



Department for Infrastructure  
Annual Progress Report to the Equality Commission (NI)  
1 April 2018 - 31 March 2019

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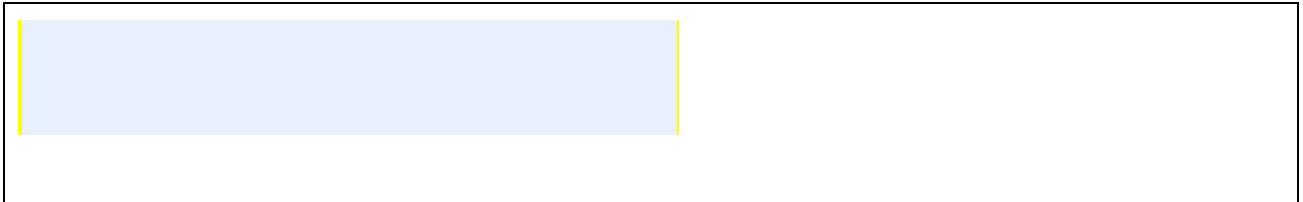
**Public Authority Statutory Equality and Good Relations Duties  
Annual Progress Report 2018-19**

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|--|---|
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Documents published relating to our draft Equality Scheme can be found at: <https://www.infrastructure-ni.gov.uk/collections/dfi-equality> .

**Signature:**



- 1. This report has been prepared using the Equality Commission template.**
- 2. It presents our progress in fulfilling our statutory equality and good relations duties, and implementing draft Equality Scheme commitments and Disability Action Plans.**
- 3. This report reflects progress made from 1 April 2018 to 31 March 2019.**

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## **PART A – Section 75 of the Northern Ireland Act 1998 and Equality Scheme**

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

1. In 2018-19, 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.*

The 2018-19 Outcomes Delivery Plan reflected the responsibilities placed on departments by the previous Assembly and Executive to work collaboratively, be more strongly focused on impact as opposed to activity, and less constrained by silo thinking and departmental structures.

This Department's overriding purpose is to connect people safely, support opportunities, and create sustainable living places through our infrastructure in order to have a positive impact on the daily lives of everyone living, working and visiting Northern Ireland. As such, through the Department's actions we have contributed to a number of the last Executive's draft Programme for Government Outcomes – in particular those which relate to unlocking the economic potential of the region, to tackling disadvantage, to protecting the environment and promoting the health and wellbeing of our citizens.

#### **1.1. Policy Area – Compliance with Section 75**

As required by Section 75 of the Northern Ireland Act, the Department has developed an Equality Scheme which was subject to a 12 week consultation in 2017 [<https://www.infrastructure-ni.gov.uk/consultations/draft-dfi-equality-scheme-consultation>]. In accordance with model Equality Scheme procedures it must have the "signature" of the Department's Permanent Secretary and Minister before submission to ECNI for approval. In the absence of an Executive this step cannot proceed and the Scheme remains in draft form.

The following are actions the Department has taken to comply with the need to better promote equality of opportunity and good relations during 2018-19:

##### **I. Mainstreaming Equality across the Department**

The Department has an Equality Unit which promotes the consideration of equality when carrying out Departmental functions, provides advice / guidance to staff in relation to this, and co-ordinates equality related exercises.

To comply with our draft Equality Scheme the Unit has ensured that effective internal arrangements are in place so that Section 75 is mainstreamed across the Department. [Annex 1](#) summarises actions taken during this reporting period.

##### **II. Section 75 related Groups attended**

In order to develop staff understanding of Section 75 related issues and the needs of each group, officials throughout the Department attend equality related meetings both externally and internally so as to share and receive best practice advice; and raise and resolve issues which could present as an inequality for any section(s) of the population. These are:

#### NICS led Groups

- Departmental Equality Working Group (DfI) - equality representatives throughout DfI meet to share good practice, consider, and resolve issues.
- Good Relations Programme Board (TEO) - comprising senior officials who act as senior responsible owners for the various aspects of the delivery of TBUC.
- TBUC Engagement Forum (TEO) - established to discuss progress/recommendations on the implementation of TBUC with the voluntary & community sector for improved delivery.
- Equality Practitioners Group (TEO) – equality representatives from Departments meet to share good practice consider and resolve issues.
- Inter-departmental Senior Officials Group – lead by Mental Health and Learning Disability (DoH) it monitors the implementation of the Bamford Review of Mental Health and Learning Disability Action Plan.
- Autism Strategy Regional Multi-Agency Implementation Team (DoH)
- Autism Cross-Departmental Stakeholder Group (DoH)
- Interdepartmental Interface Programme Board (DoJ).
- Sign Language Partnership Group (DfC) - helping raise the profile of sign language as a minority language.
- Public Sector Group - comprises Central and Local Government representatives to discuss issues going forward to the Joint Forum (DfC).
- Statutory Forum between NICS and ECNI to discuss and develop guidance and forms; and promotion of equality within Departments.
- Belfast Rapid Transit Key Stakeholders Forum (DfI) - this Forum has now been closed following the successful introduction of Belfast Rapid Transit Glider services on 3 September 2018.

#### Externally led Groups

- Joint Forum with the Voluntary and Community Sector - created to allow for a more active participation by the Sector in developing public policy as set out in the “Concordat between the voluntary and community sector and the NI government”.
- NI Vision Strategy Steering Group
- Belfast Healthy Ageing Strategic Partnership
- Tackling Poverty and Inequality Steering Group
- Regional Day Opportunities Implementation Group - Health and Social Care Board - a representative from Public Transport Division attends to offer advice on appropriate transport solutions for end users.

Additional knowledge gained by attending these meetings is applied as policies are developed.

### III. **Diversity Champion**

DfI has a Diversity Champion who promotes equality of opportunity, and works to eliminate any unfair treatment or unlawful discrimination within DfI and its public facing services. The Equality Unit provides support to the Departmental Champion and also the NICS LGBT Network, created by the NICS LGBT community to support that community within the NICS.

During this reporting period diversity articles were published on the staff intranet including two personal articles on LGBT, and mental health.

In order to adopt a sustained and consistent approach to promoting diversity across the Civil Service, there is a Diversity Champion for the NICS. The NICS Champion issued a policy statement on equality, diversity, and inclusion in 2018 to remind staff of their personal responsibility in day to day dealings with work colleagues, members of the public, customers and stakeholders. It is incorporated into the NICS Human Resources Handbook and accessed via the intranet.

The Diversity Champions network has promoted the World Day for Cultural Diversity, Dialogue and Development (21 May annually) on the Department's website <https://www.infrastructure-ni.gov.uk/world-day-cultural-diversity-dialogue-and-development>

#### IV. **Children's Issues**

The Department has a Children's Champion who acts as the senior point of contact for any issues relating to the impact of the Department's functions on children and young people. This includes input to the Children and Young People's Strategy, and related Programme for Government outcomes.

A number of the Departments functions have some impact on children. The following are some examples:

- During the reporting period the Department continued the development and construction of a number of Major Road Improvement schemes, Executive Flagship projects and other strategically important schemes. All of these schemes will have a major positive impact on road safety, accessibility, and connectivity for all road users including children and young people.
- Under the concessionary fares scheme children aged up to 16 are entitled to half fare on public transport. Further information on this can be found in section 1.2 Policy Area – Access to Transport (g).
- The Department and NI Water worked with various partners to create an innovative rainwater garden at Clandeboye Primary School, Bangor. The award-winning flagship project for NI Water and the Department is the first of its kind in Northern Ireland and will help to reduce the risk of flooding in the school grounds and surrounding area.

The garden demonstrates how sustainable design can reduce the risk of flooding, whilst also enhancing the environment and providing a valuable educational resource for the pupils of the school.

#### V. **Mental Health Charter**

The NICS is signed up to the ECNI Mental Health Charter which includes the commitment to adopt the "every customer counts, promoting accessible services" recommendations. How the Department meets this commitment is set out throughout this report.

#### **Outcome**

Equality considerations are mainstreamed across the Department and Section 75 statutory duties are complied with and understood.

#### 1.2. **Policy Area – Access to Transport**

Many of the transport programmes funded by the Department are designed to remove barriers to travel that people, especially those with a disability; older people; and dependants (this includes dependants who may have a disability, and/or are younger or older), may face.

