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

# ***A blue and white logo AI-generated content may be incorrect.***

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

# **Annual Progress Report**

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| * Section 49A of the Disability Discrimination Act 1995 and Disability Action Plan | As above  Name: Click or tap here to enter text.  Telephone: Click or tap here to enter text.  Email: Click or tap here to enter text. |
| 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:** |  |

**Contact details:**

**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 2024 and March 2025**

**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 2024-25, 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 key policy/service delivery developments that have promoted equality of opportunity and good relations are outlined below:  **Infrastructure and Projects**  A variety of investment initiatives are underway as we strive to enhance our service delivery, promoting equality of opportunity and fostering positive relations. Incorporating equality screening into the implementation of these projects ensures that Section 75 considerations are integrated into capital projects and service developments from the outset. The essential work carried out by this division underpins our commitments within the equality scheme, supporting continuous improvements to the accessibility of the transport network.  An overview reflecting project developments in the reporting period is summarised below, highlighting the projects’ impact in relation to section 75 categories and good relations:  Belfast Grand Central Station - opened in September 2024  The Belfast Grand Central Station is a transport development project designed to provide an integrated bus and rail terminus to address growing transport capacity requirements in Northern Ireland. The facility comprises eight rail platforms, twenty-six bus stands, and three hundred cycle stands, making it one of the largest integrated transport hubs in the UK and Ireland. The hub is intended to accommodate over twenty million passenger journeys annually.  Key accessible features, co designed directly with people with lived experience of disabilities and the organisations that support them includes:  • A full internal tactile path for wayfinding which is complemented by Navilens, an innovative wayfinding tool recommended by RNIB for blind and visually impaired customers. It also provides access to all service information.  • Seating has been designed using inclusive design standards and a new priority seating sticker developed with IMTAC input.  • A state-of-the-art sensory pod, a certified Autism product.  • ASD & Dementia sensory packs for children, teenagers and adults.  • A Changing Places Facility.  • Accessible toilets.  • Baby Changing room facilities.  The project implements Social Value legislation to increase opportunities for local benefits throughout the construction process. This legislation enables measurement and reporting of community and economic contributions, such as increasing secure employment and skills, building ethical and resilient supply chains, progressing towards Zero Carbon goals, and promoting wellbeing. Employment and training initiatives target priority groups, and partnerships continue with individuals with disabilities, schools, and colleges to support educational development. Translink has an ongoing commitment to maximising social value through collaboration with partners and local communities.  Stakeholder and community engagement occurred throughout planning, construction, and post-opening phases. Please see Section 11 of this report for more detail.  Phase 2 deliverables will include a dog spend area, accessible cycle storage, accessible car parking including electric charging facilities and wheelchair accessible vehicle spaces. The wider enhanced public realm plan will see enhancements to the surrounding areas including the widening of footways for greater levels of pedestrian priority, step free access to and from the station to cater for pedestrians with restricted mobility and visual impairments.  York Street Station Development- Opened in April 2024  Construction of the York Street Station and demolition of the old Yorkgate Station was complete and opened to the public in April 2024. The station provides level access to the entrance of the building with passenger lifts provided to access the concourse, airbridge and both platforms. Platform widths and station concourse have been significantly expanded. The station is complete with clear obstacle free route, and accessible for all customers to including child changing facilities, accessible toilet and Changing Places Toilet.  The development programme also provides better connectivity, particularly with the opening of the new Ulster University campus and the planned City Quays development. There are better links to walking and cycling options with more access to cycle parking and local cycle networks. IMTAC have been key project stakeholders throughout all stages of design to date, and social value activities with the local community including local schools.  The project also includes an external public realm space with improved lighting and biodiversity features to provide an open, welcoming and accessible space for all. DfI Roads and Translink worked together in close partnership to enhance an area vital to both York Street Station users and the broader community. Extensive engagement resulted in ‘The Street Art Jam’ which was the first collaboration between Translink, Seedhead Arts, and Arts & Business NI, aimed at revitalising the key urban space in North Belfast. It has revitalised the underpass enhancing safety, reducing anti-social behaviour, and augmenting both its aesthetic appeal and wayfinding through vibrant street art. This collaborative approach was key in transforming and maintaining the shared space, demonstrating the positive impact of strategic cooperation on creating a more connected environment for everyone.  Bus Safety Upgrade Programme  The Bus Safety Upgrade Programme is a comprehensive, multi-phase initiative spanning various Translink bus operational sites to enhance safety standards. Phase 1 has been successfully completed, and construction works for Phase 2 commenced in May 2025.  As part of this programme, a thorough review of safety practices at Translink’s bus operational sites has been conducted, resulting in the implementation of measures designed to improve customer segregation and overall site safety. A central objective is to ensure full DDA compliance across all sites, which involves assessing parking arrangements for customers and staff, providing sufficient accessible parking spaces, establishing compliant pedestrian walkways, and installing designated disabled access bays to facilitate safe access and egress for individuals with reduced mobility aboard various Translink fleet vehicles.  The Safety, Health and Environment (SHE) department, along with the Accessibility Manager, played key roles as stakeholders throughout the programme’s development. Each site underwent a dedicated planning application process, during which feedback from all relevant stakeholders was reviewed and duly considered in the final designs.  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. Works are planned to progress at three sites– Moira, Ballymena and Mossley West. All are existing Park and Ride facilities to be expanded as they are frequently at capacity.  Lurgan Level Crossing Upgrade  The Belfast to Portadown/Dublin line runs through 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 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) has been submitted by Translink and under review by Department of Infrastructure (DfI). 