Northern Ireland Transport Holding Company

Public Authority Statutory Equality and Good Relations Duties

Annual Progress Report 2014-15

Contact:

- Section 75 of the NI Act 1998 and Equality Scheme
  Name: Paula Logue
  Telephone: 02890899428
  Email: Paula.Logue@Translink.co.uk

- Section 49A of the Disability Discrimination Act 1995 and Disability Action Plan
  As above
  Name: 
  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 2014 and March 2015
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 2014-15, 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**

79 new buses were introduced in the last year. This has enhanced the capacity and frequency of services and allows us to keep the average age of our bus fleet low; meeting high standards in quality, comfort and wheelchair accessibility.

**Park and Ride Developments:**

Further to our commitment in providing even better travel choices to our customers, facilities are now in place at Dundonald, Tamnamore and Jordanstown and a new 428 space Park & Ride facility at Ballymartin was initiated in 2014/15. This was used for the first time during the Belfast tall ships event.

**Ticketing developments:**

Further options are now available in our range of affordable payment options. 2014/2015 has seen the implementation of our new aLink (annual commuter) smartcard with the facility to pay by direct debit. The mLink mobile ticketing service has also been re-launched on NI Railways with enhancements including ticket type availability, PayPal payment options and links to the Translink Journey Planner and Twitter sites. EMV contactless credit and debit card acceptance has now been introduced at all bus and rail station ticket offices.

**Moira Train Station:**

As part of our on-going improvement of customer facilities the completion of the new pedestrian footbridge in 2014/15 now enables customers to safely cross the tracks when the level crossing barriers are down.

**Major Event Transport**

NI Railways and Ulsterbus successfully carried thousands of additional passengers on special and scheduled services to and from many major events through the year, most notably the Giro d’Italia, the Balmoral Show as well as major sporting events in Dublin.
In addition, Translink provided 90 buses with operational, engineering and supervisory staff to provide transport at the Commonwealth Games in Glasgow.

Coleraine – Derry~Londonderry Services:
Following the introduction of an enhanced service in 2013 along the Coleraine and L’Derry line, further strengthening works were carried out in 2014/15 to sea defences to protect the line and services, helping to enhance reliability of the service.

Point Heater Programme
Service reliability was further increased as work progressed in 2014/15 introducing point heaters to help reduce delays to switch and crossings on the railway track in cold temperatures.

Best Value Sales Team Success
A Translink Best Value Team visited 275 venues from September 2014, providing advice to customers on the most cost effective fares for their individual requirements.

Improved Communications on Buses
Translink in partnership with the Department of Regional Development, undertook a scoping exercise to evaluate the potential to fit audiovisual equipment on Metro vehicles. This exercise was successful and a business plan is approved for the phased implementation of the system in late 2015.

Open Data NI
Translink is a key partner in the DFP NI Open Data Strategy which received NI Executive approval in March 2015. Translink already has made key datasets available as open data on the UK Open Data Portal (www.data.gov.uk) including our bus stops, train stations and railway network. This data can be freely reused under an Open Government Licence. A NI Open Data Portal is being developed by DFP and will be launched in December 2015. Translink’s data as previously listed along with other public sector organisations and local Government Departments data will be made freely available on this website.

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 services 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.
2 Please provide examples of outcomes and/or the impact of equality action plans/ measures in 2014-15 (or append the plan with progress/examples identified).

Equality Scheme Action Plan detailing progress is attached. Please see appendix 1.
3. Has the **application of the Equality Scheme** commitments resulted in any **changes** to policy, practice, procedures and/or service delivery areas during the 2014-15 reporting period? *(tick one box only)*

- [ ] Yes
- [x] 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 2014-15 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 as the inclusion of Section 75 duties within all management job descriptions is in progress.

5 Were the Section 75 statutory duties integrated within performance plans during the 2014-15 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 currently on-going to ensure the inclusion of section 75 duties within positions of influence regarding equality.

6 In the 2014-15 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 2013-14 report
Not applicable

Please provide any details and examples:

Translink’s annual corporate plan incorporates current objectives and targets relating to the Section 75 duties. This ensures an on-going high level focus on these developments. These goals have been considered throughout the Group and built into plans at appropriate levels and reviewed throughout the year.

