***Northern Ireland Transport Holding Company Acme Company***

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**Public Authority Statutory Equality and Good Relations Duties**

**Annual Progress Report**

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| Documents published relating to our Equality Scheme can be found at: [NITHC Reports (translink.co.uk)](https://www.translink.co.uk/corporate/publicationsanddocuments/nithcreports) |
| **Signature:** |
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**This report has been prepared using a template circulated by the Equality Commission.**

**It presents our progress in fulfilling our statutory equality and good relations duties, and implementing Equality Scheme commitments and Disability Action Plans.**

**This report reflects progress made between April 2023 and March 2024**

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| **PART A – Section 75 of the Northern Ireland Act 1998 and Equality Scheme****Section 1: Equality and good relations outcomes, impacts and good practice** |
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| **1** | In 2023-24, please provide **examples** of key policy/service delivery developments made by the public authority in this reporting period to better promote equality of opportunity and good relations; and the outcomes and improvements achieved.*Please relate these to the implementation of your statutory equality and good relations duties and Equality Scheme where appropriate.* |
|  | **Translink’s Values** Translink considers the interests of society by taking responsibility for the impact of our own activities on customers, suppliers, employees, stakeholders and communities as well as the environment. Our mission is to provide a safer, more sustainable, efficient business, enhancing our local economy and enriching the local communities we serve. This report highlights activity during the reporting year to demonstrate progress towards our Equality Scheme commitments and their impact on the Section 75 categories. **Infrastructure and Projects** With a range of investment projects underway, we have continued to improve our service delivery to promote equality of opportunity and good relations. Delivery of these projects and completion of equality screening exercises, ensures capital projects and service developments have Section 75 considerations built into the process from the earliest stages. The vital work of this division contributes to the equality scheme commitments to ensure improvements to the accessibility of the transport network.  An overview of current key projects and their impact on Section 75 categories and good relations are noted below: Belfast Grand Central Station The Belfast Grand Central Station is a transport-led regeneration project which will provide a state-of-the-art integrated bus and rail transport terminus to meet the growing transport capacity needs within Northern Ireland. The project will be one of the largest integrated transport hubs in the UK and Ireland, with 8 rail platforms, 26 bus stands and up to 300 cycle stands. In all, the Hub will have capacity for 20 million+ passenger journeys per year. Enhancements to station facilities and surrounding areas will include spacious and comfortable passenger seating waiting areas, enhanced public realm, widening of footways for greater levels of pedestrian priority, and step-free access to and from the station to cater for pedestrians with restricted mobility and visual impairments. Changing room facilities will include provision for disability access and baby changing rooms, toilet and changing facilities will accommodate those in the LGBT+ community.The project has adopted the new Social Value legislation which gives even more opportunity to create true and lasting benefits to the local area through commitments during the construction of this project. The new legislation allows us to measure and report our benefit to local community and economy through the identified themes of increasing secure employment and skills, building ethical and resilient supply chains, and delivering towards Zero Carbon and promoting wellbeing. The project will continue to build on Buy Social activity delivered through the Enabling Works offering employment opportunities, with targeted recruitment and training for identified priority groups. We will continue our work with those with disabilities and schools and colleges to enrich the curriculum and inspire students. Translink is committed to maximising social value impact through this project and will work closely with partners and local communities to ensure a lasting legacy and positive impact on the local community and economy. There has been continuous ongoing engagement with stakeholders and community representatives throughout the planning process and construction stages. This engagement will continue with stakeholders throughout the project duration. The project is currently close to completion of the main construction works phase 1 for the new station building and close to completion of the rail systems (permanent way, signalling and telecoms) work packages on site. York Street Station DevelopmentThe York Street Station Redevelopment scheme (to replace the previous Yorkgate train station) improves DDA compliance from the limited accessibility provisions of the previous station. This is through the provision of level access entrance from road level to a lower-level concourse with lift, an escalator provision to access track level and introduction of a new Changing Places facility. It also provides better connectivity, particularly with the opening of the new Ulster University campus and the planned City Quays development. There will be better links to walking and cycling options with more access to cycle parking and local cycle networks and a new footbridge will link to wider platforms and new canopies. IMTAC have been key project stakeholders throughout all stages of design to date. The project is also on target to achieve a BREEAM excellent rating, with a number of LZC technologies and ecologically beneficial measures adopted within the design to achieve this. The new station also includes secure community event space which will enable Translink operations to continue the good work within the community. Construction work commenced in late 2022, and the station has now opened for operational use, with the construction work planned for full completion later this year. Social Value opportunities have been developed throughout construction phases of the project and continue to deliver positive social impact above and beyond statutory targets, in conjunction with partner agencies. There has been extensive and meaningful engagement with local community groups, residents, schools and the business community over the last number of years, these include:* + 364 weeks of paid employment for New Entrant Trainees.
	+ 10 professional & trade apprentices employed on the project.
	+ 35 weeks of on-site work experience facilitated for secondary school & FE students.
	+ 292 staff hours dedicated to school construction careers events, site visits & supporting curricula with over 400 students reached.
	+ 34 employer insight events with local employability providers and their client groups to help improve prospects for employment for job-seekers.
	+ 69 event hours spent supporting the voluntary, community and social enterprise sector.