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 aims to improve safety for vehicle and pedestrian crossings of the railway. Phase 1 closed 28 crossings by March 2016. Phase 2a will close 45 more without signalling changes and is underway, with some crossings already closed and land acquisition ongoing; completion is expected by 2026. Phase 2b, addressing 16 locations needing signalling solutions, has finished construction. Additional projects are planned to consider further UWC interventions and / or closures.  Lisburn West – New Halt and Park & Ride  Lisburn West plans to deliver a new halt to service the main Belfast to Dublin line with new Park & Ride facilities (Bus and Rail). It is planned to deliver 2 Platforms accessible by both lift and stair access, both platforms will avail of canopies and interactive customer information systems enhancing the customer experience while ensuring accessibility for reduced mobility passengers.  The project improves access to the bus and rail network, offering DDA-compliant parking, security fencing, lighting, and 24-hour CCTV. It engages with groups like IMTAC and Sustrans to meet all users' needs. The site has been reviewed during planning to meet and surpass accessibility standards. An outline business case (OBC) for the project is planned to be submitted later in 2025.  Rail Halt Accessibility Assessment  This project’s purpose is to undertake a detailed survey and audit across Translink’s network to identify and understand any areas for improvement at Rail Halts and Stations in relation to accessibility for the community. Phase 1 of the project is currently underway having commenced in early 2025. The output of this project will be a series of recommendations which can be grouped and taken forward into separate projects for implementation.  Improved Pedestrian access at Marino Station  A new DDA compliant pedestrian access route between Marino Station Road and Marino Railway halt has been delivered. The scope of the project included DDA compliant ramps with handrails, ramp lighting, boundary walls, fencing and gates plus drainage, signage and landscaping.  Ballast Rehabilitation Establishment Programme  The Ballast Rehabilitation Establishment Programme has been established to introduce a new capability for managing the railway track condition through pre-emptive cleaning of the ballast material in advance of the need to full renewals. This has a significant advantage in avoiding the need for line closures / blockages and bus substitution.  The programme includes projects to procure ballast cleaning machinery and ancillary plant as well as developing a new depot and undertaking a proof of concept.  A revised Programme Business Case will be submitted to Translink Executive in August 2025. This is due to a change in scope in relation to a phased approach utilising Irish Rail equipment.  Low / Zero Emission Programme  Translink 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 commenced in 2022, with the introduction of 100 zero emission vehicles. This included 20 Hydrogen Fuel Cell Electric Vehicles (FCEV) and 80 Battery electric vehicles (BEV).  In 2023 a further project to deliver 38 Zero Emission buses operating Foyle Metro services in Derry/Londonderry as well as 6 Zero Emission Midi buses in Coleraine, operating on the Giants Causeway route was completed.  Translink has rolled out an inspirational school roadshow in Derry/Londonderry, entitled, ‘Zero Heroes’, the programme educates young minds across about the significance of sustainable public transport. More than 1,000 pupils have engaged in the roadshow that showcases the features of the new electric fleet, the wider benefits of public transport and the crucial role of zero emissions travel for a greener future. With the educational resources provided and the practical experience of travelling sustainably, local schoolchildren and their families are encouraged to join this decarbonisation journey, leave the car at home, and become ‘Zero Heroes’ for their city.  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 continue to engage 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 Project  Translink 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. 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. This project is currently at the procurement stage, with tender evaluation underway.  New Trains 4  A project has commenced to purchase additional rollingstock to operate on the NIR network. These will be zero emission trains that are built to the latest standards in terms of accessibility. This will provide an increased level of customer experience by the provision of additional seats across the network. The project is currently at the feasibility stage.  Translink will establish a stakeholder group with bodies such as IMTAC and Consumer Council to review and develop a specification in relation to accessibility in rail vehicles.  **Translink’s Future Ticketing System (TFTS) – Project Update**  Ticket Vending Machines  Developments in Translink’s ticketing system improve access to public transport by increasing the range of payment options for all customers. The ticketing system provides 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.  A new “Retail Kiosk” model of TVM was piloted in early 2022, it 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. Furthermore, the “Retail Mode” functionality, opened up Contactless payments to our yLink card holders (16-24 year olds) and our Half-Fare Smartpass holders (4 categories of Concessionary customer). Also, Children and Groups of customers could use “Retail Mode” thus further widening the accessibility for all passengers to make contactless payments.  Following the roll out of contactless ticket vending machines in Metro in 2022, the move to a modern contactless ticket machine within Bus Operations continued within Ulsterbus, where a pilot rollout was undertaken in Newtownabbey and Carrickfergus in January 2023. The success of this pilot launch led to a full rollout of the new contactless ticket machines in Bangor in May 2023 with implementation completed on all Ulsterbus vehicles in every area across Northern Ireland by early August 2024. In late 2024, a further 27 Bus TVMs were added at most main bus station locations, Park & Ride sites and at key bus stops around the network with over 10,000 ticket sales per week across all Bus TVMs. Bus TVMs speed up boarding time as the customer has their ticket when they board, thus reducing time spent at bus stops and resulting in a shorter journey time for everyone on the bus.  By July 2024, these TVM devices were further rolled out to almost all stations on the NI Railways network (only exceptions are Scarva and Poyntzpass due to low footfall) to bring the benefits of accessibility of ticket purchase prior to boarding the train to all customers, including Senior Smartpass and Half-fare Smartpass holders. There are over 30,000 ticket sales performed per week on the 118 Rail TVMs across the NI Railways network. This development means that customers can have their ticket when they board meaning less hassle and time spent on the train purchasing from the Conductor.  This meant that Translink were able to advise customers that Contactless payments were accepted on all Metro, Glider, Ulsterbus and NI Railways services across Northern Ireland, ensuring accessibility and equality for all.  Mobile Ticketing App  Further to the enhancements and expansion of ‘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 within the app to ensure colours, fonts and other visual assets are easily viewed by all groups of customers. The revised mLink app with the new WCAG features was launched in Summer 2024 with a customer base of over 400,000 people using the new app. New Ulsterbus routes were also added to the mLink app to support the opening of Belfast Grand Central Station in July 2024 and there are further plans in 2025 to expand the functionality within the app to make it easier for customers aged 11 to 16 to purchase tickets using the app.  