- (i) Initiatives currently being taken forward, aimed at creating an inclusive /accessible transport system, include:
- Belfast Transport Hub with Changing Places Facilities - Planning permission was issued in March 2019 and procurement work is now commencing to award the tender to build the station;
  - Lanyon Place redevelopment with Changing Places Facilities – work on Changing Places Facilities was completed in 2019;
  - Londonderry/Derry Transport Hub with Changing Places Facilities - Work is well underway on Phase 1 and the redevelopment of the old Waterside Station, which is due to open in autumn 2019; and
  - Belfast Rapid Transit (BRT) system (Glider) - the new Belfast Rapid Transit Glider services were successfully launched on 3 September 2018.

The Department has involved older people and people with a disability in the design and delivery of these major transport infrastructure initiatives. This has included the design of the infrastructure around the Glider service including changes made to the layout of vehicles and halts.

For instance officials consulted with Imtac, its members and other specific representative groups (including RNIB, Healthy Aging Strategic Partnership, G6, etc) in relation to the accessibility of all aspects of the BRT system, including the vehicles and halts. This consultation involved briefings, presentations and visit to prototypes of the Glider vehicle and halt.

As a result a number of changes were made to the designs including enlarged wheelchair space; amended seating type on the vehicle; relocation of ticketing validator; and reconfiguration of seating at halts.

- (ii) Other transport related programmes being taken forward to improve access to/ accessibility of public transport include:

a. **New Buses**

During 2018/19, the Department provided Translink with funding of £18.7m towards the purchase of 119 new buses and coaches. All of the new buses are wheelchair accessible.

b. **Metro Audio Visual (AV) Project**

The Audio Visual system on the Metro bus network provides “next stop” information for passengers. The evaluation of the AV system has identified benefits for a wide range of passengers, particularly older people and people with a visual or hearing impairment.

The Belfast Bus Tracker App provides real time passenger information at all bus stops on the Metro network in both audio and visual format. Feedback on the App has demonstrated benefits for all passengers and particularly for those with visual impairments.

The Audio Visual on-board system has also been rolled out on Translink Airport services and subject to funding, it may also be extended to the wider Ulsterbus network in the future.

c. **Additional Train Carriages**

During 2018/19, the Department provided Translink with funding of £20.5m towards the purchase of 21 additional rail carriages. All the new carriages are fully accessible to people with a disability or mobility issues.

d. **Glider/Belfast Rapid Transit**

The Glider service was introduced in September 2018 and offers bus passengers a modern, efficient public transport service with shorter, more reliable journey times and high frequency services.

It links East Belfast, West Belfast, and Titanic Quarter via the city centre providing improved access to jobs, education, and tourism for those who live near/on the route. This inter-area connectivity has the potential to improve good relations between people of hitherto disconnected communities. On-board it uses an audio visual system, as used on Metro services, found to be of benefit to older people and people with a disability (see AV above).

A Section 75 screening Analysis was completed in August 2018.

Since its introduction there has been an increase of around 40,000 (20%) passenger journeys per week on Metro routes now provided by the Glider service. The accessibility of the vehicles also has led to a 25% increase in use by older people and people with disabilities along its routes when compared to Metro services for the same routes in 2017/18.

e. **Transport Programme for People with Disabilities (TPPD)**

The aim of this Programme is to improve accessibility to transport for those with a disability who find it difficult to, or cannot access mainstream services.

The total amount of funding provided for TPPD in 2018-19 was £2.5M. The programmes included in TPPD and their respective usage are shown in the following table:

<b>Programme</b>	<b>Members</b>	<b>Data/usage</b>
<b>Disability Action Transport Scheme (DATS)</b> - is a specialised transport service for people living in particular towns or cities who find it difficult to use public transport due to a disability.	18,901	Number of trips delivered: 103k
<b>Shop mobility</b> - helps people who consider themselves to have mobility problems (whether through disability, illness or injury) to continue to get around city and town centres independently, with freedom, confidence and dignity by the provision of mobility equipment, e.g. motorised scooters, wheelchairs etc.	14,463	Number of equipment loans to individuals: 47k
<b>Easibus</b> - established by Translink to provide accessible local bus services mainly, but not exclusively, for mobility-impaired people who could not avail of existing conventional services.	Membership not required for this scheme	Passenger numbers: 30k

f. **Dial A Lift (DAL)/Rural Transport Fund**

DAL was originally set up with the primary objective of reducing social isolation for rural dwellers however the main users of this scheme are those aged 60 and over and those with a disability. It provides a transport option for individuals living in rural areas who are unable to, or have difficulty accessing public



transport.

During 2018-19 revenue grant funding of £ 2.4m was paid by DfI to Rural Community Transport Partnerships (RCTPs) in eleven operational areas to help deliver DAL.

The total number of trips delivered under the Scheme and the trips taken by the two main user groups (Section 75 'Age' and 'Disability') in 2018-19 are as follows:

<b>Total Membership</b>	<b>Total number of Trips delivered</b>	<b>Trips taken by those aged 60 and over</b>	<b>Trips taken by those with a disability</b>
9,417	232,470	*134,833	*100,260
*Note some people fall into both of these S75 groups			

Three of the RCTPs in the Northern Area received funding from the Social Investment Fund (SIF) Northern Area payable by the Executive Office. This is part of a three year funding agreement which ended in August 2019. It has enabled the RCTPs to extend the operational hours of DAL, and to deliver trips outside of operational areas.

Under this scheme the total number of trips taken, and the numbers taken by two main user groups (Section 75 'Age' and 'Disability') in 2018-19, are as follow:

<b>Total number of Trips delivered</b>	<b>Trips taken by those aged 60 and over</b>	<b>Trips taken by those with a disability</b>
18,714	7,471(40%)	6,934(37%)
Note some people fall into both of these S75 groups		

**g. Concessionary Fares**

The Concessionary Fares Scheme was established to promote accessible public transport for members of the community who are most at risk of social exclusion such as people who are mobility impaired, through discounted bus and rail fares.

Currently the following concessions are provided:

Free travel for:

- everyone aged 60 and over;
- people who are registered blind; and
- war disablement pensioners.

Half fare travel for:

- people with a disability who satisfy the relevant criteria (listed on application form); and
- children up to age 16.

With the exception of children who automatically receive half fare, those who satisfy any of these criteria can apply for the concessionary travel card i.e. a SmartPass, which entitles the holder to the relevant concessionary fare. On Glider Services Half Fare Smart Pass holders can currently travel for free. This interim measure will remain in place whilst other ticketing options are explored.

The Transport Providers (Translink and private companies) keep a record of

journeys for which a concession can be claimed and the Department reimburses them. The cost of reimbursement is rising year on year.

The total costs and number of journeys taken under this scheme in 2018-19 are detailed in the table below:

<b>Category</b>	<b>Cost £(000)</b>	<b>Journey numbers</b>
60+, Blind & War Disabled (full fare)	38,108	13,431
Half Fare Categories	1,035	700
Children	8,177	9,579
Administration Costs – overall	590	-
<b>Total</b>	<b>47,910</b>	<b>23,710</b>

#### **h. Inclusive Mobility Transport Advisory Committee (IMTAC)**

The role of IMTAC is to advise the Government and other relevant parties in Northern Ireland on issues that may affect the mobility of older people and people with a disability.

IMTAC continues to be one of DfI's primary sources for obtaining advice about issues that affect people with disabilities and how they use our infrastructure.

During 2018-19 the Department awarded £68k funding to IMTAC for this purpose enabling IMTAC to provide high quality and valuable advice to the Department/Translink, to other departments and to local government on a range of issues. Specific examples include:

- Advice:
  - on the design and introduction of the new Belfast Rapid Transit Glider services, especially in relation to accessibility,
  - on the emerging proposals for the redesign of Yorkgate Station,
  - to Translink around staff training requirements and for the promotion of the Glider service,
  - on inclusive vehicle design for Translink, commercial bus operators and the review of availability of wheelchair accessible taxis,
  - on improvements to the Commercial Bus Service Permit system (including guidance to operators and compliance issues),
  - on measures to improve walking and cycling infrastructure,
  - on revisions of the content on NI Direct relating to transport, disabled people and older people,
  - on key public transport infrastructure projects,
  - to Translink on the redesign of its website, and
  - on "Give the Glider a Go" day - a chance for older people and disabled people to try out the new Glider service before the service was launched;
- provision of disability awareness training to Glider drivers and Customer & Revenue Protection Officers;
- working with Translink to create a poster promoting priority access for wheelchair users on buses;
- street audits and publishing reports with recommendations for improvement for proposed public realm schemes in Dromore, Newry and Enniskillen;
- street audits and recommendations for the DfC 'Clifton Gateway' and 'Streets

Ahead' public realm schemes;

- assisted the Department undertake a survey of the experiences of older people and disabled people using taxis; and
- established a working group of disabled people and older people to advise Translink on accessibility issues.

