

DEPARTMENT FOR INFRASTRUCTURE (NI)
Annual Progress Report to the Equality Commission (NI)

1 April 2020 – 31 March 2021

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Public Authority Statutory Equality and Good Relations Duties Annual Progress Report

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As above.

Documents published relating to our Equality Scheme can be found at:

<https://www.infrastructure-ni.gov.uk/publications/department-infrastructures-equality-scheme>

Signature:

This report has been prepared using a template circulated by the Equality Commission and reflects progress made between 1 April 2020 and 31 March 2021.

It presents our progress in fulfilling our statutory equality and good relations duties, and implementing Equality Scheme commitments and Disability Action Plans.

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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 2020-21, 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.

1.1. General Section 75 and Outcomes Delivery Plan

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.

Responsibilities:

The following are activities undertaken by the Department that comply with the need to better promote equality of opportunity and good relations during 2020-21:

i. Mainstreaming Equality across the Department

- In February 2021, a new DfI Equality Scheme was published with amendments to better promote equality of opportunity and good relations.
- The Department's Equality Unit promotes our statutory duty to consider equality when carrying out Departmental functions; provides advice / guidance to staff in relation to this; and co-ordinates equality related exercises.
- To comply with the DfI Equality Scheme, Equality 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.
- In order to develop staff understanding of Section 75 related issues, and the needs of each Section 75 category, 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.

- The Department is represented on the Statutory Forum between the NICS and ECNI to discuss and develop guidance and forms; and promotion of equality across departments. Participation allows us to discuss issues and obtain advice from ECNI.

ii. Diversity

- The Dfl Diversity Champion attends quarterly meetings of the internal NICS Diversity Champions Network (DCN) feeding back, as appropriate, which assists in the promotion and encouraging of equality of opportunity across the NICS including Dfl. The DCN has four thematic leads for LGBT, Gender, Disability and Ethnic Minorities.
- To further promote and encourage diversity, Dfl has established a Diversity Focus Group with membership drawn from all business areas and grades across the Department. The Group directly supports the Diversity Champion's role and work.
- During 2020-21, Dfl has supported the virtual activities and celebrations for Pride month and shared a series of articles on the Dfl intranet site.
- The Department has also published a number of personal stories on disability and gender issues on its intranet site during the period.
- The Department has contributed to the development of the NICS Diversity Strategic Action Plan being drafted by The Executive Office. This covers progress towards meeting the Executive's commitments to Equality in Public Appointments. The TEO Plan is still to be finalised after being delayed as a result of the pandemic.

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

NICS Racial Equality sub-group to identify and tackle any barriers to addressing racial inequality.

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

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 draft Programme for Government outcomes.
- The Department funds a number of concessions which can assist children and Young People when using public transport. These are outlined under Concessionary Fares in paragraph 1.2.

v. Mental Health Charter

- The NICS has 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.

Action Plans/Measures

- Following the publication of the Department's new Equality Scheme, a Departmental Audit of Inequalities and Equality Action Plan are in development.
- DfI is a member of the NICS Working Groups working alongside other departments and the independent Co-Design Groups to develop a series of Social Inclusion Strategies as committed to in New Decade, New Approach. The four strategies under development are the Anti-Poverty Strategy, Disability Strategy, Gender Strategy and the LGBTQI+ Strategy.

Outcome

Work is ongoing to ensure that equality considerations are mainstreamed and embedded across the Department and Section 75 statutory duties are complied with and understood. Once fully developed and agreed the Social Inclusion Strategies will also help embed further our S75 duties.

1.2 Public Transport including IMTAC

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.

Initiatives and transport related programmes currently being taken forward, aimed at creating an inclusive / accessible transport system, include:

a. Improved Station Facilities

Changing Places Facilities are available within the North West Transport Hub and Portrush Train Station. They are also included in the design for the Belfast Transport Hub which is currently under development. The Department has involved older people and people with a disability in the design and delivery of these major transport infrastructure initiatives.

b. New Buses

During 2020/21, the Department provided Translink with funding of £40.08m towards the purchase of 333 new buses / coaches with a total investment of £46.9m to date. All of the new buses are compliant with the Public Service Vehicle Accessibility Regulations.

In the first year of operation (2018/19) the accessibility of the Belfast Rapid Transit vehicles coincided with a 25% increase in use by older people and people with disabilities along its routes when compared to Metro services for the

same routes. Due to the impact of the COVID-19 pandemic patronage on public transport has fallen substantially. However, statistical information, including that relating to S75 groups, is not currently available.

c. **Additional Train Carriages**

During 2020/21, Translink will take receipt of 21 additional rail carriages, which are fully accessible to people with a disability or mobility issues. The funding for these carriages was provided by DfI.

d. **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.