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

Translink 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 2014-15 reporting period, please indicate the number of:

Actions completed: 1 | Actions ongoing: 19 | Actions to commence: 1

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

None in addition to those stated in question 2.

**8** Please give details of changes or amendments made to the equality action plan/measures during the 2014-15 reporting period (points not identified in an appended plan):

During 2014/15 it was identified that the scope to include Section 75 duties within job descriptions should be extended. Work on this will begin 2015/16.

**9** In reviewing progress on the equality action plan/action measures during the 2014-15 reporting period, the following have been identified: (tick all that apply)

- Continuing action(s), to progress the next stage addressing the known inequality
PART A

☐ 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 2014-15 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 2014/15 and therefore no EQIA’s were required however, general consultative practices continue, including focus groups with the Youth Forum and close involvement with IMTAC. Between the 2014/15 and 2015/16 reporting periods extensive consultation was carried out with the public regarding potential oncoming reduction in public services as a result of reduced funding from the DRD.

Consultations began in 2015 with reference to planned developments for Translink’s ticketing systems and in relation to the need to reduce services later in the year. The developments to ticketing systems were consulted upon with a key group of consultees and planned reduced services went to public consultation. Public were notified via social media, website, posters and regional press. Information sessions were held at over 25 locations and the general public were also invited to complete questionnaires, available in various formats. Both these processes have run into the 2015/16 reporting period, with the public consultation resulting in over 5000 responses making this Translink’s most comprehensive consultaion process to date.

12 In the 2014-15 reporting period, given the consultation methods offered, which consultation methods were most frequently used by consultees: (tick all that apply)

☒ Face to face meetings
☒ Focus groups
☒ Written documents with the opportunity to comment in writing
☒ Questionnaires
☒ Information/notification by email with an opportunity to opt in/out of the
PART A

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.

13 Were any awareness-raising activities for consultees undertaken, on the commitments in the Equality Scheme, during the 2014-15 reporting period? (tick one box only)

   ☐ Yes ☐ No ☒ Not applicable

Please provide any details and examples:

Translink’s Equality Forum is due to take place later this year.

14 Was the consultation list reviewed during the 2014-15 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)

[http://www.translink.co.uk/Corporate/About-Us/Publications/]

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

   4

16 Please provide the number of assessments that were consulted upon during 2014-15:

   1 Policy consultations conducted with screening assessment presented.
   0 Policy consultations conducted with an equality impact assessment (EQIA) presented.
Consultations for an EQIA alone.

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

Consultations on:

- Ticketing System Replacement

Translink’s current Bus and Rail ticketing system was introduced over thirteen years ago. With technological developments continuing at pace and existing equipment models no longer being manufactured, Translink must commence work to replace its current ticketing system as soon as possible. Translink conducted research in 2013 and held a number of internal and external workshops with key stakeholders. With this work now complete, key business and technological issues considered and options on the way forward evaluated, Translink can now consult on draft strategic proposals. Translink began consultation to ascertain consultee views before moving to the next stage.

- Public Consultation on Planned Service Reductions

As a direct consequence of the reduction in Government funding of £13m (approx. 20%) in 2015/16, Translink will not have sufficient funds to operate all current services. As such a reduction in some services in the future is likely. With this in mind, public consultation began in March to best understand the needs of the public in this regard. This public consultation process resulted in over 5000 responses, making this Translink’s most comprehensive consultation process to date.

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)

Following decisions on a policy, were the results of any EQIAs published during the 2014-15 reporting period? (tick one box only)
PART A

☐ Yes  ☐ No  ☒ Not applicable

Please provide any details and examples:

No EQIA’s required during 214/15.

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 2014-15 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:

However, further developments were made regarding the accessibility of Translink’s website (see Question 2).

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:

22 Please provide any details or examples of where the monitoring of policies, during the 2014-15 reporting period, has shown changes to differential/adverse impacts previously assessed:

No differential or adverse impacts identified.

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:

Feedback and engagement through the Youth Forum helped Translink obtain a silver
award for the Group's Youth Engagement Programme, awarded by the NI Commissioner for Children and Young People (NICCY) in 2015.

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

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 2014-15, and the extent to which they met the training objectives in the Equality Scheme.