Bus Safety Upgrade Programme:The Bus Safety Upgrade Programme is a multi-phase, Translink-wide programme of works to improve safety standards to Translink’s bus operational sites. Phase 1 of this project has been completed, and an Outline Business Case (OBC) has been approved for Phase 2. Under this programme, a holistic review of Translink’s bus operational safety standards has been undertaken and a number of measures will be implemented on-site to improve customer segregation and overall safety within the sites. A key part of the programme is to ensure adequate DDA compliance for each of the sites through a review of customer / staff parking and sufficient accessible parking space provision, compliant pedestrian walkways and disabled access bays for the safe access and egress of persons of reduced mobility on the various Translink fleet vehicles. Translink’s Safety, Health and Environment (SHE) department and Accessibility Manager were involved as key stakeholders throughout the programme’s development and each site was subject to a separate planning application process, with all relevant stakeholders’ feedback reviewed and considered in the design process.Park and Ride Programme:Translink’s Park & Ride (P&R) programme continues to progress. New Park & Ride facilities provide enhanced accessibility to the bus and rail network, are fully DDA-compliant and include accessible parking, security fencing, lighting and 24-hour CCTV coverage. On all its Park & Ride facilities, Translink engages with user groups such as IMTAC and Sustrans to ensure that the projects cater for the needs of all users. As part of the Major Planning Application Public Consultation process, all sites are thoroughly reviewed to ensure they meet or exceed stringent accessibility guidelines. Lisburn Area Track Renewals:The Lisburn Area Renewals (LAR) Project was initiated to replace life expired rail infrastructure assets within the Lisburn station environs, whilst taking the opportunity to provide additional operational capacity and facilitate future developments.The project’s main interventions are the replacement of life expired interlocking (allowing for a future halt at Lisburn West) and the replacement and re-location of 5 sets of Switches and Crossings (S&C). The project is also providing an extension to platform 3 at Lisburn station to facilitate future 6-car services and provide additional through capacity. Construction work commenced in late 2022 and has achieved completion following successful major closures of the railway over Christmas 2023 and Easter 2024 that enabled final commissioning and entry into service of the new infrastructure. Lurgan Level Crossing Upgrade:The Belfast to Portadown/Dublin line runs through the centre of Lurgan town centre and passes three level crossings at William Street, Lake Street and Antrim Road. These crossings are all manually controlled barrier level crossings.Due to the number of services operating along this rail line, coupled with anticipated timetable changes such as the hourly Enterprise service, the impact of the current signalling arrangements causes congestion and delays for road users using these corridors waiting for the passage of trains, with associated safety risks from misuse of the crossing. A signalling upgrade scheme has been proposed to improve the speed of trains through the area and therefore reduce the length of time the barriers are down and the impact of new services. Outline design work has been completed and an Outline Business Case (OBC) is being developed. Extensive stakeholder engagement and consultation will be undertaken in relation to the scheme in recognition of the sensitivities in undertaking works within a residential environment.UWC Safety Improvement Programme: The User Worked Crossing (UWC) Safety Improvement Programme is a phased programme of works to close or bring into compliance UWCs across the Network. The primary objective of the programme is to reduce safety risk associated with user-worked crossings of the railway. The first phase of the programme ended in March 2016, with a total of 28 UWCs closed. Phase 2a of the programme will close a total of 45 UWCs across the network that do not require signalling alterations. The project is currently in the construction phase, with a number of crossings already closed and complex land acquisition deals ongoing for others. Construction is anticipated to be complete by 2026. Phase 2b involves 16 locations where signalling solutions are required. This phase has now completed construction works. Further projects have now been initiated to examine future potential UWC works.Lisburn West Station:Lisburn West is a proposed new railway halt and ‘Park and Ride’ located at Knockmore on the Belfast to Portadown route. The station has been proposed to provide high-frequency rail services to the growing community in the area, supporting modal shift to public transport. The new halt is anticipated to include an island and a single-line platform accessed via a footbridge, including compliant lift access to each platform. The site will also benefit from a bus turning circle, a fully accessible car park and 350 space park and ride to provide safe and convenient links and interchanges between bus and rail services. Planning permission for the project has been granted from Lisburn and Castlereagh City Council. The project is currently progressing well through the design and development phases, and engagement with local stakeholders will be undertaken for both the design of the new infrastructure and the construction activities. Coleraine to Derry~Londonderry Track Renewal Phase 3This project is the third phase of an ongoing programme to renew life-expired track assets between Coleraine and Derry~Londonderry, to maintain a safe and compliant railway and reduce the risk of disruption to services due to asset condition. Passenger numbers have grown significantly on this route, and this project will maintain the railway as a safe and attractive mode of transport and encourage modal shift from car to rail. Phase 1of the project was completed in March 2013 and Phase 2 in 2016. Phase 3 comprises different methodologies to ensure a compliant track for the future between Castlerock and Eglinton, a section of approximately 20 miles. Following approval of an Outline Business Case (OBC) in 2022, development work for the project has been continuing and a significant order for new sleeper manufacture to facilitate the project has been placed. Professional Services teams have been appointed and design development work continues. Construction works are currently planned for 2027.Ballast Rehabilitation Establishment Programme (BREP)This programme seeks to establish the capability for ballast cleaning on the NI Railways (NIR) network. Upon completion, Translink would have the capability to renew around 10 miles of track each year without the requirement for extended closures of the railway that impact upon service operation. The programme encompasses several interdependent projects to procure a ballast cleaning machine, procure ancillary plant and establish a depot and maintenance facility. A Strategic Outline Case has recently been developed for the programme and is currently under review. Low / Zero Emission Bus Fleet ProgrammeTranslink has a detailed and progressive Zero Emission fleet strategy. It is proposed that by 2040, both Bus and Rail fleets will be zero emission fleets. As part of the programme, the Metro services operating in Belfast and Derry/Londonderry will be zero emission by 2030. The initial roll out of this programme has commenced with the introduction of 100 zero emission vehicles during 2022. Included in this number are 20 Hydrogen Fuel Cell Electric Vehicles (FCEV) and 80 Battery electric vehicles (BEV). In 2023, 38 Zero Emission buses were introduced to service on Foyle Metro services in Derry/Londonderry as well as 6 Zero Emission Midi buses in Coleraine, operating on the Giants Causeway route. A further 100 Zero Emission buses are currently in build, with the introduction to service of the first vehicles commencing in June 2024, and all buses will be in service by March 2025.The equality screening exercise relating to the Zero Emission fleet has been undertaken and recognised wide-reaching environmental, health, socio-economic and service performance benefits that Zero Emission vehicles are predicted to achieve. Each Bus is fitted with a manual ramp and vehicles have capability of a full nearside squat, to reduce the height difference between the vehicle and kerb for both doors. The aim of the double door on Belfast Metro buses is to provide better passenger flow, achieving simultaneous boarding and alighting through separate entry and exit doors. This in turn will contribute to benefit in reduced dwell time at halts and subsequently improved journey times of services. It will also support concurring projects, such as the Future Ticketing Systems Project and the introduction of account-based ticketing. As well as an enhanced customer experience the introduction of the ZE fleet into Belfast, Foyle and Coleraine areas will aim to contribute to a reduction in Green House Gases, improved air quality, whilst recognising a number of further health and economic benefits.Translink have engaged with a number of stakeholders in relation to accessibility on the bus and coach fleets. This includes ongoing work with both IMTAC and the Consumer Council, where both groups have worked with Translink to develop an output specification on accessibility for future bus and coach orders.Enterprise Replacement ProjectTranslink has recently commenced a project in conjunction with Irish Rail to replace the current Enterprise train sets that operate the Belfast to Dublin route. This project will see the current rolling stock replaced by new, modern and more accessible trains that will provide a higher level of customer experience that those currently operating. By increasing the number of trains, an hourly service will be provided and with new, more efficient and better performing rolling stock, a sub 2-hour journey will be achieved. Funding has been approved and the project is at the procurement stage. It is expected that the trains will start to go in to service in 2028.**Translink’s Future Ticketing System (TFTS) – Project Update** Developments in Translink’s ticketing system improve access to public transport by increasing the range of payment options for all customers. It will provide better integration, flexibility and convenience to transform our passenger journey experience. An overview of progress in the last year and impact on the Section 75 categories is provided below.  New on-bus ticket machines were rolled out across all Metro services at the end of March 2022. Whilst this upgrade continues to provide the traditional paper ticket and smartcard transactions it now has the added capability to offer customers Contactless Tap-On Only payment. Customers can therefore travel using credit/debit card, ApplePay or GooglePay. This reduces the need for passengers to pre-purchase their ticket as they are charged a flat fare, with a daily cap if they make two or more journeys, on all bus services in the Metro operating area. Customers have provided positive feedback on the functionality to-date, with over 6 million ‘taps’ in Metro so far, and with the significant reduction in cash transactions there is a real potential for more passengers to board faster due to less interaction with the driver.Following the success in Metro, the move to a modern contactless ticket machine within Bus Operations continued within Ulsterbus, where a full rollout of the new contactless ticket continued to the remainder of all regional bus depots. New contactless ticket machines had been implemented across 15 Ulsterbus depots with only 4 left to complete. Almost 900,000 contactless transactions have occurred on Ulsterbus services to date. Again, the reduction in cash handling by the driver means more efficient boarding times resulting in faster journeys for everyone.The functionality of the Ticket Vending Machines has positive impacts on all Section 75 categories however the summary below demonstrates specific equality and good relations impacts for the Race, Age and Disability categories. Further to the 4 Ticket Vending Machines that have been installed at Belfast International Airport, Carinshill Park&Ride, Europa Buscentre and Belfast City Airport, an additional device was installed at the new University of Ulster building in September 2023. These 5 locations were targeted as they had high footfall and were key locations where customers could gain access to purchasing tickets via credit/debit card (without needing correct cash/change) before the bus arrived at the bus stop. A further 30 Bus TVMs are planned to be installed at bus stations, Park & Ride sites and on-street bus stops throughout the rest of 2024.This new model of TVM provides additional accessibility for customers, by not only offering ticket sales in different languages but also allowing the 42-inch display screen to be adjusted by the customer to their preferred height/sightline. The contrasting colours on the device, previously approved by IMTAC, clearly identify the customer ‘touch’ points (e.g. payment card reader, coin slot, note reader etc) and all of these interfaces have braille vinyls to assist blind or partially sighted customers. Audible instructions are also made as screen displays transition so that the customer is advised what to do next.Furthermore, we have installed 113 of these same TVMs at all rail stations across the NI Railways network (aside from Scarva and Poyntzpass due to the relatively low footfall at those stations). These provide access to ticket purchases before boarding the train and a wide range of tickets are available to all customer groups including Free (Senior, Blind etc) and Half-Fare (Partially Sighted, Learning Disability etc) Smartpass holders. It is important to note that Free and Half-Fare Smartpass holders are not obliged to use the TVMs if they do not feel comfortable doing so, and instead they can still obtain their ticket from the conductor on-train or at a ticket office.April 2024 saw the first introduction of electronic Gates at the new York Street rail station with 5 Gate lanes, 4 of these being standard width and one being a wide-aisle gate for wheelchair users or customers with prams/buggies. Customers will either present their smartcard or paper ticket, which will have a printed QR code on it, to the reader at the Gate in order to pass through. The Gates will always be manned to ensure accessibility (and safety) for all customers passing through the station, especially for those who may have difficulty with the new technology. Audible announcements (e.g. “Please Proceed”) will be emitted by the Gates when Blind or Partially Sighted customers present their ticket at the Gate line and once again, the card reader and barcode readers have braille vinyls to assist blind or partially sighted customers. In addition to York Street station, we plan to install Gates at the following key rail stations – Belfast Grand Central, Lanyon Place, Portadown and L’derry stations.At every other rail station and halt, where Gates will not exist, we have implemented 200 Platform Validators, to allow customers who have smartcards to validate their card before they board the train. These Validators are the same model as are successfully operating across the Glider network since 2018 and again they have contrasting colours and braille vinyls to ensure that partially sighted customers can easily distinguish where they need to place their smartcard. In the future (2025) these Platform Validators will also accept Contactless ‘Taps’ so that customers can tap on to the Validator before boarding the train and tap off at the Validator when alighting the training order to calculate the fare and take the money directly from their bank account.Further to the enhancements and expansion of our ‘mLink’ mobile ticketing app in 2021/22, Translink Ticketing team has also engaged in an accessibility review of the App with a 3rd party agency. The Shaws Trust was appointed to firstly identify accessibility barriers, and secondly, provide guidance on how to remove barriers to prevent older people and people with disabilities from being excluded. These recommendations have since implemented through publication of brand new mLink apps (Apple and Android) in June 2024. **Online Platforms**Developments in Translink’s online platforms contributes to the accessibility of information relating to our services and aims to promote good relations via better communications.  The examples below illustrate key workstreams for the reporting year and the benefits this has to the Section 75 categories.  Translink app and WebsiteThe Translink website meets (WCAG 2.1) accessibility standards, we self-audit annually and use monitoring tools to maintain compliance throughout the development cycle. We continue to develop features and content and test rigorously to ensure the standard is maintained. We are currently developing a new MaaS app for Translink which will enhance accessibility of Translink’s app offering. The first app version release is planned for Summer 2024. Transforming Travel and Social InclusionTranslink are working in partnership with IMTAC and DfI on a project to Transform Travel and Social Inclusion for all our customers through use of digital applications and improved customer engagement.The project to date has delivered a fully accessible (WCAG AA) web experience for customers; HTML filterable and machine-readable timetables; ISL and BSL translation service for contact centre contacts; accessible step free journey planning, chatbot based journey planner; and a voice Alexa skill journey planner. The project is entering its last phase which will deliver journey planning to/ from staffed stations, and an online accessibility hub to improve navigation to accessibility services. Future enhancementsThe new MaaS app will be enhanced through additional development releases, this will include personal journey tracking (that will be shareable) to improve travelling independently for more people. Continuous improvement will focus on enhancing and extending chat and voice services. **Local Community Partnerships supporting Social Inclusion**Translink provides essential services across Northern Ireland for everyone from all communities and backgrounds.   As part of our outreach programme, we work with a range of organisations from arts and culture, sports, community festivals, youth, senior, health and environmental schemes to support social inclusion and promote positive community relations. This helps people to participate more fully in society and lead a more active and productive life.Examples include Belfast Mela, Belfast Marathon events, EastSide Arts festival, GAA Translink awards (Coach of the Year and Young Volunteer of the Month initiative) IFA Translink Schools Cup and Girls Taster Sessions), Northern Trust’s ChatTea Train, Ulster in Bloom, Disability Pride and the International Arts Festival.**Fundraising to support local communities:**Charity PartnerTo date more than £40,000 has been raised by Translink staff for Air Ambulance NI, Translink’s chosen charity partner which is currently in the third year of its partnership. This has been achieved through initiatives such as Tune in June, Europa Abseil, Time for Tea, sponsored walks and staff bake offs. Give as you Earn and Matched Funding In addition to our charity partner activity, our employee-based charity scheme contributes through a payroll Give As You Earn scheme. Our employees devote their time to raising money for local charities and are supported by TransLink’s Staff Charity and ‘Matched Funding’ schemes to maximise donations. In total over £43,000 has been donated to a range of charities including: Friends of Cancer Centre, Kids Together Belfast, Kevin Bell Trust, Chest Heart and Stroke, West Belfast Suicide Prevention, Cara Friend, Hanwood Down Syndrome FC, Little Princess Trust, Titanic Tigers, RNLI, Womens Aid, NI Children’s Hospice, Foyle Hospice, Children’s Heartbeat Trust, Pips Suicide Prevention, Pancreatic Cancer UK, Suicide Down to Zero and The Big C Foundation NI. Stuff a Bus Christmas CampaignIn 2023 Translink teamed up with Homeless Connect’s FareShare NI project for the annual Stuff a Bus campaign, alongside partners U105 and Belfast Live, to raise vital funds and food donations for those in greatest need and to help tackle the hunger crisis in Northern Ireland.  The generosity of Translink staff and Northern Ireland’s general public helped Translink’s annual Stuff a Bus campaign surpass its target of 25,000 meals just in time for Christmas, at a time when more families are facing severe financial difficulties, many of whom have never needed support before and are now finding themselves in need. **Diversity in Recruitment and Attraction**  Translink remain committed to being an employer of choice and proactively worked in the last year to promote Translink to a diverse range of applicants.  Translink’s attraction strategy was reviewed with an Equality, Diversity and Inclusion lens and the following key activities were delivered: Delivering diversity campaigns including engagement in international celebratory events to promote Females in the workplace and sharing stories to encourage others to consider a career in male-dominated sectors. For example, we shared Translink female profiles internally and externally for International Women’s Day and shared Translink female Engineering profiles for International Women in Engineering Day.A wide outreach approach was developed including targeted social media coverage, posters and banners placed in Bus and Rail stations, profiling a diverse range of role holders on the dedicated web page and attendance at careers fairs promoting opportunities. New Social Media styles were implemented including the use of ‘tik-tok’ to appeal to a new audience.Partnership with SistersIN who enable, empower and develop female pupils in education to become the leaders of tomorrow. Translink dedicated 2 mentors to the SistersIN concept to assist female pupils in discovering their full potential and open new possibilities for their professional journeys by building leadership capability and confidence. We also attended their celebration event to promote Translink as an employer of choice.Translink continuously worked to raise awareness of the variety of jobs available and demonstrate our commitment to building a diverse workplace. Each year the recruitment team engage in an outreach programme to encourage applications from everyone in the community, examples include: * Showcasing job opportunities across the province by attending various Job fairs, School/College Careers Fairs, Apprenticeship and Graduate Fairs. For example, UK Careers Fair Belfast, Career Transition Partnership Job Fair and Department of Communities local job fairs.
* Attending the School Summit NI to promote the Translink Youth Summit and range of job opportunities available.
* Facilitating a Yorksite Construction and Station Visit with Orchardville followed by discussion on Career opportunities.
* Delivering a Translink specific Apprenticeship event as well as attending several general events during Apprenticeship week.
* Co-ordinating a “Gain an insight into Engineering at Translink” day in partnership with Speakers for Schools and as part of celebrations for International Women in Engineering day. Students from across Northern Ireland were provided with a guided tour of Milewater Service Centre, illustrating each key role followed by a careers session.
* Offering school work experience opportunities across a wide range of divisions within Translink. For example, Bus and Rail operations, IT, Engineering, Infrastructure and Ancillary.