Due to the continued impact of COVID-19 and government restrictions, demand for transport services has remained low. In response, both the Disability Action Transport Scheme (DATS) and Dial-A-Lift (DAL) services continue to be 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 and the Shopmobility Schemes 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 who are older and those with a disability.

The total amount of funding provided through TPPD in 2020/21 was approximately £2.64m of resource funding and capital funding of £71k. The programmes included in TPPD, and their respective usage during 2020/21, are shown in the following table:

Programme	Members	Data/usage
<p>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.</p> <p>The COVID-19 pandemic and associated restrictions impacted on demand for trips. However, operators transitioned their services¹ to support members during this period. Operators fare income was negatively impacted during this period - in response to this capital funding of £34k was provided to cover six months lease costs.</p>	<p>19,426</p> <p>Active Users 4,800</p>	<p>Number of <u>transitioned</u> trips delivered 30,010</p>
<p>Shopmobility - 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.</p> <p>The COVID-19 pandemic and associated restrictions impacted on the schemes ability to fund raise in order to raise additional income to support services. In response additional resource of £21k was made available for cover operational costs, and capital funding of £37k was made available to support the purchase of new equipment.</p>	<p>14,277</p> <p>Active Users 1,204</p>	<p>Number of equipment loans to individuals 26,310</p> <p>Outreach support telephone calls during Covid-19 to members 3,571</p>
<p>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.</p>	<p>Membership not required for this scheme</p>	<p>Passenger Journeys/Trips 21,172</p>
<p>Note: All services have been significantly impacted by the COVID-19 pandemic. Additional capital and resource funding was provided to assist organisations to remain viable and to safeguard their ability to continue to deliver transport services on behalf of the Department.</p>		

¹ As a result of COVID-19, services 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.

e. 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 transport options for individuals living in rural areas who are unable to access, or have difficulty accessing, public transport.

During 2020/21 revenue grant funding of £2.25m and capital funding of £198k was paid by DfI to Rural Community Transport Partnerships (RCTPs) in 11 operational areas to help deliver DAL services.

In response to the COVID-19 pandemic and associated restrictions, additional resource funding of £16k was made available to help cover operational costs. A further £198k capital funding was provided to RCTPs to either pay six months lease costs / pay outstanding balance for buses recently purchased / cover accessibility adaptations to a new vehicle.

f. Impact of COVID-19

As a result of COVID-19, both DATS and DAL services 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 DATS and DAL schemes for 2020/21 therefore include non-passenger (delivery) trips.

From February 2021 transitioned services were extended to include transport outside of the operational area for the purpose of attendance at scheduled vaccination appointments.

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.

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The total number of trips delivered under the DAL Scheme during the period, and the trips taken by the two main user groups (Section 75 'Age' and 'Disability'), are as follows:

Dial-a-Lift Scheme			
Total Number of Trips*	Passenger Trips	Non Passenger Trips (Deliveries)	Food Boxes/Parcels delivered to Individual Households
101,324	53,756	47,568	27,996
Transitioned services provided for older people		Transitioned services provided for people with a disability	
49,921		25,991	
Note: DAL membership is currently extended to include individuals receiving transitioned services. It is anticipated that this figure will reduce once operations fully return to passenger only services. S75 figures are not available for transitioned services provided for non-members.			

g. Concessionary Fares

The Concessionary Fares Scheme was established to support those most at risk of social isolation to access public transport through discounted bus and rail fares.

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 DfI) and number of journeys (claimed by Translink and other participating operators) taken under this scheme during 2020/21 are detailed in the table below. Again the number of journeys has significantly reduced due to the impact of COVID-19:

Category	Cost £(000)	Journey numbers(k)
60+, Blind & War Disabled (full fare)	10,161	3,896
Half Fare Categories	344	227
Children	3,107	3,397
Administration Costs – overall	477	-
<u>Total</u>	<u>14,089</u>	<u>7,520</u>

The Department also funds a number of concessions to assist children and young people when using public transport:

- YLink is a free travelcard for all 16-23 years olds in Northern Ireland. This offers 1/3 off all Translink bus and rail travel in Northern Ireland and up to 50% off Enterprise journeys. Having a yLink card also provides 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; and
- the 24+ Student Railcard is available for free to students aged over 24 and in full-time education. The railcard offers 1/3 off cash and mLink single journeys, day return, weekly and monthly tickets and up to 50% off Enterprise fares.

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 and services.

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, regular meetings have taken place with the next meeting scheduled for August 2021. (IMTAC hosted the second meeting of the Group in Belfast in March 2020).

IMTAC has advised on a number of areas due to COVID-19 including:

- advice on the blue badge scheme following the initial lockdown;
- input to the guidance for safer travel and the wearing of face coverings on public transport; and
- suggested the introduction of a “change ticket” on Translink vehicles. This ticket has a monetary value and can be issued to a passenger when they don’t have the exact fare.