### **Outcome**

The actions above make a significant contribution to the development of policy and services making travel more inclusive and accessible especially for older people and people with a disability.

This also aligns to the commitment in the Mental Health Charter to promote accessible services.

### **1.3. Policy Area – The management of all publicly adopted roads and footways**

The Department is responsible for the management of all publicly adopted roads and footways. Its main responsibilities include ensuring streets are maintained and are safe to use. It also plays an important role in seeing that any new works are completed to the appropriate standards and as far as possible the needs of those with a disability are considered within the design, and development of a project.

Road safety, including engineering solutions (Road safety behavioural change / education included at section 1.6. 'Policy Area – Safe and Sustainable Travel'), is important for the most vulnerable road/street users i.e. those with a disability, children and older people.

To ensure the needs of all Section 75 groups are considered Section 75 screening analysis forms are completed on all Roads policies, procedures or other guidance documents which are followed when projects are being taken forward.

Additional Section 75 screening analysis forms are also completed on individual major work schemes. Equality Screening Forms were completed for the main A1 Junction Phase 2 scheme; the A1 Junctions Phase 2 Stopping Up; and for Newry Southern Relief Road.

Specific actions taken which may have positive impact on Section 75 groups are:

#### **(i) Local Transport Safety Measures**

14 controlled crossings were installed in the period of the report.

#### **(ii) Major Road Improvement Projects**

During the reporting period the Department continued construction of the A6 Randalstown to Castledawson scheme and commenced construction of the A6 Dungiven to Drumahoe Dualling scheme, both Executive Flagship projects. In addition the construction of the Strathroy Link Road scheme continued.

Progress of the York Street Interchange scheme was in abeyance during the reporting period due to an ongoing court case. The M1 / M2 busways scheme, a project designed to improve public transport and mitigate the impact of the construction works of the York Street Interchange was completed during 2018/19.

In addition, the Department has continued to develop the Executive Flagship A5 Western Transport Corridor scheme and a number of other strategically important schemes, including the A24 Ballynahinch Bypass, A1 Junctions Phase 2, A4 Enniskillen Southern Bypass, A2 Bunrana Road, A29 Cookstown Bypass and Newry Southern Relief Road. All of these schemes will have a major positive impact on road safety, accessibility, and connectivity

for all road users including those who are vulnerable and socially isolated.

(iii) **Access to Greater Belfast Area**

In order to ensure the needs of those with a disability are met, officials from the Department continue to meet and liaise with IMTAC, Disability Action, RNIB and GDNI to discuss areas of mutual concern in relation to accessibility of the Greater Belfast area.

**Outcome**

More accessible and safer roads/streets help to address some of the barriers experienced by those in accessing facilities within the community. Therefore these actions may have a positive differential impact on those with a disability, older people and dependants.

These actions will also help achieve the objectives of the Accessible Transport Strategy as more accessible and safer roads/streets will make it easier to access transport.

**1.4. Policy Area – Blue Badge**

The Blue Badge scheme provides a range of parking concessions for people with severe mobility problems. A blue badge must be displayed to avail of the concessions.

Within this reporting period 41877 blue badges were issued. A further 69 multiple badges were issued to support organisations.

The Blue Badge consultation of 2013 made five recommendations. One final legislative change is required in order to increase the fee to ensure full cost recovery. This awaits Ministerial approval.

**Outcome**

Use of the concessions associated with a blue badge make it easier for those with a severe mobility problem to park closer to their destination therefore making it easier to access facilities within the community.

It also helps to achieve the objectives of the Accessible Transport Strategy as use of the badge improves accessibility.

**1.5. Policy Area – Driving Theory Test**

For candidates with a hearing/speech/visual impairment the Driver & Vehicle Agency allow for extra time; provide reader/recorder assistance; and/or provide accessible formats e.g. British Sign Language on-screen video; Lip Speaker; Sign Language Interpreter.

In May 2018, following a review of the theory test questions, revised questions were introduced that removed 'continuation questions' and known difficult words, which may be of benefit to those with autism.

In November 2018, staff in the 6 theory test centres in Northern Ireland completed the JAM ('Just A Minute') Card online training. The JAM Card allows people with a learning difficulty, autism or communication barrier to tell others they need 'just a minute' discreetly and easily. All theory test centre staff have been issued with a badge to wear and the test centres have JAM Card signage so that candidates can see they are part of the scheme.

**Outcome**

The Agency continues to work with Disability Action and Action on Hearing Loss to facilitate candidates with a disability in the completion of the driving theory test.

## **1.6. Policy Area – Safe and Sustainable Travel**

### **(i) Community Interaction**

The Department continues to deliver road safety behavioural change interventions and educational messages through its 'Share the Road to Zero' website and its associated Facebook, and Twitter social media channels. Throughout the year these messages regularly address the main causes of road casualties, with drivers continuously reminded to give extra consideration to more vulnerable road users, particularly children, people with mobility issues, and older people.

During this year in addition to the social media activity the Department also delivered various road safety campaigns on television, radio and outdoor (bus rear advertising) that specifically referenced older road users and children; namely in the pedestrian safety, distraction and anti-speeding campaigns.

In April 2018 the Department's advice on the use of mobility scooters was promoted via social media. This included a link to the appropriate leaflet online which was developed (circa 2012/2013) in partnership with Shopmobility. The leaflets was strongly shared via social media by the partner organisation. It is available at:

<https://www.nidirect.gov.uk/sites/default/files/publications/Road%20safety%20education%20leaflet%20-%20Mobility%20scooters%202016.pdf>

Training workshops took place on 21 and 23 March 2018 with the Council for the Curriculum Examination and Assessment (CCEA) representatives and a number of teachers from special schools to progress the adaption of the Practical Child Pedestrian Safety Training scheme for greater use in special schools. A further meeting took place in September 2018 between CCEA and DfI to decide on the way forward.

Officials have visited all 36 special schools during this academic year. In addition 6 special schools have had teachers trained to enable them to deliver the Cycling Proficiency Scheme to their pupils. In addition, in August 2018 a moped grant was issued to a special school who introduced the GCSE in Motor Vehicle & Road User Studies in the 2018/19 academic year. DfI staff also provided advice, support and the necessary resources to the school.

### **Outcome:**

These behavioural change activities/initiatives provide road safety information/advice to/about vulnerable groups to help them, and drivers, make better more informed decisions when using the roads, resulting in better protection for the most vulnerable road users and reducing the number of people killed and seriously injured due to road traffic collisions.

These actions work towards achieving Programme for Government Outcomes in particular Outcome 4 – we live long, healthy, active lives by contributing to a reduction in preventable deaths.

### **(ii) Older & Disabled Person's Taxi Experience Survey**

Safe & Sustainable Travel Division commissioned this survey in conjunction with the Inclusive Mobility and Transport Advisory Committee (IMTAC) and Northern Ireland Statistics and Research Agency. The survey was launched on 28 June 2018 and closed on 24 August 2018 with the aim of capturing the

views and experiences of older people and disabled people regarding their accessibility to, and use of, taxis (rural and urban). A total of 653 people took part in the survey (though not all were required to answer every question (15) asked). In addition respondents were given the opportunity to leave further comments on taxi services in general.

**Outcome**

A report on the survey is in draft form and the results will inform a wider review of taxi services in Northern Ireland.

**(iii) Remote control parking**

Safe & Sustainable Travel Division is proposing to make changes to NI legislation, to facilitate the use of remote control parking (RCP) which is a form of advanced driver assistance system (ADAS) technology. The NI Highway Code will also have to be amended to include this regulatory change. This has been equality screened.

Automated vehicle technology (AVT) will profoundly change the way people travel, making road transport safer, smoother, and smarter.

**Outcome:**

A vehicle with the facility to remotely park offers drivers with dependants, those with mobility impairments, or drivers of Motability-equipped vehicles (with ADAS technology) with an independent travel option.

Regulations have been drafted to implement this legislation but this will require the views of an incoming Minister and Executive approval.

**(iv) Development of Cycling Infrastructure**

The Department is working on developing cycling infrastructure in Belfast which will be primarily segregated not only from traffic but also from pedestrians, to provide safe space for all to cycle.