Belfast Employment Academy Translink continued to collaborate with Belfast City Council as part of the Belfast Agenda (2015 – 2035), Belfast’s first community plan setting key strategic economic ambitions for the city.  The agenda recognises that whilst economic growth is a key priority, there is also recognition that this growth needs to be as inclusive and widespread as possible.  The Belfast Transport Hub team continue to explore opportunities to develop another Transport Employment Academy, to assist in the facilitation of job creation and ensure economic opportunity is accessible to those most in need of work, for the Main Works Contract.Disability and a Disability Workplace Scheme PilotAs a large employer in Northern Ireland, we understand our role in providing opportunities to those with a disability. Whilst we provide short work-experience placements per year, we sought to establish a work-placement scheme that provides on-the-job training and a potential permanent vacancy to those who were successful in the placement. In consultation with the Northern Ireland Union of Supported Employment (NIUSE) and the Equality Commission for Northern Ireland (ECNI) we proactively implemented a Positive Action that provided 2 individuals the opportunity to complete a work trial. The scheme was launched in October 2022, with the 2 work placements beginning in February 2023. Both individuals successfully progressed through a structured work and training programme and are now permanent employees in Translink. Further to a business review, implementing learning from the Pilot Project, a new Placement Scheme the scheme was launched in March 2024.**Equality, Diversity and Inclusion Work for Employees** Translink’s Equality, Diversity and Inclusion strategy sets out how we plan to build a more diverse and inclusive workplace.  This will impact on all Section 75 categories as well as indirectly encouraging others to consider Translink as a future employer. Our key vision is to have an inclusive culture that ensures we attract, retain and develop a diverse range of talented individuals.  To support this strategy a range of initiatives were launched in this reporting period: International Women’s Day and Female Network Translink’s Female Network, Women In Translink (WIT) has grown by 16% in the last year, with represenation from each division and a range of grades. The WIT network has an agreed terms of reference and meet regularly to progress Translink’s Diversity and Inclusion approach.The WIT network helped plan Translink’s celebration of International Women’s Day, an opportunity to promote Women in the workplace, we: * Shared internally and externally inspirational stories from females in different roles in Translink (Bus Inspector, Rail Supervisor, HR Administrator and a Project Support Officer).
* Hosted an IWD event with an external inspirational female, Marie Marin, who reflected on her career as well as her role as a leader advocating for change.
* Hosted an event for the WIT Network, facilitated by Women In Business.
* Co-hosted an event with Vix Technology, in partnership with WomensTec to help women consider a career in Transport.

The WIT network also supported International Women in Engineering Day by hosting a ‘connect’ event for females working in Engineering. The purpose was to create a safe place for females to share experiences and feedback to help build an inclusive workplace, particularly in an environment where females are under-represented. Post-event communication was utilised to raise awareness and encourage participation for future events. Belfast Pride 2023 and LGBT+ Network Translink celebrated Pride month, it was used as an opportunity to share employee stories, deliver an internal event and run employee family friendly competitions. Importantly ‘pride lanyards’ were offered in the organisation which marked a significant change for employees and the LGBT+ network acknowledge this as an important step to demonstrate ‘acceptance.’ Taking part in the Belfast Pride Parade in 2023 also helped demonstrate to the community how Translink demonstrates inclusiveness. In partnership with Belfast Pride, Translink provided an accessibility bus for anyone who wished to take part in the parade but who may have found it difficult to walk, such as those with mobility, mental health or sensory issues as well as families with young children. Over 30 people registered to join the ‘Pride bus’ and Translink received positive feedback from those who availed of the service.Ethnicity and the Cultural Network Translink celebrated Black History Month and Cultural month in October 2023 by raising awareness and the importance of celebrating them. The month ended with an internal event to celebrate the network and share the stories of those with a different cultural background to increase awareness and understanding.We have retained membership of key Diversity associations and organisations, to develop EDI plans further, namely:  * Women in Business – through our continued corporate membership and working with their Head of Membership, we have witnessed a growth in the levels of engagement from our employees.
* Diversity Mark – we retained Silver Diversity Charter Mark, this has recognised our ongoing commitment and progress in relation to Diversity and Inclusion. The award is independently assessed by a team of business experts who look for evidence of a target driven approach to addressing diversity and inclusion across organisations.
* Stonewalls Diversity Champions Programme - Stonewall continue to provide advice and guidance when required. In addition, we have access to a library of best practice articles, we have a dedicated Account Manager to guide our approach in this important area.

