Northern Ireland Transport Holding Company

Public Authority Statutory Equality and Good Relations Duties
Annual Progress Report 2015-16

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  Telephone:
  Email:

Documents published relating to our Equality Scheme can be found at:
http://www.translink.co.uk/Corporate/

Signature:

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 2015 and March 2016.
PART A – Section 75 of the Northern Ireland Act 1998 and Equality Scheme

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

1 In 2015-16, 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.*

**New Bus Fleet**
12 new Goldline coaches were introduced to the fleet for use on the 212 Belfast to Derry/Londonderry and other routes in the North West.

**Enhanced Information on Metro Buses**
This project involved the installation of audio visual (AV) equipment on 294 Metro buses, including 30 Park and Ride vehicles, and at 191 key bus stops at a total cost of £700k. The AV systems provide all passengers specifically in regard to people with a visual impairment with real time information relating to bus location via a speaking voice and visual display. IMTAC along with Guide Dogs NI have worked closely with DfI and Translink to support and develop this new facility.

**Banbridge Bus Facility**
A new ‘off street’ bus passenger facility was opened in Banbridge on 18th April 2016. The £1million investment will provide the Banbridge and wider local community with improved bus facilities and enhanced travel experience.

**Park & Ride**
The park and ride programme continues to progress with construction of an extension to the facility at Ballymoney railway station underway and a contract awarded for an extension to Whiteabbey railway station park and ride capacity.

**UWC Safety Improvement Programme**
Work has continued on the User Worked Crossings Safety Improvement Programme in 2015/16 resulting in the closure of 7 crossings during the year. A second phase is due to commence in 2016/17.

**Knockmore – Lurgan Track Rehabilitation**
Work commenced on the advanced civil engineering works for the Knockmore – Lurgan Track Rehabilitation project in 2015/16. The project aims to eventually recover line speed along this section and enhance service reliability. Procurement is underway for the main track rehabilitation works contract.
Coleraine – Derry~Londonderry Phase 2
The project civil engineering and signalling upgrade works commenced in 2015/16. On completion the project will result in improving the capacity of the rail infrastructure on this section to provide capability of an hourly frequency train service beyond Coleraine.

Bus Rapid Transit in Belfast
It was announced by the Minister for Regional Development (now the Department for Infrastructure) that Translink is to operate the planned rapid bus transit system for Belfast. We have been working with the DfI to ensure this significant investment in passenger transport for Belfast is effectively delivered, that it integrates with existing Translink services and adds to the overall transport to all. Work to date has focused on operational planning, vehicle procurement, planning for engineering facilities and integration of ticketing and customer information. We have engaged with IMTAC as we finalise the design of the BRT vehicles to ensure the disabled community’s needs are considered at every stage.

Enterprise Overhaul Project
A £12.2 million mid-life refurbishment of the rolling stock has now been completed. The work involved overhaul to the trains’ mechanical systems, interiors, layout and external livery, replacement passenger information systems, a new electronic passenger reservation system and installation of CCTV. The refurbishment has enhanced cross border travel significantly.

Ticketing initiatives and promotions
This has included the:
- Introduction of a 3 Day Select paper ticket on NI Railways, providing discount for frequent part-time users.
- Implementation of a new 24+ Student Rail Card in smartcard format.
- mLink mobile ticketing service expanded to offer Metro Day Tickets in addition to the range of mobile ticket products already available on NI Railways.

OpenDataNI
Translink continues to be a key partner in the DFP NI Open Data Strategy and a key data publisher on the Open Data Portal. Translink has made 13 significant datasets available as open data in universal formats on the NI Open Data Portal and www.data.gov.uk including our NIR Real Time Information, bus stops, train stations and railway network. This data can be freely reused under an Open Government Licence. This type of information has the potential to play a crucial part in enabling innovation in the public sector and to find smarter and better ways of delivering public service information. In terms of transport there is the potential opportunity for software developers to use our data to present customer travel information in a range of innovative ways and also allowing app developers to integrate Translink’s public transport information with other publically available datasets.
Major Events
NI Railways and Ulsterbus successfully carried thousands of additional passengers, on special and scheduled services to and from many major events, most notably the Tall Ships, the Irish Open, the Balmoral Show as well as other major sporting and music events in Dublin. Additional rail services were also offered during Christmas 2015.

