

## **EQUALITY COMMISSION FOR NORTHERN IRELAND**

### **Public Authority 2009 – 2010 Annual Progress Report on Section 75 of the NI Act 1998 and Section 49A of the Disability Discrimination Order (DDO) 2006**

This report template includes a number of self assessment questions regarding implementation of the Section 75 statutory duties from **1 April 2009 to 31 March 2010**. This template also includes a number of questions regarding implementation of Section 49A of the DDO from the **1 April 2009 to 31 March 2010**. Please enter information at the relevant part of each section and ensure that it is submitted electronically (by completing this template) and in hardcopy, with a signed cover letter from the Chief Executive or, in his/her absence, the Deputy Chief Executive to the Commission by **31 August 2010**.

In completing this template it is essential to focus on the application of Section 75 and Section 49. This involves progressing the commitments in your equality scheme or disability action plan which should lead to outcomes and impacts in terms of measurable improvement for individuals from the equality categories. Such outcomes and impacts may include changes in public policy, in service provision and/or in any of the areas within your functional remit.

Name of public authority (Enter details below)

**Department for Regional Development**

Equality Officer (Enter name and contact details below)

**S75: Brendan Devlin  
Director Of North/South Equality and Policy Co-ordination  
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## **S75 Executive Summary**

- What were the key policy/service developments made by the authority during this reporting period to better promote equality of opportunity and good relations and what outcomes were achieved?

### **(Enter text below)**

- During 2009/10 the Department through quarterly progress reports kept the Departmental Board, the Minister and the Regional Development Committee fully briefed on progress.
- The Department hosted its biannual Equality Forum in May and December 2009 with representatives from Section 75 groups. This consultative Forum provided a useful opportunity to engage with policy makers, discuss the major policy issues and EQIAs/ Screening Exercises planned by the Department and conduct pre-consultation.
- A review was carried out on the Guide to Making Information Accessible, and a revised Guide was issued to staff in October 2009.
- The DRD Disability Action Plan (DAP) expired on 31 March 2010. Work commenced in advance on the new DAP for the period 1 April 2010 to 31 March 2013, including pre-consultation meetings. The Department met with representatives from the Equality Commission in February 2010 to discuss the content and objectives of a new DAP. The draft plan was approved by the Minister on 30 March 2010 and published on the Department's website. A full public consultation commenced in April 2010.

- Between November 2009 and February 2010 the Department completed a consultation exercise, including an EQIA, on Public Transport Reform. The EQIA considered the equality impact of the reform proposals both on transport users and on any staff impacted upon by the new organisational arrangements.
- Between March 2009 and July 2009 the Department completed a consultation exercise on the Accessible Transport Strategy Draft Action Plan for the period 2009 - 2012. The Plan presents new actions to further improve transport services in those areas where barriers continue to prevent older people and people with disabilities from making full use of the services available. The final version of the Plan was published January 2010.
- An EQIA commenced on Restricted Zone Access Permits, following a recommendation from the Equality Commission on a complaint made. The scope of the EQIA specifically looks at concessions available to Blue Badge holders wishing to access pedestrianised zones. This will ensure that adequate access, including discretionary additional access, is balanced with sufficient Blue Badge parking on the periphery of the pedestrianised zone, and preserving the integrity of the zone to pedestrians.
- A new Disability Awareness Training Programme has been developed by the Department for line managers and staff who want to learn more about how to manage disability within the work place. Two courses were delivered to 22 staff in January 2010.

- 36 staff attended Diversity Now and 40 staff attended Good Management Practice training during 2009/2010. These courses are mandatory and are delivered by CAL.
- Staff continue to represent the Department at the following groups:
  - A Children's Champion, appointed April 2008, represents the Department at a ministerial sub group.
  - Sign Language Partnership Group an interdepartmental body – Access to Services Strand – representative appointed April 2008.
  - NI Vision Implementation Group part of RNIB - representative appointed February 2009.
- Work on the evaluation of the Cross Border Rural Transport pilot scheme which ran from December 2008 until December 2009 is almost complete. A report will be presented to Ministers for consideration in the summer.
- In the delivery of this Action Plan, Roads Service included revised social, economic and environmental requirements in major works contracts, integrating equality and sustainability considerations in the prequalification and tender stages. This ensures that clients and supply chains are focused upon better design, use of the CEEQUAL process, low waste, higher recycled content, respect for biodiversity, and inclusion of the unemployed and apprentices within the project.