Equality, Diversity and Inclusion TrainingA refresher prompt for Managers, Clerical staff and Supervisors for the EDI e-learning module was released during the reporting year. This course is designed to increase understanding of: * Key pieces of equality legislation
* Translink’s EDI strategy, policies and procedures
* Employee responsibilities with respect to creating a diverse and inclusive workplace
* Key terms such as Unconscious Bias and Stereotyping

A Disability Action Plan module for Managers is due to be launched in May 2024 to increase awareness of Translink’s Disability Duties and commitments within the recently revised Disability Action Plan.Translink partnered with Employers Forum for Disability NI to offer the opportunity to learn from sector experts on the topic of Neurodiversity. As the Neurodiversity framework is vast and complex, two sessions were delivered exploring the meaning and impact of different neurodivergences. These were held in February and March 2024 and were attended by over 100 employees. Feedback was sought to assist with developing a rolling programme of Disability Awareness. Disability Awareness for Bus Drivers  As part of our week 1 induction, all staff who come to us for a PCV licence receive training on our company policies including Customer Care, Child Protection, Drugs & Alcohol Awareness, social media & Disability Awareness.  Trainee bus Drivers also receive training on the following: * The Disability Discrimination Act 1995, Disability Discrimination (NI) Order 2006 & Equality Act 2010
* How Translink complies with the DDA
* Facts about disability (numbers involved with various disabilities)
* Barriers faced by disabled people (environmental/cultural/attitudinal)
* Hard to spot disabilities
* Understanding Mental health
* Understanding Autism
* How to deal with a customer with learning disabilities/difficulties, Asperger’s, Brain Injury
* Assisting blind/visually impaired customers
* Assisting deaf/hearing impaired customers
* Assisting customers with speech impairment
* Assisting mobility impaired customers
* Wheelchair/mobility scooter policy

**Employee Wellbeing**Our Wellbeing Vision is to support Employees Wellbeing at Work through assistance with improving their own health and wellbeing​.We updated our Wellbeing strategy in 2023, launching it in June. We highlighted our main health and wellbeing pillars: Mental, Physical, Social and Financial, from which we developed wellbeing initiatives and integrated them into our daily actions. Alongside this we developed a 5-year plan with key wellbeing areas of focus, which includes building wellbeing leaders at all levels, direct communication with hard-to-reach audiences, establishing a men and women specific health plan, strengthen union engagement and a longer-term plan to create a wellbeing policy and standalone wellbeing survey. Throughout 2023 – 2024 our annual wellbeing theme was ‘Growing your financial wellbeing’. Key deliverables included:* Offered new saving schemes for employees through a partnership with the Credit Union.
* In collaboration with Bank of Ireland, we delivered informative webinars that focussed on Fraud Awareness, Cost of Living and Financial Planning.
* Our main benefits provider, Personal Group, visited depots to help employees understand how they can make savings and make use of their tailored health plan with HAPI Benefits. We are proud to say that over the course of the year our employees saved £28,500 with HAPI Benefits.
* We delivered various Menopause awareness education sessions
* Supported employees to complete physical challenges such as the Belfast City Marathon, Active Travel Month and the Mournes 7 Peaks.
* Provided over 200 confidential health checks to employees across the business which provides employees with an overview of their basic health statistics.
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|  |  |
| --- | --- |
| **2** | Please provide **examples** of outcomes and/or the impact of **equality action plans/** measures in 2023-24 (*or append the plan with progress/examples identified*). |
|  | Please see appendix 1 for an equality action plan update. |
|  |  |

|  |  |
| --- | --- |
| **3** | Has the **application of the Equality Scheme** commitments resulted in any **changes** to policy, practice, procedures and/or service delivery areas during the 2023-24 reporting period? *(tick one box only)* |
|  | [ ]  | Yes | [ ]  | No (go to Q.4) | [x]  | Not applicable (go to Q.4) |
|  | Please provide any details and examples: |
|  |       |
|  |  |
| **3a** | With regard to the change(s) made to policies, practices or procedures and/or service delivery areas, what **difference was made, or will be made, for individuals**, i.e. the impact on those according to Section 75 category?  |
|  | Please provide any details and examples: |
|  |       |
|  |  |
| **3b** | What aspect of the Equality Scheme prompted or led to the change(s)? *(tick all that apply)* |
|  | [ ]  | As a result of the organisation’s screening of a policy *(please give details):* |
|  |       |
| [ ]  | As a result of what was identified through the EQIA and consultation exercise *(please give details):* |
|  |       |
| [ ]  | As a result of analysis from monitoring the impact *(please give details):* |
|  |       |
| [ ]  | As a result of changes to access to information and services *(please specify and give details)*:  |
|  |       |
|  | [ ]  | Other *(please specify and give details)*:  |
|  |  |       |

|  |
| --- |
| **Section 2: Progress on Equality Scheme commitments and action plans/measures**  |
| **Arrangements for assessing compliance (Model Equality Scheme Chapter 2)** |
| **4** | Were the Section 75 statutory duties integrated within job descriptions during the 2023-24 reporting period? *(tick one box only)* |
|  | [ ]  | Yes, organisation wide |
| [x]  | Yes, some departments/jobs |
| [ ]  | No, this is not an Equality Scheme commitment |
| [ ]  | No, this is scheduled for later in the Equality Scheme, or has already been done |
| [ ]  | Not applicable |
|  | Please provide any details and examples: |
|  | The Section 75 duties continue to be part of all new and revised Management and Professional Technical job descriptions as these are generally considered to be posts with the ability to influence the culture of equality within the organisation.  |
|  |  |
| **5** | Were the Section 75 statutory duties integrated within performance plans during the 2023-24 reporting period? *(tick one box only)* |
|  | [ ]  | Yes, organisation wide |
| [x]  | Yes, some departments/jobs |
| [ ]  | No, this is not an Equality Scheme commitment |
| [ ]  | No, this is scheduled for later in the Equality Scheme, or has already been done |
| [ ]  | Not applicable |
|  | Please provide any details and examples: |
|  | Translink’s online performance review framework incorporates Translink’s LEAD competency framework.  The behavioural component to the reviews provides a structure to address and promote a positive inclusive culture.  |
|  |
| **6** | In the 2023-24 reporting period were **objectives/ targets/ performance measures** relating to the Section 75 statutory duties **integrated** into corporate plans, strategic planning and/or operational business plans? *(tick all that apply)* |
|  | [ ]  | Yes, through the work to prepare or develop the new corporate plan  |
| [x]  | Yes, through organisation wide annual business planning |
| [ ]  | Yes, in some departments/jobs |
| [ ]  | No, these are already mainstreamed through the organisation’s ongoing corporate plan |
| [ ]  | No, the organisation’s planning cycle does not coincide with this 2023-24 report |
| [ ]  | Not applicable |
|  | Please provide any details and examples: |
|  | The executive and senior management team have effectively integrated objectives and targets relating to equality into corporate strategies and operational plans as appropriate, reflected at all levels of strategic planning. E.g., Better.Connected Strategy and Corporate Responsibility Strategy. 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.   The Group Corporate Responsibility Strategy is reviewed on an annual basis with the Corporate Responsibility Review being published on our website.  The promotion of equality and good relations is also endorsed by Translink’s guiding ‘SPIRIT’ values, Safety, People, Innovation, Responsibility, Integrity and Teamwork. The Group Chief Executive and Senior Management take every opportunity to acknowledge staff who have demonstrated exceptional Translink ‘SPIRIT’, using them as ambassadors for outstanding customer care, for instance recognising those who have shown great kindness and compassion for customers who have required extra support and assistance.   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.  |
|  |  |
| **Equality action plans/measures**  |
| **7** | Within the 2023-24 reporting period, please indicate the **number** of: |
|  | Actions completed: | 41 | Actions ongoing: | 5 | Actions to commence: | 2 |
|  | Please provide any details and examples (*in addition to question 2*): |
|  | None in addition to those updated in Appendix 1 |
|  |  |
| **8** | Please give details of changes or amendments made to the equality action plan/measures during the 2023-24 reporting period *(points not identified in an appended plan)*: |
|  | No changes have been made, the Equality Action Plan is appended and reported upon in Appendix 1.  |
|  |  |
| **9** | In reviewing progress on the equality action plan/action measures during the 2023-24 reporting period, the following have been identified: *(tick all that apply)* |
|  | [x]  | Continuing action(s), to progress the next stage addressing the known inequality |
| [ ]  | Action(s) to address the known inequality in a different way |
| [ ]  | Action(s) to address newly identified inequalities/recently prioritised inequalities |
| [ ]  | Measures to address a prioritised inequality have been completed |
|  |  |
| **Arrangements for consulting (Model Equality Scheme Chapter 3)** |
| **10** | Following the initial notification of consultations, a targeted approach was taken – and consultation with those for whom the issue was of particular relevance: *(tick one box only)* |
|  | [ ]  | All the time | [x]  | Sometimes | [ ]  | Never |
|  |  |
| **11** | Please provide any **details and examples** **of good practice** in consultation during the 2023-24 reporting period, on matters relevant (e.g. the development of a policy that has been screened in) to the need to promote equality of opportunity and/or the desirability of promoting good relations: |
|  | **Ticketing** Customer awareness is achieved on ticketing developments via sustained and on-going consultation with current and potential users especially those citied under Section 75. For example: * We have continued to hold meetings with IMTAC in relation to the new equipment to be rolled out across the bus and rail network, with the most recent meetings focusing firstly on the use of TVMs and gates at the new York Street rail station; secondly, in relation to ticketing arrangements at the new Belfast Grand Central Station (opening August 2024); thirdly, on placement and location of Ticket Vending Machines in Belfast City Centre; and finally, on the design, visual branding and operation of the new electronic gate devices which we intend to implement at our key rail locations. We also have braille vinyls on all ticketing hardware (in consultation with RNIB in Gateshead) and gate audio announcements (for blind/partially sighted pass holders).
* Ongoing meetings are regularly held with Translink Youth Forum to seek their input into plans in relation to TFTS Project and the means by which they purchase and use tickets on Translink services.
* We have reviewed the first-time application processes for the various Department for Infrastructure Free and Half-Fare Concessionary Smart passes with a view to simplifying the process e.g. an online application via a secure website.