The Comber Greenway has been widened to 4m for a length of 7.5km and steps at Old Dundonald Road have been replaced with an accessible ramp. The Department, Councils and Sustrans have also been working along the Greenway with the 'Share.Respect.Enjoy' promotion campaign which is aimed at improving user awareness and behaviour for all.

Also 600m of segregated cycletrack has been provided along Middlepath Street which connects existing segregated provision from Queen Elizabeth II Bridge to the cycle path leading to Titanic Quarter Station.

**Outcome:**

More accessible infrastructure for disabled and elderly people. The widening of the greenway and segregated infrastructure, such as Middlepath Street, reduces conflict between users.

**1.7. Policy Area – Communications with the Customer.**

**Accessibility of the Departmental Website**

The Department's website team strives to adhere to WCAG 2.0 to improve accessibility to the websites for all ("Every Customer Counts"). Annual audits are undertaken by the Department of Finance (DoF) Digital Development Web Team at the request of the Department to ensure DfI websites are compliant with WCAG 2.0. The Department fixes issues identified as a result of these audits, to ensure they comply with the current standards.

The latest results from the 'Sitemorse' surveys, which are used to review websites (including their accessibility) and then rate each Department within the UK, placed the Department 29th out of 204 websites surveyed (March 2019).

The Sitemorse survey is commissioned by the DoF Digital Development Web Team for all Departmental websites. Any issues highlighted as a result of the survey are forwarded to the relevant business area to review and provide any necessary updates/amendments to the DfI Web Team.

New Regulations to ensure public sector websites are accessible to all users, especially those with disabilities, came into force in September 2018. Existing websites will undergo a substantial revision to become compliant by 22 September 2020.

**Outcome:**

The above monitoring activities ensure that the Department's website is accessible to all.

**1.8. Policy Area – Public Appointments**

In March 2016 the Northern Ireland Executive agreed timescales for achieving gender equality in all public appointments to the Boards of Northern Ireland Civil Service Public Bodies. These are:

- (i) by 2017/18 for appointments made in-year\*
- (ii) by end-year 2020/21 for all appointees in post, with equality reflected both in board membership and at chair level.

The Department for Infrastructure is working towards these targets by participating and contributing to the NICS Public Appointments Diversity Strategic Action Plan and also by running all public appointment competitions in accordance with the Commissioner for Public Appointments NI Code of Practice (2016).

\*DfI has not carried out any public appointment competitions throughout the 2018/19 period due to the absence of a Departmental Minister.

**Outcome**

It is envisaged that after the NICS Public Appointments Strategic Action Plan is implemented, DfI will continue to encourage a more diverse range of applicants to apply for public appointments.

**GOOD RELATIONS**

**1.9. Policy area – DfI role in implementing “Together: Building a United Community Strategy” (TBUC)**

While DfI is not in the lead for any of the seven TBUC headline actions it does link in with the Urban Villages Programme and Transport hubs; and Shared Spaces and the Strategic Planning Policy Statement (SPPS) 'Planning for Sustainable Development'.

**(i) Urban Villages**

The Department is involved in two projects being taken forward in collaboration with the Strategic Investment Board and their Urban Villages Initiative. These are:

- A Report on the Urban Villages Transport Research Project. The key

message is around attitudes to sustainable transport in two urban village locations located North and South Belfast. This will be shared with relevant stakeholders for information; and

- Urban Villages Promotional Video. The key message is on sustainable transport, connectivity and inclusively. This will be made available via social media.
- (ii) Other work being undertaken by the Department which could impact positively on Good Relations are:

- **Belfast Rapid Transit (BRT)** (also see 1.2)

The successful introduction of Belfast Rapid Transit (BRT) Glider services operated by Translink in September 2018 provides better access to and between East Belfast, West Belfast, Titanic Quarter and the city centre for everyone along the route. The main interchanges for BRT are at Dundonald Park & Ride in East Belfast and at the new Colin Connect Transport Hub in West Belfast, one of the designated Urban Village areas. The Department also worked with the Department for Communities, and the Executive Office to integrate the Colin Connect Transport Hub into the wider Colin area proposals.

- **Belfast Transport Hub**

The Hub is a transport-led regeneration project that will provide a state of the art, multi-modal transport interchange at the Great Victoria Street site. It will be the main public transport gateway for Belfast, with rail and bus connections to all parts of Northern Ireland, as well as being the main rail and coach link to Dublin and all major airports.

Translink and the project team are fully committed to meaningful and positive engagement with all the projects key stakeholders. To ensure that local communities achieve maximum benefit from the social impact of the project, the dedicated fulltime Community Engagement Manager has been involved within the local communities of both the Urban Village of South Belfast and the West of the city. To date nearly 80 community engagement events have taken place to discuss key initiatives such as:

- Supporting jobs and training
- Public Arts strategy
- Communications
- Community projects (Social, Economic and Environmental)
- Dealing with objections.

**Outcome(s)**

The creation of the transport hub as part of the Urban Village Project is a significant opportunity to regenerate the local area including land in the ownership of Translink and to contribute to wider City Centre regeneration by bringing economic and social benefits to that part of the city. Therefore the hub has the potential to help to promote a stronger, more cohesive community and therefore may have a positive impact on Good Relations.

- **Shared Space and SPPS**

The SPPS recognises that the planning system has an important role supporting Government with creating and enhancing shared spaces through its influence on the type, location, siting and design of development. Whilst councils are responsible for taking forward the development of local operational



policy through new Local Development Plans and for taking the majority of planning decisions, the Department continues to engage, advise and support councils in the delivery of their local planning functions. This aims to assist councils in taking account of policies and advice in guidance issued by the Department such as the RDS, the SPPS, and Living Places.

- **The Colin Active Travel Network Study**

This TBUC funded feasibility study in the Colin Urban village area was published on 28 September 2018 <https://www.infrastructure-ni.gov.uk/sites/default/files/publications/infrastructure/colin-active-travel-report-final-2018.pdf>

It explores the provision of active travel routes through Colin and its adjoining neighbourhoods, creating connections to both the BRT Transport Hub and the developing Belfast Bicycle Network.

- **Active Travel Routes**

Walking & Cycling Unit and the Belfast Rapid Transit Delivery Team secured TBUC funding for a feasibility study for active travel routes in the Colin area to tie in with the new proposed Transport Hub in the West of the city. This was completed in July 2018. The opportunity for the implementation of any recommended routes is currently being considered in consultation with the Colin Town Centre Stakeholders Group.

- **Good Relations Programme Board (GRPB)**

The GRPB oversees the implementation of TBUC. The Department is represented at meetings of the Board which were held on 23 May 2018, 21 November 2018, and 20 February 2019.

- **TBUC Engagement Forum**

This forum focuses on the TBUC priority of 'Our Shared Community', which aims *"to create a community where division does not restrict the life opportunities of individuals and where all areas are open and accessible to everyone"*. It concentrates on the issue of 'Reconciliation', which is an important component of the draft Programme for Government. During this reporting period officials from the Department's Regional Planning Policy Team attended meetings of the Forum on 22 May 2018, 18 September 2018 and 12 February 2019.

- **Inter-Departmental Interface Programme Board.**

The Department is represented on this board which is focused on the delivery of a TBUC target of removing, by 2023, all interface barriers. This work is ongoing.

- **Ministerial Panel 'Housing Thematic' Subgroup**

TBUC Thematic Sub-Groups were established to support the delivery of the TBUC Headline Actions/Commitments. DfI Regional Planning Division sits on 'The Housing Thematic Sub-Group' which draws representation from experts in the fields of Housing, Academia, Peace-building and Conflict Resolution/Transformation.

**Outcome**

The completion of these actions has the potential to have a positive impact on good relations as follows:

- The creation of transport hubs as part of the Urban Village Project is a significant opportunity to regenerate the local area including land in the ownership of Translink and to contribute to wider City Centre regeneration by bringing economic and social benefits to that part of the City. Therefore it has the potential to help to promote a stronger, more cohesive community.
- The improved transport links created by the introduction of Belfast Rapid Transit Glider services have the potential to reduce barriers between communities, promote greater integration, and build a more cohesive city.
- By highlighting the important role planning has to play in assisting Government address the barriers that prevent or interfere with the creation and maintenance of shared space, through its influence on the type, location, siting and design of development (contained in its SPPS) and by promoting the key principles behind good place (contained in the Department's 'Living Places' Urban Stewardship and Design Guide).

**2.0** Please provide **examples** of outcomes and/or the impact of **equality action plans/** measures in 2018-19 (*or append the plan with progress/examples identified*).

