disabilities is easily assessable.

Ongoing delivery of projects/initiatives to support people with disabilities in accessing public transport.

To continue to implement DfI policies on concessionary fares for people with disabilities.

To review with relevant groups the impact of the Accessible Transport Strategy on people with disabilities using public transport.

Enhance the role of the Equality Working Group and senior management in monitoring the impact of people with disabilities being able to participate more actively in society through access to employment and public transport. To be assessed through qualitative feedback from IMTAC, user groups and information collated through community plans.

To continue to monitor input from disability groups on the implementation of the Belfast Rapid Transport System and the positive outcomes for people with disabilities.

To implement the actions in relation to people with disabilities in the Equality, Diversity Inclusion Strategy as listed below:

* Review strategy on attraction to identify opportunities to improve volume of applicants with disabilities
* Review recruitment and selection procedures to ensure they are supportive of an open and inclusive approach
* Establish the available employment and workplace schemes to support employment of people with disabilities

To continue to implement and monitor the impact of mental health training initiatives within the organisation.

To raise awareness of the measures that have been implemented to promote equality of opportunity for people with disabilities and of the areas where there are constraints on what is feasible in terms of certain vehicles. In addition to continuing to research ways to enhance access to public transport on some vehicles where limited enhancements have been introduced for people with disabilities.

Age

Translink has been proactive in engaging with younger people and older people in identifying enhancements to public transport both in terms of infrastructure and Fleet projects and improvements to services. Positive developments have been implemented in signage, use of technology and with schools on anti-social behaviour and other outreach initiatives.

Results from the Travel Survey for Northern Ireland (2016-2018) suggest that those in the 16-29 age category are more likely to use bus at least once a year as compared with those between 30-59 and there is also an increase in the numbers using buses at least once a year in the 60-69 age group.

It is also noted in the travel survey for Northern Ireland 2016-18 that 6% of those in the age range 16-29 had difficulties with travel compared to 42% of those aged 70 or over. Meanwhile 74% of respondents in the 16 age and over age group said they were satisfied with public transport services.

In the NISRA continuous household survey 2018/19 half of those aged 16-24 were aware of the journey planner mobile app. compared to 11% of those aged 65 or over. In addition to the fact that those aged over 65 were less likely to use the journey planner and are more likely to use hardcopy timetables or the Translink call centre.

In the Equality Commission Age Equality Policy Provision Recommendations (2017) it is recommended that when introducing systems that make use of IT and or the internet it is important to take account of the lower rates of IT awareness and or internet usage by older people or people with sensory disabilities compared to the rest of the population. Moreover, it is recommended that safeguards should be put in place to ensure that the use of these technologies does not lead to social isolation and this could include regular face to face meetings to review health needs.

Consideration was given in the screening of the policy on new ticketing arrangements for older people and younger people and it was concluded that there would be a positive impact due to the arrangements in place and the fact that concessionary Smartpasses did not need to be replaced. It will be important to continue to monitor and ensure that the policy continues to have a positive impact on older and younger people.

Promotional events have also been launched to encourage more older people to use Translink bus and rail services and data on the success of these campaigns is captured. Once again, this data would be useful for monitoring purposes.

Through the consultation on the audit of inequalities it was stated that more work needed to be done with older people to promote the services and to change perceptions of what is in place to make public transport more accessible to them.

In the Translink Annual Communication plan a commitment is given to close engagement and consultation with key groups such as older people and younger people.

Translink has given a commitment to work in partnership to help promote Age-friendly cities in NI through continued involvement as a key partner in Age friendly status in Belfast, Newry, Derry/Londonderry and similar involvement with other interested councils.

The customer survey collates information on age and gender, but it was not clear from the consultation undertaken if this information is analysed for the purpose of assessing the impact of policy in terms of the promotion of equality of opportunity. As previously stated It was noted in the Department for Infrastructure Survey that there was a differential in the uptake of concessionary fares in the West as opposed to the East and it would be useful to establish if there are differentials geographically in terms of concessionary fares by older people.

Promotional campaigns are run to encourage children and their grandparents to make more use to public transport to address social isolation.

Targeted consultation is undertaken by Translink on issues relevant to older people through the Seniors Parliament, Consumer Council and engagement with IMTAC. From the consultation with staff anecdotal evidence was provided that the more positive feedback on the drivers comes from older people.

In terms of younger people dedicated research is undertaken with young people though the Youth Forum in Belfast, Newry and Derry/Londonderry 8-10 times per year.

Translink engages in a wide range of initiatives with young people and some examples are as follows: a business mentoring project for young people (16-21) who have come through the care system; buy-social clauses in procurement to support young people who are out of work; Free Ylink fortnight to increase Ycard use; attending fresher events to promote metro smartcard; 40 schools involved in the Ecotravel Challenge; Schools art competition and safe travel /anti-social behaviour training in schools.

Internally in 2018/19 there was a slight increase in the representation of younger people in the workforce. An apprenticeship scheme is in place in the organisation and it take in 8-15 apprentices across all bus and rail services. The recruitment team also participate in career’s fairs and as already noted were proactively involved in supporting local young unemployed people in the Sandy Row and Grosvenor Road areas with training and support on careers with Translink.

Actions

To support DfI concessionary fares for people with disabilities, young people and older people and to monitor the uptake.

To continue to implement on an ongoing basis promotional events to encourage older people to use public transport and to monitor if there is an uptake in usage of public transport.

To continue to assist and work in collaboration with local councils in the promotion of Age Friendly Cities in Belfast, Newry, Derry/Londonderry and similar involvement with other interested councils.

To continue to undertake dedicated research with young people though the Youth Forum in Belfast, Newry and Derry/Londonderry 8-10 times per year.

To explore how to monitor the impact of the training for drivers on the service provided to older people/ younger people.

To integrate actions on consultation and engagement with younger and older people in the Annual Communications Plan.

To continue to implement the initiatives with schools, career and community events and to monitor the impact of the affirmative action measures.

Consideration of relevant questions in engagement survey

Gender

The results of the NISRA 2016-2018 public transport survey demonstrates that in all age ranges apart from 16-29 years and 70+ women are the main users of both bus and rail services. It was also noted in the survey that more women in the 70+ age group had difficulty with travel (48%) than men aged 70+(36%). Potential issues in terms of gender were identified through screening in relation to the GLIDER Penalty Fare appeals process where it was noted that heavily pregnant women and frail elderly people may not be able to queue for long periods of time and mitigation actions were identified.

In the previous Translink audit of inequalities it was noted that information would be collated through the annual customer survey on gender and dependents. As women tend to be the main carers, information on dependents may also be of relevance in terms of gender. Through the consultation it was established that an analysis of this information collated through the customer survey is not considered by the Equality Working Group at present.

Translink recognises that women are under-represented in the workforce and that initiatives need to continue to address this inequality. In a Business in the Community Gender Equality Report it was noted that a significant number of female staff are concentrated in administrative and secretarial roles and a minority in technical and skilled roles. Notwithstanding these statistics it was noted through consultation with internal staff that in the Belfast Hub Project Group women represent 50% of the workforce and this is in an area where job roles would be traditionally occupied by males.

Female leavers appeared to focus on perceived inflexibility in working patterns for single mothers and lack of career prospects as reasons for leaving. Gender Action Plans are being reconsidered to address inequality with the launch of the draft Equality Diversity Inclusion Strategy. There is a clear aim in the Action Plan to increase the number of females in the workforce.

Initiatives targeted at enhancing the representation in the workforce include: Have a Go Day to encourage women to take up roles as bus drivers; careers events; contribution to Women in Business Events; Promotional videos on women bus drivers; contribution to International Women’s Day and implementation of term time working. A commitment is given in the Draft Equality Diversity and Inclusion Strategy to continue with and enhance these activities.

In the employee engagement survey 2018 (71%) of those surveyed indicated that they felt that Translink promoted a positive attitude towards gender equality.

Through consultation with staff it was noted that while a policy on transgender did not exist a range of measures had been implemented to meet the specific needs of transgender employees and that it was planned to implement a policy for transgender staff in the near future. A comprehensive range of measures to promote gender equality in the workforce are identified in the Equality Diversity Inclusion action plan.

ACTIONS

To include consideration of the information on gender and dependents collated through the customer survey and feedback from customers on the agenda for the Equality Working Group Meeting.

To monitor the impact of the policy on ticketing appeals and mitigating measures on older and pregnant women.

To implement the actions in the Equality Diversity Action Plan in relation to gender and to monitor the outcomes against the targets set.

* To address gender equality by increasing female representation throughout Translink with a focus on recruitment into ‘non-traditional’ sectors through analysis of annual Article 55 review.
* To concentrate on measures to encourage more women to apply for positions in the organisation.

To review people related policies to ensure they are inclusive of LGBT needs

Dependents

The results of the travel survey 2016-2018 survey demonstrate that in terms of mode of transport and age a lesser percentage of people in the 16-64 age group use public transport. It appears that in the main the population with dependents is less reliant on public transport.

Accessibility to buses, trains and stations can be an issue for those with buggies and or frail older people with mobility needs. As was noted in the earlier sections of the report extensive consultation is undertaken with users through the user groups and community groups on a geographical basis and through IMTAC. Extensive consultation is also undertaken where capital projects are at an early design stage and changes have been specifically implemented to facilitate people with dependants.

