



Department for Infrastructure
Annual Progress Report to the Equality Commission (NI)
1 April 2019 – 30 September 2020

Alternative versions can be sought from the DfI Equality Unit by -

Post:

Room 413D/E

Clarence Court

10-18 Adelaide Street

Town Parks

Belfast

BT2 8GB

Email:

equalityunit@infrastructure-ni.gov.uk

Telephone:

02890540934 (for text relay service start with 18001)

**Public Authority Statutory Equality and Good Relations Duties
Annual Progress Report 2019-20**

Contact:

<ul style="list-style-type: none">Section 75 of the NI Act 1998 and Equality Scheme	Name: Angela Starkey Telephone: 02890 5 40696 Email: angela.starkey@infrastructure-ni.gov.uk
<ul style="list-style-type: none">Section 49A of the Disability Discrimination Act 1995 and Disability Action Plan	As above.

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 2019 to 31 August 2020.**

INDEX

	Page
<u>PART A</u> Section 75 of the Northern Ireland Act 1998 and Equality Scheme.	
<u>Section 1</u> Equality and good relations outcomes, impacts and good practice	1
<u>Section 2</u> Progress on Equality Scheme commitments <u>and</u> action plans/measures	18
<u>PART B</u>	
Section 49A of the Disability Discrimination Act 1995 (as amended) and Disability Action Plans.	27
<u>Annex 1</u> Timetable for Measures Proposed to ensure the Equality Scheme is complied with (Appendix 4 of the Draft DfI Equality Scheme).	38
<u>Annex 2</u> Abbreviations.	40

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 2019-20, 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 Outcomes Delivery Plan reflects 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.

The 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. The Department's actions, some as detailed in this report and some business as usual, have contributed to a number of the previous Executive's draft Programme for Government.

Outcomes – they have contributed, in particular to unlocking the economic potential of the region, tackling disadvantage, protecting the environment, and promoting the health and wellbeing of our citizens.

1.1. Compliance with Section 75

The Department's Equality Scheme remains under review with proposed amendments to better promote equality of opportunity and good relations. It is anticipated that it will be in place by early 2021. This will be followed by the development of a Departmental Audit of Inequalities and Equality Action Plan.

The following are actions the Department has taken to comply with the need to better promote equality of opportunity and good relations during 2019-20:

i. Mainstreaming Equality across the Department

The Department's Equality Unit 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.

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. At these officials share and receive best practice; consider emerging issues; and raise and resolve issues which could present as an inequality for any section 75 category. One of the Groups attended by the Equality Unit is the Statutory Forum between NICS and ECNI to discuss and develop guidance and forms; and promotion of equality within Departments this allows us to discuss issues

and obtain advice from ECNI. This period we have assisted in the redesign of the screening form which is used by our officials to ensure all section 75 categories are considered when developing any strategy, policy (proposed /amended /existing) or practice and/or decision, whether written or unwritten. The accessible version is now available on our intranet.

- **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.

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

ii. Diversity Champion

The Dfl Diversity Champion attends quarterly meetings of the NICS Diversity Champions Network (DCN) feeding back, as appropriate, which assists in the promotion and encouraging of equality of opportunity within Dfl. The DCN has four thematic leads for LGBT, Gender, Disability and Ethnic Minorities. To further promote and encourage diversity Dfl has also a Diversity Focus Group representative of the work and grades within the Department. The Group enables the Diversity Champion's role and work.

During 2019/20 Dfl has distributed Rainbow lanyards as well as promoting, supporting and attending the PRIDE celebrations in Belfast and Newry which were followed by a series of articles on the Dfl intranet site. Dfl also promoted the JAM Card Initiative that included training for all staff including front line staff. Dfl has also published a number of personal stories on disability and gender issues.

iii. Racial Equality Champion

The Department's Racial Equality Champion has been working closely with the Racial Equality Unit in The Executive Office, other NICS champions and the Racial Equality sub-group to identify and tackle any barriers to addressing racial inequality and be the point of contact for Dfl on Racial Equality issues.