Work on the DfI Audit of Inequalities, and associated Action Plan, is ongoing and the draft document will undergo a 12 week consultation. (The document will identify inequalities in the Department's functions which have greatest relevance to Section 75 groups). We will also undertake pre-consultation with representatives of the Section 75 categories found to be most likely to be impacted by our policies e.g. people with a disability including visual impairments and learning difficulties, and older people.

**3** Has the **application of the Equality Scheme** commitments resulted in any **changes** to policy, practice, procedures, and/or service delivery areas during the 2018-19 reporting period? (*tick one box only*)

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

Please provide any details and examples:

While the Department's Equality Scheme is in draft form officials adhere to its principles, endeavouring to ensure any impacts from policies are positive for all Section 75 categories through pre-consultation and screening of these.

Disability category:

Issues were raised in pre-consultation by RNIB and GDNI on the proposals for the High Street / Skipper Street Improvement Scheme Belfast. The Scheme was then halted to allow for a reconsideration of design features which could cause conflict between cyclists and pedestrians at "floating" bus stops.

The Driver Theory Test was reviewed and revised which will assist people with Autism.

Age and Disability category:

Application of the duties ensured officials took into account people with learning difficulties, and older people when considering the removal of paper options, and/or removal of telephone numbers from DfI external communications.

Annual and quarterly audits / reviews on the accessibility of the websites led to the Department's Communications Branch removing errors and making improvements.

IMTAC published the results of their street audit "on public realm proposals for Belfast Streets Ahead Phase 5" in December 2018 and listed some recommendations. A number of individuals and organisations took part in the audit including representatives from Dementia NI, Guide Dogs NI, IMTAC, RNIB and the DfI.

**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:*

Disability category:

The High Street / Skipper Street Improvement Scheme design features opposed by RNIB and GDNI have been reconsidered. Discussions between the Department and RNIB/GDNI produced a few ideas which will potentially reduce any impacts on pedestrians especially those who are visually impaired when the scheme is taken forward.

The revised Driver Theory Test will assist people with Autism.

Age and Disability category:

People with learning difficulties, and older people who do not have or want IT communications will still have the contact option of phoning staff for information or advice when trying to avail of DfI functions and receiving communications in

paper format keeping their independence.

Annual and quarterly audits / reviews on the accessibility of the DfI websites led to the Department's Communications Branch removing errors and making improvements.

IMTAC published the results of their street audit "on public realm proposals for Belfast Streets Ahead Phase 5" in December 2018 and listed some recommendations. A number of individuals and organisations took part in the audit including representatives from Dementia NI, Guide Dogs NI, IMTAC, RNIB and the DfI.

The Department adheres to the principles of the Equality Scheme and endeavours to ensure any impacts from its policies are positive for all Section 75 categories by paying attention to the needs of those most likely to be impacted, and mitigating impacts where possible.

**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):*

'Disability' category: In pre-consultation for screening the High Street / Skipper Street Improvement Scheme issues were raised about some design features which could cause conflict between cyclists and pedestrians particularly at "floating" bus stops. The reconsideration of design features in the High Street / Skipper Street Improvement Scheme proposals will be of benefit to those with visual impairments and elderly people.

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

N/A

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

The Department's website is audited annually by the Department of Finance to ensure they are compliant with the accessibility standards of WCAG 2.0. 'Sitemorse' surveys which are used to review websites (including their accessibility) placed the Department's sites at 29th out of 204 websites surveyed. The change in position was investigated and indications are that it may be as a result of a Business Areas adding all the content of their website to the Departmental site.

New Regulations to ensure public sector websites are accessible to all users, especially those with disabilities, came into force in September 2018. Existing websites will undergo a substantial revision to become compliant by 22 September 2020.

DfI Communications Office ensured any errors found on review were eradicated and/or improvements made.

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

PART A

In May 2018, following a review of the Driver's Theory Test questions revised questions were introduced that removed 'continuation questions', and known difficult words, to the benefit to those with autism.

Other (*please specify and give details*):

None.

**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 2018-19 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:

Under the NICS Performance Management Framework, equality objectives and associated performance indicators were built into the job descriptions of the Equality Unit; Head of Strategy Equality and Governance Branch; and members of the Equality Working Group who are representatives of Business Areas throughout the Department.

Personal Development Actions are developed and reviewed biannually to identify any new training requirements.

The Unit will liaise with the Equality Practitioners Group to investigate how NICS HR can ensure that anyone who has responsibilities in relation to Section 75 for example in policy development, service design, carrying out screening/EQIA, consultation, research & data collection, and monitoring/reviewing progress will reflect this in their future job descriptions and performance plans.

- 5 Were the Section 75 statutory duties integrated within performance plans during the 2018-19 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:

As for Job descriptions at 4 above.

6. In the 2018-19 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 2018-19 report
- Not applicable

*Please provide any details and examples:*

Equality / Section 75 has been considered as part of the development of the Department's Corporate Plan 2017-21, and Business Plan 2019-20. A sentence is included under 'Overview of the Department' paragraph 3.4 "We will also implement our Equality Scheme, its associated Action Plan, and the Disability Action Plan".

In addition the Business Planning Framework guidance highlights the requirement for all Business Plans include the advice that "Policy leads / Project leads will be responsible for confirming the obligations regarding Equality / Section 75 screening and rural proofing have been adhered to for all objectives and targets". This commits officials to adhere to the Department's Equality Scheme, and show how the Section 75 obligations will be met by the Business Area. This Framework aims to ensure a consistent approach is applied to business planning activity across the Department.

### Equality action plans/measures

7 Within the 2018-19 reporting period, please indicate the **number** of:

Actions completed:	<input type="text"/>	Actions ongoing:	<input type="text"/>	Actions to commence:	<input type="text"/>
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Please provide any details and examples (*in addition to question 2*):

N/A. The DfI Audit of Inequalities Action Plan is currently under development and will require consultation.

8 Please give details of changes or amendments made to the equality action plan/measures during the 2018-19 reporting period (*points not identified in an appended plan*):

The DfI Audit of Inequalities Action Plan is currently under development and will

require consultation.

9 In reviewing progress on the equality action plan/action measures during the 2018-19 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 2018-19 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:

The Department has continued to engage with the public to ensure they are kept advised of work being taken forward by the Department and giving them an opportunity to comment.

In developing the BRT officials consulted with IMTAC, its members and other specific representative groups (including RNIB, Healthy Aging Strategic Partnership, G6, etc) in relation to the accessibility of all aspects of the BRT system, including the vehicles and halts. This consultation involved briefings, presentations and visits to prototypes of the Glider vehicle and halt. As a result a number of changes were made to the design including enlarged wheelchair space; amended seating type on the glider vehicle; relocation of ticketing validator; and reconfiguration of seating at halts.

Roads officials *engage* with key stakeholders during the development of all road improvement schemes. The scale of this consultation is commensurate with the size of the scheme and potential impacts.

When developing major schemes, Roads and Rivers *consult* with the local community and affected landowners during the assessment of preliminary options and selection of the preferred option. Once the preferred option is selected, a formal public exhibition event is held. Human Rights and Section 75 screening analysis forms are also completed. Details of the scheme are *published* in local



newspapers which may commence a statutory *consultation* period as required under Section 75. After considering any opinions expressed during the consultation period the Department may decide to hold a *Public Inquiry*.

Consultative methods utilised include *leaflet drops* and *public meetings*. Consultation documents are published *online* as well as being offered in an *alternative format* on request.

The approach outlined above ensures that the public is regularly informed of project progress and given an opportunity to comment or object.

A Section 75 Equality of Opportunity Screening Analysis form for Newry Southern Relief Road was drafted in March 2019 (published 25 April 2019).

Section 75 Equality of Opportunity Screening Analysis Forms for the main A1 Junctions Phase 2 scheme; A1 Junctions Phase 2 Stopping-Up - Banbridge Road/Lower Quilly Road Junction; and Glen Road/Dromore Road have been prepared. They will be published in due course.

Human Rights Act Impact Assessment Proformas for the main A1 Junctions Phase 2 scheme and for the A1 Junctions Phase 2 Stopping-Up - Banbridge Road/Lower Quilly Road Junction, and Glen Road/Dromore Road have also been prepared.

**12** In the 2018-19 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 consultation
- Internet discussions
- Telephone consultations
- Other (*please specify*): leaflet drops, advertisement in national and/or local newspapers and online publications.