In the previous audit of inequalities it was noted that information would be collated through the annual customer survey on gender and dependents and it would therefore be possible to assess the uptake of those with dependents through the customer survey.

Initiatives have been targeted to encourage those with caring responsibilities to use public transport through the partnership with W5 and Surestart and the promotion campaign to encourage children and their grandparents to travel on public transport.

Within the workforce a proactive approach has been taken to implementing flexible working practices for those with caring responsibilities.

ACTIONS

To include consideration of the information collated through the customer survey on those with dependents at the Equality Working Group Meeting.

To continue to target promotional events on use of public transport at those with caring responsibilities and to monitor the outcomes.

To continue to review the employee policies on flexible working and to monitor the impact.

Marital Status

The analysis of the quantitative and qualitative data has indicated that there are no equality issues in relation to marital status and use of public transport.

In terms of the workforce a proactive programme of screening has been undertaken on new and revised HR policy and no issues have been identified in terms of marital status.

ACTIONS

Non-applicable

Good Relations

Public transport provides vital services for all sections of the community. Through the implementation of the CSR strategy the organisation has enhanced engagement in outreach activities with local community groups and with young people from all sections of the community. Community consultation on the Belfast Hub included engagement with school children from the two main communities and a range of ethnic minority communities. There is also very proactive engagement with schools representing both communities through outreach activities. A positive contribution has been made to supporting cultural events and to partnering with groups addressing issues for refugees. Internally there is a commitment in the values of the organisation to promote a diverse workforce where respect is enshrined and reinforced through the values. Training has been dedicated to dignity at work, robust monitoring is undertaken in terms of the representation of section 75 groups in the workforce and affirmative action measures implemented.

ACTIONS

To continue to implement the community engagement activities in the corporate social responsibility strategy.

To engage with the local councils in the implementation of their community plans and to consider local issues in terms of transport that promote social inclusion and a shared society.

Generic to all Section 75 Categories

ACTIONS

To continue to implement training and other initiatives in the Draft EDI strategy to promote a culture of dignity and respect in the workforce and to monitor effectiveness of training

SECTION 5

Conclusions

The audit of inequalities demonstrates that in terms of leadership and good governance many positive initiatives have been implemented since the last audit. Senior leadership has championed equality and acted as ambassadors for a range of the Section 75 groups. A positive governance role has been adopted in scrutinizing compliance with Section 75 by the Equality Working Group. The involvement of senior management from across the organisation has provided an important mechanism for mainstreaming Section 75.

Notwithstanding the positive work of the Equality Working Group it is recommended in this report that the remit of the group is enhanced to take a more proactive role in monitoring the extensive customer data captured by the organisation from a Section 75 perspective. In the last audit a commitment was given to use the customer survey and communication plan to capture information on and to target a range of the Section 75 groups such as older people, people with disabilities and younger people.

Through the consultation for the audit it has been acknowledged that while the public transport system in Belfast and on the cross-border rail services have greatly enhanced services for those with a disability, improvements still need to be made. A focus on training for drivers is being rolled-out and research is ongoing on possible changes to coaches.

Procurement and Section 75 is an area that is specifically mentioned by the Equality Commission in the guidelines for conducting an audit of inequalities. Through the consultation it was established that a robust, good practice approach has been adopted in relation to procurement. A clause regarding Section 75 of the Northern Ireland Act 1998 has been added to the Project Management Procedure. Translink were also successful in winning two categories in the GO Buy Social/Sustainable Procurement awards. Section 75 has also been mainstreamed into development projects such as the Hub where all private sector companies involved in the project had to demonstrate how section 75 was integrated into their designs.

Through the audit it was established that there would be merit in having a representative from procurement on the Equality Working Group to provide an overview of how procurement could continue to make a positive contribution in terms of Section 75 on an ongoing basis.

Extensive engagement is undertaken by the Project and Infrastructure at an early stage in the design of new infrastructure projects. Evidence was provided through the audit of adaptations to design being put in place to accommodate those with caring responsibilities, with disabilities and older people. Moreover, it was noted that representatives from the Project and Infrastructure team did report to and work closely with the Equality Working Group in considering the impact of new infrastructure projects on section 75 groups.

While positive changes have been made in promoting section 75 in the workforce there is an acknowledgement that more can be done. A more targeted approach to promoting equality is to be taken going forward through the Draft Equality Diversity and Inclusion strategy in terms of gender, LGBT community and those with a disability.

Over the last five years the level of engagement with local communities has been enhanced and proactive measures taken to build positive relations with community groups, young people, older people, with disabilities, the unemployed and the LGBT community. Going forward it will be important that the levels of engagement continue. Through partnership working with local government, health and education at local level consideration be given to public transport needs for groups such as migrant workers, older people and those who live in rural communities.

SECTION SIX

AUDIT OF INEQUALITIES ACTION PLAN

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| --- | --- | --- | --- | --- |
| **Area of Implementation**  | **Action Measure**  | **Performance Indicator/s** | **Timescale**  | **Associated Research/ Monitoring**  |
| The updated Audit of Inequalities and action plan  | Consultation on the audit  | Level of input to consultation exercise Response to consultees  | 12 week consultation to being in December 2020 and complete in March 2021  | Compare comments against the research undertaken for audit and identify gaps/issues that have not arisen to date that may need to be taken on board.  |
| Notify ECNI of 5 year review  | Issue Equality Scheme to ECNI | Equality Scheme approval | May 2021 |  |
| Communication with workforce  | Communication of audit findings and actions to workforce | Workforce briefing completed 2 weeks following ECNI approval | 2 weeks after ECNI approval | Monitor level of awareness of workforce on implementation of section 75  |
| Religion / Political Opinion | To continue to support DfI in the implementation of concessionary rates across the community in NI | Ongoing provision of data as required  | Ongoing | Analysis against the updated census information Statistics produced by DfIIn the Travel Survey  |
| Liaise with local councils on their community plans in line with their timetables and consultation process to encourage participation in the use of public transport.  | Contribution to action measures in council community plans in relation to public transport | Ongoing | Information in the new census Local consultation information captured as part of community planning process  |
| To review fair participation of the two main communities in the workforce when the new census data is available. | Evidence of fair participation  | Census expected 2021 | New Census information and Article 55 reviews |