On-going awareness training for relevant staff and the EWG members continues. ECNI attended a quarterly EWG meeting in 2014 and provided refresher training on Section 75 duties. In January 2015 the responsibilities for the coordination of Equality Duties within the organisation moved to the Human Resources division. In recognition of this various ECNI training courses have been attended by members of the division as well as meetings with ECNI representatives in relation to Section 75 and Article 55 duties.

Feedback was received from the ECNI on recent Article 55 reports submitted by Translink and the reporting was found to be thorough and highlighted actions for development appropriately.

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:

Following the success from the previous year, EFDNI ran Disability Positive workshops for supervisory staff in November 2014. This was run to increase Supervisor’s disability awareness and confidence in interacting with disabled people, whether colleagues or customers and received very positive feedback.

During 2014 Translink established connections with SAIL, a support group for the families of gender variant or Transgender individuals. The group provided several Gender Identity Workshops for Translink to raise awareness of gender identity issues. Additional training to raise awareness of challenges Transgender individuals can face within the workplace was also provided to the voluntary Harassment Advisors within Translink.

42 employees attended Recruitment and Selection training which includes equality within this context. The course focused on current legislation, codes of practice, equal opportunity to compete, diversity in recruitment, interviewing people with disabilities and case law reviews.
ECNI training sessions were attended, including 'How to complete Article 55' and 'Introduction to the Public Sector Section 75 and disability Duties'.

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

26 Please list any examples of where monitoring during 2014-15, across all functions, has resulted in action and improvement in relation to access to information and services:

Customer Information Developments:
This year we introduced new stop timetables online and on street, the new timetables are automated and improve availability, reliability/accuracy and precision of information making it more relevant for all users.

A new phase of work on stop departure timetables will see a number of template improvements to industry standard outputs by increasing font sizes, layout, contrast and general ease of use (the first part due to complete by end of Summer 15). Translink has engaged with RNIB; IMTAC; Guide Dogs NI; Customer User Groups during development cycles.

Europa Bus Centre Video-wall
We have introduced a modern digital video wall solution to replace LED screens in the main concourse of Europa Buscentre. The solution provides the capability to display an automated departure board and facilitates additional information and messages, station information, weather and local news.

New Integrated Planner:
An integrated ‘all Ireland public transport’ planner was delivered in partnership with National Transport Authority (RoI) to provide joined up planning for onward travel in the republic of Ireland.

Journey Check/ Real Time Passenger Information:
Translink have a multi-channel information strategy; over and above the range of printed service information and timetables, easy to use planning tools are available online/ mobile /app and contact centre. On-going interface improvements are made based on feedback and data availability most notably we have made increased use of vehicle type data to identify accessibility of vehicle in the presentation of results.

Web:
Translink’s website continues to grow strongly and has recently been upgraded from BrowseAloud to BrowseAloud Plus – the integration of additional assistive technology features for those with additional accessibility requirements, reducing barriers to access to our services.
In addition to this the introduction of Live Chat – Who’s On across the Translink desktop and mobile website platform is assisting us to engage directly with customers via their channel of choice.

Bus Fleet:
An additional 79 buses with wheelchair accessibility have also joined Translink's bus fleet this year.

OpenDataNI
Translink is a key partner in the DFP NI Open Data Strategy which received NI Executive approval in March 2015. Translink already has made key datasets available as open data on the UK Open Data Portal www.data.gov.uk including our bus stops, train stations, railway network. This data can be freely reused under an Open Government Licence. A NI Open Data Portal is being developed by DFP and will be launched in December 2015. Translink’s data as previously listed along with other public sector organisations and local Government Departments data will be made freely available on this website.

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 services 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.

Complaints (Model Equality Scheme Chapter 8)

27 How many complaints in relation to the Equality Scheme have been received during 2014-15?

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 relevent 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*)

Consultation processes are on-going into 2015/16 in reference to the ticketing system replacement and the planned service reductions, consultations are on-going and will be a continued focus.

The Disability Action Plan will also be revised during 2016.

30  In relation to the advice and services that the Commission offers, what equality and good relations priorities are anticipated over the next (2015-16) reporting period? (*please tick any that apply*)

- [ ] Employment
- [ ] Goods, facilities and services
- [ ] Legislative changes
- [x] 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></th>
<th>Fully achieved</th>
<th>Partially achieved</th>
<th>Not achieved</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of</td>
<td>9</td>
<td>1</td>
<td></td>
</tr>
</tbody>
</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 consultations 2014/15 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>
<tr>
<td>Regional</td>
<td>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, resulting in better informed</td>
</tr>
</tbody>
</table>
2(b) What **training action measures** were achieved in this reporting period?