Electronic Gatelines  In 2024, Translink also introduced electronic gatelines at some of our key rail stations such as York Street (5 gate lanes) and Belfast Grand Central Station in October 2024 (14 gate lanes). These electronic gatelines were introduced to properly control and manage the flows of passengers to and from the railway platforms whilst validating customers smartcards, paper tickets and mLink mobile tickets. There are 11 Standard Gates and 3 Wide Access Gates to allow customers with wheelchairs, walking difficulties, prams/buggies, large luggage, bikes and dogs to pass through the gateline without any issues, thus ensuring entry to and exit from the platforms is accessible to all. Every week, over 80,000 passengers pass through the gateline at Belfast Grand Central station and in the 2 weeks before Christmas this rose to 120,000 per week.  **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  Online chatbot has been engaged with over 100,000 times in the past year, demonstrating its growing role in supporting customer queries. We continue to capture customer feedback that will be used in a current project to improve this channel, including introducing AI for a more conversational experience.  Alexa Voice Skill: Engagement with the Alexa voice skill remains low. We are currently reviewing how best to evolve this skill to better serve users.  Website Accessibility Improvements:  We are implementing a revised online sales flow and user experience to improve visibility of accessible services, helping users better plan their journeys.  A rebuild of the homepage is underway to enhance the findability of key information and functions, supporting a more inclusive user experience.  We continue to engage with users and stakeholders through feedback mechanisms and usability testing. These consultations have informed several of the improvements made to our platforms and services. Accessibility tools are utilised in our development and ongoing content management to ensure that the website continues to meet accessibility standards and protocols.  **Local Community Partnerships supporting Social Inclusion**  Translink provides essential services 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 during the reporting period include Belfast Marathon events, EastSide Arts festival, GAA Translink Young Volunteer of the Month awards, Ulster in Bloom, Grand Orange Lodge Ireland, school visits, Lurgan Show and Cahoots Theatre. A number of unique initiatives were embarked upon in the reporting year, as below:   * Translink Cross Community Youth Tour To celebrate Green Transport Week and installation of new green shelters **-** In a unique cross-community initiative, young people from St Peter's Youth Club on the Falls Road and the Townsend Centre on the Lower Shankill embarked on an exciting journey along Metro Route 11, culminating in a tour of York Street Station before travelling by train to Whitehead. This initiative, organised as part of this year's Green Transport Week, underscored the importance of good transport links and sustainable travel. * ‘GRAND Pianist’ competition – a regional inspired, award winning, roadshow to promote and engage people from across NI around the opening of Grand Central Station brought people together in stations across Northern Ireland to celebrate local talent while also demonstrating how local rail and bus stations are at the very heart of NI communities, connecting people to opportunities and choices. * IWish Partnership saw Translink provide travel to Dublin on the Enterprise for NI School Children to attend a STEM conference, inspiring the young girls to consider a breadth of STEM career possibilities. Within the journey the girls got the opportunity to meet female Translink staff working in STEM, helping show the many local opportunities available.   Employee led charitable initiatives  During 2024/25 Translink employees took part in a range of fund-raising activities, initiatives have included:   * A range of fundraising efforts to support our Charity Partner, Air Ambulance NI. Now in our third year of the partnership, employees have raised over £107,000, which represents 16 full days of service covered and potentially 32 lives saved in our community * Donating £38,000 through a Give As You Earn scheme to 13 local charities   ‘Stuff a Bus’ Christmas Campaign  In 2024, in partnership with U105, Belfast Live, Homeless Connect and FareShare, the annual ‘Stuff a Bus’ campaign raised £39,297, plus 4570kg of food items, providing over 40,000 meals to those impacted most by the cost-of-living crisis, an estimated 30% increase on 2023. Drivers, engineers, depot teams, station staff, and head office colleagues mobilised, collecting donations, running food drives, and volunteering.  **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. * Partnership with SistersIN who enable, empower and develop female pupils in education to become the leaders of tomorrow. Translink dedicated 7 mentors to the 8 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. * Partnership with Women’s TEC whose mission is to allow women the time and space to develop their confidence, their self-efficacy and their wellbeing so that they can take on new challenges, in their personal lives, their education and their careers. Translink are Champions for “NotJustForBoys” to promote gender diversity in traditionally male-dominated sectors by collaborating to provide opportunities for work experience, career talks and guided tours. We also attended their celebration event which brought together #NotJustForBoys Champions to connect, reflect on the achievements of the past year and share upcoming opportunities. * Partnered with Workplus to promote our Apprenticeship and work experience opportunities. Workplus engage with schools, young people, parents and career changers across social media and live events. * 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:   + 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.   + Attending 66 careers events showcasing job opportunities across the province. Examples include:     - UK Careers Fair Belfast     - Career Transition Partnership Job Fair     - Labour market partnership job fairs     - Department of Communities local job fairs     - School Summit NI * Delivering a Translink specific Apprenticeship event as well as attending multiple general events during Apprenticeship week. * Offering School, College and University work experience opportunities across a wide range of divisions within Translink. For example, Bus and Rail operations, IT, Engineering, HR, Infrastructure and Ancillary.   Belfast Employment Academy  Translink continued to collaborate with Belfast City Council LMP 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.  Recruitment and Bus operations continue to work with the BCC Transport training academy to provide local employment opportunities.  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.  Lisburn and Castlereagh Transport Academy  Translink are collaborating with Lisburn and Castlereagh LMP with their Transport training academy to support inclusion, local employment and to contribute to economic growth.  