A particular action for the Department has been preparing model conditions for the site licences for Traveller's sites. The Dfl Racial Equality Champion also made sure that arrangements are in place to help provide awareness for minority groups about the services provided by Dfl and our partners.

iv. Children's Issues

The Department's Children's Champion 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. The Department funds a number of concessions which can assist children and Young People when using public transport.

- YLink is a travelcard for all 16-23 years olds in Northern Ireland which offers 1/3 off all Translink bus and rail travel in Northern Ireland and up to 50% off Enterprise and is currently free, until further notice. Having a yLink card also brings exclusive discounts and offers from partner businesses.
- The Translink Proof of Age card is a flashcard available for under 16 year olds until 30 June, after their sixteenth birthday. . On production of the card

the bearer is able to obtain 50% off the full adult fare on local and Cross Border services.

- The 24+ Student Railcard is available for students aged over 24 and in full-time education. The railcard offers 1/3 off cash and mLink singles, day return*, weekly and monthly tickets and up to 50% off Enterprise fares. The card is currently free to obtain.

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. 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:

Changing Places Facilities in Belfast Transport Hub; Londonderry/Derry Transport Hub (completed in November 2020) and Portrush Station.

The Department has involved older people and people with a disability in the design and delivery of these major transport infrastructure initiatives.

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

a. New Buses

During 2019/20, the Department provided Translink with funding of £14.8m towards the purchase of 78 new buses and coaches. All of the new buses are wheelchair accessible.

b. Additional Train Carriages

During 2019/20, the Department provided Translink with funding of £3.4m towards the purchase of 21 additional rail carriages, with a total spend of £24.4m to date. All the new carriages are fully accessible to people with a disability or mobility issues.

The accessibility of the Belfast Rapid Transit vehicles 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.

c. 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 2019-2020 was £2.5M. The amount of grant funding awarded in 2020/21 is approximately

£2.6M. The programmes included in TPPD and their respective usage are shown in the following table:

Programme	Members	Data/usage
Disability Action Transport Scheme (DATS) - 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.	<u>(2019/20)</u> 14,825	Number of trips delivered: in <u>2019/20</u> 95,906. Up to September 2020* 10k(approx.)
Shop mobility - 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.	<u>(2019/20)</u> 13,963	Number of equipment loans to individuals: <u>2019/20</u> 38,624 <u>Up to 09/20*</u> 9k approx.
Easibus - 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: <u>2019/20</u> 30,225 <u>Up to 09/20*</u> 9k approx
* Note: All services from March – September 2020 have been significantly impacted by the COVID-19 pandemic.		

d. **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 2019-20 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 amount of grant funding awarded to RCTPs in 2020/21 is approx. £2.2m.

April 2020 – September 2020

As a result of COVID-19 coronavirus, both DATS and DAL services were temporarily transitioned from solely passenger transport to include non-passenger services. This enabled community transport operators to provide delivery services whereby food boxes, groceries and prescriptions were provided to people in the community who were most in need of help and

support. Figures for both schemes up to September 2020 therefore include non-passenger (delivery) trips.

DATS and DAL services are usually only available to individuals that are members of their local Community Transport scheme, however transitioned services were also made available to non-members. S75 data is not available for non-members.

The total number of trips delivered under the Scheme and the trips taken by the two main user groups (Section 75 'Age' and 'Disability') from April 2019 to September 20 are as follows:

Total Membership	Total number of Trips delivered	Trips taken by those aged 60 and over	Trips taken by those with a disability
<u>2019/20</u> 9,504	17,513	**124,627	**62,875
<u>Up to 09/20</u> 13,188*	51k (approx.) [figure includes transitioned services**]	***--	***--

*Note some people fall into both of these S75 groups

Note:

*Membership temporarily extended to include individuals receiving transitioned services. It is anticipated that this figure will reduce once operations fully return to transport only services

**DAL services for the six month period ending September 2020 have been significantly impacted by the COVID-19 pandemic.

***As service was extended to non-members no S75 data is available to determine what percentage of service delivery was to those aged over 60 or those with a disability.