IMTAC has also provided advice on improving transport accessibility by:

- continued engagement with Translink in respect of new station developments including the Belfast Transport Hub, Yorkgate, Lurgan, Bangor, Ballymena and Cullybackey; and
- engaging with the Ticketing Project team, particularly on barriers and ticketing machines.

In addition, IMTAC has:

- continued to work with the Translink Marketing Team on improvements to the Translink website and initiating the Transforming Travel and Social Inclusion Project to improve accessibility to travel information;
- continued to meet regularly with the Translink Accessibility Working Group, including disabled people and older people not members on IMTAC;
- sought and were awarded grant funding of £63,000 for 2021/22 which represents a reduction. This reduction is directly linked to how IMTAC has

adapted its working practices, most notably in carrying out meetings remotely using technology during the COVID-19 pandemic; and

- developed its work programme for 2021/22 with a priority to support Government, transport providers and others in the path to recovery from COVID-19.

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 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) 20 mph Speed Limit Scheme

During 2020/21 103 schools were added to the part time '20 mph speed limit scheme'. The Scheme aims to improve road safety around schools when pupils are arriving in the morning and leaving in the afternoon.

(ii) 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.

(iii) 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). These include the Belfast Tidal FAS, Shimna River (Newcastle), Newry SFRA, Portadown SFRA FAS.

Outcome

Reducing flood risk and more accessible, safer roads/streets helps 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.

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 44,667 blue badges were issued. A further 87 multiple badges were issued to support organisations.

Outcome

Use of the concessions associated with a blue badge scheme 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.

1.5. Policy Area – Driving Theory Test

For candidates with a hearing/speech/visual impairment, the Department's Driver & Vehicle Agency (DVA) allows for extra time; provides reader/recorder assistance; and/or provides information in 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.

The Driver Vehicle Agency 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.

Outcome

Liaison with representative groups has allowed DVA to adjust tests to assist people with certain disabilities to allow them to take their tests in a manner more accessible to them.

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 March 2021, all campaigns for social media were updated to include subtitling to improve the messaging for those with hearing difficulties.

The website 'Share The Road to Zero' has also been updated to comply with the new Accessibility legislation which came into force in 2020.

In addition to social media activity, the Department also delivered various road safety campaigns on television, radio and outdoor (bus 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 includes a link to the 2012-13 online leaflet developed in partnership with Shopmobility and is available on the NI Direct website ([here](#)). This activity is scheduled to run again during the 2021-22 reporting period.

(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 received a road safety visit during 2020/21. The education of road safety to special needs children remains a priority for the Department and visits will resume when it is safe to do so.

All primary and special schools were provided with tasks and associated worksheets to enable teachers and/or parents to work alongside children during periods of online learning due to COVID-19 restrictions.

Outcome

The behavioural change activities/initiatives in respect of (i) and (ii) above provide road safety information/advice to/about vulnerable groups to help them, and drivers, make better more informed decisions when using the roads. This results in better protection for the most vulnerable road users and a reduction in 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

On 5 May 2020 Minister Mallon announced a Walking and Cycling Champion within DfI to take forward and deliver our commitment to increase the percentage of journeys made by walking, wheeling and cycling. At that time an Advisory Group was also established to advise on strategic issues to assist in imbedding active travel as an integral part of the work of the Department. Membership includes IMTAC and the group met for the first time on 18 August 2020.

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

The Department continued to progress its Belfast Cycling Network during this reporting period. It was published on 4 June 2020 and will provide a framework for future routes through the city.

Outcome

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

Continued liaison with stakeholders, including IMTAC, in the development of active travel measures through the Walking and Cycling Advisory Group.

1.7 Policy Area – Communications with the Customer

In communicating with the public DfI staff are made aware of the advice set out in our Guide to Making Information Accessible. This gives information and recommendations on how to communicate effectively with a range of Section 75 groups to ensure all have the opportunity to fully participate in our decision making.

Due to the COVID pandemic, we had to change the way in which we delivered many of our services with an increased focus on accessing services online. While the Department received no equality complaints in relation to our general public communications, the Department received one equality complaint during 2020/21 regarding the accessibility of some DVA online services and this is currently under consideration.

Accessibility of the Departmental Website

The Department is committed to making its website accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018. The DfI website underwent an Accessibility Audit in August 2020. A number of accessibility issues were identified that were highlighted in the Accessibility Statement published on the Department's website on 23 September 2020.

Outcome

The monitoring activities outline how the Department is working to ensure that its website is accessible to all and that any issues are identified and addressed.

Communications with Older People – DVA Services

Arrangements are in place between Age NI and the DVA to support older people who wish to engage with DVA on a range of services. This allows Age NI to assist those wishing to check their MOT status and get advice on the extension to driving licences and anything else which may be online.

Age NI also shares DVA's social media messages on its platforms to provide current information for older people who use the internet.