Disability Workplace Scheme  As 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 have also established 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 3 individuals the opportunity to complete a work trial. The second year of the scheme was launched in Spring of 2024, with the 3 work placements completing by February 2025. All three individuals placed successfully entered the reserve list for future vacancies. Positive feedback was received from the Disability Organisations in relation to the support received and value of the placement itself.  Translink have delivered two sessions with Business in the Community NI and Diversity Mark NI to share their experience in the development and implementation of this scheme to encourage other organisations to take similar positive action.  **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 delivered in this reporting period:  International Women’s Day and Female Network  Translink’s Female Network, Women In Translink (WIT) has grown by 19% in the last year, with representation 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 (Train Driver, Apprentice, Head of Continuous Improvement and Head of Digital). * Hosted an in-person IWD event with an external inspirational female, Marie Mallon, who reflected on her career as well as her role as a leader advocating for change.   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 survey is currently being analysed to identify key priorities for this group.  Belfast Pride 2024 and LGBT+ Network  Translink celebrated Pride month, it was used as an opportunity to share employee stories and deliver an internal event. Importantly ‘pride lanyards’ were offered in the organisation which marked a significant step in encouraging allyship to those in the LGBTQ+ community. Taking part in the Belfast Pride Parade in 2024 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. 28 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 Global Diversity month in October 2024 by raising awareness and the importance of celebrating them. The month ended with an event in Belfast Grand Central station with local primary schools to encourage young pupils to consider transport career options and to spend time celebrating their backgrounds and culture.  Partner Organisations  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. * Employer’s Forum for Disability NI – Through this membership we are able to share our vacancies encouraging those with a disability to consider Translink employment opportunities. We’re also able to utilise the expertise of this organisation through a helpline and delivery of training. * Women’s Tech – Sponsorship of the #notjustforboys campaign has provided opportunities to encourage females to consider careers in areas such as apprenticeships. * Sisters-in – Our membership level enables us to mentor up to 10 young girls to empower them in the career choices and show Translink as an employer of choice.   Equality, Diversity and Inclusion Training  A 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 was launched in May 2024 to increase awareness of Translink’s Disability Duties and commitments within the recently revised Disability Action Plan.  **Employee Wellbeing**  Translink is committed to providing a healthy working environment and improving the quality of working lives for all staff. The wellbeing strategy aims to support the Company’s mission and core values of Safety, People, Innovation, Responsibility, Integrity, Teamwork (Spirit) and the recognition that Translink’s staff are its greatest asset. We want to ensure that we build and maintain a culture of sustainable workplace wellbeing where employees enjoy optimal health and wellbeing at work, in their lives and into the future.  To support this vision, we carried out extensive engagement initiatives throughout the year, as detailed below:  Employee Roadshows across the network, which helped to communicate wellbeing messages to our operational employees who are not desk-based, and a majority of which, work safety critical roles. Each month we engage with employees in depots or stations, inviting along our wellbeing partners to promote the wellbeing support and resources available to all employees. We showcased the free will writing service, our Welfare Health Benefits Fund, Lena by Inspire Employee Assistance Programme services, which includes a 24/7 counselling helpline, face to face structured counselling, an online support hub and financial advice and guidance. Our pension provider also attended, as did our internal communications team, wellbeing champions and Mental Health First Aiders, our employee rewards partner, Personal Group and our Occupational Health Providers who provided blood pressure checks and health guidance. In total we visited 12 depots and stations and seen around 400 employees in total. 100% of employees felt the information they learned on the day was useful.  Corporate events: We attended team away days and Translink corporate events to showcase our wellbeing offering and we engaged with approximately 700 employees. We used new and updated, branded wellbeing materials to ensure maximum communication with employees and a new and improved Wellbeing presentation to ensure that our Managers, health and safety representatives and other employees in attendance have the opportunity to learn more about our Health and Wellbeing strategy plans and achievements.  Wellbeing awareness days: Each year we promote across all our platforms various wellbeing awareness days, such as Mental Health Awareness Week and Menopause awareness day, to name but a few. These keys dates are included in our yearly wellbeing calendar and wellbeing newsletter and allow us to promote all our resources available.  Take 5 Steps to Wellbeing  Take 5 Steps to Wellbeing in work is a Public Health Agency campaign promoting good general employee wellbeing and Translink were one of 13 organisations in NI to take part in achieving a level 3 accreditation - the highest level achievable. We have embraced the Take 5 message across the business, as an evidence based way to support the mental and emotional wellbeing of our workforce. Some of our Take 5 activities included;   * Attending Take 5 in the Workplace training, facilitated by BITC and the Belfast Health and Social Care Trust * Facilitating short Take 5 awareness webinars for our employees, detailing the benefits of and raise the profile of the campaign. * Branding our wellbeing communications with the Take 5 Steps to Wellbeing official branding. * Running Take 5 initiatives that embraced one or all of the Take 5 Steps, ensuring employees who took part achieved an enhancement in their health and wellbeing   Managing Mental Health in the Workplace mandatory training was carried out by our people managers. Facilitated by our EAP provider, Lena by Inspire, the training not only equipped attendees with the tools to support employees who are impacted by mental health, but it also provided managers with our comprehensive list of support and resources that employees can avail of, at any given time. |
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| **2** | Please provide **examples** of outcomes and/or the impact of **equality action plans/** measures in 2024-25 (*or append the plan with progress/examples identified*). |
|  | Please see appendix 1 for an equality action plan update. |
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| **3** | Has the **application of the Equality Scheme** commitments resulted in any **changes** to policy, practice, procedures and/or service delivery areas during the 2024-25 reporting period? *(tick one box only)* |
|  | Yes  No (go to Q.4)  Not applicable (go to Q.4) |
|  | Please provide any details and examples: |
|  | Further to a customer complaint, review of the Glider Wheelchair Alert system was conducted. This included a technical assessment and a policy and practice review. Refreshed guidance to Glider Drivers was issued and a change in practice adopted ensuring that Glider Drivers exited their cabin when a wheelchair user was entering the vehicle to establish where they intend to alight. |