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| --- | --- | --- | --- | --- |
| **Area of Implementation**  | **Action Measure**  | **Performance Indicator/s** | **Timescale**  | **Associated Research/ Monitoring**  |
| Sexual Orientation  | To confirm if DfI captures information on travel needs and issues in the Transport survey and if so consider any information arising. | Available information | Review data when produced annually | The transport survey  |
| To implement the actions in relation to sexual orientation in the Draft EDI strategy:Obtain membership of Stonewall To take part in Belfast Pride August annually Create an LGBT network within the organisation LGBT network feed into the Diversity Agenda 2021 ongoing  | Achievement of targets in the Draft EDI strategy in relation to sexual orientation | February 2020 August each year 2021 Ongoing | Using Stonewall to benchmark with good practice Benchmarking good practice with Stonewall involvement with PRIDE  |
| Consideration of relevant questions in engagement survey  | Use engagement data to generate benchmark data | 2021 and ongoing  | Adding questions in the engagement survey  |
| Race | To explore sources of data available on ethnic minority workers and migrant workers and the use of public transport.  | Increase in data on the experience and needs of people from ethnic minority communities.  | Ongoing | The updated census information The research and consultation undertaken as part of the community planning by the district councils Target representation of people from ethnic minority communities on user groups  |
| To analyse the census data and representation of people from ethnic minority communities in the workforce.  | To consider targeted actions in the draft EDI strategy  | Census expected in 2021 | Census 2021 |
| **Area of Implementation**  | **Action Measure**  | **Performance Indicator/s** | **Timescale**  | **Associated Research/ Monitoring**  |
| Disability  | To continue to implement training on the needs for people with disability and to monitor positive behaviours  | Increases in positive feedback on drivers  | Ongoing  | Mechanisms to monitor positive behaviours of employees  |
| Engage with disability groups through IMTAC to ensure information is accessible for people with disabilities  | Positive feedback from IMTAC | Ongoing  | Meetings with IMTAC  |
| Ongoing delivery of projects/initiatives to support people with disabilities in accessing public transport.  | Enhancements to facilities / services | Ongoing  | Data collated for Annual Review |
| To continue to facilitate DfI policy on fares for people with disabilities  | Positive outcomes for people with disabilities | Ongoing  |  |
| Annual feedback from survey findings to be reviewed by the Equality Working Group, to identify learning to feed into screening and continuous improvement of services.  | Positive monitoring on continuous improvement of services  | Annually | EWG Monitoring of Screening reports DAP outcomes Feedback from IMTAC Data captured through community plans.  |
| To implement the actions in the draft EDI: * To review recruitment strategy to identify opportunities to increase applicants with a disability
* Establish employment and workplace schemes to support employment of people with disabilities
 | Increase in numbers of applicants with a disabilityIncrease in representation of people with disabilities  | June 2021 and annually thereafter December 2021 | Monitoring of recruitment and workforce trends Disability organisations Equality Commission Research DAP  |
| To continue to implement and monitor the impact of the mental health training initiatives  | Participation on Mental Health Well Being initiatives  | Ongoing | Workforce statistics  |
| **Area of Implementation**  | **Action Measure**  | **Performance Indicator/s** | **Timescale**  | **Associated Research/ Monitoring**  |
| Disability  | To review with relevant groups the impact of the Accessible Transport Strategy on people with disabilities using public transport.  | Evidence of positive feedback | Ongoing | IMTAC Equality Commission research  |
| To continue to monitor the input from disability groups on the implementation of the Belfast Rapid Transport System and positive outcomes for people with disabilities. | Evidence of positive feedback from people with disabilities on their experiences on public transport  | Ongoing | Disability organisations Equality Commission Research The DFI Travel Survey  |
| To raise awareness of measures implemented to promote equal access for people with disabilities and to continue to make adaptations to vehicles. | Greater awareness of the measures that have been implemented in terms of promoting equality of opportunity. | Ongoing | Disability organisations Equality Commission Research  |
| Age  | To continue to facilitate DfI concessionary fares policy for young people and older people. | To continue to fund concessionary fares for young people and older people and to assist DfI monitor the uptake.  | Ongoing | The customer survey The updated census information  |
| Explore possibility of monitoring of annual data on usage of public transport and age.  | Benchmark information available  | 2021 | The customer survey Customer Feedback  |
| To continue to implement promotional events to encourage older people to use public transport  | Increase in use of public transport by older people  | Ongoing | Transport Survey  |
| To continue to assist and work in collaboration with local councils in the promotion of Age Friendly Cities. | Positive initiatives implemented on a regional basis  | Ongoing | Monitoring information on passengers Outcomes in relation to transport in Age Friendly strategies  |
| To continue to undertake research with young people regionally and through the Youth Forum | Positive suggestions generated and implemented  | Ongoing |  |
| **Area of Implementation**  | **Action Measure**  | **Performance Indicator/s** | **Timescale**  | **Associated Research/ Monitoring**  |
| Age | Explore the possibility of monitoring the impact of training for drivers and feedback from age groups  | Available feedback from older and younger people Performance Indicator  | 2021 | Customer survey Consultation and engagement events Associated Research |
| To integrate actions on consultation and engagement with younger people and older people into the Annual Communications Plan  | Enhanced information on the needs and issues for younger and older people Positive feedback from younger/older people  | Annually | Equality Commission Travel Survey  |
| To continue to implement the initiatives with schools, career and community events and to monitor the impact of the affirmative action measures.  | Increased participation in younger people in the workforce  | Ongoing | Workforce Monitoring  |
| Consideration of relevant questions in engagement survey  | Increase in ratings in staff engagement survey  | 2021 and ongoing | Engagement Survey  |
| Gender | To include consideration of the information collated through the customer survey on gender and dependents at the Equality Working Group Meeting. | Establish baseline information on usage figures for women and women with dependants. | Annually | The customer survey The DFI Travel Survey  |
| To monitor the impact of the policy on ticketing appeals on older women and pregnant women  | Evidence Policy is not having adverse differential impact on women  | Annually | ECNI research |
| To review people related policies to ensure they are inclusive of LGBT needs  | Policy revisions made  | In line with established policy review dates | Article 55 Reviews  |
| To Implement the EDI action plan in relation to gender and to monitor the outcomes against the targets set  | Actions targets in EDI achieved. | Ongoing |  |
| **Area of Implementation**  | **Action Measure**  | **Performance Indicator/s** | **Timescale**  | **Associated Research/ Monitoring**  |
| Dependents | To include consideration of the information collated through the customer survey at the Equality Working Group Meeting.  | Baseline data generated and ongoing monitoring  | Annually | The customer survey  |
| To continue to target promotional events on use of public transport for those with caring responsibilities  | Increase in usage of public transport by those with dependents. | Ongoing | The customer survey  |
| To continue to review polices on flexible working and to monitor the impact | Increase in representation of women in the workforce. | In line with established policy review dates | Article 55 reviews Exit interviews |
| Marital Status | None |  |  |  |
| Good Relations | To continue to implement the community engagement activities in the corporate responsibility strategy.  | Monitor and measure the impact of CR activity in promoting good relations  | Ongoing, reviewed annually | The outcomes of community outreach activities in relation to the two main communities and building a shared future  |
| To engage with the local councils in the implementation of their community plans and to consider local issues in terms of transport that promote social inclusion and a shared society.  | The positive outcomes achieved at a local level in terms of public transport and social inclusion. | Ongoing, in line with Local Council plans | Outcomes in terms of performance reporting from the district council community plans |
| Procurement | Representation on the EWG from procurement | Evidence of promoting equality through procurement | January 2021 | ECNI Good Practice in procurement Ongoing monitoring of impacts identified in Screening reports |
| All Section 75 Groups | To continue to implement training and other initiatives in the Draft EDI strategy to promote a culture of dignity and respect in the workforce and to monitor effectiveness of training | Evidence through the engagement survey of evaluation of training and baseline to evidence improvements. | Ongoing, reviewed annually | The engagement survey Audit of training effectiveness |