Extension of DAL as a result of funding from the Social Investment Fund

Three of the RCTPs in the Northern Area received funding from the Social Investment Fund (SIF) Northern Area payable by the Executive Office. This was part of a three year funding agreement which ended in August 2019. It enabled the RCTPs to extend the operational hours of DAL, and deliver trips outside of their 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 2019-20 were as follows:

Total number of Trips delivered	Trips taken by those aged 60 and over	Trips taken by those with a disability
8,030	3,634 (45%)	2,971 (37%)
Note some people fall into both of these S75 groups		

e. 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 total costs (reimbursed by Department) and number of journeys (as supplied by the Translink and Private companies) taken under this scheme during 2019-20 only are detailed in the table below:

Category	Cost £(000)	Journey numbers(k)
60+, Blind & War Disabled (full fare)	32,728	12,954
Half Fare Categories	929	729
Children	7,103	9,145
Administration Costs – overall	458	--
Total	41,218	22,828
<i>Information not available for the six month period ending August 2020</i>		

f. 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.

Along with the Mobility & Access Committee for Scotland (MACS) and the Disabled Persons Transport Advisory Committee (DPTAC), IMTAC established the Accessibility Four Nations Group designed to share information and discuss common issues affecting the mobility of older people and disability people across all the regions of the UK.

Following the first meeting in Edinburgh in August 2019 initiated by MACS, IMTAC hosted the second meeting of the Group in Belfast in March 2020.

IMTAC have also provided advice on improving transport accessibility by:

- Working with transport providers around the design of buses and trains including the publication of a policy paper to encourage best practice among small bus operators;
- Assisting Translink on the detailed design of the Belfast Transport Hub and Yorkgate station. Visiting and providing feedback to Translink following the opening of the North West Transport hub and the new Portrush train station;
- Engaging with Translink on the ticketing replacement project; published a report with recommendations to improve the application and renewal process for Smart Passes and provided support to the Department in undertaking a survey around the attitudes of older people and disabled people to the Concessionary Fares Scheme; and
- Publishing recommendations for proposed public realm schemes in Banbridge and Portaferry, and a report following a pedestrian workshop hosted by IMTAC focusing on obstructions such as pavement parking, advertising boards and pavement cafes.

IMTAC has improved accessibility to travel information by:

- Working with Translink to improve and update online information about the accessibility of services including detailed information about services and facilities; and
- Developing a new website as an online resource for anyone seeking information about the accessibility of transport and travel in Northern Ireland.
- Imtac have sought to involve older people and disabled people in the development of policies and services by hosting public meetings in Belfast and Craigavon as well as targeted engagement with the Deaf community. The Translink Accessibility Working Group, including disabled people and older people not members on IMTAC, held two meetings. Involving Older People and Disabled People.
- In 2012/21 IMTAC sought and were awarded grant funding of £63,400. The reduction in grant is directly linked to how the Committee has adapted work practices, most notably in carrying out meetings remotely using technology during the COVID-19 pandemic. The work programme for 2020/21 has been developed with a priority to support Government, transport providers and others in responding to COVID-19.

Outcomes

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 flood risk and 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.

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

(i) **Major Road Improvement Projects**

All of the schemes undertaken should have a major positive impact on road safety, accessibility, and connectivity for all road users including those who are vulnerable and socially isolated.

(ii) **Flood Risk Management**

The Department has continued to develop a number Flood Alleviation Schemes (FAS) identified in the Northern Ireland Flood Risk Management Plans as being Significant Flood Risk Areas (SFRAs). Including the Belfast Tidal FAS, Shimna River (Newcastle), Newry SFRA, Portadown SFRA FAS.

Outcome

Reducing flood risk and more accessible, safer roads/streets help to address some of the barriers experienced by the community in general. 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 64,930 blue badges were issued. A further 165 multiple badges were issued to support organisations.