A revised Stakeholder Engagement Plan has been constructed for the remainder of the Project covering all of the key organisations, agencies, groups and customers with whom we should (and will) consult. For example, recent presentations to Consumer Council Northern Ireland and the Transport Ticketing Global Conference, London.Stakeholders are also able to obtain more information on the developments of the project on the dedicated information internet page on the Translink website:<https://www.translink.co.uk/corporate/media/improvementsandprojects/futureticketingsystem>Belfast Grand Central Station Belfast Grand Central Station is a multi-million-pound investment, and a hugely important Northern Ireland Executive Flagship Project.  It will be a key driver of economic growth and prosperity for both Belfast and Northern Ireland. Located on an 8-hectare site in Belfast City Centre, Belfast Grand Central Station will replace Great Victoria Street Train Station and Europa Bus Centre, acting as the main gateway to Belfast and creating a sense of arrival in a modern, progressive city.  Belfast Grand Central Station will also provide bus and rail connections to all parts of Northern Ireland and beyond, including the cross-border Enterprise service.   Belfast Grand Central Station is a driver for Inclusive Growth and is delivering on social value commitments to provide employment opportunities to local communities, through partnerships with Belfast City Council. There is an ongoing programme of engagement with local political leaders, community organisations, schools and businesses in the Sandy Row and Grosvenor Road areas and across Belfast City as a whole. This has included volunteering days at local primary and nursery schools to help maintain and enhance their facilities, PPE donations to local training organisations, as well as supporting local training and apprenticeship opportunities from the local area. Health and wellbeing initiatives including sponsorship of a large-scale cross community football tournament which engaged with over 2000 young people and a legacy arts and heritage piece allowing local communities to co-design a legacy arts and heritage piece which will make up part of the public realm space in Saltwater Square.Belfast Grand Central Station continues to include key groups in driving awareness and access to disabilities that affect our passengers. Regular meetings and consultations are kept with key stakeholders such as IMTAC as the project ramps ups to completion. This continuous engagement ensures the new station will be fully accessible for our passengers. Public consultation has been positive and constructive, raising awareness of a range of issues associated with Section 75.  A further public consultation through an Equality Impact Assessment was released in May 2021 and closed in July 2021.  This was issued to Translink’s Section 75 Consultees and through various external sources to obtain meaningful feedback from a diverse range of stakeholders, consultees prioritised a number of actions to be monitored as the project develops.  These are subject to ongoing review by the Belfast Grand Central Station Project Team.Stakeholders are also able to obtain more information on the developments of the project on the dedicated information internet page on the Translink website Belfast Grand Central Station. [Translink](https://www.translink.co.uk/corporate/media/pressreleases/bgcsupdates) |
|  |  |
| **12** | In the 2023-24 reporting period, given the consultation methods offered, which consultation methods were **most frequently used by consultees**: *(tick all that apply)* |
|  | [x]  | Face to face meetings |
| [ ]  | Focus groups |
| [x]  | Written documents with the opportunity to comment in writing |
| [ ]  | Questionnaires |
| [x]  | Information/notification by email with an opportunity to opt in/out of the consultation |
| [ ]  | Internet discussions |
| [ ]  | Telephone consultations |
| [ ]  | Other *(please specify)*:       |
|  | Please provide any details or examples of the uptake of these methods of consultation in relation to the consultees’ membership of particular Section 75 categories: |
|  | Please see response to question 11 for details. |
|  |  |
| **13** | Were any awareness-raising activities for consultees undertaken, on the commitments in the Equality Scheme, during the 2023-24 reporting period? *(tick one box only)* |
|  | [ ]  | Yes | [ ]  | No  | [x]  | Not applicable  |
|  | Please provide any details and examples: |
|  |       |
|  |  |
| **14** | Was the consultation list reviewed during the 2023-24 reporting period? *(tick one box only)* |
|  | [ ]  | Yes | [ ]  | No | [x]  | Not applicable – no commitment to review |
|  |  |
| **Arrangements for assessing and consulting on the likely impact of policies (Model Equality Scheme Chapter 4)**[NITHC Reports (translink.co.uk)](https://www.translink.co.uk/corporate/publicationsanddocuments/nithcreports) |
| **15** | Please provide the **number** of policies screened during the year (*as recorded in screening reports*): |
|  | 17 |  |
|  |  |
| **16** | Please provide the **number of assessments** that were consulted upon during 2023-24: |
|  | 0 | Policy consultations conducted with **screening** assessment presented.  |
| 0 | Policy consultations conducted **with an** **equality impact assessment** (EQIA) presented. |
| 0 | Consultations for an **EQIA** alone. |
|  |  |
| **17** | Please provide details of the **main consultations** conducted on an assessment (as described above) or other matters relevant to the Section 75 duties: |
|  | n/a |
| **18** | Were any screening decisions (or equivalent initial assessments of relevance) reviewed following concerns raised by consultees? *(tick one box only)* |
|  | [ ]  | Yes | [x]  | No concerns were raised  | [ ]  | No  | [ ]  | Not applicable  |
|  | Please provide any details and examples: |
|  | N/a |
| **Arrangements for publishing the results of assessments (Model Equality Scheme Chapter 4)** |
| **19** | Following decisions on a policy, were the results of any EQIAs published during the 2023-24 reporting period? *(tick one box only)* |
|  | [ ]  | Yes | [ ]  | No | [x]  | Not applicable |
|  | Please provide any details and examples: |
|  | N/a |
| **Arrangements for monitoring and publishing the results of monitoring (Model Equality Scheme Chapter 4)** |
| **20** | From the Equality Scheme monitoring arrangements, was there an audit of existing information systems during the 2023-24 reporting period? *(tick one box only)* |
|  | [ ]  | Yes | [ ]  | No, already taken place  |
| [ ]  | No, scheduled to take place at a later date | [x]  | Not applicable  |
|  | Please provide any details: |
|  |       |
|  |  |
| **21** | In analysing monitoring information gathered, was any action taken to change/review any policies? *(tick one box only)* |
|  | [ ]  | Yes | [ ]  | No  | [x]  | Not applicable  |
|  | Please provide any details and examples: |
|  | N/a |
|  |  |
| **22** | Please provide any details or examples of where the monitoring of policies, during the 2023-24 reporting period, has shown changes to differential/adverse impacts previously assessed: |
|  | N/a |
|  |  |
| **23** | Please provide any details or examples of monitoring that has contributed to the availability of equality and good relations information/data for service delivery planning or policy development: |
|  | As a public sector organisation, it is important that Translink is accountable, transparent and has good governance, actively engaging with stakeholders, working to meet their expectations and dealing with any issues that arise. Translink has a wide range of stakeholders: elected representatives, the Department for Infrastructure, the Consumer Council NI, customers, employees and their representatives, regulators, Inclusive Mobility & Transport Advisory Committee (IMTAC) and the general public.   During the past twelve months Translink have been active in talking (and listening) to a range of stakeholders, examples include:    * Briefing notes to stakeholders and media briefings.
* Community engagements
* Customer satisfaction surveys
* Passenger groups / Area User Groups
* Translink youth forum
* Accessibility Steering Group with IMTAC
* Community Careers Information Sessions
* Participation with Business in the Community Initiatives
* Representation on Employers for Disability Forum
* Employee Exit Survey
* Trade Union Forum Groups
* Equality, Diversity and Inclusion events
* Well-being events and initiatives
* Employee Networks (LGBT+ Network, Female Network (WIT) and Cultural Network)