DVA consider all forms of communication, including social media and written formats, to ensure information reaches all citizens.

Outcome

The establishment of points of contact with Age NI supports DVA and customers if there are high volumes of queries on any specific matter by making information more accessible to this group ("Age").

1.8. Policy Area – Public Appointments

A full programme of competitions for DfI public bodies was completed for the 2020/21 year – albeit with some delay as competitions were temporarily suspended due to the Coronavirus pandemic. Three open public competitions have concluded along with one competition for Councillor positions for the Drainage Council.

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, our work does support the Urban Villages Programme and we contribute, through planning policies, to the development of shared spaces for all. Our public transport system is also crucial in helping people and communities connect with each other and with employment and other opportunities.

Shared Space and Strategic Planning Policy Statement (SPPS) ‘Planning for Sustainable Development’

The SPPS recognises that the planning system has an important role supporting Government with regards creating and enhancing shared spaces – specifically, through its influence on the type, location, siting and design of developments.

Councils are responsible for taking forward the development of local operational policy through new Local Development Plans (LDPs) and for the majority of planning decisions. These Plans contribute to the promotion of physical and social environments that support everyone, including children, older people and people with disabilities to have easy access to open space and the opportunity to participate in sport and outdoor recreational activity, or simply enjoy and have contact with nature. The Department continues to engage, advise and support councils in the delivery of their local planning functions to ensure that there is continuity in planning policy, for example the SPPS and the Regional Development Strategy 2035 .

The Department is also represented on the Good Relations Programme Board (GRPB), the TBUC Engagement Forum, the Inter-Departmental Interface programme Board and the Housing Thematic Subgroup.

PART A

- 2** Please provide **examples** of outcomes and/or the impact of **equality action plans/** measures in 2020-21 (*or append the plan with progress/examples identified*).

Following the publication of the Department's Equality Scheme in February 2021, work is ongoing on the DfI Audit of Inequalities and associated Action Plan.

The Department will engage with stakeholders representing S75 identities during the Audit. The draft document will be published in 2021 and undergo a 12 week consultation.

- 3** Has the **application of the Equality Scheme** commitments resulted in any **changes** to policy, practice, procedures and/or service delivery areas during the 2020-21 reporting period?

Yes.

Please provide any details and examples:

Equality Processes:

The Department's Equality Unit proactively encourages departmental business areas to involve the Unit at an early stage, ensuring that equality issues are considered early, quality of content is improved and directing business areas to a wide range of relevant data that contributes to a stronger evidence base to assess possible impacts and greater appreciation of the particular needs of the various Section 75 groups within the policy development process. Every member of staff has access to NINIS Statistics direct from their desktop and the Equality Unit will signpost specific data where relevant.

The Department's standard submission template includes a section on Section 75 to ensure equality implications are considered and documented.

In line with our Equality Scheme commitment to consider any good practice or guidance issued by ECNI, the Equality Unit shares relevant information and guidance with all staff, for example, information updates from ECNI and the Employers Forum.

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 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 staff continued to access the JAM ('Just A Minute') Card online training in this period. JAM promotional material is also displayed in the Dfl MOT Centres.

Age and Disability category:

People with learning difficulties, and older people who are not proficient in IT, have other contact options of either phoning staff for information or advice or receiving communications in paper format ensuring their independence when availing of Dfl services. For DVA services Age NI can assist older people (see 1.7 above).

Due to the continued impact of COVID-19, and subsequent government restrictions, demand for transport services has remained low. In response both DATS and DAL services continue to be temporarily transitioned from solely passenger transport to include non-passenger services.

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This decision enabled 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.

Community transport providers and the Shopmobility Schemes also maintained a telephone contact service with 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

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

- iii) As a result of analysis from monitoring the impact *(please give details)*:
In 2020, the Department's websites underwent an Accessibility Audit to ensure they met the WCAG 2.1 accessibility regulations (established September 2018).

The Department will continue to carry out the work required as detailed in the Accessibility Statement published on 23 September 2020 – this can be viewed on the DfI website at <https://www.infrastructure-ni.gov.uk/department-infrastructure-accessibility-statement>

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 2020-21 reporting period? *(choose one option only)*

- Yes, some jobs.

Please provide any details and examples:

Paragraph 2.5 of the Department's Equality Scheme sets out that, where relevant, employees' job descriptions and performance plans reflect their contributions to the discharge of the Section 75 statutory duties and implementation of the equality scheme.

Given its functions in relation to Section 75, relevant staff within the Department's Corporate Policy and Planning Directorate (CPPD) have included Equality duties as part of their job descriptions. This is also reflected, as appropriate, in other business areas across the Department.

Section 75 duties are also reflected as objectives in the personal performance plans of relevant staff within CPPD, in particular the Equality Unit. These objectives are subject to an annual appraisal. Personal Development actions are developed and reviewed biannually to identify any new training requirements.