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 September 2020, video clips replaced written scenarios in the car theory test, bringing the test up to date and making it more accessible for everyone. Research with candidates with reading difficulties and disabilities showed that these learners felt more comfortable and confident with video scenarios as they were better able to process the information on screen.

The theory test online booking system was subject to a comprehensive review and development to increase compliance with the Web Content Accessibility Guidelines WCAG 2.1. An Accessibility Statement, in compliance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018, was published on the site in September 2020.

DVA theory test centre staff were issued with a Just A Minute (JAM) Card badge to wear and the test centres have JAM Card signage so that candidates can see they are part of the scheme.

Outcome

DVA continues to work in partnership with the Driver & Vehicle Standards Agency (DVSA) in GB to engage with groups that represent those with learning difficulties and disabilities to facilitate candidates with a disability when completing their 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.

In addition to 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 August 2020 the Department’s advice on the use of mobility scooters was promoted via social media. This included a link to the 2012-13 online leaflet developed in partnership with Shopmobility and is-available at:

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

(ii) Road Safety Training – Special Schools

Due to COVID-19, school closures and restriction on external visitors to schools none of the 36 special schools have received a road safety visit this academic year. The education of road safety to special needs children remains a priority for the Road Safety Division and visits will resume when it is safe to do so.

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.

They also 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.

(iii) Development of Cycling Infrastructure

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

The Department is finalising the Belfast Bicycle Network and will publish early next year. This will provide a framework for future routes through the city.

Outcome:

The provision of segregated infrastructure, as shown in the Belfast Bicycle Network, can reduce conflict between users - accessible infrastructure for disabled and elderly people.

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 Sitemorse surveys, which are commissioned by the DoF Digital Development Web Team for all Departmental websites are used to review websites (including their accessibility). Any issues highlighted reviewed updated/amended New Regulations to ensure public sector websites are accessible to all users, especially those with disabilities, came into force in September 2018 – WCAG 2.1. Websites underwent an Accessibility Audit this year (2020) to ensure they meet the new regulations. The DfI website team will continue to carry out remediation work required and reflected in the Accessibility Statement published on 23 September 2020.

Outcome:

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

Communications with Older People

The DVA has contacted Age NI, about how they can work together to help improve communication with older customers, particularly those who are not internet savvy.

The DVA has shared some information with them on how to easily check MOT status online and on the extension to driving licences, which are some of the areas they've had the most queries on. Age NI also agreed to share DVA's social media messages on the Age NI platforms.

Outcome:

Going forward, points of contact have been established in each organisation so the DVA can support Age NI if they are getting high volumes of queries on any specific matter relating to DVA services.

1.8. Policy Area – Public Appointments

A full programme of competitions for DfI public bodies is underway for 2019/20 and 20/21 year (there has been some delay as competitions were temporarily suspended due to the Coronavirus pandemic). To date, five open public competitions have concluded along with three competitions for Councillor positions for the DfI Trust Ports.

All public appointment recruitment is completed in accordance with the Commissioner for Public Appointments NI Code of Practice (2016).

Outcome

DfI will continue to grow its outreach to encourage underrepresented groups to apply for public appointment opportunities within the Department.

1.9. GOOD RELATIONS

Policy area – "Together: Building a United Community Strategy" (TBUC)

DfI is not the lead in any of the seven TBUC headline actions. That said it enables the Urban Villages Programme and the Transport hubs. It also enables "Shared

Spaces” via the “Strategic Planning Policy Statement (SPPS) ‘Planning for Sustainable Development”.

Work undertaken by the Department which may impact positively on Good Relations and / or TBUC are:

- **Belfast Rapid Transit (BRT)**

The Belfast Rapid Transit (BRT) Glider services provided better access to and between East Belfast, West Belfast, Titanic Quarter and the city centre for everyone along the route. The main interchanges include 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**

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 over 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. 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.

- **The Colin Active Travel Network Study**

DfI Walking & Cycling Unit and the Belfast Rapid Transit Delivery Team's TBUC funded feasibility study for active travel routes in the Colin area, was completed and published in 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. The Department is currently working with other partners such as Belfast City Council, TBUC, NIHE and Department for Communities in progressing active travel in the Colin Urban Village area.