Disability Awareness
The Group Chief Executive participated in a walk facilitated by GuideDogs NI. This exercise involved a blindfolded walk with a trainee Guide dog, across Great Victoria Street, into Great Victoria St station and Europa Bus Centre, experiencing boarding and disembarking bus and train services.
This helped to promote the accessibility of our services but also was raised internally as a key reminder to staff of the very real everyday challenges faced by people with sight loss.

Gender Equality
Translink are participating in the Business in the Community gender project. This involves completing the BITC gender audit to assess Translink against both the best practice and similar NI.I. public sector organisations. Translink will be provided with feedback following the audit. The project also includes a Peer Learning Forum to enable the sharing of good practice in relation to Gender equality within the workplace.
2 Please provide **examples** of outcomes and/or the impact of **equality action plans/measures** in 2015-16 (*or append the plan with progress/examples identified*).

Equality Scheme Action Plan detailing progress is attached. Please see appendix 1.
PART A

3 Has the application of the Equality Scheme commitments resulted in any changes to policy, practice, procedures and/or service delivery areas during the 2015-16 reporting period? (tick one box only)

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

Please provide any details and examples:

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

Please provide any details and examples:

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

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

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

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

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

☐ Other (please specify and give details):
Section 2: Progress on Equality Scheme commitments and action plans/measures

Arrangements for assessing compliance (Model Equality Scheme Chapter 2)

4 Were the Section 75 statutory duties integrated within job descriptions during the 2015-16 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:

This continues to be an area of continuing development. The Section 75 duties are now a part of all new and revised Management and Professional job descriptions as these are generally considered to be posts with the ability to influence the progress of equality within the organisation.

5 Were the Section 75 statutory duties integrated within performance plans during the 2015-16 reporting period? (tick one box only)

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

Please provide any details and examples:

Section 75 duties are currently part of performance plans for the majority of staff with specific duties to fulfil on an annual or periodic basis. Work is on-going to ensure the inclusion of section 75 duties within positions of influence regarding equality.
PART A

6 In the 2015-16 reporting period were objectives/targets/performance measures relating to the Section 75 statutory duties integrated into corporate plans, strategic planning and/or operational business plans? (tick all that apply)

☑ Yes, through the work to prepare or develop the new corporate plan
☑ Yes, through organisation wide annual business planning
☑ Yes, in some departments/jobs
☐ No, these are already mainstreamed through the organisation’s ongoing corporate plan
☐ No, the organisation’s planning cycle does not coincide with this 2015-16 report
☐ Not applicable

Please provide any details and examples:

Translink's annual corporate plan is being complemented through the development of a new corporate strategy to better define the organisation's vision, mission and values. This is due to be published early May and will incorporate current objectives and targets relating to the Section 75 duties. This ensures an on-going high level focus on these developments.

These goals set within the current corporate plan have continued to be progressed throughout the Group and built into plans at appropriate levels to help ensure effective development.

On-going data capture for monitoring equality continues and remains a key element of incorporating the organisation's new HR system.

Translink continues to review their workforce monitoring statistics annually to review any areas of imbalance, identify new trends and evaluate action points accordingly to address these.

Equality action plans/measures

7 Within the 2015-16 reporting period, please indicate the number of:

Actions completed: 1  Actions ongoing: 20  Actions to commence: 1

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

None in addition to those stated in question 2.
Please give details of changes or amendments made to the equality action plan/measures during the 2015-16 reporting period (points not identified in an appended plan):

No changes made.

In reviewing progress on the equality action plan/action measures during the 2015-16 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)

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

Please provide any details and examples of good practice in consultation during the 2015-16 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:

No policies were screened ‘in’ during 2015/16 and therefore no EQIA’s were required however, general consultative practices continue, including focus groups with the Youth Forum and close involvement with IMTAC.