5. Were the Section 75 statutory duties integrated within performance plans during the 2020-21 reporting period? *(choose one option only)*

- Yes, some jobs.

Please provide any details and examples:

- As for Question 4.

6. In the 2020-21 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? (*keep in all that apply*)

- Yes.

Please provide any details and examples:

- The Department is committed to complying with its statutory obligations under Section 75 of the Northern Ireland Act 1998 and the Rural Needs (NI) Act 2016 in all that we do. The Department will implement its Equality Scheme to promote equality of opportunity and good relations; and
- The Department's Annual Report and Accounts 2020-21 included a commitment to section 75.

Equality action plans/measures

7. Within the 2020-21 reporting period, please indicate the **number** of:

- Actions completed: 0;
- Actions ongoing: 0; and
- Actions to commence: 0.

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 2020-21 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 2020-21 reporting period, the following have been identified: *(keep all that apply)*

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

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: *(choose one option)*

- Sometimes.

11. Please provide any **details and examples of good practice** in consultation during the 2020-21 reporting period, on matters relevant (e.g. the development of a policy that has been screened in) to the need to promote equality of opportunity and/or the desirability of promoting good relations:

- No policies screened in.

12. In the 2020-21 reporting period, given the consultation methods offered, which consultation methods were **most frequently used by consultees**: *(keep all that apply)*

- Focus groups (virtual);
- Questionnaires/Surveys;
- Internet discussions; and
- Other: 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:

- Due to COVID-19 restrictions, methods of consultations were revised and more use made of digital and virtual forms of communications.

13. Were any awareness-raising activities for consultees undertaken, on the commitments in the Equality Scheme, during the 2020-21 reporting period? (*choose one option only*)

- No other than quarterly screening report was circulated and consultations emailed to all those on our Section 75 consultee list.

14. Was the consultation list reviewed during the 2020-21 reporting period? (*choose one option only*)

- Yes – It is reviewed annually.

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

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

<https://www.infrastructure-ni.gov.uk/section-75-consultation-information#toc-114>

16. Please provide the **number of assessments** that were consulted upon during 2020-21:

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

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

- Screening of the Departments Draft Budget allocation was carried out as part of the overall NI Budget consultation process.

18. Were any screening decisions (or equivalent initial assessments of relevance) reviewed following concerns raised by consultees? (*choose one option only*)

- Yes - Comments received from ECNI, Committee for the Administration of Justice and the Northern Ireland Women's Budgeting Group are under

consideration.

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 2020-21 reporting period? *(choose one option only)*

- Not applicable.

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 2020-21 reporting period? *(choose one option only)*

- Yes.

Please provide any details:

- The Department reviews all aspects of its websites regularly. Websites underwent an Accessibility Audit in 2020 to ensure they met the new WCAG 2.1 accessibility regulations. Work will continue on remediation work identified in the Department's Accessibility Statement.

21. In analysing monitoring information gathered, was any action taken to change/review any policies? *(choose one option only)*

- No.

22. Please provide any details or examples of where the monitoring of policies, during the 2020-21 reporting period, has shown changes to differential/adverse impacts previously assessed:

- None.

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 NI Transport statistics report was published 8 October 2020. It includes information on Smart Pass 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. The report is available on the Department's website - <https://www.infrastructure-ni.gov.uk/system/files/publications/infrastructure/ni-transport-statistics-2019-2020.pdf>.
- The Travel Survey for Northern Ireland 2017-2019 was published on 28 January 2021. It provides headline analysis on journeys taken in 2017-2019, including breakdowns by age and gender. It also includes information and charts on key travel statistics. Publication of the in-depth 2017-2019 report was delayed due to the pandemic and was published on the 8 July 2021. Both reports are available on the Department's website <https://www.infrastructure-ni.gov.uk/publications/travel-survey-northern-ireland-tсни-headline-report-2017-2019>.

Updated factsheets for the 2016-2018 Travel Survey for Northern Ireland were published on 11 June 2020 <https://www.infrastructure-ni.gov.uk/articles/travel-survey-northern-ireland#16-18>; and a new factsheet on car travel was published on 17 September 2020 <https://www.infrastructure-ni.gov.uk/publications/travel-survey-northern-ireland-car-travel-factsheet-2016-2018>.

- DfI currently has a number of question modules included in the Continuous Household Survey (CHS). Between four and five separate reports are 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 Local Government District (LGD).
- The Attitudes Towards Walking, Cycling and Public Transport Report for 2019/20 was published on 1 October 2020. It 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. The report is available on the Department's website -

<https://www.infrastructure-ni.gov.uk/publications/attitudes-to-walking-cycling-and-public-transport-northern-ireland-201920>.