|  |  |
| **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: |
|  | The change is intended to have a positive impact for those with a Disability and was introduced to safeguard against instances where the Wheelchair Alert System was not utilised correctly or the alert not noticed by the Driver. This will ensure customers are able to alight at their required destination. This change in practice will be monitored going forward. |
|  |  |
| **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):* |
|  | Click or tap here to enter text. |
|  | As a result of what was identified through the EQIA and consultation exercise *(please give details):* |
|  | Click or tap here to enter text. |
|  | As a result of analysis from monitoring the impact *(please give details):* |
|  | This was identified following review of customer feedback and the submission of a customer complaint. |
|  | As a result of changes to access to information and services *(please specify and give details)*: |
|  | Click or tap here to enter text. |
|  | 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 2024-25 reporting period? *(tick one box only)* |
|  | Yes, organisation wide  Yes, some departments/jobs  No, this is not an Equality Scheme commitment  No, this is scheduled for later in the Equality Scheme, or has already been done  Not applicable |
|  | Please provide any details and examples:  The Section 75 duties 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 2024-25 reporting period? *(tick one box only)* |
|  | Yes, organisation wide  Yes, some departments/jobs  No, this is not an Equality Scheme commitment  No, this is scheduled for later in the Equality Scheme, or has already been done  Not applicable |
|  | Please provide any details and examples: |
|  | 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 2024-25 reporting period were **objectives/ targets/ performance measures** relating to the Section 75 statutory duties **integrated** into corporate plans, strategic planning and/or operational business plans? *(tick all that apply)* |
|  | Yes, through the work to prepare or develop the new corporate plan  Yes, through organisation wide annual business planning  Yes, in some departments/jobs  No, these are already mainstreamed through the organisation’s corporate plan  No, the organisation’s planning cycle does not coincide with this 2024-25 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 2024-25 reporting period, please indicate the **number** of: |
|  | Actions completed:  44  Actions ongoing:  6  Actions to commence:  1 |
|  | Please provide any details and examples (*in addition to question 2*): |
|  | Click or tap here to enter text. |
|  |  |
| **8** | Please give details of changes or amendments made to the equality action plan/measures during the 2024-25 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 2024-25 reporting period, the following have been identified: *(tick all that apply)* |
|  | Continuing action(s), to progress the next stage addressing the known inequality  Action(s) to address the known inequality in a different way  Action(s) to address newly identified inequalities/recently prioritised inequalities  Measures to address a prioritised inequality have been completed |
|  |  |
|  | **Arrangements for consulting (Model Equality Scheme Chapter 3)** |
| **10** | Following the initial notification of consultations, a targeted approach was taken – and consultation with those for whom the issue was of particular relevance: *(tick one box only)* |
|  | All the time  Sometimes  Never |
|  |  |
| **11** | Please provide any **details and examples** **of good practice** in consultation during the 2024-25 reporting period, on matters relevant (e.g. the development of a policy that has been screened in) to the need to promote equality of opportunity and/or the desirability of promoting good relations: |
|  | **Belfast 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 (opened Autumn 2024) has now replaced Great Victoria Street Train Station and Europa Bus Centre, to become the main gateway to Belfast and creating a sense of arrival in a modern, progressive city.  Belfast Grand Central Station provides 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. Although the station is now complete Social Value continues to be generated for the local area as part of the continued public realm and civic space work. 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 sports initiative engaging with Primary School pupils form the local area as well as an initiative for older members of the community, and ongoing engagement through Arts and Heritage Activity for the public realm space in front of the station.  Belfast Grand Central Station continues to include key groups in driving awareness and access to disabilities that affect our passengers. It has been designed with input from Disabled Peoples Organisations at each stage of the project, from the business case through to design and delivery. We are continuing this engagement for the remainder of phase 1 of the project and the delivery of phase 2.  An accessibility guide was released in September 2024, this was designed in consultation with IMTAC, RNIB and GuideDogsNI.  It provides an overview of all the accessible features including passenger planning through to navigating the station and boarding services, it can be accessed below:   * Direct download: [https://www.translink.co.uk/getmedia/0d7980e2-ca85-4286-a92a-31dbe876a84d/Translink-BGCS-Accessibility-Guide-Final.pdf](https://eur01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.translink.co.uk%2Fgetmedia%2F0d7980e2-ca85-4286-a92a-31dbe876a84d%2FTranslink-BGCS-Accessibility-Guide-Final.pdf&data=05%7C02%7CCara.Woods%40Translink.co.uk%7C2b98750196ad428e386b08dce709177e%7Cd8a49730608f463fbf3b3befdd4b347f%7C0%7C0%7C638639273465818284%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=fVEjPz9NztbFKDQ5NP3wQYwaHU8cIKRZaZALSw17vXA%3D&reserved=0) * Belfast Grand Central Station Page: [https://www.translink.co.uk/usingtranslink/stationguide/belfastgrandcentralstation](https://eur01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.translink.co.uk%2Fusingtranslink%2Fstationguide%2Fbelfastgrandcentralstation&data=05%7C02%7CCara.Woods%40Translink.co.uk%7C2b98750196ad428e386b08dce709177e%7Cd8a49730608f463fbf3b3befdd4b347f%7C0%7C0%7C638639273465834925%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=Ti0Hw9Yh3Ox1t5zowiYZePdMKI2l5DHAx7MEXn1ihgg%3D&reserved=0) * Audio: [Your Audio Guide to Accessibility at Belfast Grand Central Station (youtube.com)](https://eur01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.youtube.com%2Fwatch%3Fv%3Dh4dZlJsBPHc&data=05%7C02%7CCara.Woods%40Translink.co.uk%7C2b98750196ad428e386b08dce709177e%7Cd8a49730608f463fbf3b3befdd4b347f%7C0%7C0%7C638639273465850062%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=co6OAgJEhtWT0jY%2BOf4fsQ4EU2P7%2F03koUkzVwEFR4I%3D&reserved=0)   As part of the launch, stakeholders (IMTAC, RNIB, GuideDogsNI, CCNI, DfI, SensoryKidsNI) were invited for a pre-opening visit to the station to gather initial feedback.  Familiarisation sessions, to assist at and around the station and help with the change the station brings, were also built into the opening plan. |
|  |  |
| **12** | In the 2024-25 reporting period, given the consultation methods offered, which consultation methods were **most frequently used by consultees**: *(tick all that apply)* |
|  | Face to face meetings  Focus groups  Written documents with the opportunity to comment in writing  Questionnaires  Information by email with an opportunity to opt in/out of the consultation  Internet discussions  Telephone consultations |