In addition to this, three targeted consultations were completed within between 2014/15 and 2015/16:

**Ticketing Developments**

Translink’s current Bus and Rail ticketing system was introduced over fourteen years ago in late 2001. With technological developments continuing apace and existing equipment models now obsolete and component parts no longer being manufactured, Translink have commenced work to replace our current ticketing system as soon as possible. Translink therefore conducted significant research in 2013 and 2014 by directly engaging with many external bodies and holding a number of internal and external workshops with key stakeholders. Translink also undertook significant customer research with a number of passenger focus groups and over 2000 face to face surveys specifically to obtain
PART A

qualitative and quantitative feedback on Translink ticket products and processes.

Following this comprehensive engagement and research, key business and technological issues were considered and options on the way forward were evaluated in a comprehensive Feasibility Study. A formal Consultation document concerning Ticketing System Replacement Project proposals was compiled and issued on 19 March 2015 with closing date of 15 May 2015. Eight formal responses were received with an additional request for a further meeting with Education Authority Transport Officers which was subsequently facilitated on 4 June 2015. Responses received from the formal Consultation process highlighted issues already elicited during informal consultation exercise in 2014 involving both Qualitative and Quantitative Research. No significant change in Project Scope was therefore required thereby ensuring project could proceed as planned.

The Ticketing System Replacement Project is currently in Procurement Phase with supplier appointment due later this year and implementation due to commence from 2018 as planned, with roll-out initially on Belfast Rapid Transit services followed by Metro, Ulsterbus and then NI Railways.

Amendments to Services
Following the significant reduction in funding from 2015, communication and consultation plans regarding necessary amendments to services. This process was a blend of online and face to face methods led by local Translink Operational Management. This allowed the methods used to be tailored to best suit the local area. For example, in the case of Metro services where there is no bus station, communications were made face-to-face, on board the relevant services. Translink also relied on informing councils, elected representatives, stakeholders and the media to ensure there was awareness of the consultation. In addition, staff were also kept fully informed through direct briefing, including Trade Unions.

Passengers were also notified via posters on bus services and stations, community groups, via the website and social media as well as established passenger groups. Press releases were made on the public consultation and awareness of consultation was emphasised via Translink’s own Twitter account highlighting pictures from in-station events engaging with passengers. Passengers could provide feedback via hard copy available at stations and community outlets or online where a dedicated web section was developed also showing maps and highlighted potential changes to routes.

In total ca. 5000 responses were received, making this Translink’s most comprehensive consultation process to date. In acknowledgement of the feedback received, plans were reviewed and changes were implemented to ensure that across NI Railways, Ulsterbus and Metro services there were no route closures made.
Belfast Transport Hub
Phase one of the engagement and consultation processes on the Transport Hub Regeneration Project began in early 2015 and involved the use of written questionnaires, and a survey, using both paper and online methods. Over 500 responses were received. Within the last financial year phase two began in July 2015, focusing on a targeted, specific and qualitative approach. A neighbourhood engagement session was arranged to brief a cross section of local community and stakeholder groups, influencers and key representatives across the South and West Belfast areas.
Links were established with urban villages, one to one meetings were held with community representatives and neighbourhood update sessions were also run. Between September and March further engagement was made with local businesses and landowners and the Transport Hub was a key agenda item on Translink Meet the Manager stakeholder events across NI.
A presentation was made to Belfast City Council in November with an update on processes ahead of community engagement initiatives which ran January to March. This included a local schools design competition and supporting community events within urban villages to involve local communities with the scheme.
Feedback from both phases was compiled, reported on and fed into the design process. In March a presentation of design options was made to the DfI.

12 In the 2015-16 reporting period, given the consultation methods offered, which consultation methods were most frequently used by consultees: (tick all that apply)

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

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

See Question 11 for details.
13 Were any awareness-raising activities for consultees undertaken, on the commitments in the Equality Scheme, during the 2015-16 reporting period? *(tick one box only)*

- Yes
- No
- Not applicable

Please provide any details and examples:

14 Was the consultation list reviewed during the 2015-16 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)**

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

| 2 | Work has been on-going this year to re-establish the key screening groups following recent restructure and build on consistency and a common approach in the completion of screening exercises. |

16 Please provide the **number of assessments** that were consulted upon during 2015-16:

| 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:

Consultation exercises were completed on the Ticketing System Replacement as well as the public consultation on Planned Service Adjustments. See Question 11 for further details.