- A report on Travel to/from School by Pupils in Northern Ireland 2019/20 was published on 17 December 2020. The report presents data from the Continuous Household Survey in relation to the modes of travel used by children to go to school. The report is available on the Department's website - https://www.infrastructure-ni.gov.uk/system/files/publications/infrastructure/Travel-to-and-from-school-by-pupils-in-Northern-Ireland-201920-report_0.pdf.
- The Public Transport Journey Planning 2019/20 report was published on 25 February 2021. This report presents findings from the 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. The report is available on the Department's website - <https://www.infrastructure-ni.gov.uk/system/files/publications/infrastructure/journey-planning-in-northern-ireland-201920-report.pdf>.
- The Young Persons' Behaviour and Attitudes Survey is a school-based survey conducted among 11-16 year-olds which was last carried out in 2019 (see here - <https://www.nisra.gov.uk/statistics/find-your-survey/young-persons-behaviour-attitudes-survey>). A Factsheet on Travel to School was published on 3 September 2020 which is available on the Department's website - <https://www.infrastructure-ni.gov.uk/publications/young-persons-behaviour-and-attitude-survey-2019-travel-to-from-school>
- Publication of the results of the survey into Concessionary Fare Smart Pass Holders was delayed due to COVID-19.
- Other statistical information can be found at <https://www.infrastructure-ni.gov.uk/topics/dfi-statistics-and-research>.

All of the above research and statistic reports assist and inform decision making and carrying out screening analysis.

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 2020-21, and the extent to which they met the training objectives in the Equality Scheme.

- Officials registered to attend a number of ECNI courses, which were subsequently postponed due to the pandemic. The Department continues to circulate links to webinars, including those delivered by ECNI and Employers for Disability; and
- All staff had 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:

- DVA staff induction for new staff includes a NICS HR presentation on Diversity and Inclusion, with effect from December 2020;
- '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 gives a good foundation to understanding the communication difficulties encountered by people on the spectrum;
- Currently 66% of DfI staff have completed JAM ('Just A Minute') Card online training. This training provided useful information for staff, particularly frontline staff to understand the needs of people with as disability when accessing public transport; and
- Senior DfI staff participated in the NICS LGBT Network training facilitated by Stonewall in March 2021 aimed at supporting LGBT colleagues. Attendees

published an intranet article that showcasing the workshop and highlighting how informative it had been.

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

26. Please list **any examples** of where monitoring during 2020-21, across all functions, has resulted in action and improvement in relation **to access to information and services**:

- See 23 above for surveys carried out during the year;
- Reviews of the Driving Theory Test and online booking system replaced written scenarios with video clips as these assist understanding, and the booking system was made more accessible;
- The Department's websites have had an Accessibility Audit to ensure they meet WCAG 2.1 accessibility regulations; and
- The Department has initiated an exercise to review its roads engineering policy documents with a view to making them more accessible.

Complaints (Model Equality Scheme Chapter 8)

27. How many complaints **in relation to the Equality Scheme** have been received during 2020-21?

Please provide any details of each complaint raised and outcome:

- The Department received two equality complaints outlined below:-
 - i. Complaint relating to the accessibility of DVA's forms and systems. This is ongoing; and
 - ii. Complaint from a disabled person concerning the driving test booking criteria following the resumption of driving tests during the COVID pandemic.

When the driving test bookings re-opened the criteria for appointments included frontline workers in the first instance, including doctors and nurses, and those who needed a driving licence to fulfil their duties. This was followed by customers who had their appointments cancelled by DVA due to the pandemic measures. Other appointments then followed. The

complainant was unhappy that as a person with a disability was not considered as a priority booking. The complaint was not upheld as the individual did not meet the criteria.

Section 3: Looking Forward

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

- The Equality Scheme was published in February 2021 and is therefore not due for review until February 2026.

29. Are there areas of the Equality Scheme arrangements

(screening/consultation/training) your organisation anticipates will be focused upon in the next reporting period? *(please provide details)*

- The Audit of Inequalities will highlight the priority areas where action is required particularly to enhance individual training to inform on each identity, for example LGBTQI+, gender budgeting etc.
- Training is one area of focus in response to the ECNI Para 10 Investigation into Taxis in Bus Lanes. An extensive training programme has been developed and will roll out in October 2021 covering three strands:
 - **Mandatory Senior Leadership Training** – for Dfl staff at Grade 6 and above (and analogous);
 - **Section 75 Duties - A Focus On Screening** – for Dfl staff at SO, DP and Grade 7 (and analogous); and
 - **S75 – An Introduction** – for all Dfl staff.

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

- Goods, facilities and services;
- Legislative changes; and

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- Other: The DfI Audit of Inequalities is being progressed and we will liaise with ECNI on this.