- A 'Roads to Sustainability' Intranet site has been developed by Roads Service to promote awareness of the Sustainable Procurement objectives to its staff.
- What are the main initiatives planned in the coming year to ensure the authority improves outcomes in terms of equality of opportunity and good relations for individuals from the nine categories covered by Section 75?

**(Enter text below)**

- To develop a new Equality Scheme and in accordance with the revised S75 guidance issued by the Equality Commission.
- The Department will continue to invite members of the Voluntary and Community Sector to its biannual Section 75 Consultative Forum. These meetings will include presentations on key policies.
- The Department will finalise and issue its Disability Action Plan for the period 2010-2013. Targeted pre-consultation took place with selected consultees in November 2009, prior to a full public consultation exercise beginning in March 2010.
- During 2010/11 the Department will continue to sponsor Imtac, whose main function is to advise Government on matters relating to older people and people with disabilities and transport. This is a committee made up of disabled people and older people as well as key transport professionals. During 2009/2010 the Department commissioned an independent review of the structure and

- The Travel Safe Guide to Promote Independent Travel for People with Learning Disabilities will be revised by December 2011.
- Please give examples of changes to policies or practices which have resulted in outcomes. If the change was a result of an EQIA please tick the appropriate box in column 3 and reference the title of the relevant EQIA in the space provided below:
  - Most amendments to policies or practices were made as a result of policy development rather than at the EQIA or screening stage. Significant changes to policies are set out below.

	Outline change in policy or practice which have resulted in outcomes	Tick if result of EQIA
Persons of different religious belief	•	
Persons of different political opinion	•	
Persons of different racial groups	•	
Persons of different age	•	
Persons with different marital status	•	
Persons of different sexual orientation	•	
Men and women generally	•	
Persons with and without a disability	• Draft EQIA on Restricted Zone Access Permits has proposed a change in policy to allow increased access times to Blue Badge holders.	✓

Persons with and without dependants	•	
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- Title/s of EQIAs referenced:
  - Restricted Zone Access Permits – Issue and Management

**Section 1: Strategic Implementation of the Section 75 Duties**

- Please outline evidence of progress made in developing and meeting equality and good relations objectives, performance indicators and targets in corporate and annual operating plans during 2009/2010

**(Enter text below)**

- Objectives and targets relating to the statutory duties were built into the Department’s Corporate Plan and the Business Plan 2009/2010. Quarterly progress reports on PSA targets, including equality targets, were submitted to the Minister. Objectives and targets relating to the statutory duties were also included in Agency Corporate and Business Plans and Divisional and Branch Business objectives. Targets were monitored and all targets and objectives were met.
- Under the NICS Performance Management Framework equality objectives and associated performance indicators were built into the personal performance agreements of relevant staff and reviewed throughout the year, in conjunction with personal development plans.
- The Departmental Board received quarterly monitoring reports on the Department’s progress on fulfilling its Section 75 duties and

- The Department met biannually with the Equality Forum in May and December 2009. This consultative Forum provided a useful opportunity for Section 75 groups and policy makers to discuss the major policy issues and EQIAs/ Screening Exercises planned by the Department.

## Section 2: Screening

- Please provide an update of new/proposed/revised policies screened during the year.