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:

The BRT consultation involved briefings, presentations and visits to prototypes of the Glider vehicle and halt with/by representative organisations of the Section 75 categories of Age, Disability. Examples include IMTAC, RNIB, Healthy Aging Strategic Partnership, and G6.

**13** Were any awareness-raising activities for consultees undertaken, on the commitments in the Equality Scheme, during the 2018-19 reporting period? (*tick*

one box only)

- Yes
- No
- Not applicable

Please provide any details and examples:

The Equality Commission attended our Departmental Board on 29 January 2019 to discuss their “Section 75 Demonstrating Effective Leadership Guidance” and the need to embed Equality in all our activities.

14 Was the consultation list reviewed during the 2018-19 reporting period? (tick one box only)

- x Yes
- No
- Not applicable – no commitment to review

The Department’s Section 75 Consultee list is reviewed annually and amended as required throughout the year when notified by the organisations or if a suggestion for inclusion is agreed.

**Arrangements for assessing and consulting on the likely impact of policies (Model Equality Scheme Chapter 4)**

Screening forms are published on this webpage <https://www.infrastructure-ni.gov.uk/section-75-consultation-information> and links circulated on a quarterly basis to those on our Section 75 Consultee list.

Our Disability Action Plan is published on this webpage <https://www.infrastructure-ni.gov.uk/dfi-disability-action-plans>

Information on how to obtain accessible formats is available on this webpage <https://www.infrastructure-ni.gov.uk/accessible-and-alternative-formats>

Information on how to make a Section 75 equality of opportunity and good relations complaint is provided on this webpage <https://www.infrastructure-ni.gov.uk/dfi-equality-complaints-procedure>

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

16
----

16 Please provide the **number of assessments** that were consulted upon during 2018-19:

0	Policy consultations conducted with <b>screening</b> assessment presented.
0	Policy consultations conducted <b>with an equality impact assessment</b> (EQIA) presented.
0	Consultations for an <b>EQIA</b> alone.

**For the purpose of this report “screening assessment” is equivalent to**

**screening analysis form.**

**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:

Concerns were raised about a proposed Experimental Traffic Control Scheme to allow private hire taxis to use Bus Lanes for a short period of time. The information from this Experimental Scheme was intended to assess the need/suitability for this facility, and to inform decision making and a screening form. It has been agreed that the decision as to whether or not to proceed with the Experimental Scheme should be deferred until such time as a Minister is in place.

**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 2018-19 reporting period? *(tick one box only)*

- Yes                       No                       Not applicable

Please provide any details and examples:

None.

**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 2018-19 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:

Annual audits of the DfI websites are undertaken by the Department of Finance (DoF) Digital Development Web Team at the request of the Department's Communications Office. 'Sitemorse' reviews the websites quarterly.

The Sitemorse survey (which tests websites for e.g. accessibility, code quality, and functional errors) in March 2019 placed the Department's internet site 29th overall out of 204 UK Central Government websites. The change in position has been

investigated and may be as a result of a Business Areas adding all the content of their website to the Departmental site.

EQIA monitoring information is published on our website as part of this Section 75 annual progress report.

**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 2018-19 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:

The Department has carried out various surveys linked to our services:

- NI Transport statistics report, published 27 September 2018, includes information on Smartpass use; Blue Badge use; accessibility of public transport for older people and those with a disability; as well as road network, and general public transport statistics. <https://www.infrastructure-ni.gov.uk/publications/northern-ireland-transport-statistics-2017-2018>.
- Travel Survey for Northern Ireland 2015-2017 published 31 January 2019 provides analysis on journeys taken in 2015-2017 including breakdowns by age and gender <https://www.infrastructure-ni.gov.uk/publications/travel-survey-northern-ireland-depth-report-2015-2017>. It includes information and charts on key travel statistics comparing urban and rural areas. Updated factsheets for 2015-2017 were also published 11 June 2019.
- Method of Travel to/from School by Pupils in Northern Ireland 2017/18 was published 5 February 2019. The report presents data from the 2017/18 Continuous Household Survey in relation to the modes of travel used by children to go to school <https://www.infrastructure-ni.gov.uk/publications/method-travel-tofrom-school-by-pupils-northern-ireland-201718>.
- The Cycling in NI 2017/2018 report, published on 28 February 2019, presents data from the 2017/2018 Continuous Household Survey in relation to cycling frequency, access to bicycles and attitudes to cycling by (for example) age; gender; and disability <https://www.infrastructure-ni.gov.uk/system/files/publications/infrastructure/cycling-in-northern-ireland->

[2017-18.pdf](#).

- Public Transport Journey Planning 2017-2018 was published 21 March 2019. This report presents findings from the 2017-18 Continuous Household Survey in relation to public attitudes to, and awareness of, resources for planning journeys on public transport. Information is collated into groupings including age, gender and disability <https://www.infrastructure-ni.gov.uk/publications/public-transport-journey-planning-northern-ireland-201718>.
- The Young Persons' Behaviour and Attitudes Survey (YPBAS) is a school-based survey conducted among 11-16 year-olds on modes of travel to school; public transport; and road safety. The latest information was published 28 August 2018 <https://www.infrastructure-ni.gov.uk/articles/young-persons-behaviour-and-attitude-survey>

Other statistical information can be found at <https://www.infrastructure-ni.gov.uk/topics/dfi-statistics-and-research>.

All these assist and inform officials in their decision making and when carrying out screening analysis. (These can be provided in alternative formats on request).

### **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 2018-19, and the extent to which they met the training objectives in the Equality Scheme.*

Departmental officials attended:

ECNI:

- NISRA data/evidence gathering event 26 September 2018.

Other seminars/training:

- CAL - Autism Spectrum Disorder (ASD) Awareness (e-learning).

Staff have access to various e-learning courses on mental health (personal and of others); disability; ASD awareness; and vulnerable users.

- 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:*

'Introduction to Human Rights e-learning' course has benefitted staff by raising awareness and understanding of human rights in the delivery of their duties and the work of the Department generally.

Unconscious Bias e-learning course has promoted positive attitudes towards people with a disability.

ASD e-course give a good foundation to understanding the communication difficulties encountered by people on the spectrum.

In November 2018, staff in the 6 drivers theory test centres completed the JAM ('Just A Minute') Card online training (refer 1.5). It should also be noted that in September 2019 the Department launched an initiative to become JAM Card friendly and to date 21% of staff have completed the online training.

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

- 26** Please list **any examples** of where monitoring during 2018-19, across all functions, has resulted in action and improvement in relation **to access to information and services**:

After a review of the Driving Theory Test questions these have been revised removing 'continuation questions' and known difficult words, which may be of benefit to those with autism

The Sitemorse survey (which tests websites for e.g. accessibility, code quality, and functional errors) placed DfI's internet site 29th overall out of 204 UK Central Government websites in March 2019. This fall in position was investigated by the DfI Communications Office and indications are that it may be as a result of a Business Area adding all the content of their website to the Departmental site and should resolve itself.

The Department has not received any complaints in regards to accessibility of its information this year.

The annual review of the Department's Guide to Making Information Accessible was carried out to ensure it reflected best practice.

## Complaints (Model Equality Scheme Chapter 8)

- 27** How many complaints **in relation to the Equality Scheme** have been received during 2018-19?

Insert number here:

2

Please provide any details of each complaint raised and outcome:

In September 2018 the Department received notice that a complaint under Para 10 of Schedule 9 of the NI Act (1998) had been lodged with ECNI in relation to the proposed Experimental Taxis in Bus Lanes scheme. The Department responded to ECNI on 26 October 2018 and subsequently officials were interviewed on 26 March 2019. The Department awaits the outcome of the Investigation Committee's decision. In the meantime this scheme has not progressed.

A complaint was received on the need to wear a seat belt during a particular aspect of the MOT test as due to a medical condition the complainant was exempt. As it is a safety related requirement and alternative solutions were advised before and during the test the complaint was not upheld.

The Department has continued to liaise with ECNI, RNIB and GDNI on issues surrounding the High Street Belfast Scheme, and pavement cafés.

## Section 3: Looking Forward

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

The draft DfI Equality Scheme underwent a consultation ending in May 2017 and will require ECNI approval once finalised. Once approved the Scheme would then be due for review in five years.

- 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)*

Should resources become available we shall be developing in-house Section 75 training for Departmental staff.

Annual Report - The Unit will also be pursuing recommendations to develop next year's Report as detailed in Mairead Starrs (ECNI) email 19 July 2019.