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

- 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 2020/21.	Three open public competitions were completed in 2020/21. Nine applicants applied under the Guaranteed Interview Scheme. Eight proceeded to the interview stages and one was 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 policies.	The IMTAC Work Programme for 2020-21 was published in June 2020. It reflects Government priorities and provides funding. The Plan included 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. This year the priority was to provide advice and support to

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Level	Public Life Action Measures	Outputs ¹	Outcomes / Impacts ²
			Government and the transport sector in response to the COVID-19 pandemic.
Local ⁵	-	-	-

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.	<p>The e-learning course 'Unconscious Bias' is mandatory for all staff, and new entrants will be asked to complete it by line managers.</p> <p>Introduction to Section 75 e-course is recommended and available to all staff.</p> <p>JAM card awareness e-learning is still available on the NICS Learning and development portal.</p> <p>Training to be carried out as a result of the Paragraph 10 complaint on Taxis in Bus Lanes should also go some way to improve attitudes.</p>	<p>Staff have increased awareness of the issues faced by people with a disability in and out of the workplace.</p> <p>Also a greater understanding of disability legislation, disability duties and diversity within the NI Civil Service.</p>

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	Training Action Measures	Outputs ¹	Outcome / Impact ²
2.	Promoting positive attitudes towards people with a disability within the Department.	Information available on Intranet site which provides staff with a disability, and their line managers, with 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 Department continues to investigate training options and sources of guidance on best practice and disseminates these.	<p>Training information/opportunities, from ECNI and Section 75 organisations, are disseminated widely across the Department.</p> <p>Staff are also encouraged to enrol on relevant internal NICS courses to ensure they are up to date on Section 75 guidance.</p>
4.	Increase awareness of the Disability Duties and disability legislation of those who hold a public life position.	<p>Training package shared with all panel members on Boards of Arm's Length Bodies and specific training arranged as required.</p> <p>Three public appointment competitions were open to the general public during 2020/21.</p> <p>These competitions offered a Guaranteed interview Scheme.</p> <p>Increased promotion of public appointment opportunities across all underrepresented groups.</p>	<p>Increased awareness and understanding of the disability legislation and disability duties for Board members of Arm's Length Bodies.</p> <p>Increased awareness of appointment opportunities in this underrepresented group, and others.</p> <p>All three competitions used the Guaranteed Interview Scheme and it is anticipated that the scheme will continue for future competitions.</p>

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	Training Action Measures	Outputs ¹	Outcome / Impact ²
		ECNI guidance “Demonstrating Effective Leadership” in relation to duties and obligations under Section 75 of the Northern Ireland Act 1998 is published on the Departments intranet. This guidance and subsequent self-audit checklist will be considered for the training required to action the ECNI findings on the Paragraph 10 complaint on Taxis in Bus Lanes Experimental scheme.	<p>The Departmental Board acknowledge the role of effective leadership in relation to S75 within the Department and support mainstreaming of the Equality duties.</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 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 36 special schools using show and tell demonstrations and fun activities, in keeping with the pupils’ ability to learn.	<p>Due to COVID-19, school closures and restrictions on visits to schools, none of the special received a road safety visit this academic year.</p> <p>All primary and special schools were issued with tasks and associated worksheets for teachers to issue to parents to work alongside their pupils during the period of online learning (COVID-19).</p> <p>The education of children with special needs remains a priority to the Department and</p>

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	Communications Action Measures	Outputs ¹	Outcome / Impact ²
			visits to special schools will resume when it is safe to do so.
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 its internet site and reflects best practice.	Guidance developed for staff to ensure internal and external communications are accessible.
3.	The Department will review ways of ensuring that information on services is both inclusive and accessible.	<p>Websites underwent an Accessibility Audit in August 2020 to ensure they met the new WCAG 2.1 accessibility regulations (2018). The Accessibility Statement was published on 23 September 2020.</p> <p>Remediation work will continue to ensure content is formatted correctly, reviewed, and updated as required.</p> <p>As well as the regulatory accessibility audit an independent audit of the DfI websites was carried out by Sitemorse INDEX. The INDEX enables organisations to compare digital capability with their peers or competitors. Digital capability is assessed across</p>	Accessible information on the functions of the Department is available for all members of the public.

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	Communications Action Measures	Outputs ¹	Outcome / Impact ²
		<p>Experience, Optimisation and Compliance.</p> <p>Dfl's position in 2020 is 15th out of the 303 websites surveyed compared to 29th out of 204 in 2019.</p>	
4.	The Department will review ways of ensuring that information on services is both inclusive and accessible.	One complaint was received in relation to access to information in respect of the Department's services on its websites.	This is under investigation to ensure 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.	<p>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.</p> <p>Circulated information on equality related events and issues to equality representatives for further dissemination.</p>	<p>Staff are kept informed on disability issues.</p> <p>Staff have awareness of issues faced by those with various disabilities and their parents/guardians.</p>