 **Accessibility Steering Group** Translink’s Disability Accessibility Manager continues to actively work with IMTAC, at quarterly meetings to ensure on-going feedback from service users and user groups. To further develop the level of engagement and consultation opportunities with people with disabilities and older people an ‘Accessibility Steering Group’ has been formed with IMTAC and includes Disability Action, Consumer Council and other associated groups. The Disability Accessibility Manager continues to engage with this network and highlights any service user feedback at Equality Working Group meetings.     We have long-standing constructive relationships with a wide range of organisations supporting people with disabilities. Their expertise and guidance are invaluable in helping us remove any barriers to independent travel.  **Obtaining and Monitoring Equality Data** Translink captures equality monitoring data at recruitment stage which is a key element of the Core HR System. Translink continues to analyse workforce monitoring statistics annually to review any areas of imbalance, identify new trends and implement action plans to address any areas of concern.  **Translink Safety Bus Education Programme** The Translink safety bus has continued to go from strength to strength visiting around 350 schools each academic year.  This award-winning team has continued to find new engaging ways to inspire young people and maintain high safety standards particularly for children making the transition from primary to post primary education.  **Translink Youth Forum** The Translink Youth Forum was set up in 2009 to provide a supportive and enabling mechanism for children and young people to give their views, share their experiences, identify their needs and contribute their ideas on passenger transport in Northern Ireland.  This year, the TYF group successfully delivered the largest Translink Youth Summit to date at the National Football stadium. The focus of the Summit was 'The Climate of Public Transport in NI'. The young people were given the unique opportunity to attend workshops and take part in fun activities, creating positive momentum and encouraging modal shift towards public transport.During the Summit young people had the opportunity to ask challenging questions on climate action and Translink’s journey towards net zero from a panel of key decision makers. This included Translink’s Group Chief Executive Chris Conway, Chris Quinn NI Commissioner for Children and Young People, Noyona Chundur CEO Consumer Council for NI, Marissa Callaghan NI Women’s Senior Football Team Captain, and Declan Lynch Senior Antrim GAA player.As well as this, TYF have hosted and attended a number of Translink-led events and have been involved with first hand research projects in Translink, allowing young people to have their say on public transport and issues relating to climate action. The group meet regularly to share their experiences and ideas for upcoming projects in Translink. **Equality Working Group (EWG)** The Equality Working Group is chaired by the Chief People Officer and is made up of Senior Management from key business areas which continues to include representation from all operational divisions including Human Resources, Bus and Rail Operations, Legal, Commercial, Infrastructure and Projects, Engineering, Procurement and Finance. The EWG meet on a two monthly basis to discuss any new guidance and good practice.  **Engaging with Employees Via Trade Union Representation** The basis for communicating openly and sharing information, consulting frequently and engaging is an integral feature of the Translink / Trade Union relations. There are a significant number of forums within Translink to enable the company and unions to engage. The current forums cover all levels of the business from shop floor to the senior groups with meetings set out in an annual calendar.  **Social Media Engagement** It is very important Translink continue to communicate with customers via the appropriate Social Media platforms. Customers are provided with accurate and efficient passenger information through a variety of social media channels. This includes timetable and fares information, complaint handling and resolution, marketing promotions and regular service updates. We encourage customers to engage in discussion and share their public transport experiences.    |
|  |  |
| **Staff Training (Model Equality Scheme Chapter 5)** |
| **24** | Please report on the activities from the training plan/programme (section 5.4 of the Model Equality Scheme) undertaken during 2023-24, and the extent to which they met the training objectives in the Equality Scheme. |
|  | Throughout the year, 55 employees attended our “Effective Recruitment and Selection” / “Refresher Recruitment and Selection” training. A refresher recruitment e-module designed to re-emphasise key messages from the ‘effective recruitment and selection’ training (and delivers key messages around fair and equal treatment through the recruitment process) was completed by 83 hiring managers during the reporting period. An Equality, Diversity and Inclusion e-learning module covering key topics such as Legislation, Translink’s EDI strategy, Behaviour Expectations and Unconscious Bias has a completion rate of 85% within the employee Management, Clerical and Supervisory employee groups. 514 employees attended corporate induction which raises awareness of the Section 75 duties. Bus Drivers attend annual Certificate of Professional Competency (CPC) course including relevant equality related modules, an additional 817 completed this in the reporting year.Trainers for both bus and rail took part in Sighted Guidance training carried out by GuideDogsNI.  Our Executive team also took part in Disability Equality Training and a guided journey in collaboration with IMTAC on the 1st March 2024. |
|  |  |
| **25** | Please provide **any examples** of relevant training shown to have worked well, in that participants have achieved the necessary skills and knowledge to achieve the stated objectives: |
|  | The comprehensive Recruitment and Selection module, supported by the e-learning module, ensures Hiring Managers are equipped with the skills and practical knowledge to recruit in a fair and consistent manner. Our training for new Bus Drivers provides the skills for identifying and helping our customers with disabilities. The Equality, Diversity and Inclusion module has provided a good opportunity for the management, supervisory and administrative population to understand equality legislation and help them lead in developing a culture of inclusiveness. |
|  |  |
| **Public Access to Information and Services (Model Equality Scheme Chapter 6)** |
| **26** | Please list **any examples** of where monitoring during 2023-24, across all functions, has resulted in action and improvement in relation **to access to information and services**: |
|  | Transforming Travel and Social InclusionTranslink are working in partnership with IMTAC and DfI on a project to Transform Travel and Social Inclusion for all our customers through use of digital applications and improved customer engagement.The project to date has delivered a fully accessible (WCAG AA) web experience for customers; HTML filterable and machine-readable timetables; ISL and BSL translation service for contact centre contacts; accessible step free journey planning, chatbot based journey planner; and a voice Alexa skill journey planner. The project is entering its last phase which will deliver journey planning to/ from staffed stations, and an online accessibility hub to improve navigation to accessibility services. Future enhancementsThe new MaaS app will be enhanced through additional development releases, this will include personal journey tracking (that will be shareable) to improve travelling independently for more people.Continuous improvement will focus on enhancing and extending chat and voice services.  |
|  |  |
| **Complaints (Model Equality Scheme Chapter 8)** |
| **27** | How many complaints **in relation to the Equality Scheme** have been received during 2023-24? |
|  | Insert number here:  | 0 |  |
|  | Please provide any details of each complaint raised and outcome: |
|  | N/a |

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| **Section 3: Looking Forward** |
| **28** | Please indicate when the Equality Scheme is due for review: |
|  | An Equality Scheme 5 Year Review was completed, and an audit of inequalities took place during 2020.  A 12-week consultation exercise took place in December 2020, ending in March 2021.  A revised Equality Scheme was then developed and approved in June 2021. The Equality Scheme is therefore due for review again in 2026.  |
|  |  |
| **29** | Are there areas of the Equality Scheme arrangements (screening/consultation/training) your organisation anticipates will be focused upon in the next reporting period? *(please provide details)* |
|  | Taking account of the revised action plan in the Equality Scheme and upon feedback in the organisation, Translink recognise that more can be achieved for the following groups:Translink recognise that women are underrepresented within the company and initiatives need to continue to address this inequality. Translink will utilise their commitments in their Equality, Diversity and Inclusion strategy to deliver against their gender plans.  Some anticipated activity includes, developing the Female WIT Network further and continuing to review attraction strategies to encourage female applications. This year we plan to continue our focus on LGBT+ inclusion by developing plans with the network to achieve meaningful objectives for them.We aim to develop plans with the Cultural Network to increase diversity and inclusion in this area. This will include identifying ways to demonstrate externally our commitment to cultural diversity and inclusion as well as encourage active involvement from employees in this area.Trankslink’s Disability Workplace Scheme will be reviewed to identify ways to improve and grow it in order to support those with a disability gaining exposure to work and securing employment.    |
|  |  |
| **30** | In relation to the advice and services that the Commission offers, what **equality and good relations priorities** are anticipated over the next reporting period? *(please tick any that apply)* |
|  | [x]  | Employment |
| [x]  | Goods, facilities and services |
| [ ]  | Legislative changes |
| [ ]  | Organisational changes/ new functions |
| [ ]  | Nothing specific, more of the same |
| [ ]  | Other (please state):       |

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

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| --- |
| **1. Number of action measures** for this **reporting period** that have been: |
| **31** |  |  |  | **1** |  |  |  | **1** |  |  |  |
| Fully achieved | Partially achieved | Not achieved |

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

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

|  |  |  |  |
| --- | --- | --- | --- |
| Level | Public Life Action Measures | Outputs[[1]](#endnote-2) | Outcomes / Impact[[2]](#endnote-3) |
| National[[3]](#endnote-4) | Delivery of the ‘Transforming Travel and Social Inclusion’ Project | Improving access to Translink’s website, timetables and journey planning and information through the introduction of new interfaces | Fully accessible and filterable HTML timetables, fully compatible with assistive technologies have been released.Chatbot for journey planning has been released. Step free journey planning has also been released to the website.Full WCAG 2.1 AA accreditation standard for the website has been maintained |
| Regional[[4]](#endnote-5) | Review Recruitment Strategy to identify opportunities to increase applicants with a disability.Engage with disability groups through IMTAC to ensure information is accessible for people with disabilities. Establish a work placement scheme to support employment of people with disabilities  | New outreach measures established to encourage a diverse range of applications. During 2023/24 the following was achieved:1. Year 2 Work Placement Scheme in progress.
2. Better.Connected strategy communication embedded images demonstrating a diverse population including those with a disability.

Quarterly meetings take place with IMTAC to proactively discuss and agree action points to improve access for disabled people. Pilot scheme launched and reviewed to implement learning for year 2 of the scheme.  | 1. Work placement opportunities shared amongst a wide group of Disability Organisations and the opportunity for 3 individuals to undertake a work trial with a view to securing permanent employment.
2. Widespread communication on Translink’s strategy demonstrating inclusivity for disabled people positively impacts on encouraging disabled people to participate in public life.

During 23/24 feedback sessions with IMTAC were held on the TFTS project and development of Belfast Grand Central Station. Pilot schemed completed in 2023, two successful placements completed. Both placed are now employed by Translink. Both have reported a positive experience for themselves and their family. Year 2 launched in 2024 providing 3 placements. |
| Local[[5]](#endnote-6) | Continue to deliver the guaranteed interview scheme.Continue to deliver property projects to support people with disabilities in accessing public transport. | Briefing of the recruitment team and hiring managers on the application of the scheme removes a potential barrier to employment.Installation of Changing Places in all new stations and consideration in major refurbishments will enable those with specific needs journeys.  | All recruitment team inductions have been completed ensuring application of the scheme.Changing Places accreditation has been maintained in three locations, the North-West Multi-Modal Hub, Lanyon Place Train Station and Portrush Train Station. |

2(b) What **training action measures** were achieved in this reporting period?

|  |  |  |  |
| --- | --- | --- | --- |
|  | Training Action Measures | Outputs | Outcome / Impact |
| 1 | Continued delivery of Inclusive Customer Service training | New Bus Driver full trained on Customer Care and World Host training to ensure they understand the needs of disabled customers. CPC training delivered for existing Bus Drivers | 100% of all Bus Drivers received induction training. 817 Bus Drivers completed CPC training. 42 Rail Customer Service staff completed World Host training. |
| 2 | Delivery of two training sessions on Neurodiversity  | Over 100 employees learnt from experts in the Employers Forum for Disability NI in the specific areas of:Autism, AD(H)D, Dyslexia, Dyscalculia and DyspraxiaFeedback was sought to assist with developing a rolling programme of Disability Awareness.  | As the Neurodiversity framework is vast and complex, two sessions were delivered exploring the meaning and impact of different neurodivergences. Feedback from participants indicates that they all agreed that their understanding had improved. |
| 3 | Assess and engage the sector to develop awareness interventions for Network Schedulers | 80% of Network Schedulers to complete awareness raising activity | Awareness session delivered by the Accessibility Manager in July 2023. 100% of Network Schedulers have completed this session. |
| 4 | Accessibility awareness for Infrastructure and Projects | Develop an awareness programme for key project/programme managers on the lived experiences of disabled people and how it interfaces with Infrastructure Projects | The programme has been developed and has been delivered to the Senior Leadership Team. A plan to roll this out to Programme Managers in the next 12 months is in place. |
| 5 | Introduce an awareness session for Translink’s Senior Executive Team to understand the lived experiences of those with a disability | 70% of the Senior Team would take part in an experiential training and awareness programme to provide insight into the lived experience of others. | Transport for All delivered a classroom-based training session with 81% the Senior Team along with a guided journey with IMTAC members.  |