- 30** In relation to the advice and services that the Commission offers, what **equality and good relations priorities** are anticipated over the next (2018-19) 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):

We will seek advice on various issues encountered when screening and developing guidance and policies, as necessary.

**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:**

12

Fully achieved

3

Partially achieved

0

Not achieved

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

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

Level	Public Life Action Measures	Outputs <sup>1</sup>	Outcomes / Impacts <sup>2</sup>
National <sup>3</sup>	To encourage more disabled people to apply for public appointments.	No competitions took place in 2018-19.	N/A
Regional <sup>4</sup>	The department will support IMTAC as a source of independent advice on the transport needs of disabled and older people to secure engagement with disabled people in the design and development of polices.	The IMTAC Work Programme for 2019-20 was agreed, and published 14 May 2019. It reflects Government priorities and provides funding. The Plan includes tasks on key transport issues that affect older, and/or disabled people.	Better informed decisions made by the Department on issues affecting those with a disability and older people when developing Strategies and designing schemes.
Local <sup>5</sup>			



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

	Training Action Measures	Outputs <sup>1</sup>	Outcome / Impact <sup>2</sup>
1.	Promoting positive attitudes towards people with a disability within the Department.	The mandatory e-learning course 'Unconscious Bias' was rolled out across the NICS in 2017-18. By November 2018 86.51% of staff, at Executive Officer and above, had been trained. The CAL e-course Introduction to Section 75 is recommended for all staff. JAM card awareness e-learning was launched in September 2019.	Staff have increased awareness of the issues faced by people with a disability in and out of the workplace; and an understanding of the disability legislation, disability duties, and diversity within the Civil Service.
2.	Promoting positive attitudes towards people with a disability within the Department.	Information available on Intranet which provide staff with a disability and their line managers some practical advice and guidance.	Staff have access to online advice and information to assist colleagues who have, or have dependents with, a disability.
3.	Promoting positive attitudes towards people with a disability within the Department.	The Equality Unit continues to investigate training options and sources of guidance on best practice.	Information provided by Section 75 organisations on training disseminated and staff encouraged to enrol on relevant CAL courses.
4.	Increase awareness of the Disability Duties and disability legislation of those who hold a public life position.	Training package shared with all panel members on Boards of Arm's Length Bodies and specific training arranged as required. No competitions took place in 2018-19. ECNI attended the January 2019 Departmental Board to highlight their guidance "Demonstrating Effective Leadership" in relation to duties and obligations under	Increased awareness and understanding of the disability legislation and disability duties for Board members of Arm's Length Bodies.  The Board acknowledge the role of effective leadership in relation to S75 within the Department and support mainstreaming of the Equality duties.

PART B

	Training Action Measures	Outputs <sup>1</sup>	Outcome / Impact <sup>2</sup>
		<p>Section 75 of the Northern Ireland Act 1998.</p> <p>The Guidance was published in an intranet article which was also provided to the Independent Board Members.</p>	<p>All staff and Independent Board Members are aware of their responsibilities.</p>

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

	Communications Action Measures	Outputs <sup>1</sup>	Outcome / Impact <sup>2</sup>
1	<p>To provide road safety and active travel advice and guidance to all special schools in the north of Ireland on a yearly basis.</p>	<p>To provide road safety and active travel advice and guidance to all special schools using show and tell demonstrations and fun activities in keeping with the pupils' ability to learn.</p>	<p>Pupils attending the schools have a better understanding of how to be safe on and around roads and the benefits of travelling actively or sustainably when possible.</p> <p>There are 36 special schools in Northern Ireland. The Department continues to honour its commitment to visit all special schools at least once a year. All 36 schools have been visited. The visits have resulted in 10 schools receiving assistance with developing a Safe and Sustainable Travel Policy. These policies put sustainable/active travel to the fore while also reinforcing good road safety behaviours.</p> <p>Officials continue to work with the Council for the Curriculum Examination and Assessment (CCEA) to introduce an adapted version of the Practical Child Pedestrian Safety Training (PCPST). This year 28% of special schools have participated in PCPST from a starting level of zero in previous years.</p>

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	Communications Action Measures	Outputs <sup>1</sup>	Outcome / Impact <sup>2</sup>
			The work has also resulted in 33% of special schools participating in the Cycling Proficiency Scheme, this was also from a starting position of zero in previous years. Pupils attending the schools have a better understanding of how to be safe on and around roads and the benefits of travelling actively or sustainable when possible.
2	The Department will review ways of ensuring that information on services is both inclusive and accessible.	The Department's Guide to Making Information Accessible is available on the internet and reflects best practice. When updated the link is circulated to staff and Section 75 Organisations.	Staff have guidance available to ensure their internal and external communications are accessible.
3.	The Department will review ways of ensuring that information on services is both inclusive and accessible.	DfI Communications Office has been proactive in ensuring all aspects of the Departments websites are reviewed, errors eradicated and improvements made. The Sitemorse survey (which tests websites for e.g. accessibility, code quality, functional errors) saw the Department's position in March 2019 move to 29th out of the 204 websites surveyed. The Intranet/ Internet Operational Working Group continues to ensure content is formatted correctly, reviewed, and updated as required.	Accessible information on the functions of the Department is available for all members of the public.
4.	The Department will review ways of ensuring that	No complaints were received in relation to access to information on	Information on the functions/services of the Department is inclusive and accessible to the

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	Communications Action Measures	Outputs <sup>1</sup>	Outcome / Impact <sup>2</sup>
	information on services is both inclusive and accessible.	the Department's services.	public.

2 (d) What action measures were achieved to '**encourage others**' to promote the two duties?

	Encourage others Action Measures	Outputs <sup>1</sup>	Outcome / Impact <sup>2</sup>
1.	Promoting positive attitudes towards people with a disability within the Department.	Links to newsletters from Section 75 organisations e.g. 'E-Male Matters' and Employers for Disability were placed on intranet. Also articles/items such as "Autism Awareness Month" and the Autism Awareness Factsheet; May's "Mental Health Awareness" week; included videos (Employers for Disability NI); and other news from Section 75 organisations were published on staff intranet. Circulated information on Equality related events and issues to Equality representatives for further dissemination. The monthly in-house newssheet "InFocus" includes regular items relating to disability issues, events and groups.	Staff are kept informed on disability issues. Staff have awareness of issues faced by those with various disabilities and their parents/guardians.
2.	Promote and encourage the planning of well-designed places which are accessible and inclusive places for all.	Identify measures and activities by working together with Strategic Design Group (SDG) members to promote inclusive, successful, sustainable, well designed places which will have a positive impact on people's lives. The SDG agreed that one way of promoting good placemaking would be to 'lead by example' and through the broad membership of the group to demonstrate the benefits of working collaboratively. After considering a number of options, the SDG	The SDG (including IMTAC) has taken forward a pilot project, 'Better Bedford Street', to create a more people friendly street. Capturing the learning from the pilot is a key outcome in relation to (1) the on-street interventions; and (2) the process which was

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	Encourage others Action Measures	Outputs <sup>1</sup>	Outcome / Impact <sup>2</sup>
		<p>agreed on a possible pilot scheme to make Bedford Street in Belfast's city Centre more accessible and inviting to pedestrians.</p> <p>The pilot involved reducing the proportion of Bedford Street which is currently given over to cars by temporarily removing parking and loading bays for a limited period. This allowed for an increase to the width of footways to make the street more user friendly and attractive to pedestrians (and cyclists).</p> <p>It is intended that this pilot will identify learning from what went well and what did not go so well so that it can potentially be replicated partially or fully in the longer term and/or used elsewhere.</p>	<p>undertaken.</p> <p>It is intended that both learning reports, as well as a short video documenting the project, will be published on the DfI website in June 2019. It is intended that these outcomes will assist other Departments / organisations in taking forward pilot projects of their own.</p>
3.	To nominate staff to represent the Department on relevant disability representative groups.	<p>Staff members represent DfI on groups linked to Disability. For instance: Northern Ireland Vision Strategy Implementation Group, and Regional Day Opportunities Implementation Group (for a full list please refer to Part A 1.1).</p> <p>DfI representatives provide feedback on best practice to Equality Unit and business areas.</p>	<p>Increased awareness and understanding of the disability legislation and disability duties.</p> <p>Ensures the Department is aware of any Disability related issues.</p>
4.	Demonstrate evidence of monitoring of this Plan [Disability Action Plan] and the Department's ongoing commitment to the Disability Duties.	<p>The Plan was reviewed, the status of the Action Measures updated and included with the biannual Equality Progress reports to the Departmental Board.</p> <p>Annual Progress Report 2017-18 was sent to Equality Commission in September 2018.</p> <p>One formal complaint on disability issues was received and after investigations was considered to be unfounded.</p>	<p>Departmental Board (and Minister) are kept informed of progress of DAP Action Measures in line with requirements of the Equality Scheme.</p> <p>The complaints process tested.</p>