Appendix 2 – Summary of Research on Section 75 Categories

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| --- | --- |
| Section 75 Category  | Source  |
| Religion Religion Religion  | The two highest district council areas where cars are not the main mode of transport are Belfast City Council and Derry and Strabane District Council. 42% of People in Belfast travel to work by public transport, walking or public transport and 33% in Derry City and Strabane as compared to an average in Ni 25% *Travel Survey for Northern Ireland In-depth report 2016-2018* Population of Belfast City Council and Derry and Strabane Census 2011 Belfast RC 48.8 P 4.5 0ther 8.7 Derry and Strabane RC 72 P 25.4 Other 2.4 9% of the total distance travelled by urban residents was on public transport (Ulsterbus, Metro, Other Bus, NI Railways and Black Taxi), higher than rural residents (6%). However, the average distance travelled by public transport per person per year was around the same for those living in urban areas (445 miles) and those living in rural areas (427 miles).*Travel Survey for Northern Ireland In-depth report 2016-2018* A higher proportion of workers living in rural areas travel to work by car or van (90%) compared to workers living in urban areas (75%).*Travel Survey for Northern Ireland In-depth report 2016-2018* Belfast has a large ‘Travel to Work’ area with just under half of its workforce travelling from other areas. Over half of the working population of Belfast rely on the car for this journey, with only 14 per cent opting for public transport. Notwithstanding recent investment in public transport there continues to be only a relatively small growth in passenger numbers using public transport.*The Belfast Agenda* The Belfast Hub Information and application guidance sessions held with local community groups e.g. Grosvenor Road/Roden Street (RSCDG) Community Group and Sandy Row Community Group. In addition to extensive engagement with the Trade Unions and employees.The Northern Ireland Transport Holding Company Annual Review 2016/17The recruitment team hosted a careers and employment workshop with the community groups from Grosvenor Road, Roden Street and Sandy Row to help promote job opportunities within Translink and encourage local applications. This involved informing individuals how to apply for jobs through the online portal and providing information on the criteria and what to expect during the application process. This helped improve the individual’s employability skills and readiness for work. These workshops help build relations between the various groups and Translink. Further plans include supporting Business In the Communities ‘Employment East’ initiative which aims to support 300 people who are unemployed, low paid or low skilled, to find future employment and enable them to compete in the market place or to progress within in their chosen career path.*The Northern Ireland Transport Holding Company Annual Review 2017/18***North West Multi Modal Transport Hub**The North-West Multi Modal Transport Hub in Derry/Londonderry is an important gateway to the North-West, regenerating the local area. Proposals include restoration and refurbishment of the former listed Waterside Railway Station, new platforms, an active and sustainable travel centre, and a new bus turning circle, retail units, a community space and a greenway link to the City Centre via the Peace Bridge. This will provide improved passenger amenities, providing a station that is fit for purpose, comfortable and has capacity to facilitate future passenger growth*The Northern Ireland Transport Holding Company Annual Review 2017/18***Belfast Rapid Transit (BRT)/Glider**The Belfast Rapid Transit (BRT)/Glider is a new government project that will create a modern public transport system for Belfast. Glider services will operate every 7-8 minutes throughout the working day, linking East Belfast, West Belfast and Titanic Quarter via the City Centre and provide people with improved access to jobs, hospitals, shops, schools, colleges, and entertainment. *The Northern Ireland Transport Holding Company Annual Review 2017/18* |
| RaceRace  | Consultation and analysis of quantitative data on screening of ticketing arrangements 2018 demonstrated that the proposed for automated ticket purchase could potentially enable those where English is not their first language to more easily purchase tickets and use public transport without need for passenger / staff interaction.Additional languages were to be made available when using Ticket Vending Machines and ability to translate online information and transaction data when purchasing tickets and topping-up smartcards via commonly used tools*Screening Report on Translink Ticketing Project 2018* Metro, NIR and Ulsterbus successfully carried thousands of additional passengers on special and scheduled services to and from many major events through the year including the Balmoral Show, Arts Festivals (e.g. Belfast Mela, Culture Night, EastSide Arts Festival, Féile an Phobail and Festival of Fools) and as well major sporting occasions (including Euro 2016 Fanzones) and concerts in Belfast and Dublin. In September a Culture Night took place in Belfast to trial a late night Metro service at 11.30PM and 12.30AM on key routes across all 12 corridors. The bus and train both play a key role in the development of Belfast’s evening economy*Annual Review 2016/17*Translink were awarded Bronze in the UK Bus Awards 2017 in the ‘Putting Passengers First’ category for the Belfast Airport Express 300 service. Ten new, specially livered, accessible double decker buses have been introduced on the route, with a/v displays in French, German and Spanish. Forty staff have undergone customer excellence training through the World Host Programme, becoming tourism ambassadors for Northern Ireland. *Annual Review 2017/18*  |
| Political Opinion  | 9% of the total distance travelled by urban residents was on public transport (Ulsterbus, Metro, Other Bus, NI Railways and Black Taxi), higher than rural residents (6%). However, the average distance travelled by public transport per person per year was around the same for those living in urban areas (445 miles) and those living in rural areas (427 miles).*Travel Survey for Northern Ireland In-depth report 2016-2018* A higher proportion of workers living in rural areas travel to work by car or van (90%) compared to workers living in urban areas (75%).*Travel Survey for Northern Ireland In-depth report 2016-2018* The Belfast Hub Implementation of the project is progressing well and Translink are now in a position to recruit for work for the Belfast Hub project. This has involved information and application guidance sessions with local community groups e.g. Grosvenor Road/Roden Street (RSCDG) Community Group and Sandy Row Community Group. To get to this stage the company has had extensive engagement with the Trade Unions and employees over the last few months. *Translink Annual Review 2016/17* |
| Gender  | 70+ age group: more women aged 70+ had difficulty with travel (48%) than men aged 70+ (36%).*Travel Survey for Northern Ireland In-depth report 2016-2018*It is proposed that passengers must be given sufficient opportunity to buy a ticket. Appropriate discretion may be required for passengers who are frail, elderly or heavily pregnant who may not be able to stand in ticket queues for long periods of time.*Screening Report on Glider Penalty Fare Policy and Glider Penalty Fare Appeals Policy 2018* The Belfast Transport Hub Project 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 transgendered community.*Annual Review 2017/18* |
| AgeAge Age Age Age Age Age  | Difficulty with travel due to a physical disability or long-standing health problem increases with age: 6% of 16-29 year olds had difficulty with travel compared to 42% of those aged 70 and over.*Travel Survey for Northern Ireland In-depth report 2016-2018*(74%) of respondents 16 year and over just under three quarters said they were satisfied with their local public transport services.*Travel Survey for Northern Ireland In-depth report 2016-2018*Half (50%) of those aged 16-24 years were aware of the Journey Planner mobile app compared with 11% of those aged 65 and over.*Public Transport Travelling in Northern Ireland 2018/19 Findings from the* *Ni Continuous Household Survey 2018/19 NISRA* A 2013 survey by the Patient Client Council identified that the ‘availability of suitable and affordable transport’ is an important factor in getting the most out of health, social care and well-being services. The NI Pensioners Parliament’s survey reported that half of the older people surveyed experienced difficulty in travelling to hospital appointments.The NI Pensioners Parliament recommended that patients should always receive information about transport options with the notification of their appointments. This should include a location map, information on public and community transport options, as well as details of the Hospital Travel Costs Scheme and non-emergency passenger ambulance transport service.*ECNI Age Equality Policy Provision Recommendations Dec. 2017* Awareness of hard copy timetables was higher amongst those aged 65 and over (61%) than amongst those aged 16-24 (45%).*Public Transport Travelling in Northern Ireland 2018/19 Findings from the Ni Continuous Household Survey 2018/19 NISRA* Those aged 65 and over are less likely to use the journey planner facility on personal computer/laptop (10%), or mobile app (4%) than those aged 16-24 (28% and 36%). They are, however, more likely to use hard copy timetables (67%), or the Translink call centre (16%).*Public Transport Travelling in Northern Ireland 2018/19 Findings from the Ni Continuous Household Survey 2018/19 NISRA* Use of the range of journey planning resources varies across respondent group. 59% of respondents aged 16-24 use timetables on the Translink website, compared to 36% of those aged 65 and over. Those aged 16-24 were more likely to use the journey planner facility on a personal computer or laptop (28%), and the journey planner mobile app (36%) than those aged 65 and over (10% and 4%, respectively). Conversely, those aged 65 and over were more likely to use hard copy timetables (67%) and the Translink call centre (16%) than those aged 16-24 (21% and 10%, respectively).*Public Transport Travelling in Northern Ireland 2018/19 Findings from the Ni Continuous Household Survey 2018/19 NISRA* When introducing systems that make use of IT and/or the internet it will be important to take into account lower rates of IT awareness and/or internet usage by older people 88 or people with sensory disabilities compared to that of the general population. Safeguards should also be put in place to ensure that the use of these technologies does not lead to social isolation. This could include through regular face to face meetings to review health needs.*ECNI Age Equality Policy Provision Recommendations Dec. 2017* As a result of screening new ticketing arrangements additional products / improvements were focused upon commuters and will have a minor positive impact upon both Minor 16 older and younger people.In relation to younger people, ways to make obtaining yLink cards easier is explored whilst ticket purchase opportunities will be modernised in line with expectations of younger people generally e.g. online purchases etc. With regards to older people, ticket purchase arrangements will remain largely unaltered e.g. Concessionary SmartPasses will not need replaced to work with the new ticketing system, ability to present to driver upon boarding a bus will remain but in order to enable ease of travel on BRT services no requirement will exist to obtain ticket from a Ticket Vending Machine but rather all that will be required is for 60+ and Senior SmartPass holders to present their Smartcard to a validator at the halt prior to boarding.*Screening Report on Translink Ticketing Project 2018* In the screening report on the redevelopment of Central Station mention is made of how the new entrance will provide a more welcoming environment for customers and will provide closer links for rail and BRT/bus travel.Enhanced provision of public transport including improved access and way finding, particularly at community level will positively impact elderly customers. *Screening report on Redevelopment of Central Station 2017*Translink has given a commitment to help promote Age-friendly cities in NI via continued involvement as a key partner in Age friendly status in Belfast, Newry, Derry/Londonderry and similar involvement with other interested councils. *Disability Action Plan 2017-2022* The Belfast Hub The location is ideal to serve the city's two Universities and other leading educational facilities.An ‘Aiming Higher Workshop’ was organised in November 2016 as part of the Aiming Higher Scheme which is a business mentoring project to support young people (16-21) who have come through the care system to improve their employability skills and readiness for work. The workshop offered advice on what jobs Translink offer and how to apply, how to use the journey planner to help with getting to work and give them an overview of the YLink card and its benefits. The recruitment team also took part in a Careers Fair organised by Skills UK in November sixty one schools attended with just under six thousand visitors on both days. *Annual Review 2016/17* Buy-social clauses will guarantee at least 116 construction jobs locally, through the formation of a Construction Employment Academy (CEA) created in partnership with Belfast City Council. It was set up to help support local people who are currently out of work or working less than 16 hours a week with a focus on those who are long term unemployed or recent school leavers. By providing them with opportunities to develop their skills, access training, work placements and apprenticeships during the construction and engineering phase of the project. *Northern Ireland Transport Holding Company Annual Review 2017/18*In August Translink launched a ‘Free YLink Fortnight’ to increase YLink card sales and brand awareness. This coincided with A-Level and GCSE results, a key time to promote YLink when young people are thinking about their education plans and travel options. In September and October a ‘Fresher Friends’ campaign was launched which was a promotional offer giving students the opportunity to buy metro smart link cards at discounted fares. Team Translink attended fresher’s events at the main universities and colleges across Northern Ireland. In April as part of the summer campaign Translink launched a ‘Little Adventures’ activity giving kids the opportunity to review their family days out on the bus and train. Friends and family day tickets were made available throughout the school holidays.*Annual Review 2016/17* To encourage Senior SmartPass and 60+ SmartPass cardholders to use Translink bus and rail services and generate additional patronage, a competition called Travel & Win with Senior SmartPass was launched from November to December 2016. The competition offered Senior SmartPass and 60+ SmartPass holders a chance to win daily and weekly prizes.*Translink Annual Review 2016/17* Following engagement with the DfI it was also agreed that all Concessionary SmartPass users can travel 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.*Annual Review 2018/19* Supporting Active Travel Translink partnered with local schools and key stakeholders to promote the ‘Eco Travel Challenge’ to encourage walking, cycling, bus and train travel for school runs to cut down on congestion at the school gate. More than forty schools had come on board. Last year’s challenge saw thirty-six schools taking part, with a rise of almost twenty per cent in journeys using sustainable methods*Annual Review 2016/17* Translink continue to seek opportunities to engage with young people and this has been partly achieved through building relationships with NEET (Not in Education, Employment or Training) training providers. This has involved twenty-five visits and engaging with under three hundred young people. In addition, Team Translink has engaged with over forty thousand pupils via two hundred and fifty school visits across all six NI counties since 2014. The team have built a holistic engagement programme aimed at delivering informative, useful and practical youth engagement sessions across Northern Ireland. This assists young people in their awareness of Translink’s Apps, Journey Planner and discounted fares available to them, making independent travel easier*Annual Review 2016/17* An Annual Communications Plan is being implemented for 2017/2018 involving close engagement and consultation with key groups such as people with a disability, older people, younger people etc. *Translink Annual Review 2016/17* *Connections*Partnered with Ulster University to deliver a photography project tasking students with capturing powerful and emotive pictures of Translink customers using our services and also offering a glimpse into their thoughts and feelings at the moment they were photographed. The images were showcased at a stylish exhibition in Victoria Square. ‘Stuff a Bus’ Christmas campaign'Stuff a Bus' appeal delivered in partnership with U105 Radio and charities The Salvation Army and St Vincent de Paul, the campaign asked Translink customers, staff, U105 listeners and the wider public to help us stuff a double decker bus full of gifts for young people in need. A target of over 15,000 gifts was achieved and contributed to gathering the charities’ overall Family Appeal total of 47,424 toys supporting a total of 11,856 children.Colin Neighbourhood PartnershipThe schools art competition took place with the theme of driving down anti-social behaviour on or around buses. Schools in West Belfast sent through their poster ideas and 2 winners were chosen.*Annual Review 2018/19*  |