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

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

Please provide any details and examples:

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

19 Following decisions on a policy, were the results of any EQIAs published during the 2015-16 reporting period? (tick one box only)

☐ Yes ☐ No ☒ Not applicable

Please provide any details and examples:

No EQIA’s required during 2015/16.

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 2015-16 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:
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:

Please provide any details or examples of where the monitoring of policies, during the 2015-16 reporting period, has shown changes to differential/adverse impacts previously assessed:

N/A

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:

Consultation processes have been run in relation to planned business changes and developments in addition to Translink's on-going networking with groups including IMTAC, and the Youth Forum.

On-going data capture for monitoring equality continues. These statistics are reviewed annually to evaluate any areas of imbalance, identify new trends and review action points accordingly to address these. This data collection resource remains a key element of incorporating the organisation's new HR system.

Translink's Safety Bus Programme continued throughout 2015-16. The programme works with Primary and secondary schools within mainly in the Belfast area, covering 99% of schools and across all sides of the community. During the last financial year 24,500 pupils attended the Safety Bus Programme. Originally introduced for safety awareness, this programme has since expanded considerably over the years and is now widely acknowledged as effectively promoting public transport both within local communities and with young people. The safety bus was also included in the Be Safe campaigns, all seven of which gained good publicity in the local media.

The Group continues to seek opportunities to engage with young people. In particular, we have now built relationships with NEET training providers, providing 25 visits and engaging with 265 young people through this. In addition, Team Translink has engaged with 24,491 pupils via 167 school visits across all six NI counties since 2014. The team have built a holistic engagement programme aimed at delivering informative, useful and practical youth engagement sessions across Northern Ireland. This assists young people in their awareness of Translink's Apps, Journey Planner and discounted fares available to them, making independent travel easier.
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 2015-16, and the extent to which they met the training objectives in the Equality Scheme.

- Throughout the year 17 staff attended training for recruitment.
- So far we have provided additional disability awareness training to all staff in Translink Travel Centre and all supervisory and ancillary staff in Lisburn.
- EFDNI also provided training to managers and supervisors regarding managing disability related absences.
- 43 new employees attended the corporate induction which raises awareness of our Section 75 duties.
- Circa 2,000 Bus drivers attended their annual CPC training in which a refresher of Dementia awareness training is given.
- ECNI agreed to provide training on the completion of screening exercises with all staff within the key screening groups (due to run in May/June 2016).
- ECNI Training on Section 75 was attended by two staff in May.

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 inclusion of Section 75 duties within our corporate induction helps to raise awareness of the provisions of Section 75 to all staff.

All participants of the recruitment and selection carry out a short test at the end of the training to ensure learning objectives have been met.

The ECNI training attended and in particular the screening training agreed for next year helps to ensure staff involved with the assessment of policies have the necessary skills and knowledge to do this work effectively.
Public Access to Information and Services (Model Equality Scheme Chapter 6)

26 Please list **any examples** of where monitoring during 2015-16, across all functions, has resulted in action and improvement in relation to access to information and services:

**Website and Journey Planner refresh projects.**
This year we have undertaken significant improvements to user experience across our core online and digital applications. In particular we have de-cluttered our website and streamlined the navigation and key user journeys, concentrating on promoting core services and content that we know our customers want and need. This enhances overall usability of the site with particular benefits for many of those with cognitive and motor disabilities.
We have improved the algorithm of the search facility for the Journey planner and App which simplifies usability and understanding. The layout and presentation of the journey planning results has also improved significantly.
For both projects we used a panel of testers from our customer user groups - we proactively engaged with accessibility groups to review and contribute to product development.

Over 70,000 digital information queries are made every day (74% through mobile and app versions). To date over 220,000 downloads have been made of the Translink information app.

**Website and digital strategy review**
Translink engaged independent consultants – National Computer Centre – to review and validate our strategy for online and mobile. The outcome of the review positions the customer at the centre of Translink’s strategy with a strong focus on usability, customer experience and personalisation.