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	Encourage others Action Measures	Outputs ¹	Outcome / Impact ²
		The in-house newssheet (“InFocus”) includes items relating to disability issues, events and groups.	
2.	Promote and encourage the planning of well-designed places which are accessible and inclusive places for all.	<p>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. Members include central and local government, professional bodies, and community and voluntary bodies.</p> <p>A pilot scheme to make Bedford Street in Belfast’s city centre more accessible was established. The scheme allowed for an increase to the width of footways to make the street more user friendly and attractive to pedestrians (and cyclists) which 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 - https://www.infrastructure-ni.gov.uk/publications/bedford-street-pilot-project#skip-link.</p> <p>It is intended that the reports and video could assist other Departments / organisations in taking forward similar projects.</p>	<p>Two learning reports from the process aspect of the ‘Better Bedford Street’, scheme as well as its implementation were issued on the 5 August 2020.</p> <p>The aim of the scheme is to create a more people friendly street in line with the qualities of Living Places Due to the COVID-19 restrictions SDG convened remotely during this reporting period.</p>

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	Encourage others Action Measures	Outputs ¹	Outcome / Impact ²
3.	To nominate staff to represent the Department on relevant disability representative groups.	Dfl represented on Disability groups. Feedback provided on best practice to the Department's Equality Unit and other business areas.	Increased awareness and understanding of the disability legislation and disability duties. Ensures the Department is aware of any Disability related issues.
4.	Demonstrate evidence of monitoring of this Plan [Disability Action Plan] and the Department's ongoing commitment to the Disability Duties.	The Plan was reviewed, the status of the Action Measures updated and included with the Equality Progress reports to the Departmental Board. Annual Progress Report 2019-20 was sent to Equality Commission in January 2021. One complaint on disability issues was received during this period. This was in regards to priority of disabled drivers and the DVA driver/MOT tests. The complaint was not upheld as everyone is treated equally and during this period frontline workers were given priority.	Departmental Board (and Minister) are kept informed of progress of DAP Action Measures in line with requirements of the Equality Scheme. The complaints process tested.

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	Engagement with disability organisations and groups in relation to	The introduction of Belfast Rapid Transit Glider services, which are more accessible, has led to an

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	Action Measures fully implemented (other than Training and specific public life measures)	Outputs ¹	Outcomes / Impact ²
	to ensure the system is accessible to all.	<p>detailed design and implementation of Belfast Rapid Transit (Phase 1), in particular accessibility issues around the design of the halts and vehicles used.</p> <p>Further engagement with the Belfast Rapid Transit Key Stakeholders Forum will take place as BRT phase 2 is developed.</p>	increase in patronage by older people and people with disabilities when compared to previous Metro services for the same routes.
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 th 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.	23 licences issued in the period 1 April 2020 to 31 March 2021 to young people under the age of 17 who are in receipt of PIP mobility element.
3.	To consider how to meet the transport needs of disabled people in the future.	<u>Performance Indicator 1:</u> In the period 1 April 2020 – 31 March 2021 one complaint was resolved by Disability Action. Disability Action formal complaints procedure is detailed on its website.	<u>Performance indicator 1:</u> Achieved.

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	Action Measures fully implemented (other than Training and specific public life measures)	Outputs ¹	Outcomes / Impact ²
		Performance Indicator 2: This has been taken on by the Department of Health	Performance Indicator 2: Will no longer be reported on.

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.	The new ATS and Action Plan will address accessibility issues experienced by older people and people with a disability across the transport system.	Improvements in transport accessibility is being considered under Programme for Government Outcomes.
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.

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

i) Action Measure not met: None.

Reason: N/A

ii) Action Measure not met: None

Reason: N/A

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 this reporting year.

(b) Quantitative: No new monitoring tools have been implemented during this reporting year.

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

- made any **revisions** to your plan during the reporting period: **None. OR**
- taken any **additional steps** to meet the disability duties which were **not outlined in your original** disability action plan / any other changes?

No.

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If yes please outline below the Revised/Additional Action Measures and associated Performance Indicator

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.

No.

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.

Annex 1

Timetable for Measures to check compliance with the Dfl Equality Scheme

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 2021.
2.9	S75 Annual Progress Report	Equality Officer/ Permanent Secretary	31 August (annually)	Complete.
2.13	Biannual progress reports to the Departmental Board, and Minister	Equality Officer	Biannually	Complete.
3.4	Review consultation list of S75 contacts annually	Equality Unit	Annually	Complete.
4.20	Quarterly publication of Screening Reports	Equality Officer	Quarterly	Complete.
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.	Dfl Equality Scheme published in 2021.
4.37	Notify consultees of publication of Annual Report.	Equality Officer	Annually by 30 September	Complete.
5.4	Check availability/ suitability of focussed training for key staff	Equality Officer	Annually	EQIA & Section 75 courses. Following the para 10 investigation Dfl are in discussions with ECNI to facilitate Section 75 training for the Department. (HR function no longer within Dfl.) As for 5.5/6.
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.
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 published.
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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