| Disability Disability Disability Disability Disability DisabilityDisability Disability Disability Disability Disability Disability Disability Disability  | Transport Barriers for People with Disabilities Problems with transportation have been identified as a persistent issue limiting disabled people’s ability to live independently (and are also relevant to Article 20). Barriers include the unaccommodating hours of the door-to-door transport service, the lack of physical access to public transport, prohibitive costs of private transport (particularly taxis and mini buses) and the lack of understanding and awareness of disability by many people who work for transport companies.*United Nations Convention on the Rights of Persons with Disabilities Jurisdictional Parallel Report on Implementation in NI Working Paper August 2017*19% of respondents said they had some difficulty with travel due to a physical disability or long-standing health problem*Travel Survey for Northern Ireland In-depth report 2016-2018*Use of the Internet 2018 UK wide data from the Office for National Statistics found that there was lower usage of the internet by older people and people with disabilities than in the general population overall. Only 76.6% of adults with disabilities had used the internet during the previous three months, compared to 89.8% of the general population.Internet usage decreases with age, with 37.6% of female and 51.3% of male 75s having recently used it, compared to over 99% of 16-34 year old. The age and disability status of respondents was not disaggregated at a regional level, but Northern Ireland had the lowest recent internet usage of all regions.*Equality Commission for NI Equality in Participation in Public Life – Full Report Policy Recommendations (May 2019)* Those respondents who have a disability are more likely to use hard copy timetables (40%) and Translink call centre (16%) than those who do not have a disability (32% and 11%, respectively)*Public Transport Travelling in Northern Ireland 2018/19 Findings from the Ni Continuous Household Survey 2018/19 NISRA* Respondents who do not have a disability were more likely to be aware of the availability of timetables on the Translink website (66%), journey planner on a personal computer/laptop (34%), and the journey planner mobile app (35%) when compared to those respondents who have a disability (49%, 25%, and 25%, respectively). Conversely, over a quarter (26%) of respondents who have a disability were aware of no journey planning resources compared with 16% of those with no disability. *Public Transport Travelling in Northern Ireland 2018/19 Findings from the Ni Continuous Household Survey 2018/19 NISRA* Census Information 33% of the economically inactive in the Derry City and Strabane District Council area of the economically inactive as a result of disability or long term-illness *2011 census* Barriers to Transport Research commissioned by the Equality Commission for Northern Ireland has found that ‘Disabled people experience barriers to accessing everyday services such as transport. These barriers are not just about physical access to buildings and vehicles. For many people poor service and the attitudes of staff providing services can be a major deterrent to using services’It was reported in 2017 that Northern Ireland had only 15 qualified sign language interpreters to serve a population of 5000 sign language users.*Equality Commission for NI Equality in Participation in Public Life – Full Report Policy Recommendations (May 2019)* Reports by the Inclusive Mobility Transport Advisory Committee (IMTAC) have concluded that, in relation to transport, that whilst physical access to transport in Northern Ireland is improving, the attitudes of those providing services remains a key barrier . There is little publically available and/or accessible information in relation to the training service provider staff receive, or evaluations of its effectiveness . Whilst it is reported that in the majority of Public Sector Disability Action Plans, Disability Awareness training is ongoing, there is little monitoring of the outcomes . This makes it difficult to assess the effectiveness of the training provided by Government departments and agencies in Northern Ireland.Furthermore, over four tenths (43%) of respondents with a disability and 13% of those without a disability said that ‘More priority seating for elderly / disabled (including space for wheelchair users)’ would encourage them to use public transport more frequently . According to the Inclusive Mobility Transport Committee , the survey shows that disabled people are 7 times more likely to have difficulty getting on and off vehicles than non-disabled people, 3 times more likely to have difficulty getting to public transport and twice as likely to have difficulty accessing information.*United Nations Convention on the Rights of Persons with Disabilities Jurisdictional Parallel Report on Implementation in NI Working Paper August 201*Bus Shelters In the screening report on the position and relocation of bus shelters cognizance is taken Strategic Objectives outlined within OFMDFM strategy to improve the lives of people with disabilities particularly desire to “Drive improved performance of service delivery leading to improved outcomes for persons with a disability” plus goal “to ensure that people with Provision & Relocation of Bus Shelters people with disabilities receive the appropriate support so that they can empower themselves to make choice and exercise control over their own lives.The current service provision continues, potential improved passenger facilities/amenities at existing bus stop location.*Screening Report on the provision and relocation of bus shelters 2018*Penalty Fare Appeals It is proposed that passengers must be given sufficient opportunity to buy a ticket. Appropriate discretion may be required for passengers who are frail, elderly or heavily pregnant who may not be able to stand in ticket queues for long periods of time.A Translink Buddy System – Volunteer Now system is in place to ensure individuals understand how to purchase tickets and understand the implications of not doing so. JAM card – makes inspector aware that the individual needs assistance to purchase a ticket.*Screening Report on Glider Penalty Fare Policy and Glider Penalty Fare Appeals Policy 2018* In the DAP 2017-2022 it is noted that in developing the Belfast Rapid Transit System opportunities were given to encourage feedback on the proposals from a range disability groups. It is also stated that Translink have involved the disability sector in the development of Belfast Rapid Transit and plan to continue to seek assistance form the sector in their future plans.*Translink DAP 2017-2022*Encourage disabled people to participate in user groups and consultation meetings by providing information and drawing attention to new opportunities.Translink’s Disability Accessibility Officer continues to actively work with IMTAC, at quarterly meetings to ensure on-going feedback from service users and user groups. Following the consultation feedback from our Disability Action Plan, this quarterly meeting between IMTAC and Translink has been expanded to include Disability Action, Consumer Council and other associated groups to form an Accessibility Steering Group.*Translink DAP 2017-2022*To give full effect to the Disability Discrimination Act 1995 work has been undertaken on the revised ticketing arrangements to confirm that the new System will be compliant with the 2005 Inclusive Mobility Guidelines from the Department of Transport (GB). This document specifically relates accessibility requirements within the environment of a modern public transport network so that it is focused on best practice in this targeted area. The 2005 Inclusive Mobility Guidelines have been considered in detail with full responses provided concerning compliance with each. As a result of a consultation exercise with representatives of older people and those with disabilities it was agreed that Blind and War Disabled SmartPass users will not need to use a TVM to purchase a ticket for a BRT service but will only need to validate their SmartPass prior to boarding.*Screening Report on Translink Ticketing Project 2018* UserVision was commissioned by Translink to undertake testing of draft Ticket Vending Machine screens by a range of people including those with a disability.*Screening Report on Translink Ticketing Project 2018* As part of the Future Ticketing System Translink consulted with various stakeholders; demonstrating the new equipment (on board ticket machines/ validators etc.). The Translink Future Ticketing System Project Team held a meeting in February 2017 at Grosvenor Hall organised in conjunction with IMTAC; consisting of approximately sixty people with a disability and older people eliciting wide range of feedback which is now being considered especially in relation to how Visually Impaired customers will be able to use Ticket Vending Machines at BRT Halts with potential solutions to address such being explored.*Annual Report 2016/17*The Commission welcomes the progress of the provision of accessible transport in Belfast and Greater Belfast but recommends the Department for Infrastructure give consideration to the extension of accessible public transport, particularly in rural areas.Physical access and transport Poor provision of accessible buildings and accessible travel systems can inhibit participation. While an audit of the accessibility of public buildings in Northern Ireland has not been carried out, in 2013 Commission research measured access to services as experienced by people with disabilities. It identified the need for improvements to how the premises of service providers were used. This would include entry to and use of buildings’ facilities. For example, consideration of the need for accessible facilities, such as, WCs and changing places toilets. Accessibility audits of seven towns in Northern Ireland by IMTAC (Inclusive Mobility and Transport Advisory Committee) in 2015 highlighted the persistence of a number of unnecessary physical barriers. A 2015 report by Disabled People’s Voices stated that while improvements had been made to public transport there was still ‘some way to go before disabled people could travel routinely by bus or train’.*Equality Commission for NI Equality in Participation in Public Life – Full Report Policy Recommendations (May 2019)* Improved Communications on Buses In partnership with the Department for Infrastructure, audio-visual equipment has been installed on Metro services and the Ulsterbus service to Belfast International Airport. This initiative has enhanced information provision for all customers, particularly those with visual and hearing impairments.*Annual Review 2016/17* JAM Card Translink has partnered with the charity, ‘NOW’ to roll out their JAM ‘Just a Minute’ card across the network. This is of particular interest to frontline staff as an intervention which helps passengers purchase tickets, get on and off the right buses at the right stops and help them with their travel queries. The JAM Card alerts staff and other passengers that the person with the card requires a bit more time to get the right change for the bus or help when alighting from the train, because of their additional needs both seen and unseen. In support of this a new app has been recently launched which has been designed for people with communication barriers such as learning difficulties/disabilities, autism, Asperger’s syndrom or a brain injury to alert staff in retail outlets, public transport and other areas of public life that the person needs Just A Minute of patience and time when interacting with them.*Annual Review 2016/17* *In the Translink Accessible Transport Strategy ‘Get on Board’, it is stated Translink aim to make services accessible to all. Working with stakeholders and enhancing services and access to information, Translink strive to reduce barriers people with disabilities often face and to assist them to travel with confidence. Translink are committed to delivering a modern, sustainable transport network that meets the needs of the community. Translinks services play a vital role in this and over recent years there have been a number of accessibility enhancements. These include new vehicles, station improvements and upgrades to rail halts, better passenger information and employee training. These ensure that people with particular needs can participate more fully in society, reducing social isolation, boosting wellbeing and enabling greater independence and better quality of life. The Group Chief Executive visited departments to deliver a ‘Get on Board’ briefing session for selected managers and supervisors, to provide clarity on how employees have individual responsibilities to ensuring Translinks overall success.**Annual Review 2016/17* Translink are actively working with Royal National Institute of Blind People Northern Ireland (RNIB NI) and engaging with IMTAC to improve the website/mobile functionality to build and customise applications. Enhancing passenger information for those with sight and hearing disabilities by working in partnership with RNIB NI through a funded placement programme. In partnership with the Department for Infrastructure, audio-visual equipment has been installed on Metro services and the Ulsterbus service to Belfast International Airport. This initiative has enhanced information provision for all customers, particularly those with visual and hearing impairments. *Annual Review 2016/17*Translink received some concerns raised regarding disability issues throughout the year however, in each case a meeting with the Disability Accessibility Officer in person was arranged to discuss the issue in full. These were all resolved following this first point of contact. *Annual Review 2016/17*The Belfast Hub 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.*Annual Review 2018/19*The project should bring wide-spread 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*Annual Review 2018/19**Belfast Rapid Transport Glider Scheme* Key features of the Glider vehicle include easy boarding for people with reduced mobility and parents with pushchairs, dedicated priority seats/spaces for disabled people and flexible seating arrangements suitable for a range of passengers including people travelling with an assistance dog. The new vehicles have three sets of double doors and good circulation room to enable rapid boarding and alighting. In addition the kerbs at the BRT ticket halts have been raised and automated ramps are available on vehicles to reduce step heights and enable easy access and egress of vehicles. There will be audio visual real-time updates at halts and visual mapping of upcoming stops on-board the vehicle. For users with visual impairments, braille is available on the Glider doors so that the user can board safely, there will also be audio announcements of every stop along the Glider route. *Annual Review 2017/18*Translink has done extensive work with the DfI and The Inclusive Mobility and Transport Advisory Committee (IMTAC) on many elements of the BRT Project including the design of the vehicles, halts and ticketing to ensure accessibility was a key priority. Translink has worked with IMTAC to commission specialized disability awareness training for BRT Operational staff. The extensive engagement with disability representative groups has been recognized by the Equality Commission as a best practice exemplar, with the BRT Senior Programme Manager & Head of Business Change being invited to present to a forum of equality officers from a range of government bodies on the BRT project. *Annual Review 2017/18*An Annual Communications Plan is being implemented for 2017/2018 involving close engagement and consultation with key groups such as people with a disability, older people, younger people etc. *Annual Review 2017/18 and 2018/19*Redevelopment of Central Station In the screening report on the redevelopment of Central Station mention is made of how the new entrance will provide a more welcoming environment for customers and will provide closer links for rail and BRT/bus travel.Enhanced provision of public transport including improved access and way finding, particularly at community level will positively impact on customers with a disability *Screening report on Redevelopment of Central Station 2017*Part of the station development included a new Changing Places facility for use by severely disabled adults and children along with those who care for them. The facility is kept locked at all times until entry is required, the facility has also been registered with Changing Places and is listed on their official facilities location map.Further works to improve customer experience at Lanyon are planned including maintenance works to airbridges, lifts and escalators. *Annual Review 2018/19*Changing Places Facilities Working with Changing Places who facilitate toilets for people with profound and multiple learning disabilities, as well people with other physical disabilities such as spinal injuries, muscular dystrophy and multiple sclerosis who often need extra equipment and space to allow them to use the toilets safely and comfortably. The changing places facilities installed in Portrush and Lanyon Place Station are in line with the official Changing Places guidance and include;1. An automatic toilet,
2. A height adjustable changing bench,
3. A height adjustable wash-hand basin,
4. A ceiling tracked hoist,
5. A privacy screen.