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

|  |  |  |  |
| --- | --- | --- | --- |
|  | Communications Action Measures | Outputs | Outcome / Impact  |
| 1 | Enhancing the profile of the Disability Action Plan (DAP) | Development of an internal training programme with a communications plan to increase engagement. | Increase in awareness of ‘disability duties’ in the organisation  |
| 2 | Promotion of accessibility development on social media channels | Promotional campaigns launched including Changing Places video. Site visits from disability organisations were promoted on social media. Support of Disability Pride shared on social media | Increase in awareness in services available to those with a disability. |
| 3 | Delivery of internal communication to celebrate the contribution of disabled people | Celebration of International Day of People with Disabilities took place in December 2023. | Increased awareness internally about progress linked to the Disability Action Plan and the upcoming streams of work employees could get involved in. |

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

|  |  |  |  |
| --- | --- | --- | --- |
|  | Encourage others Action Measures | Outputs | Outcome / Impact  |
| 1 | Continue to implement and monitor the impact of mental health and wellbeing initiatives | Initiatives, relevant training and engagement with ‘go healthy’ champions to deliver a comprehensive wellbeing strategy and encourage more people to get involved. | 45 Health and Wellbeing Initiatives 54% participations in well-being events24 Trained Mental Health First Aiders 27 ‘Go Healthy’ Champions (Wellbeing and Menopause)  |
| 2 | Engagement with relevant user groups to understand the needs of those with a disability  | Quarterly working sessions facilitated with IMTAC and Translink’s Accessibility Working Group to identify key operational developments/changes needed  | Feedback session held on the TFTS Project and Grand Central station.  |
| 3 | Continued application of ‘eligibility’ questions and Social Value Award criteria in relevant procurement exercises. | Application of relevant questions and scoring in procurement exercises ensures suppliers to Translink contribute to promoting the ‘disability duties’ | Application of relevant ‘eligibility’ questions and social value scoring has been applied on all relevant tenders in the reporting period. |
| 4  | Engagement with other organisations to share learning and improve the lives of those with a disability | Engage in quarterly meetings with Councils e.g. ‘Age-Friendly Cities’ across NI, Disability Organisations and/or Disability Charities with the aim of identifying the needs of those with a disability, sharing learning and encouraging a collective approach to improving the lives of those with a disability. | TransLink’s mobility scooter process has been shared with Irish Rail who plan to adopt a similar approach.Transport training days delivered with disability groups to encourage and develop confidence for those with a disability to use public transport |

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

|  |  |  |  |
| --- | --- | --- | --- |
|  | Action Measures fully implemented (other than Training and specific public life measures) | Outputs | Outcomes / Impact  |
| 1 | Review actions in light of the Department of Health’s Autism Strategy 2023-2028 | The Department of Health’s consultation on the 2023-2028 Autism strategy closed on 8th March 2023. Upon publication Translink identify the commitments within and actions that can demonstrate progress. | Translink continue to monitor and provide updates as to how they support relevant commitments within the strategy.  |
| 2 | Review of Disability Action Plan (DAP) as part of annual Section 75 review | Submission of annual section 75 review including a progress review against the DAP | Review completed in 2023 to ensure progress against actions and to identify any revisions to the plan  |
| 3 | Annual Feedback from customer survey reviewed by the EWG | Presentation delivered to the EWG in January 2023 summarising key findings. Next session planned for July 2024. | Identification of any learning to feed into screening and continuous improvement of services. |
| 4 | Review of disability related complaints | Introduction of a mechanism to record complaints by the area of disability and annual review of complaints to identify trends and patters | Mechanism introduced in 2023 enabling easier identification of trends linked to disability. Review completed for 23/24 period. |
| 5 | Review of available data to understand employee demographics and experiences | Continued analysis of employee data to identify an improvement and required actions | Article 55 analysis conducted and submitted to the Equality Commission in March 2023 with a subsequent review meeting with an ECNI advisor in 2024. |
| 6 |  |  |  |

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Action Measures partly achieved | Milestones/ Outputs  | Outcomes/Impacts | Reasons not fully achieved |
| 1 | Evaluate the performance and monitor the impact of newly ordered 6 pilot low floor coaches to inform the new fleet framework | Completion of ‘pilot project’ review leading to the creation of a new fleet framework to optimize procurement of low floor coaches | Optimisation of procurement that takes account of passenger requirements and encourages accessibility improvements. | This is an ongoing project expected to be fully completed by 2025. |
| 2 |       |       |       |       |
|  |       |       |       |       |

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

|  |  |  |
| --- | --- | --- |
|  | Action Measures not met | Reasons |
| 1 | Review of current recruitment and selection training to increase disability awareness  | Due to operational factors the review of R&S training has been delayed.Delivery of two Neurodiversity modules were introduced whilst ongoing review of the R&S module takes place. |
| 2 |       |       |
|  |       |       |

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

(a) Qualitative

Translink continues to have a close working relationship with IMTAC and holds meetings on a regular basis. Any issues regarding policies affecting disabled people are discussed at this forum. The Translink Youth Group allows impact of changes to services to be discussed.

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

(b) Quantitative

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

Multi-platform communication channels used to access our services are continually monitored for feedback as well as assessing their growth and popularity.

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

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

 No

If yes please outline below:

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

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

The Disability Action Plan was updated and consulted upon during the 2023/24 reporting period, no required changes have been identified through the completion of the Section 75 review.

1. **Outputs** – defined as act of producing, amount of something produced over a period, processes undertaken to implement the action measure e.g. Undertook 10 training sessions with 100 people at customer service level. [↑](#endnote-ref-2)
2. **Outcome / Impact** – what specifically and tangibly has changed in making progress towards the duties? What impact can directly be attributed to taking this action? Indicate the results of undertaking this action e.g. Evaluation indicating a tangible shift in attitudes before and after training. [↑](#endnote-ref-3)
3. **National** : Situations where people can influence policy at a high impact level e.g. Public Appointments [↑](#endnote-ref-4)
4. **Regional**: Situations where people can influence policy decision making at a middle impact level [↑](#endnote-ref-5)
5. **Local :** Situations where people can influence policy decision making at lower impact level e.g. one off consultations, local fora.