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 22 May 2019, 7 August 2019, 20 November 2019, and 12 February 2020.

- The work of the **TBUC Engagement Forum** and the **Inter-Departmental Interface Programme Board** 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. During this reporting period a member of the Department's Regional Planning Policy Team attended a meeting of the Subgroup on 10 September 2020.

Outcome

The completion of these actions has the potential to have a positive impact on good relations in the follow ways:

- The creation of transport hubs as part of the Urban Village Project is a significant opportunity to regenerate the local area and to contribute to wider City Centre regeneration by bringing economic and social benefits to that part of the City. This therefore 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.

PART A

- 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. The draft document will undergo a 12 week consultation in 2021. We will also conduct pre-stakeholder engagement with representatives of the Section 75 categories who may be most likely 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 2019-20 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.

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 Dfl 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.

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:

Research with Driving Theory Test candidates with reading difficulties and disabilities showed that these learners felt more comfortable and confident with video scenarios as they were better able to process the information on screen. The Driver Theory Test now includes video clips instead of written scenarios making it more accessible for everyone.

The theory test online booking system was subject to a comprehensive review and development to increase compliance with the Web Content Accessibility Guidelines WCAG 2.1. An Accessibility Statement, in compliance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018, was published on the site in September 2020.

Dfl has completed the JAM ('Just A Minute') Card online training in this period.

Age and Disability category:

People with learning difficulties, and older people who do not have or want IT communications still have the contact option of phoning staff for information or advice when trying to avail of Dfl functions and receiving communications in paper format keeping their independence.

Annual and quarterly audits / reviews on the accessibility of the Dfl websites has led making improvements.

As a result of COVID-19 and government restrictions, demand for transport service greatly reduced. In response both DATS and DAL services were

temporarily transitioned from solely passenger transport to include non-passenger services.

This decision enabled the community transport operators to provide delivery services whereby food boxes, groceries, prescriptions etc. were provided to people in the community who were most in need of help and support.

The community transport providers also maintained a telephone contact service with all their members, often signposting them to other organisations who could provide help needed. The majority of those who have/will benefit from this service would be those are older and those with a disability

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):*

N/A

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):*

DfI Communications Office review of all aspects of the Departments websites ensured errors were eradicated and improvements made. Existing websites have undergone an Accessibility Audit in 2020 to ensure they meet the new WCAG 2.1 accessibility regulations that came into force in September 2018.

The DfI website team will continue to carry out remediation work required and reflected in the Accessibility Statement published on 23 September.

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

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):*

Recommendations contained within the ECNI Paragraph 10 of Schedule 9 of the Northern Ireland Act 1998 investigation report in December 2019 upholding a complaint regarding DfI's failure to carry out a screening and/or full Equality impact Assessment (EQIA) on its proposed time bound changes to the bus lanes in Belfast.

PART A

Following the issuing of the report DfI officials met with the Equality Commission on 5 March 2020 to discuss the outcomes and recommendations of the Report. This also included a proposed Departmental action plan to progress the report recommendations. Work on this has been delayed due the COVID-19 response pandemic.

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 2019-20 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 2019-20 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 2019-20 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.

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 2019-20 reporting period, please indicate the **number** of:

Actions completed:	<input type="text"/>	Actions ongoing:	<input type="text"/>	Actions to commence:	<input type="text"/>
--------------------	----------------------	------------------	----------------------	----------------------	----------------------

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 2019-20 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 2019-20 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 2019-20 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.

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.

12 In the 2019-20 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 2019-20 reporting period? *(tick one box only)*

- Yes No Not applicable

Please provide any details and examples:

14 Was the consultation list reviewed during the 2019-20 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*):

31

16 Please provide the **number of assessments** that were consulted upon during 2019-20:

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

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:

None. The ECNI investigation report into the Experimental Traffic Control Scheme to allow private hire taxis to use Bus Lanes has been received and the Department is working on the recommendations.