Translink plans to provide these facilities in all major stations across Ni. *Annual Review 2018/19* Accessible Transport A new Park and Ride facility at Portadown railway station was completed in Autumn 2018 adding 347 free park and ride spaces. The facility includes lighting, security fencing, CCTV, extended cycle storage facilities to enhance passenger security and convenience. An extension to the Park & Ride facility at Cullybackey station was also completed in 2018/19, with future plans to extend to cater for 130 vehicles. Plans have also been developed and business cases approved for new Park and Ride facilities at Ballymena, Mossley West and Trooperslane. These will provide enhanced accessibility to the railway network, be fully DDA compliant and include security fencing lighting and CCTV. *Annual Review 2018/19* **Portrush Station Upgrade**In Spring 2018 work commenced on a new modern fully accessible train station in Portrush and is set to be completed by Spring 2019. Translink has engaged with IMTAC and local stakeholders to keep them informed about changes planned for the Portrush Railway Station and communicate the key features the new station has to offer such as accessible modern waiting facilities, improved passenger information and the provision of a changing places toilet. The station refurbishment will contribute positively to the on-going regeneration in Portrush town centre and surrounding areas with the introduction of wider pavements linking the station to the town centre and improved signage to local amenities and attractions*Annual Review 2017/18 and 2018/19* Additional Train Capacity In December 2018 the full business case for the Additional Train Capacity project was approved. 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 project will deliver an additional 21 intermediate train carriages compatible with existing Class 4000 rolling stock. 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. The design and build contract has been awarded and detailed design stage is in progress. *Annual Review 2018/19* Partnership with MencapIn January 2018 the Group Chief Executive met with Mencap to explore some interesting new community support initiatives. Mencap are developing virtual reality technologies to help educate people with learning disabilities accessing public transport. Translink will be partnering with Mencap on this innovative project that will help to improve the self-confidence of people with a learning disability, supporting them to getonboard and participate fully in society. *Annual Review 2017/18***Accessible Travel Facilities**Translink are pleased to be lending our support to the Crohn’s and Colitis campaign titled ‘Travel with IBD (Inflammatory Bowel Disease) Toilet Signage for Accessible Travel”. This campaign highlights the message that not all disabilities are visible. Translink has rolled out new signage on all accessible toilets with the message *“Accessible Toilet – Please remember not all disabilities are visible”.* This new signage shows Translinks commitment to making services inclusive, integrated and accessible to all.*Annual Review 2017/18*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.*Annual Review 2018/19* Introduction of new Translink Website Translink has worked in partnership with IMTAC in the development of the new Translink website and ecommerce platform launched in June 2019. The work incorporated a complete revision of the planning and buying process for all users with an emphasis on overall usability and accessibility of the core site. As such Translink engaged IMTAC members from the outset of the process testing the user experience and accessibility pain points they encountered and designed the service to address these. IMTAC members were involved in the formal testing and approval of the new site and have achieved AA (web accessibility) standard.Following on from research carried out in 17/18 using personnel with visual impairments and blind persons (through RNIB funded placement) on version 4.0 of Translink NI app we introduced some improvements releasing version 5 of the Translink app. Further improvements have also been commenced with a project to improve the usability of version 5 of the Translink app for screen reader technologies. *Annual Review 2018/19* |
|  Sexual Orientation  | Belfast Pride 2018In August 2018, Translink provided an accessibility bus for anyone who may find it difficult to walk such as those with mobility, mental health or sensory issues as well as families with young children to allow them to be part of the Pride Parade. A stand was also taken at the Pride Village in order to promote vacancies in Translink, encourage applications and answer any queries.Following the success of the 2018 involvement and in support of Translink’s Equality and Diversity programme it is planned to partake in the Belfast Pride Parade for the first time on the 3rd August 2019 and have a stand at the Parade Village.*Annual Review 2018/19*  |
| Dependents  | The new ticketing scheme will have a minor positive impact, similar to disability by making travel easier via more accessible ticketing system, combined with current initiatives e.g. Buddy Scheme.*Screening Report on Translink Ticketing Project 2018* Partnership with W5 / Surestart Partnered with Northern Ireland’s Science and Discovery Centre W5 and Sure Start to provide free Glider travel for 100 families for a new initiative ‘The Dragon from the Lagan’ which aims to bring an interactive learning experience to a wider demographic of young children in the greater Belfast area. SureStart supports parents with children aged under four years old, living in the 25 per cent most disadvantaged areas in Northern Ireland*Annual Report 2018/19*  |
| Marital Status |  |

**Appendix 3 – Summary of General Research**

Generic Section 75 Information

The Corporate Plan Translink 2015/16 and 2017/18

Government policy envisages enhanced provision and increased use of passenger transport in Northern Ireland, albeit within the constraints of a very challenging public funding situation.