|  | Other *(please specify)*: Click or tap here to enter text. |
|  | 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 2024-25 reporting period? *(tick one box only)* |
|  | Yes  No  Not applicable |
|  | Please provide any details and examples: |
|  | Click or tap here to enter text. |
|  |  |
| **14** | Was the consultation list reviewed during the 2024-25 reporting period? *(tick one box only)* |
|  | Yes  No  Not applicable – no commitment to review |
|  |  |
|  | **Arrangements for assessing and consulting on the likely impact of policies (Model Equality Scheme Chapter 4)** |
|  | [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*): |
|  | **14** |
|  |  |
| **16** | Please provide the **number of assessments** that were consulted upon during 2024-25: |
|  | 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  No concerns were raised  No  Not applicable |
|  | Please provide any details and examples: |
|  | Click or tap here to enter text. |
|  | **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 2024-25 reporting period? *(tick one box only)* |
|  | Yes  No  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 2024-25 reporting period? *(tick one box only)* |
|  | Yes  No, already taken place  No, scheduled to take place at a later date  Not applicable |
|  | Please provide any details: |
|  | N/A |
|  |  |
| **21** | In analysing monitoring information gathered, was any action taken to change/review any policies? *(tick one box only)* |
|  | Yes  No  Not applicable |
|  | Please provide any details and examples: |
|  | N/A |
|  |  |
| **22** | Please provide any details or examples of where the monitoring of policies, during the 2024-25 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’ exists 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 identify 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 (TYF) was established in 2009 as a supportive and enabling platform for children and young people to express their views, share lived experiences, identify needs, and contribute ideas relating to passenger transport in Northern Ireland. TYF members regularly meet to collaborate on upcoming projects and have been actively involved in Translink-led events and research initiatives, particularly around public transport and climate action.  Recent milestones include visits to the Translink Training Academy (April 2024), where the young people got to experience Translink’s train simulator and ask questions with the Trainer in order to gain some insight into the operational and safety sides of the business. There was also a guided visit to Belfast Grand Central Station in September 2024, where TYF members got to experience the new station.  Participation in the annual TYF Youth Summit in November 2024 was focused on “Road to Rights Roadshow” with the Children’s Commissioner. This presented an opportunity for young people to voice their opinions on public transport and their rights.  There has been an appointment of a new facilitator for the delivery of TYF, effective November 2024, where a range of young people from different rural and city areas across Northern Ireland take part. This regional spread is extremely valuable to hear and take on young peoples’ views and needs from different regional areas and backgrounds. Regular TYF meetings take place, and planning is underway for the 2025 TYF Youth Summit, where young people will pose challenging questions to key decision makers about climate action and Translink’s journey to net zero. The summit will also include interactive workshops to foster discussion on modal shift towards greater use of public transport. This will also ensure young peoples’ needs are considered in our future planning.  **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.  **Translink Customer Satisfaction Monitoring Programme**  In April 2024, Translink introduced a programme of continuous and independent customer satisfaction monitoring which is carried out during 48 weeks of the year. Field interviewers from the CARD Group carry out 6,000 face- to- face interviews with passengers either on-board our services or at a stop or station.  Passengers are asked to rate their satisfaction with a wide range of service attributes including punctuality and reliability, value for money, safety on board, vehicle accessibility, as well as overall satisfaction with their most recent journey.  The results are presented in monthly, quarterly, bi-annual and annual reports. This allows Translink to monitor trends and to pinpoint any areas that may need improvement. The results are communicated to DfI every quarter, presented to the Equality Working Group and are published on the Translink website every six months.  [Customer Satisfaction Results | Translink](https://www.translink.co.uk/customer-satisfaction-results) |
|  |  |
|  | **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 2024-25, and the extent to which they met the training objectives in the Equality Scheme. |
|  | A total of 98 individuals have successfully completed the Effective Recruitment and Refresher Training, demonstrating a strong commitment to maintaining high standards in our recruitment practices. In addition, another 90 participants completed a complementary eLearning module, which reinforces the core learning and highlights best practices aligned with Translink’s values.  99 people who attend Dignity at Work training, which has recently been enhanced to include important topics such as unconscious bias and support for non-binary and transitioning individuals, ensuring our workplace remains inclusive for all.  The Equality, Diversity and Inclusion in the Workplace eLearning modules is compliance learning and is required to be completed on a bi-annual basis by our Executive, MPT, Clerical and Supervisor grades. The completion rate for this module is at 85% overall. This module covers key topics such as Translink’s EDI strategy, behaviours expectations and unconscious bias.  Bus Drivers attend annual Certificate of Professional Competency (CPC) courses. The 24-25 course was developed to include core components of the Equality, Diversity and Inclusion workplace module. Since April 2024, 937 drivers have attended EDI training through either CPC (695) or initial training (242). |
| **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.  The Equality, Diversity and Inclusion module has provided a good opportunity for the management, supervisory, administrative and Bus Driver 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 2024-25, across all functions, has resulted in action and improvement in relation **to access to information and services**: |
|  | Translink app  Customer feedback is gathered on the use of the online chatbot that was used over 100,00 to help customers with their queries. A current project, that will incorporate this feedback, is underway to improve this channel.  Website Accessibility Improvements:  Through feedback mechanisms and usability testing have informed improvements made to our platforms and services. Examples include:   * Revised online sales flow to improve visibility of accessible services, helping users better plan their journeys. * Rebuild of the website homepage is underway to enhance the findability of key information and functions, supporting a more inclusive user experience.   Accessibility tools are utilised in the development and ongoing content management of Translink’s website to ensure it continues to meet accessibility standards and protocols. |
|  | **Complaints (Model Equality Scheme Chapter 8)** |
| **27** | How many complaints **in relation to the Equality Scheme** have been received during 2024-25? |
|  | Insert number here: 0 |
|  | Please provide any details of each complaint raised and outcome: |
|  | N/A |