**Appendix 1 – Equality Scheme Action List**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Area of Implementation**  | **Action Measure**  | **Performance Indicator/s** | **Timescale**  | **Associated Research/ Monitoring**  | **2023-2024 update** | **Tracking** |
| The updated Audit of Inequalities and action plan  | 1. Consultation on the audit  | Level of input to consultation exercise Response to consultees  | 12 week consultation to begin 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.  | Completed by March 2021 | Complete |
| Notify ECNI of 5 year review  | 2. Issue Equality Scheme to ECNI | Equality Scheme review | May 2021 |  | Completed 2021 | Complete |
| Communication with workforce  | 3. Communication of audit findings and actions to workforce | Workforce briefing completed 2 weeks following publication | 2 weeks after publication | Monitor level of awareness of workforce on implementation of section 75  | Completed 2021 | Complete |
| Religion / Political Opinion | 4. 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  | Completed for 23/24 reporting period - we continue to support DFI’s concessionary rates  | Complete |
| 5. 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  | Completed for 23/24 reporting period - work continues with local councils | Complete |
| 6. 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 | Completion of Fair Employment Returns completed by deadline date. Census 2021 final data released in March 2023, Article 55 review completed going forward reflecting new census information | Complete |
| Sexual Orientation  | 7. 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  | DFI Transport Survey information has not been released since 2021. | To Commence |
| 8. To implement the actions in relation to sexual orientation in the Draft EDI strategy:Obtain membership of Stonewall 9. To take part in Belfast Pride August annually 10. Create an LGBT network within the organisation 11. 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  | 8. Completed - Retained Diversity Champions Membership with Stonewall9. Completed – Translink took part in the Belfast Pride Parade 2023. Translink also provided a mobility bus to the public to partake in the parde. 10 &11. Completed - The LGBT+ Network continues to contribute to Translink’s LGBT+ inclusion e.g. marking Pride Month in June 2023, ‘connection’ events to gather feedback etc. | CompleteCompleteCompleteComplete |
| 12. Consideration of relevant questions in engagement survey  | Use engagement data to generate benchmark data | 2021 and ongoing  | Adding questions in the engagement survey  | A staff survey, as part of IIP accreditation was completed in 23/24. Analysis of findings and action plans are under consideration. | Complete |
| Race | 13. 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  | Ongoing review of data as it is developed. DFI Transport Survey information has not been released since 2021. | To Commence  |
| 14. 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 | The final census report was delayed and released in March 2023. Demographic breakdown in NI has been reviewed and available comparative data has been built into the Article 55 review from 2023.  | Complete |
| Disability  | 15. 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  | Completed for 23/24 reporting period - Comprehensive disability training is a key part of annual bus driver training. World-host training is delivered to Rail Customer Service Staff.A new e-learning module was released in May 2024 for MPT staff to raise awareness of Translink’s disability duties and commitments within the Disability Action Plan. | Complete |
| 16. Assess and engage the sector to develop appropriate awareness interventions for our Network Schedulers. | Creation of awareness interventions | Autumn 2022 | Consultation with relevant parties  | Awareness session delivered by the Accessibility Manager in July 2023.  | Complete |
| 17. Review and update were appropriate the Access Policy | Up-to-date policy published | 2022 | Review of Station Accessibility Audit Consultation with relevant bodies | Completed - The Translink Accessible policy was refreshed in 2023. | Complete |
| 18. Co-ordinate operational changes to remove the requirement for those with accessibility needs providing 24-hour notice.  | Operational changes made removing the 24-hour notice period required | July 2021 | Review of Access Policy | Completed in 2021 | Complete |
| 19. Engage with disability groups through IMTAC to ensure information is accessible for people with disabilities  | Positive feedback from IMTAC | Ongoing  | Meetings with IMTAC  | Completed for 23/24 reporting period - An ‘Accessibility Steering Group’ is in place with IMTAC including Disability Action, Consumer Council and other associated groups. The Disability Accessibility Manager continues to engage with this network and highlights any service user feedback at Equality Working Group meetings.  | Complete |
| 20. Evaluate the performance and monitor the impact of the newly ordered 6 Pilot Low Floor coaches to inform the New Fleet Framework.  The Framework will subsequently be developed to optimize the procurement of Low Floor coaches taking account of passenger requirements | Procurement of more low floor coaches | Review pilot project by 2022New fleet framework by 2023  | Data collated for Annual ReviewPilot Project reviewSupplier modernisation  | Due to unforeseen circumstances, the completion dates for this action have been revised as follows:Pilot Project Review – March 2024Creation of a New Fleet Framework – 2025This is an ongoing project expected to be fully completed by 2025. | Partially complete |
| 21. Update the Station and Facilities Accessibility Audit. | Updated Audit completed | Autumn 2021 | Station and Facilities review | Work is ongoing for this project. A ‘station guide’ is available on the website for passengers to find information on the accessibly of bus/train stations in our network.  | Partially complete |
| 22. To continue to deliver property projects to support people with disabilities in accessing public transport | Enhancement of facilities | Ongoing | Completed Equality Screening ReportsData collated for Annual Review | Completed for 23/24 reporting period – update for relevant projects provided in section 1  | Complete |
| 23. To continue to facilitate DfI policy on fares for people with disabilities  | Positive outcomes for people with disabilities | Ongoing  |  | Completed for 23/24 reporting period | Complete |
| 24 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.  | Translink introduced a new monitoring programme to gather customer feedback. The next data set of results were published in July 2024 and are scheduled to be presented to the EWG in August 2024  | Partially complete |
| To implement the actions in the draft EDI:
	* 25. To review recruitment strategy to identify opportunities to increase applicants with a disability
	* 26. Establish employment and workplace schemes to support employment of people with disabilities | Established outreach measures in place to increase in numbers of applicants with a disabilityScheme establishedYear on year increase in number of participants | June 2022 and annually thereafter December 2021Annual review from 2022 onwards | Monitoring of recruitment and workforce trends Disability organisations Equality Commission Research DAP  | 25. Completed for 23/24 reporting period including advertisement on the EFDNI website.26. Due to the prolonged ‘work from home’ regulations in NI relating to COVID 19, the Disability Workplace Scheme was unable to be launched in 2021. A pilot scheme was launched in October 2022, Two work placements were successfully completed by August 2023.A review of the pilot was conducted by Autumn of 2023 and recruitment is underway for the 2024 placement scheme.  | CompleteCompleteComplete |
| 27. Deliver the Digital project entitled “Transforming Travel and Social Inclusion Project”  | Obtain level AA of the Web Content Accessibility Guidelines (WCAG 2.1) Improve access to timetables for assistive technology usersExpand the channels / services that Translink's digital estate can support - voice (e.g. Alexa), text and voice enabled AI chatbots Accessible online journey planning (inc. info re. lifts, escalators, steps / step free journeys) Provide additional in-journey customer support for all travellers, and prioritised support for those with increased accessibility needs.    | October 2021Iterative development July 2021 Iterative development from Sep 2021iterative development from Oct 2021March 2024 | Project Review Consultation with IMTAC and other relevant organisations/groupsCustomer FeedbackAnnual Website Audit | Relevant work Completed for 23/24 reporting period: **Completed** assistive technologies released by the 22/23 update.**Completed** Chatbot now released for 23/24 update. ***C*ompleted** Journey planning by voice/ Alexa released by Q4 23/24Step free journey planning released to the Translink website | Complete |
| 28. To continue to implement and monitor the impact of the mental health and wellbeing initiatives  | 60 Health and Wellbeing Initiatives per year25% Participation in well-being initiatives / events25 Trained Mental Health First Aiders 30 ‘Go Healthy’ Champions | Ongoing | Workforce statistics Review of Initiatives and participation | Completed for 23/24 reporting period: 45 Health and Wellbeing Initiatives 54% participations in well-being events24 Trained Mental Health First-Aiders 27 ‘Go Healthy’ Champions (Wellbeing and Menopause)  | Complete  |
| 29. To review with relevant groups the impact of the Accessible Transport Strategy on people with disabilities using public transport.  | Evidence of positive feedbackDecrease in customer complaints  | Ongoing | IMTAC Equality Commission research  | Completed for 23/24 reporting period - The Disability Access Manager continues to work with the ‘Accessibility Steering Group’ to understand any service user feedback at our quarterly Equality Working Group meetings.  | Complete |
| 30. 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  | Completed for 23/24 reporting period - The Disability Access Manager continues to work with a range of stakeholders and feeds this back to the Equality Working Group. | Complete |
| 31. To raise awareness of measures implemented to promote equal access for people with disabilities  | Greater awareness of the measures that have been implemented in terms of promoting equality of opportunity. | Ongoing | Disability organisations Equality Commission Research  | Completed for 23/24 reporting period - Awareness is raised in Drivers Annual CPC training. A revised Accessibility Policy was reviewed and released in 23/24Improvement to accessibility are shared on social media e.g. Changing Places promotional video | Complete |
| Age  | 32. 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  | Ongoing scheme completed during 23/24 | Complete |
| 33. Explore possibility of monitoring of annual data on usage of public transport and age.  | Benchmark information available  | 2021 | The customer survey Customer Feedback  | Translink introduced a new monitoring programme to gather customer feedback. This is broken down by key demographics including age.  | Complete  |
| 34. 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  | Marketing collateral continues to encourage all passengers to use our services. Communication around Translink’s ‘Better Connected’ strategy and ‘fun days out’ had imagery to encourage those of all ages to us public transport. | Complete |
| 35. 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  | Translink provide ongoing support to relevant Councils on this project, timelines are dependent on each local council.  | Complete |
| 36. To continue to undertake research with young people regionally and through the Youth Forum | Positive suggestions generated and implemented  | Ongoing |  | Translink facilitated a Youth Summit entitled ‘The Climate of Public Transport in NI’The TYF meet regularly to share their views and ideas for upcoming Translink Projects | Complete |
| 37. 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 | Completed for 23/24 reporting period – Translink review feedback through a range of consultations on a regular basis. Customer Survey feedback is also reviewed by key passenger demographics | Complete |
| 38. 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  | Completed for 23/24 reporting period – consultation with the Translink Youth Forum  | Complete |
| 39. 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  | Completed for 23/24 reporting period – A number of community initiatives were delivered to attract applicants from all ages. The Apprenticeship and Graduate recruitment campaigns offer the opportunity to attract a ‘younger’ demographic. Translink attended relevant careers fair and developed comprehensive social media campaigns to attract a diverse applicant pool. | Complete |
| 40. Consideration of relevant questions in engagement survey  | Increase in ratings in staff engagement survey  | 2021 and ongoing | Engagement Survey  | A staff survey, as part of IIP accreditation was launched in 23/24 | Partially Complete |
| Gender | 41. 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  | Translink introduced a new monitoring programme to gather customer feedback. The next data set of results were published in July 2024 and are scheduled to be presented to the EWG in August 2024  | Partially Complete |
| 42. 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 | This action relates to the Glider Penalty Fares Appeal policy was updated in 23/24 with a refreshed Equality Screening completed that assessed this impact.  | Complete |
| 43. 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  | Completed for 23/24 reporting period – people related policies reviewed during the reporting period were reviewed to ensure they were inclusive, including:Adoption Policy | Complete |
| 44. To Implement the EDI action plan in relation to gender and to monitor the outcomes against the targets set  | Increase application rate of females by 15% Increase appointment rate of females by 15%Create Female NetworkConduct Focus Groups to identify a plan to support the increase in female representation and inclusion | 20242024May 2021June 2021 | Annual demographic review Annual Section 75 ReviewDiversity Mark Annual Review  | Relevant actions Completed for 23/24 reporting period –Translink’s female application rate increased by 1.7% and representation increased by 0.1% Women In Translink (WIT) Network continues to grow in size and influences policy and processes.Completed in 21/22 | Complete |
| Dependents | 45. 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  | Customer survey results were presented to the Equality Working Group in January 2023. The next set of results are due to be published in July 2024 | Complete |
| 46. 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  | Completed for 23/24 reporting period – Translink continue to promote their membership of the Breastfeeding Welcome Here Scheme in collaboration with the Public Health Agency.Translink also continues to promote ‘family-friendly’ promotional offers and services. | Complete |
| 47. 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 | Flexible Working Policy review completed in 21/22 reporting period. Hybrid Policy due for review in April 2024. | Complete |
| Marital Status | None |  |  |  |  |  |
| Good Relations | 48. 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  | Completed for 23/24 reporting period – A full range of activities were delivered throughout the reporting year (outlined on page 10 of this report) | Complete |
| 49. 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 | Completed for 23/24 reporting period – Translink continue to engage with local councils in the development of their community plans through the public consultation process. | Complete |
| Procurement | 50. 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 | Annual review of membership completed. EWG remit is currently under review and consideration. | Complete |
| All Section 75 Groups | 51. 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 | Completed for 23/24 reporting period – an EDI e-learning module was launched in June 2022 for MPT staff with a completion rate above 80%. A 2 year refresher reminder was launched in 2024. Dignity at Work training continues as does Customer Care (that includes diversity modules) for front-line customer service staff. | Complete |

 [↑](#endnote-ref-6)