For 2015/16 Translink has been asked to consider the measures necessary and associated impacts of a reduction in funding to £60.8m, reflecting a reduction of £15.4m or 20% from that received in 2013/14. This indicative baseline of £60.8m includes £40.1m of funding for concessionary fares.

£15.4m reduction in funding will inevitably lead to a combination of increased fares and, potentially, reductions in (and the cessation of) some bus services and a reduction in the frequency of selected rail services. These will focus on the least profitable routes.

While fare levels in Northern Ireland are below those in Great Britain and the Republic of Ireland, given the scale of the funding reductions an above inflation increase in fares later in 2015/16 will be inevitable.

The overriding concern has been, as far as possible, to protect front line services as we support the principle of making public transport services as widely available as possible.

It is acknowledged the budget for NI in 2015/16 places considerable constraints on Translink’s ability to deliver the overriding DRD policy imperative, which envisages enhanced provision and more use of passenger transport in Northern Ireland.

This Corporate Plan has been developed within these constraints with the objective of focusing resource on business growth while protecting, as far as possible, services, employment and integration while delivering good value and good governance.

Efficiencies to be made through reducing the size of the Translink Executive team, no salary increase for key senior executives and other efficiency initiatives at a senior management level. These can be achieved without impacting on front line services.

A fare increase is planned for late 2015/16 (this includes application of the proposed increase to schools with the resulting impact on the schools budget).

To enhance efficiency and minimise impact on passengers, those routes were targeted which incur the greatest losses (primarily as a result of carrying fewest passengers). It is recognised that these services are socially necessary but in all cases they do not cover the direct costs associated with providing the service and as a result are loss-incurring routes.

It is planned to maximise the investment in increased rail passenger capacity and deliver a rolling programme of improvements on the Metro, Goldline Express Coach and Ulsterbus networks.

Future Rail Investment Strategy

This 25 year strategy has been developed by the DRD, phased to initially maintain the current network, then increase passenger capacity and network capacity. introduce a higher speed Enterprise service and lastly expand the network.

Bus

This means higher frequency/more dense corridors but less frequency on peripheral services (same scope – less density). Focus remains on operational excellence, punctuality, reliability, customer service and cleanliness of vehicles while retaining good value.

Town services (with the exception of Ballyclare) will remain with no substantial changes; services in the towns indicated below will operate with some reduction in frequency. The service changes in Ulsterbus are targeted (in all cases) at less intensively used services (i.e. low frequency /limited hours of operations).

Corporate Initiatives

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 the 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’,

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 has continued to expand throughout the year to include representation from all operational divisions including Human Resources, Bus and Rail Operations, Legal, Commercial, 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 quarterly basis to discuss any new guidance and good practice.

*Annual Review 2018/19*

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| 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
	+ Glider Vehicle road shows
	+ Employee Exit Survey
	+ Trade Union Forum Groups
	+ Annual State of the Nation Conference for MPT Employees

Accessibility Steering GroupTranslinks 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 being formed with IMTAC to include 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 EngagementTo 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, launch of the company intranet ‘U-Link’, annual state of the nation conference and the weekly Chief Executive updates to keep staff informed and engaged.The most recent ‘Your Translink, Your Voice’ employee engagement survey was completed in June 2018 and included employee focus groups from across the business which took place in September. The survey included additional equality and diversity questions, which were also followed up on during the focus groups sessions. The survey highlighted that 66% of respondents felt that Translink values diversity, an increase of 2% from the previous survey. 70% also felt the organisation promotes a positive attitude towards those with a disability and 71% felt that Translink promotes a positive attitude towards gender equality.Obtaining and Monitoring Equality DataTranslink 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.Safety Bus Education ProgrammeThe Translink Safety Bus Team continue to play an important role in bringing safety messages to school children in an easy to understand and engaging way. This resource is increasingly seen as best practice and received visits and recognition from the education sector, transport industry and was awarded Business Sector winner at the Northern Ireland Road Safety Awards 2019.Key highlights for the team this year have included:* Over 28,000 school children visited the safety bus last year.
* Supported 13 “Be Safes” across NI
* Participated in some integrated bus / rail safety initiatives.
* Supported Colin Area stakeholders to reduce anti-social behaviour and promote benefits of Metro and Glider services.
* A pilot initiative formed with Boys Model that uses CCTV footage as part a classroom resource to deter anti-social behaviour and promote bus travel.
* New teaching resources created for use on the safety bus.
* To date the Safety Bus Team have educated over 450,000 school children.

Translink Youth InitiativesThis year Translink Youth Forum had a membership of 14 young and active affiliates that have passionately worked together to use this platform to voice their opinions and feedback on their bus and train services. They played an instrumental role in coordinating the Translink Youth Summit and have taken part in a number of important consultations for Translink development projects, e.g. Glider consultation, the Translink Brand and bus driver workshops.We have recently migrated the yLink paper application process to an online platform. This development has been a huge improvement with an average increase of 6% of active cards each period and 14% increase in passenger journeys. 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 SummitTYS18 hosted over 100 young people from across Northern Ireland to attend the annual Summit in Belfast Met, Titanic Quarter. Delivered in partnership with the Northern Ireland Youth Forum which provided a platform for constructive discussion and debate. This fun event featured engaging interactive workshops to understand young people’s perceptions and experiences of public transport. The event is used to understand young people’s needs and priorities on public transport. This year’s Summit featured 3 workshop topics, RESPECT, Waste of Space and #Smartmovers. 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. Social Media EngagementIt is very important Translink continue to communicate with customers via the appropriate and current platforms. Social medial 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.

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

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*Annual Review 2018/19*

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.

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.

*Annual Review 2018/19*

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.

*Annual Review 2018/19*

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| 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. This will involve maintaining momentum of Translink’s Gender Network and Gender Action Plan to promote and advance gender equality.More work can be done to address inequalities which may be experienced with regards to sexual orientation. Translink has taken steps to improve this inequality by participating in Belfast Pride which hopefully which starts to promote diversity and inclusion. The intention is to focus further on this areas in 2018/2019 by participating in the Pride Parade and engaging with external stakeholders to guide Translink going forward.Annual Review 2018/19 |

Translink Corporate Responsibility Strategy 2017-2021

The organisation carries around 80 milllion passenger journeys every year supporting the economic growth, social inclusion and wellbeing of the local communities. Translink is a major employer; a major land manager; and a significant user of energy, fuel, water and a wide range of consumables and other resources. The organisation is committed to considering the interests of society by taking responsibility for the impact of activities on customers, suppliers, employees, stakeholders and communities as well as the environment. The aim to go beyond compliance, as it is believed it is the right thing to do, ultimately placing our organisation on a continuous improvement cycle.

Under the theme of engagement there is a commitment to achieve a 70% employee engagement target; to provide 10k funding to charities; to support at least 30 community initiatives.

Stakeholder Engagement and Partnerships

There is a commitment in the CSR strategy to improving service delivery and influencing policy through relationships with local authorities, political representatives and business.

Community Engagement

Recognise and reward employees involved in their local community through the Translink Staff Charity Scheme and Translink Community Partnership. Work with the community and other agencies to focus on solutions and long-term benefits for the wider community, for example, through our Passenger Forums, Youth Forum and the Inclusive Mobility and Transport Advisory Committee (IMTAC).

Promoting wellbeing in the workforce

Through the introduction of a well-being strategy promote healthy behaviours such as emotional resilience which builds self-esteem, healthy eating, physical activity, smoking cessation and avoidance of drug misuse. With our large workforce, improving the health of our staff has enormous potential in preventing future ill health not only for them but also for the wider community.

Specialist support is provided through promotion of an employee well-being strategy

Better specialist support and interventions to manage health and wellbeing are provided by the Employee Support Officer with occupational health, an Employee Assistance Programme along with training for line managers and employees provided by Human Resources.

Translink Annual Review 2016/17

Procurement

The Government Opportunities (GO) Excellence in Public Procurement Awards Northern Ireland reward individuals, teams and organisations that have gone above and beyond to make a real difference to the quality of public procurement. Translink were successful in winning 2 categories: GO Buy Social/Sustainable Procurement – Services. (For Translink Security Contract) and GO Procurement Project of the Year – (Translink Future Ticketing System). After the NI GO Awards, Translink was a winner in the UK National Government Opportunities (GO) Excellence in Public Procurement Awards for the “Procurement Project of the Year Award” (over £20m) for the Translink Future Ticketing System.

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.

*Annual Review 2018/19*

The Belfast Hub

The Belfast Hub project aims to provide a state-of-the-art integrated bus and rail transport terminus and associated infrastructure enhancement to meet growing transport capacity needs. The Outline Business Case was completed in 2017/18. The project will enable wider regeneration of the area. The development will provide benefits for the wider community in Northern Ireland as well as the local environment and communities.

The developing design makes it easy for people to access links to South and West Belfast and into the city centre and will complement other key initiatives for the area such as the Urban Villages Regeneration scheme, the proposed Linen Quarter as well as local wayfinding trails, Public Realm and cycle initiatives that will encourage more use of public transport and active travel.

*Public Transport Travelling in Northern Ireland 2018/19 Findings from the Ni Continuous Household Survey 2018/19 NISRA*

59% of these use timetables available on the Translink website.