**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 to support them deliver against their plans created in March/April 2025 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. Review of their terms of reference early in 2025 enabled a refreshed approach to engaging more employees with the network. Marking Pride Month and attending the Belfast Pride Parade continue to be important to this network as it enables them to increase awareness amongst staff of issues affecting 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)* |
|  | Employment  Goods, facilities and services  Legislative changes  Organisational changes/ new functions  Nothing specific, more of the same |
|  | Other (please state): |
|  | Click or tap here to enter text. |

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

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

|  |  |  |
| --- | --- | --- |
| Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. |
| Fully achieved  22 | Partially achieved  4 | Not achieved  0 |

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  *DAP Reference: 2.5*  Review Recruitment Strategy to identify opportunities to increase applicants with a disability.  *DAP Reference: 2.1 and 3.20* | A range of assistive technologies have been introduced and their usage monitored to identify improvement points. A new app was released and now available for the Metro bus fleet that provide real time passenger planning.  New outreach measures established to encourage a diverse range of applications. During 2024/25 the following was achieved:   1. Year 2 Work Placement Scheme Completed. 2. Refreshed content included on EFDNI website to encourage applications | Improving access to Translink’s website, timetables and journey planning and information through the introduction of new interfaces   1. Work placement opportunities shared amongst a wide group of Disability Organisations and the opportunity for 4 individuals to undertake a work trial with a view to securing permanent employment. 3 Placements completed. 2. Increased awareness of Translink vacancies. |
| Regional[[4]](#endnote-5) | Engage with disability groups through IMTAC to ensure information is accessible for people with disabilities.  *DAP Reference: 2.3* | Quarterly meetings took place with IMTAC to proactively discuss and agree action points to improve access for disabled people. | During 24/25 feedback sessions with IMTAC were held, a new terms of reference was created to expand stakeholder attendance at Translink’s Accessibility Working Group. |
| Local[[5]](#endnote-6) | Continue to deliver the guaranteed interview scheme.  *DAP Reference: 2.1*  Continue to deliver property projects to support people with disabilities in accessing public transport.  *DAP Reference: 2.4* | Briefing of the recruitment team and hiring managers on the application of the scheme removes a potential barrier to employment.  Changing Places accreditation has been maintained in three locations, the North-West Multi-Modal Hub, Lanyon Place Train Station and Portrush Train Station. Two new Changing Places Toilets have been added to the network at York Street and Belfast Grand Central Station | All recruitment team inductions have been completed ensuring application of the scheme  Installation of Changing Places in all new stations and consideration in major refurbishments will enable those with specific needs journeys. |

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  *DAP Reference: 3.4* | 100% of all Bus Drivers received induction training. 695 Bus Drivers completed CPC training. Inclusive Customer Service training is now embedded as part of training for Rail Customer Service staff. | New Bus Driver full trained on Customer Care / Jam Card and World Host training to ensure they understand the needs of disabled customers. CPC training delivered for existing Bus Drivers |
| 2 | Accessibility awareness for Infrastructure and Projects  *DAP Reference: 3.5* | Disability Equality Training has been developed in consultation with IMTAC and Transport for All. 19 Senior Property and Renewals managers completed this training by November 2024. | Developing an awareness programme for key project/programme managers on the lived experiences of disabled people increases understanding in the planning of projects and how those with a disability may be impacted by design decisions of Infrastructure Projects |

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 | Promotion of accessibility development on social media channels.  *DAP Reference: 1.2* | Promotional campaigns periodically shared e.g. Changing Places video. Created Priority Seating Video to increase awareness, now included in Social Media calendar. Site visits from disability organisations were promoted on social media. Support of Disability Pride shared on social media.  7 familiarisation and empowerment visits completed with disabled users on using the transport network. | Increase in awareness in services available to those with a disability. |
| 2 | Delivery of internal communication to celebrate the contribution of disabled people  *DAP Reference: 1.3* | Celebration of International Day of People with Disabilities took place in December 2024. Disability placement Scheme promoted at management conference to increase awareness and engagement. | 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  *DAP Reference: 3.3* | 173 Health and Wellbeing Initiatives with 47% participation in well-being events. 31 Trained Mental Health First Aiders 27 ‘Go Healthy’ Champions (Wellbeing and Menopause) | Initiatives, relevant training and engagement with ‘go healthy’ champions to deliver a comprehensive wellbeing strategy and encourage more people to get involved. |
| 2 | Engagement with relevant user groups to understand the needs of those with a disability  *DAP Reference: 3.14* | New terms of reference created to expand stakeholder attendance at Translink’s Accessibility Working Group to expand diversity of feedback on Translink’s services. | Quarterly working sessions facilitated with IMTAC and Translink’s Accessibility Working Group to identify key operational developments/changes needed |
| 3 | Continued application of ‘eligibility’ questions and Social Value Award criteria in relevant procurement exercises.  *DAP Reference: 3.16* | 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  *DAP Reference: 3.21* | Accessibility Manager spoke at the Executive Office ‘Including People’ conference, met with Belfast City Council regarding inclusive tourism and attended ‘Age Friendly’ council meetings.  Transport training days delivered with disability groups to encourage and develop confidence for those with a disability to use public transport | 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. |

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  *DAP Reference: 3.15* | 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  *DAP Reference: 3.8* | Submission of annual section 75 review including a progress review against the DAP | Review completed in 2024/5 to ensure progress against actions and to identify any revisions to the plan |
| 3 | Annual Feedback from customer survey reviewed by the EWG  *DAP Reference: 3.9* | Presentation delivered to the EWG in August 2024. | Identification of any learning to feed into screening and continuous improvement of services. |
| 4 | Review of disability related complaints  *DAP Reference: 3.12* | Mechanism introduced in 2023 enabling easier identification of trends linked to disability. Review completed for 24/25 period. | Introduction of a mechanism to record complaints by the area of disability and annual review of complaints to identify trends and patterns to identify ways to improve the experience of those with a disability |
| 5 | Review of available data to understand employee demographics and experiences  *DAP Reference: 3.13* | Article 55 analysis conducted and submitted to the Equality Commission in March 2024, ongoing consultation with ECNI advisor to ensure findings have a corresponding action. Next meeting in summer of 2025. | Continued analysis of employee data to identify an improvement and required actions |

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.  *DAP Reference: 3.10* | 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. | The low floor ‘Pilot Project Review’ was completed. As a result, the current focus is establishing a framework to supply double deck coaches that provide low floor access and improve accessibility. Double Deck Coaches will be evaluated before the next phase, single deck replacement. |
| 2 | Update the Station and Facilities Accessibility Audit.  *DAP Reference: 3.11* | Point Cloud surveys of the stations and halts have started; Drafting of the audit questionnaire has commenced in line with accessibility standards and configuration of the software to host and carry out the asset accessibility questionnaire. Stakeholder engagement has taken place, giving IMTAC, Guide Dogs and RNIB an overview of the project and the opportunity for comments and feedback | Audit completed with all actions prioritised by March 2027  (this was dated as March 2025 in the DAP). | This is an ongoing project that has commenced but due to operational and budgetary reasons has been delayed. |
| 3 | Review of current recruitment and selection training to increase disability awareness  *DAP Reference: 3.11* | Review of current selection training package and implementation of changes to the programme to ensure disability awareness is increased | A revised R&S module would ensure hiring managers better understand their responsibilities in treating all applicants fairly and will increase awareness of how to be more inclusive of those with a disability | Due to operational factors there was a delay in this review. Within the reporting period a scoping exercise has been completed to commence procurement to appoint a suitable provider.  Reasonable Adjustment training has been delivered to the recruitment team. |

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

|  |  |  |
| --- | --- | --- |
|  | Action Measures not met | Reasons |
|  |  |  |
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|  | Click or tap here to enter text. | Click or tap here to enter text. |

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?