**Station Information**
A project is underway which will introduce a modern digital signage solution at 18 bus stations across the Translink network providing digital departure screens with capacity for real time information and incident management information. IMTAC and RNIB were invited to view these and provide feedback when the first board was installed. This project will include a pilot of audio announcement software at a number of stations.

**RTPI**
This year we integrated real time data for Metro and Rail into the Translink online and mobile customer information channels providing users access to live information remotely. We are currently working on developing real time predictive information for Goldline and Ulsterbus to be rolled out in the next 12 months.

Again Translink has been engaging with RNIB; IMTAC; CAN; Guide Dogs NI during development cycles, and we are continuing to interface with these groups with regard to on-going accessibility requirements.
**Assistive technology**
Having upgraded to BrowseAloud Plus assistive technology we are reducing barriers to access to our services. We have recently put in place with RNIB, a formal arrangement for the review, validation and accreditation of our online offering, with an initial focus on the website.
In addition to this, the introduction of a Live Chat function across the Translink desktop and mobile website platform is assisting us to engage directly with customers via their channel of choice. This recent development began in July 2015 as a small pilot however, with the popularity of this function currently ca. 1200 conversations per month and continuing to increase, this has now been extended to 2017.

**Journey Check**
The on-line real time information affording customers to monitor rail performance on a line basis and individual train basis.

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

27 How many complaints in relation to the Equality Scheme have been received during 2015-16?

Insert number here: 0

Please provide any details of each complaint raised and outcome:

The Group received some concerns raised regarding disability issues throughout the year however, in each case a meeting with the Disability Accessibility Officer in person was arranged to discuss the in issue full. These were all resolved following this first point of contact.

Feedback from any issues raised continues to be passed on to the relevant business areas for consideration on future improvements.

**Section 3: Looking Forward**

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

2018

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)

The revised Disability Action Plan is currently being prepared for consultation.
30 In relation to the advice and services that the Commission offers, what equality and good relations priorities are anticipated over the next (2016-17) reporting period? (please tick any that apply)

☐ Employment
☐ Goods, facilities and services
☐ Legislative changes
☐ Organisational changes/ new functions
☒ Nothing specific, more of the same
☐ Other (please state):
PART B - Section 49A of the Disability Discrimination Act 1995 (as amended) and Disability Action Plans

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

<table>
<thead>
<tr>
<th>Fully achieved</th>
<th>Partially achieved</th>
<th>Not achieved</th>
</tr>
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<tbody>
<tr>
<td>10</td>
<td>0</td>
<td>0</td>
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</table>

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:

<table>
<thead>
<tr>
<th>Level</th>
<th>Public Life Action Measures</th>
<th>Outputs\</th>
<th>Outcomes / Impact\</th>
</tr>
</thead>
<tbody>
<tr>
<td>National</td>
<td>Encourage disabled people to participate in user group and consultation meetings by providing information and drawing attention to new opportunities</td>
<td>Disability groups have been included within target groups for all consultation 2015/16 and regular meetings with IMTAC continue. We have also looked to actively involve groups in additional developments such as BRT &amp; the release of new digital displays.</td>
<td>Continued inclusion and involvement of disabled people providing input on existing practices as well as planned developments.</td>
</tr>
</tbody>
</table>
### Regional

<table>
<thead>
<tr>
<th></th>
<th>Continue to hold regular meetings with IMTAC and to attend IMTAC meetings.</th>
<th>The Group’s disability Accessibility Officer continues to have regular meetings with IMTAC and actively seeks their involvement with key developments.</th>
<th>This ensures that appropriate and relevant considerations are continually made in reference to inclusive mobility and accessibility within the Group’s services, resulting in better informed decisions.</th>
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### Local