<table>
<thead>
<tr>
<th>Training Action Measures</th>
<th>Outputs</th>
<th>Outcome / Impact</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Continue to train design staff to maintain best practice in all in all aspects of communications/information for disabled people.</td>
<td>This year the design team were able to incorporate BrowseAloud Plus as well as a live chat facility on the Translink website.</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. 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>This training is incorporated into CPC training that occurs annually for all Drivers. In addition to this, EFDNI ran disability awareness workshops for frontline supervisors in 2014.</td>
<td>Training on an annual basis, merged with the compulsory CPC training emphasises the importance of disability awareness in keeping with the two duties. The regularity of this helps to ensure the message is reinforced. EFDNI workshops assist supervisors by raising awareness of ways in which they may be able to assist employees with disabilities as well as members of the public.</td>
</tr>
</tbody>
</table>
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</td>
<td>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>
</tr>
<tr>
<td>2</td>
<td>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>
</tr>
<tr>
<td></td>
<td>Continue to draw attention to and provide bespoke information sources for disabled people.</td>
<td>The BrowseAloud functionality is currently advertised on our website and information is available in a range of formats. A Translink Access Guide Booklet and a Station Facilities Guide are also available.</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</td>
<td>Upgrade disability awareness training for front line staff, in</td>
<td>This training is incorporated into CPC training that occurs annually for all</td>
</tr>
</tbody>
</table>
conjunction with IMTAC, to include references to the new disability duties and to emphasise the need to display positive attitudes towards disabled people.

Drivers. In addition to this, EFDNI ran disability awareness workshops for frontline supervisors in 2014.

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Encourage disabled people to participate in User Group and consultation meetings by providing information and drawing attention to new opportunities.

Disability groups have been included within target groups for all consultations 2014/15 and regular meetings with IMTAC continue.

Continued inclusion and involvement of disabled people providing input on existing practices as well as planned developments.

| 2 | Encourage disabled people to participate in User Group and consultation meetings by providing information and drawing attention to new opportunities. | Disability groups have been included within target groups for all consultations 2014/15 and regular meetings with IMTAC continue. | Continued inclusion and involvement of disabled people providing input on existing practices as well as planned developments. |

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>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
</tr>
</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. Amend the screening template to include questions on the disability duties.</td>
<td>Screening continues and assesses the implications of disability the context of the ECNI screening template.</td>
<td>When each policy is screened, the impact it may have in relation to disability is fully recognised, assessed and minimised where possible.</td>
<td>In keeping with ECNI recommendations, when the scheme was revised it was decided the standard ECNI template would be used for screening. Therefore, additional questions have not been added.</td>
</tr>
<tr>
<td>2.</td>
<td></td>
<td></td>
<td></td>
</tr>
</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. There were no outstanding measures that had either not already been completed in earlier years or are on-going measures, were achieved for the year and therefore are noted achieved or were partially achieved.</td>
<td></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.

Following the success of the previous year, ‘Meet the Managers’ events were held in depots throughout Northern Ireland. This invited members of the public, council representatives and elected political members to meet the senior members of the organisation to give their views and suggestions.

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.
PART B

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. With approximately 1.2 million website users per month and 75% of this being via mobile or tablets, the organisation has been able to easily justify the recent upgrade to BrowseAloud Plus.

In 2014/15 survey was recently carried out to determine the attitudes of older people and people with a disability to Public Transport in Northern Ireland. The results from this will be used to inform the new DRD Accessible Transport Strategy which in turn, Translink will engage in.

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

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

No

If yes please outline below:

<table>
<thead>
<tr>
<th>Revised/Additional Action Measures</th>
<th>Performance Indicator</th>
<th>Timescale</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 The current Disability Action Plan is being revised and a new plan published in 2016.</td>
<td>Further engagement with disability groups in relation to the development and implementation of the plan.</td>
<td>2016</td>
</tr>
<tr>
<td>2</td>
<td></td>
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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.

i 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.

ii 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.

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

iv Regional: Situations where people can influence policy decision making at a middle impact level

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

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