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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 <sup>1</sup>	Outcomes / Impact <sup>2</sup>
1.	Development of the detailed design and implementation for Belfast Rapid Transit to ensure the system is accessible to all.	Engagement with disability organisations and groups in relation to detailed design and implementation of Belfast Rapid Transit, in particular accessibility issues around the design of the halts and vehicles used. Regular meetings took place of the Belfast Rapid Transit Key Stakeholders Forum which included IMTAC. Belfast Rapid Transit Glider information sessions arranged through IMTAC.	The new Belfast Rapid Transit Glider services were successfully launched on 3 September 2018. The accessibility of the Glider service has led to an increase of some 25% in patronage by older people and people with disabilities when compared to Metro services for the same routes in 2017/18.
2.	Driver & Vehicle Agency will help improve the mobility of 16 year old applicants who are in receipt of Personal Independence Payments by allowing them to apply for a driving licence up to two months prior to their 16 <sup>th</sup> birthday. Availability of this scheme is advertised on NIDirect and on the DL1 application form.	Annual uptake figures are provided in the Annual report to ECNI which is published on DfI website and the link sent to Section 75 consultees for information.	21 licences issued 1/4/18 - 31/3/19.
3.	To consider how to meet the transport needs of disabled people in the future.	<u>Performance Indicator 1:</u> In 2018-19 Disability Action successfully resolved 1 complaint on its interim service. <u>Performance Indicator 2:</u> No work has taken place on the Integrated Passenger Transport Project during	<u>Performance indicator 1:</u> Has been achieved for 2018-19. <u>Performance Indicator 2:</u> No further work is anticipated.

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	Action Measures fully implemented (other than Training and specific public life measures)	Outputs <sup>1</sup>	Outcomes / Impact <sup>2</sup>
		this reporting period.	

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

	Action Measures partly achieved	Milestones <sup>6</sup> / Outputs <sup>1</sup>	Outcomes/Impacts <sup>2</sup>	Reasons not fully achieved
1.	Development of a new Accessible Transport Strategy (ATS) Action Plan.	Following the 2015 consultation on the draft ATS, a report detailing the responses to the consultation was published 11 May 2016.	The new ATS and Action Plan will address accessibility issues experienced by older people and people with a disability across the transport system.  Actions to support draft Programme for Government Indicators 23 and 25 will be reflected within the ATS.	The ATS was scheduled to be in place during 2018-19. It is not possible to publish a strategy in the absence of a Minister. However, a number of key improvements have been taken forward to support the Outcomes Delivery Plan 2018/19.
2.	Implementation of changes identified during the 2013 Review of Blue Badge scheme.	All but one of the recommendations has been implemented. The legislation for the second staged fee increase to achieve full cost recovery remains to be made. Legislation has been made for all other changes identified.	The changes to the Blue Badge Scheme in Northern Ireland are aimed at enhancing the service and ensuring the Scheme's uptake is targeted at those whose everyday lives can be greatly enhanced by the concessions they are entitled to.	The date for completion of the final action, to make legislation for the second staged fee increase was 2017. Completion is delayed pending Ministerial appointment.

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3.	A review of the Blue Badge Scheme re-application process for citizens with life-long disabilities affecting their mobility.	A report has been prepared for the Minister on the findings of the 2017 review.	The Blue Badge Scheme in Northern Ireland enables Badge Holders to access services and facilities, through a range of parking concessions.	The date for completion of this action measure was 2017. Completion is delayed pending Ministerial appointment.
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4. Please outline what action measures **have not been achieved** and the reasons why.

	Action Measures not met	Reasons
1.	None	
2.		

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

(a) Qualitative
No new monitoring tools have been implemented during 2018-19.
(b) Quantitative
No new monitoring tools have been implemented during 2018-19.

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

<ul style="list-style-type: none"> <li>made any <b>revisions</b> to your plan during the reporting period;</li> </ul> <p>N/A</p> <p><b>OR</b></p>
<ul style="list-style-type: none"> <li>taken any <b>additional steps</b> to meet the disability duties which were <b>not outlined in your original</b> disability action plan / any other changes?</li> </ul> <p>N/A</p>

If yes please outline below:



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	Revised/Additional Action Measures	Performance Indicator	Timescale
1			
2			

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.

N/A
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<sup>1</sup>**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.

<sup>2</sup>**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.

<sup>3</sup>**National** - Situations where people can influence policy at a high impact level e.g. Public Appointments

<sup>4</sup>**Regional** - Situations where people can influence policy decision making at a middle impact level

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

<sup>6</sup>**Milestones** - Outline what part progress has been made towards the particular measures; even if full output or outcomes/ impact have not been achieved.

**Annex 1**

**Timetable for Measures Proposed to check compliance with the DfI draft  
Equality Scheme (using DRD Audit of Inequalities)  
As at 31 March 2019**

<b>Para #</b>	<b>Measure</b>	<b>Lead responsibility</b>	<b>Timetable</b>	<b>Action status</b>
2.7	Objectives and targets relating to the statutory duties will be integrated into the Department's corporate and operational business plans.	Equality Officer, All Directors.	Annually	To date lines have been provided for the DfI Plans from 2018 to 2020.
2.9	S75 Annual Progress Report	Equality Officer/ Permanent Secretary	31 August (annually)	Achieved for: 2017 to 2019.
2.13	Biannual progress reports to the Departmental Board, Minister and Committee for Infrastructure (CfI).	Equality Officer	Biannually	Ongoing. Biannual Reports provided to the Board - once a Minister and a Committee are appointed these will be sent to them for information.
2.14	Biannual Equality Working Group meetings	Equality Officer	Biannually	Ongoing.
2.15	Equality Forum meeting	Equality Officer	Annually	Ongoing.
3.4	Review consultation list of S75 contacts annually	Equality Unit	Annually	Achieved to date.
4.20	Quarterly publication of Screening Reports	Equality Officer	Quarterly	Achieved to date.
4.34	Review of existing information systems to address, where possible, any gaps identified in monitoring.	Equality Officer ASRB	Within one year of Equality Commission approval of scheme.	Ongoing (Equality Scheme is in draft).
4.37	Notify consultees of publication of Annual Report	Equality Officer	Annually by 30 September	Achieved to date.
5.4	Check availability/ suitability of focussed training for key staff	Equality Officer	Annually	EQIA & Section 75 courses under review (CAL/ECNI). Staff to be directed to ECNI and other organisations who can provide training in this area. HR facility no longer in DfI.
5.5/6	Review/ organise update training	Equality Officer	Annually	
5.10	Evaluation of Training	Equality Officer in conjunction with Human Resources.	Annually	

6.7	Review and update Dfl Guide to Making Information Accessible	Equality Officer	Annually, November	Achieved to date.
6.14	Assessing access to public information and services	Equality Working Group and Equality Forum	Annually	Ongoing - updates are requested for biannual reports to the Board.
10.1	Review of Equality Scheme	Equality Officer	Within 5 years of Scheme approval.	Scheme still in draft.

Note paragraph numbering may not be the same in final Equality Scheme.

**Abbreviations**

ATS	Accessible Transport Strategy
BRT	Belfast Rapid Transit
CAL	Centre for Applied Learning
Cfl	Assembly Committee for Infrastructure
DATS	Disability Action Transport Scheme
DfC	Department for Communities
Dfl	Department for Infrastructure
DoH	Department of Health
DE	Department of Education
DoJ	Department of Justice
ECNI	Equality Commission Northern Ireland
EQIA	Equality Impact Assessment
EWG	Equality Working Group
GRPB	Good Relations Programme Board
Intac	Inclusive Mobility Transport Advisory Committee
NI	Northern Ireland
NICS	Northern Ireland Civil Service
PSNI	Police Service for NI
RNIB	Royal National Institute for the Blind
RCTP	Rural Community Transport Partnership
SEG	Strategy Equality and Governance
SIB	Strategic Investment Board
SPPS	Strategic Planning Policy Statement
S75	Section 75
TBUC	Together: Building a United Community Strategy
TEO	The Executive Office
TPPD	Transport Programme for People with Disabilities