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:

DfI Communications Office has ensured all aspects of the Departments websites are reviewed, errors eradicated and improvements made. Existing websites have undergone an Accessibility Audit in 2020 to ensure they meet the new WCAG 2.1 accessibility regulations that came into force in September 2018.

Work will continue on remediation work identified in the Accessibility Statement.

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:

- The Department carried out a survey of Concessionary Fare Holders in conjunction with IMTAC between August and October 2019 in order to demonstrate the contribution of the Scheme towards Outcome 8 of the Outcomes Delivery Plan 2018-2019 - 'we care for others and help those in need' and also to review feedback on the SmartPass and identify opportunities to improve the administration of the Scheme. Publication of survey results has been delayed due to COVID-19.
- NI Transport statistics report, published 8 October 2020, 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/system/files/publications/infrastructure/ni-transport-statistics-2019-2020.pdf>. Travel Survey for Northern Ireland 2016-2018 published 13 February 2020 provides analysis on journeys taken in 2016-2018 including breakdowns by age and gender <https://www.infrastructure-ni.gov.uk/publications/travel-survey-northern-ireland-depth-report-2016-2018>. It includes information and charts on key travel statistics comparing urban and rural areas. Updated factsheets for 2016-2018 were also published 11 June 2020 and a new factsheet on car travel was published 17 December 2020.
- DfI currently has a number of question modules included in the Continuous Household Survey (CHS) each year with between 4 and 5 separate reports being published annually on topics such as 'Attitudes towards Walking, Cycling and Public Transport, Attitudes towards ECars, Travel to/from School, Cycling in NI, Road Safety and Public Transport Journey Planning. Where possible results for all CHS reports are broken down by gender, age group, urban/rural and by LGD.
- The Attitudes towards Walking, Cycling and Public Transport Report was published 1st October 2020 and contains information on satisfaction with walking, cycling and public transport facilities and willingness to walk and cycle short journeys. Where possible results are broken down by gender, age group, urban/rural and by LGD.
- Travel to/from School by Pupils in Northern Ireland 2018/19 was published 16 January 2020. The report presents data from the 2018/19 Continuous Household Survey in relation to the modes of travel used by children to go to school <https://www.infrastructure-ni.gov.uk/publications/travel-tofrom-school-by-pupils-northern-ireland-201819> .

Public Transport Journey Planning 2018-2019 was published 26 March 2020. This report presents findings from the 2018-19 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-201819> The Young Persons' Behaviour and Attitudes Survey (YPBAS) is a school-based survey conducted among 11-16 year-olds. A

Factsheet on Travel to school was 3 September 2020 <https://www.infrastructure-ni.gov.uk/publications/young-persons-behaviour-and-attitude-survey-2019-travel-to-from-school> 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 registered to attend a few ECNI courses unfortunately they were postponed due to the pandemic event. Equality Unit has continued to circulate links to Webinars provided by ECNI and Employers for Disability which may be of use to staff.

Staff have access to various e-learning courses on mental health/resilience (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 September 2019 the Department launched an initiative to become JAM ('Just A Minute') Card online training JAM Card friendly and 100% 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:**

Reviews of the Driving Theory Test and online booking system replaced written scenarios with video clips, and the booking system was made more accessible.

The Department carried out a survey of Concessionary Fare Holders in conjunction with IMTAC between August and October 2019 in order to demonstrate the contribution of the Scheme towards Outcome 8 of the Outcomes Delivery Plan 2018-2019 - 'we care for others and help those in need' and also to review feedback on the SmartPass and identify opportunities to improve the administration of the Scheme. Publication of survey results has been delayed due to COVID-19.

The Department's websites have had an Accessibility Audit to ensure they meet WCAG 2.1 accessibility regulations.

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:

0

Please provide any details of each complaint raised and outcome:

The Department received the investigation report from ECNI regarding the complaint under Para 10 of Schedule 9 of the NI Act (1998) on the proposed Experimental Taxis in Bus Lanes scheme. The Department is working on the recommendations. In the meantime this scheme has not progressed.