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</table>

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

<table>
<thead>
<tr>
<th></th>
<th>Training Action Measures</th>
<th>Outputs</th>
<th>Outcome / Impact</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Continue to train design staff to maintain best practice in all aspects of communications/ information for disabled people.</td>
<td>This year the design team were able to enhance the visual format of the website, enabling a more simplistic, user-friendly view for users. In addition, new visual display boards for several main stations.</td>
<td>These new features increase the current multi-channel communication methods available to the general public, increasing the overall accessibility.</td>
</tr>
<tr>
<td>2</td>
<td>Upgrade disability awareness training for front line staff, in conjunction with IMTAC, to include references to the new disability duties and to emphasise the need to display positive attitudes towards disabled people.</td>
<td>Following the awareness training upgrade, this continues to be an integral part of the Driver’s annual training.</td>
<td>This training emphasises the need for positive attitudes towards disabled people as well as how to achieve this, progressing on an all-inclusive service.</td>
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<tr>
<td></td>
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</tbody>
</table>
3 Include awareness training on disability duties in induction courses. | This continues to be a part of the corporate induction for all new employees. | This ensures all employees are aware of our disability duties from the start of their employment.

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

<table>
<thead>
<tr>
<th>Communications Action Measures</th>
<th>Outputs</th>
<th>Outcome / Impact</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Continue to include images of disabled people in promotional and information material.</td>
<td>Translink’s publishing team continue to include images of disabled people in a full range of published materials and advertising.</td>
<td>This action helps to promote the Group as an inclusive organisation.</td>
</tr>
<tr>
<td>2 Continue to draw attention to and provide bespoke information sources for disabled people.</td>
<td>The new website view provides much more simplistic navigation. A Translink Access Guide Booklet and a Station Facilities Guide are also available.</td>
<td>The continual improvements to the accessibility and availability of information for disabled user groups encourage additional users to services as well as making their journeys more user-friendly.</td>
</tr>
<tr>
<td>3 Continue to hold regular meetings with IMTAC and to attend IMTAC meetings</td>
<td>The Group’s Disability Accessibility Officer continues to have regular meetings with IMTAC.</td>
<td>This ensures that appropriate and relevant considerations are continually made in reference to inclusive mobility and accessibility within the Group's services.</td>
</tr>
</tbody>
</table>
2 (d) What action measures were achieved to ‘encourage others’ to promote the two duties:

<table>
<thead>
<tr>
<th>Encourage others Action Measures</th>
<th>Outputs</th>
<th>Outcome / Impact</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Encourage disabled people to participate in user group and consultation meetings by providing information and drawing attention to new opportunities.</td>
<td>Disability groups have been included within target groups for all consultations 2015/16 and regular meetings with IMTAC continue.</td>
<td>Continued inclusion and involvement of disabled people, providing input on existing practices as well as planned developments.</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Action Measures fully implemented (other than Training and specific public life measures)</th>
<th>Outputs</th>
<th>Outcomes / Impact</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
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<tr>
<td>2</td>
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</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Action Measures partly achieved</th>
<th>Milestones / Outputs</th>
<th>Outcomes/Impacts</th>
<th>Reasons not fully achieved</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
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</tbody>
</table>
4. Please outline what action measures **have not been achieved** and the reasons why.

<table>
<thead>
<tr>
<th>Action Measures not met</th>
<th>Reasons</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>There were no outstanding measures that had either not already been completed or investigated in an earlier year.</td>
</tr>
</tbody>
</table>

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 joint meetings on a regular basis. Any issues regarding the Group's policies affecting disabled people are discussed through this forum, the Section 75 Reference Group, Translink Area User Groups and the Translink Youth Group allows impact of changes to services and products to be discussed.

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

All training programmes run are evaluated by participants to ensure learning objectives are met effectively within the training.
(b) Quantitative

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

The Group’s equality of opportunity monitoring process provides information on employees and applicants against a number of Section 75 categories including disability.

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

Representatives from IMTAC and RNIB were invited to visit the new visual display boards and the recent BRT design model to gain feedback specifically from disability groups.

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

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

No - The Disability Action Plan is currently being revised. With the Equality Commission having been included in the initial draft, this will shortly go for consultation before review and final consultation.
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 Group intend to publish a revised DAP during 2016.

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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.

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.

3. **National** : Situations where people can influence policy at a high impact level e.g. Public Appointments

4. **Regional**: Situations where people can influence policy decision making at a middle impact level

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

6. **Milestones** – Please outline what part progress has been made towards the particular measures; even if full output or outcomes/ impact have not been achieved.