Through these activities the Department makes a contribution to NICS Outcomes Delivery Plan outcomes, in particular Outcome 11 (We connect people and opportunities throu.gh our infrastructure). DfI has commissioned questions in the Continuous Household Survey since 2016/17 to ascertain how people plan their journeys to travel on public transport. This information will be used to assist transport providers in identifying improvements to passenger information, including how technology can best be utilised to promote awareness of and access to public transport services

*Local Government Community Plans Across NI*

*Belfast City Council*

“We will maximise the opportunities of the £150 million Belfast Transport Hub and Rapid Transport System (Phase II). We will promote the development of sustainable transport and address under-use of public transport, particularly in relation to commuter patterns and work to promote active travel. We will work in partnership to progress key transport infrastructure”.

*The Belfast Agenda*

Belfast Rapid Transit (BRT)

Belfast Rapid Transit (BRT) is a new government project that will create a modern public transport system for Belfast. BRT is a bus-based rapid transit system with a network of three routes that will connect East Belfast, West Belfast and Titanic Quarter via Belfast city centre with a safe, efficient and high quality public transport service that; Provides high quality access to/from Belfast city centre enabling the city centre to compete with out-of-town centres. Supports the cohesion of Belfast and enables movement to and across the city. Provides a high quality ‘symbolic’ system capable of supporting an image of Belfast as a capital city. This £100m investment project will transform public transport in Belfast and help safeguard and increase employment within Translink.

*Derry City and Strabane District Council*

In the Derry City Council and Strabane District Council Community Plan there is a commitment to enhance rail services and facilities including more frequent connectivity to Dublin and Belfast and development of multi-modal transport hub. New railway station and inter-connectivity to local city and regional public transport.

Shift of over-dependence on the car to public transport to give everyone the opportunity not only to access public services but to participate more fully in life.

Enhanced city and regional cross border and intercity bus services and timetabling.

*Derry City and Strabane District Council Community Plan*

North West Transport Hub

The North West transport hub will encourage the use of public transport, provide a strong link to the major bus station at Foyle Street and integrate with active travel such as cycling and walking. This new transport hub and Foyle Street bus station will be an important gateway to the North West for visitors as well as helping to regenerate the local area and make it more attractive to business and investors, helping to create local jobs and enhance the local economy. Situated on the former Waterside Station site, proposals include restoration and refurbishment of the former listed railway station, new platforms, an enhanced Park and Ride, an Active and Sustainable Travel Centre.

Translink Annual Review 2016-17

*Armagh City and Banbridge District Council*

Projected figures for ABC Council only five council areas which is projected to have an increase in the number of children. The borough is projected to have the largest percentage growth in the numbers aged 0-15, at 8% to 2030. The borough also has an ageing population. The numbers of those 65 and over are due to increase by 49%. Within this age group the number aged 85 and over is projected to almost double, a 97% increase.

5.4% of residents in the ABC council area were born outside the United Kingdom or Republic of Ireland. In terms of language, 7,896 individuals spoke a language other than English or Irish as their main language. The most common other languages being Polish (2,919 individuals), Lithuanian (1,736 individuals) and Portuguese (834 individuals).

20% had a long-term health problem or disability that limited their day to day activities

*Armagh City and Banbridge District Council Community Plan*

North Down Borough Council

*Ards and North Down Council*

20% of people in Ards and North Down were aged 65 and over. By 2032 this is projected to have risen to 28%.

Emphasis should be placed on Transport (roads, public transport and active travel) for access to jobs, education, health that take account of our ageing population and disability requirements should be considered during delivery of the Big Plan.

Improving connectivity across the borough is identified as a priority by recognising how areas and communities connect with each other through transport links, housing provision, tourism routes and quality outdoor green, blue and brown spaces.

*Newry Mourne and Down Council*

In 2015 there were 5,665 (30.8%) primary students entitled to free school meals in Newry, Mourne and Down. This is an increase from 5,290 (29.8%) in 2013. The data would suggest a correlation between the significant decrease in trade related jobs with the increasing level of claims for free school meals.

Newry, Mourne and Down’s child population projected to grow by 6.6%, above the Northern Ireland average and the fourth highest growth rate across all 11 council areas.

The rural nature of our District can also mean that vulnerable people aren’t as connected to or able to access the support services they need to ensure good well-being and this is something that needs to be addressed.

Parts of the District are not well integrated into the existing road and rail network.

Internal connectivity is a problem, in terms of roads, transport

*Newry Mourne and Down Community Plan*

Mid - Ulster

Mid Ulster is currently made up of more Under 16s and fewer Over 65s than the Northern Ireland (NI) average. Population projections show that this trend is set to continue.

Population projections show a dramatic increase in the number of older people by 2037 from 14 to 21%.

Several pockets of acute deprivation exist in both urban centres and rural areas.

Public transport is not readily available and there is a heavy reliance on the road network.

Community consultation highlighted a need for more employment, particularly for young people; better transport; better access to health care are people’s main priorities for development.

A Strategic infrastructure issue identified is the transport networks (existing and potential), particularly to facilitate the ‘Mid Ulster Urban Cluster Hub’ of Cookstown, Dungannon and Magherafelt

76.63% of Mid Ulster population travel to work by car \* (Census 2011) 1.86% of Mid Ulster Public Transport to travel to work \* (Census 2011)

It is proposed in the community plan to Investigate the feasibility of restoring rail links to and from Mid Ulster. Pilot an ‘Integrated Transport Scheme’ which takes account of our rural areas and people and businesses based there. Develop an Intra-Town Transit System which will include shuttle bus

Seven wards ranked in the top 20% of health deprived wards in N.I. (NINIS)

Mid-Ulster Community Plan

*Mid and East Antrim*

Putting People First Community Plan 2017

Ageing Population

In 2005 18.1% of the population was over 65 and it is projected that by 2020 the percentage will be 24.6% the second highest percentage in Northern Ireland. Significant increases are also projected in those aged 85 and over.

40% of the population live in smaller settlements and rural communities and transport has been identified as an issue in terms of access to services.

Race

3.5% of the population born outside of NI this is below the NI average or 4.5% and migration is lower at 11.2% compared to 13.2% per 1,000 of the overall population.

*Fermanagh and Omagh District Council*

Age

15% of the current population are aged 65 years or above; this is projected to increase to 23% by 2030.

Race

4.5% of the population were born outside the UK and Ireland; 3,200 people’s first language isn’t English.

77% of those eligible for a smart pass have one is stated as one of the performance indicators the council wishes to be assessed against.

19% of people in the District using public transport in comparison with NI average of 23%

*Lisburn and Castlereagh Council Community Plan*

Age

We have an increasing ageing population. In 2018 16% of the population were over 65. In 2032 28% of the population will be over 65 in Lisburn Castlereagh

Sustainable and Active Travel

Actions in the plan include developing new and extend existing Park and Ride and Park and Share facilities in key locations according to the Transport Plan, to investigate and develop plans to improve public transport and reduce private car use.

Knockmore – Lurgan and Lurgan Station Track Renewals

Translink have already started work to improve the rail infrastructure and improve journey times between Lisburn and Lurgan under a track rehabilitation programme and will result in the removal of the current speed restriction for this part of the network and return it to Line Speed (90mph).

Consultation with the community is planned to most appropriate means to undertake the works.

*Translink Annual Review 2016/17*

*Causeway Coast and Glens Council Corporate Plan – A better future together*

All groups

Poverty Grouped Years -NINIS (2014/15) - Percentage of Causeway Coast and Glens population for both relative (27.5%) and absolute poverty (27.1%) is higher than NI (20.4% for both relative and absolute). Causeway Coast and Glens has the highest poverty rates of all eleven Council areas.

Shared and open amenities (NI Life and Times Survey 2015) – percentage of residents of Causeway Coast and Glens considered the following to be shared and open to all – leisure centres (73.5%), parks (70.7%), libraries (73.9%) and shopping centres (74.3%).

Car travel (both driver and passenger) was the most common method of travel (accounting 71% of all journeys in Causeway Coast and Glens area in 2015).

Public transport accounted for 5% of all journeys. Community Transport statistics from 2015/16 show that 44,725 community transport trips were made within the Causeway Coast and Glens area. This figure accounts for 21% of all trips made within the eleven local authorities.

Targets set to increase the number of people using public transport

Coleraine- Derry/Londonderry

Work on the second phase of this major engineering project to upgrade the signalling system and construct a new passing loop at Bellarena was substantially completed in March 2017 and is now operational. The project secures the Coleraine to Derry/Londonderry railway line’s operation for the future levels of safety and reliability. This will mean a more resilient rail service to and from Derry/Londonderry including potential for more frequent and faster journeys. Journeys on this railway line alone have increased by over ten per cent in the last year, now carrying over two million passengers every year.

Access to Information - Web Presence

As a result of these improvements in access to information and services there have been over fifteen million visits to the Translink Web, mobile site this year. Digital customer information usage has increased by an annual year on year average of over fifty per cent with over ninety thousand customer enquiries a day. Downloads of the Translink NI app has now reached just under thirty thousand since launch. Translinks social medial presence continues to grow; delivering customer information developments, campaigns and offers to over one hundred thousand plus followers across the range of Translink Facebook and Twitter profiles

*Northern Ireland Transport Holding Company Annual Review 2016/7*

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.

*Northern Ireland Transport Holding Company Annual Review 2016/7*

Received a Silver Core Standard Award from business in the Community