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. The Department has liaised with ECNI on progressing the draft to final. Once approved the Scheme will 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.

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

PART A

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 ¹	Outcomes / Impacts ²
National ³	To encourage more disabled people to apply for public appointments.	A Guaranteed Interview Scheme is considered in all competitions 2020/2021.	5 open public competitions were run in 2019-2021. 3 applicants applied under the Guaranteed Interview Scheme. All three got to the interview stage, none were appointed
Regional ⁴	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 and more recently public transport's COVID recovery.
Local ⁵			

PART B

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

	Training Action Measures	Outputs ¹	Outcome / Impact ²
1.	Promoting positive attitudes towards people with a disability within the Department.	The e-learning course 'Unconscious Bias' is mandatory for all staff, and new entrants will be asked to complete it by line managers. The CAL e-course Introduction to Section 75 is recommended for all staff. JAM card awareness e-learning was launched in September 2019 and the Department is now compliant.	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 and disseminates these.	Information provided by Section 75 organisations on training disseminated and staff encouraged to enrol on relevant CAL courses so as to ensure they can avail of Section 75 up-to-date guidance
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. 5 public appointment competitions were open to the general public	Increased awareness and understanding of the disability legislation and disability duties for Board members of Arm's Length Bodies. Increased awareness of appointment opportunities. All 5 competitions used the

PART B

	Training Action Measures	Outputs ¹	Outcome / Impact ²
		<p>within April 19 - Sept 20. These competitions offered a Guaranteed interview Scheme. Increased promotion of public appointment opportunities across all underrepresented groups.</p> <p>ECNI guidance “Demonstrating Effective Leadership” in relation to duties and obligations under Section 75 of the Northern Ireland Act 1998 was published on the Departments intranet. This guidance and subsequent self-audit checklist will be considered for the training required to actions the ECNI findings on the Paragraph 10 complaint on Taxis in Bus Lanes Experimental scheme</p>	<p>Guaranteed Interview Scheme and the scheme will be continued for future competitions.</p> <p>The Board acknowledge the role of effective leadership in relation to S75 within the Department and support mainstreaming of the Equality duties. 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 ¹	Outcome / Impact ²
1	To provide road safety and active travel advice and guidance to all special schools in the north of Ireland on a yearly basis.	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.	Due to COVID-19, school closures and restrictions on visits to schools none of the special received a road safety visit this academic year. The education of children with special needs remains a priority to the Department and visits to special schools will resume when it is safe to do so.

PART B

	Communications Action Measures	Outputs ¹	Outcome / Impact ²
			<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). Up to October 2019 28% of special schools had participated in PCPST from a starting level of zero in previous years.</p>
2	<p>The Department will review ways of ensuring that information on services is both inclusive and accessible.</p>	<p>The Department's Guide to Making Information Accessible is available on the internet and reflects best practice. It was last updated in February 2020.</p>	<p>Staff have guidance available to ensure their internal and external communications are accessible.</p>
3.	<p>The Department will review ways of ensuring that information on services is both inclusive and accessible.</p>	<p>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 June 2020 move to 15th out of 303 websites surveyed. Existing websites underwent an Accessibility Audit in 2020 to ensure they meet the new WCAG 2.1 accessibility regulations that came into force in September 2018. The DfI website team will continue to carry out remediation work required and reflected in the Accessibility Statement published on 23 September.</p>	<p>Accessible information on the functions of the Department is available for all members of the public.</p>

PART B

	Communications Action Measures	Outputs ¹	Outcome / Impact ²
		The Intranet/ Internet Operational Working Group continues to ensure content is formatted correctly, reviewed, and updated as required.	
4.	The Department will review ways of ensuring that information on services is both inclusive and accessible.	No complaints were received in relation to access to information on the Department's services on its websites.	Information on the functions/services of the Department is inclusive and accessible to the public.