Yes – the action below has not changed but due to operational and budgetary factors the delivery timescale has been extended to March 2027. Progress towards this revised deadline is expected annually until the completion date.

If yes please outline below:

|  |  |  |  |
| --- | --- | --- | --- |
|  | Revised/Additional Action Measures | Performance Indicator | Timescale |
| 1 | Update the Station and Facilities Accessibility Audit. | Audit completed with all actions prioritised | March 2027 |
| 2 | Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. |
| 3 | Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. |
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| 5 | Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. |

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** | **2024-2025 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 DfI  In the Travel Survey | Completed for 24/25 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 24/25 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.  DFI have launched ‘The Transport Strategy 2035’ for consultation. This has been shared within Translink to encourage employees to share views to help shape its contents. | 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 Stonewall  9. Completed – Translink took part in the Belfast Pride Parade 2024. Translink also provided a mobility bus to the public to partake in the parade.  10 &11. Completed - The LGBT+ Network continues to contribute to Translink’s LGBT+ inclusion e.g. marking Pride Month in June 2024, ‘connection’ events to gather feedback etc. | Complete  Complete  Complete  Complete |
   | 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 have been developed with local divisional areas.  A listening strategy was launched 24/25 demonstrating a range of methods that will be utilised to gather employee feedback including dynamic surveys. | Ongoing |
   | 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.  NI Census data released in March 2023 has been incorporated into the Article 55 analysis. | Ongoing |
   | 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 24/25 reporting period - 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 24/25 reporting period - An ‘Accessibility Steering Group’ is in place with IMTAC including Disability Action, Consumer Council and other associated groups.  A new Terms of Reference was created this year to expand stakeholder attendance at the Translink Accessibility Working Group. | 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 2022  New fleet framework by 2023 | Data collated for Annual Review  Pilot Project review  Supplier modernisation | The low floor ‘Pilot Project Review’ was completed. As a result, the current focus is establishing a framework to supply double deck coaches that provide low floor access and improve accessibility. Double Deck Coaches will be evaluated before the next phase, single deck replacement. | Ongoing |
   | 21. Update the Station and Facilities Accessibility Audit. | | Updated Audit completed | Autumn 2021 | Station and Facilities review | A ‘station guide’ is available on the website for passengers to find information on the accessibly of bus/train stations in our network.  Audit preparatory work is underway including consultation with disability sector. | Ongoing |
   | 22. To continue to deliver property projects to support people with disabilities in accessing public transport | | Enhancement of facilities | Ongoing | Completed Equality Screening Reports  Data collated for Annual Review | Completed for 24/25 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 24/25 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. Customer Survey data was presented to the EWG in August 2024 | 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 disability  Scheme established  Year on year increase in number of participants | June 2022 and annually thereafter  December 2021  Annual 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. A pilot scheme was launched in October 2022, Two work placements were successfully completed by August 2023. The Placement scheme was extended in 2024 to include 4 potential placements. A review is underway for the 2025 scheme. | Complete  Complete |
   | 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 users  Expand 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 2021  Iterative development July 2021  Iterative development from Sep 2021  iterative development from Oct 2021  March 2024 | Project Review  Consultation with IMTAC and other relevant organisations/groups  Customer Feedback  Annual Website Audit | Relevant work Completed for 24/25 reporting period:  Chatbot used 100,000 times helping out customers to resolve queries – feedback is being used to improve the channel including introducing AI for a conversational experience  Alexa use remains low and is currently under review to identify how to improve this service.  A new app has been released with a bus tracking feature which is available for all buses with RTPI data. Currently this is for all Metro bus services. It is being rolled out for Ulsterbus on an iterative basis. | Ongoing  4 of 5 actions completed  1 Roll-out has commenced |
   | 28. To continue to implement and monitor the impact of the mental health and wellbeing initiatives | 60 Health and Wellbeing Initiatives per year  25% Participation in well-being initiatives / events  25 Trained Mental Health First Aiders  30 ‘Go Healthy’ Champions | | Ongoing | Workforce statistics  Review of Initiatives and participation | Completed for 24/25 reporting period:  173 Take 5 Initiatives  47% participations in well-being events  31 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 feedback  Decrease in customer complaints | | Ongoing | IMTAC  Equality Commission research | Completed for 24/25 reporting period - The Accessibility Manager continues to work with the ‘Accessibility Steering Group’ to understand any service user feedback. | 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 24/25 reporting period - The Accessibility 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 24/25 reporting period - Awareness is raised in Drivers Annual CPC training.  Improvement to accessibility are shared on social media e.g. Changing Places promotional video and Priority Seating 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 24/25 | 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 use 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, and attend relevant ‘age friendly’ council meetings. | 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 in 2024 entitled “Road to Rights Roadshow”  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 24/25 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 24/25 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 24/25 reporting period – A number of community initiatives were delivered to attract applicants from all ages. Full details provided in Section 1 | 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. A listening strategy was launched 24/25 demonstrating a range of methods that will be utilised to gather employee feedback including dynamic surveys during 25/26. | Ongoing |
   | 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 results were published in July 2024 and presented to the EWG in August 2024 | 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 24/25 reporting period – people related policies reviewed during the reporting period were reviewed to ensure they were inclusive, including:  Hybrid Working 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 Network  Conduct Focus Groups to identify a plan to support the increase in female representation and inclusion | | 2024  2024  May 2021  June 2021 | Annual demographic review  Annual Section 75 Review  Diversity Mark Annual Review | Relevant actions Completed for 24/25 reporting period –  A range of outreach measures were implemented as well as profiling of females in a range of roles.  Translink’s female appointment rate decreased by 0.5% and representation increased by 0.1%  Women In Translink (WIT) Network continues to grow in size and influences policy and processes. | 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 August 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 24/25 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 | Hybrid Policy was reviewed and equality screened for impact in December 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 24/25 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 24/25 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 was reviewed and approved during 24/25 with additional governance arrangements introduced. | 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 2-year refresher reminder was launched in 2024 completion rate is 85%. Dignity at Work training continues as does Customer Care (that includes diversity modules) for front-line customer service staff. | Complete |

   [↑](#endnote-ref-6)