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

	Encourage others Action Measures	Outputs ¹	Outcome / Impact ²
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 (EfD) were placed on intranet. Also articles/items such as "Autism Awareness Month" and the Autism Awareness Factsheet; "Mental Health Awareness" week; EfD's videos / advice; 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 Strategic Design Group (SDG) enables the sharing of knowledge, best practice and making connections etc. with

PART B

	Encourage others Action Measures	Outputs ¹	Outcome / Impact ²
		<p>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.</p> <p>After considering a number of options, the SDG agreed on a possible pilot scheme to make Bedford Street in Belfast’s city Centre more accessible and inviting to pedestrians.</p> <p>The scheme involved reducing a portion of Bedford Street 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>This has also assisted with social distancing measures in 2020.</p> <p>Reports capturing the learning and a video documenting the project have been added to the Departments website at https://www.infrastructure-ni.gov.uk/publications/bedford-street-pilot-project#skip-link It is intended that the reports, and video could assist other Departments / organisations in taking forward similar projects.</p>	<p>the aim of promoting successful placemaking.</p> <p>The ‘Better Bedford Street’, scheme sought to create a more people friendly street in line with the qualities of Living Places. Two learning reports from the process aspect of the pilot as well as its implementation were issued on the 5 August 2020.</p>
3.	To nominate staff to represent the Department on relevant disability representative groups.	<p>Staff members represent Dfl on groups representing Disability.</p> <p>Dfl 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>

PART B

	Encourage others Action Measures	Outputs ¹	Outcome / Impact ²
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 November 2020.</p> <p>No complaints on disability issues were received during this period</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>

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 ¹	Outcomes / Impact ²
1.	Development of the detailed design and implementation for Belfast Rapid Transit to ensure the system is accessible to all.	<p>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.</p> <p>Belfast Rapid Transit Glider information sessions arranged through IMTAC.</p>	<p>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.</p>
2.	Driver & Vehicle Agency will help improve the mobility of 16 year old applicants who are in receipt of Personal Independence Payments by	Annual uptake figures are provided in the Annual report to ECNI which is published on DfI website and the link	107 licences were issued in the period 1 October 2019 to 30 September 2020.

PART B

	Action Measures fully implemented (other than Training and specific public life measures)	Outputs ¹	Outcomes / Impact ²
	allowing them to apply for a driving licence up to two months prior to their 16 th birthday. Availability of this scheme is advertised on NIDirect and on the DL1 application form.	sent to Section 75 consultees for information.	
3.	To consider how to meet the transport needs of disabled people in the future.	<p><u>Performance Indicator 1:</u> In the period September 2019 to October 2020 Disability Action resolved 1 complaint on its interim service.</p> <p><u>Performance Indicator 2:</u> This has been taken on by Department of Health</p>	<p><u>Performance indicator 1:</u> Has been achieved for 2019 - 20.</p> <p><u>Performance Indicator 2:</u> Will no longer be reported on.</p>

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

	Action Measures partly achieved	Milestones ⁶ / Outputs ¹	Outcomes/Impacts ²	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.	<p>The new ATS and Action Plan will address accessibility issues experienced by older people and people with a disability across the transport system.</p> <p>Actions to support draft Programme for Government Indicators 23 and 25 will be reflected within the ATS.</p>	The ATS was scheduled to be in place during 2018-19. It was 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.

PART B

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.	All changes recommended are implemented bar the second staged fee increase. This is under consideration by the Department.
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 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 report is under consideration by the Department.

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

PART B

No new monitoring tools have been implemented during 2018-19.

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

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

If yes please outline below:

	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

¹**Outputs** – defined as act of producing, amount of something produced over a period, processes undertaken to implement the action measure e.g. Undertook 10 training sessions with 100 people at customer service level.

²**Outcome / Impact** – what specifically and tangibly has changed in making progress towards the duties? What impact can directly be attributed to taking this action? Indicate the results of undertaking this action e.g. Evaluation indicating a tangible shift in attitudes before and after training.

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

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

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

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

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

Para #	Measure	Lead responsibility	Timetable	Action status
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 Dfl 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 (Cfl).	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 function no longer within Dfl.
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 roster
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
Imtac	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