<b>Title of policy subject to screening</b>	<b>Was the <u>F</u>ull Screening Report or the <u>R</u>esult of initial screening issued for consultation? <i>Please enter <u>F</u> or <u>R</u></i></b>	<b>Was initial screening decision changed following consultation? <u>Y</u>es/<u>N</u>o</b>	<b>Is policy being subject to EQIA? <u>Y</u>es/<u>N</u>o? If yes indicate year for assessment.</b>
Spatial Strategies on the Island of Ireland – Framework for Collaboration	F	N	N
North West Gateway Initiative: Spatial Planning Framework	F	N	N
The Penalty Fares (Increase) Order (Northern Ireland) 2008	F	N	N
The Cross Border Railway Services (Working Time) Regulations (Northern Ireland) 2008	F	N	N
One Way Traffic (Armagh) (Amendment) Order (NI) 2009 - Ogle Street Armagh	F	N	N

Introduction of Limited Waiting and Disabled Parking Bay - Victoria Street, Ballymoney	F	N	N
Shared Cycle Route & Footway, Galgorm to Gracehill, Ballymena	F	N	N
Environmental & Social Guidance for Water and Sewerage Services (2010-2013)	F	N	N
Half Fare SmartPass Usage on Public Transport Return Journeys	F	Y	Y - 2010
Roads Service elements of the Investment Delivery Plan (IDP)	F	N	N
Shared use of pedestrian/cycle path, Limavady By-Pass	F	N	N
Provision for a Loading Bay, Market Square, Lisburn	F	N	N
Increased short duration parking spaces, Dublin Road, Irishtown Road & Market Road, Omagh	F	N	N
Variable Speed Limit Order - Introduction of 20mph speed limit at Lylehill Road, Templepatrick	F	N	N
Introduction of 20mph speed limit in Mourne Park and Mourne Walk, Newtownstewart	F	N	N
Introduction of Coach Parking Bays, Chichester Street, Belfast	F	N	N
Reduction of length of 30mph speed limit on Newry Road, Armagh	F	N	N
Introduction of 40mph speed limit on Newry Road, Armagh	F	N	N
Introduction of 20mph speed limit at O'Kane Park &	F	N	N

Culmore Park, Omagh			
Introduction of 40mph speed limit at Killeen, Coalisland	F	N	N
Introduction of 24 hour 'No Waiting' restrictions, George's Lane, Newry	F	N	N
Introduction of 24 hour 'No Waiting' restrictions, Crest Road, Enniskillen	F	N	N
Introduction of loading bays in Armagh City Centre	F	N	N
Introduction of limited waiting restrictions, Boat Street, Newry	F	N	N
Introduction of 'No Waiting' restrictions, Catherine Street, Newry	F	N	N
Introduction of 24 hour 'No Waiting' restrictions, Bridge Street, Newry	F	N	N
Introduction of 24 hour 'No Waiting' Abbey Way, Newry	F	N	N
Introduction of One-Way System, Old Bridge Road, Newry	F	N	N
The Extinguishment of Right to use Vehicles on Roads – Armagh	F	N	N
Introduction of limited waiting restrictions, John Mitchell Place & St Mary's Street, Newry	F	N	N
Introduction of limited waiting restrictions Basin Walk, Newry	F	N	N
Introduction of One-Way System, Railway Street, Antrim	F	N	N
Introduction of 'No Waiting at Any Time' restrictions, Tullaghans Road, Dunloy	F	N	N
Consolidation of parking places on Roads (Medical	F	N	N

Practitioners) Order (NI) 1998			
Introduction of waiting restrictions and parking places, Armagh City Centre	F	N	N
Introduction of 30mph speed limit on U160 Creevery Road, Antrim	F	N	N
Introduction of Traffic Regulation Orders in Glengall Street, Belfast	F	N	N
Introduction of 40mph speed limit on Dooish Road, Drumquin	F	N	N
Introduction of Bus Lane, Glen Road, Belfast	F	N	N
Amendment to the Off-street Parking Order (NI) Dobbin Street, Armagh	F	N	N
Private Streets RSPPG S009	F	N	N
Introduction of limited waiting restrictions, Sandy Street, Newry	F	N	N
Introduction of 'No Waiting at Anytime' restrictions, Downs Road, Newcastle	F	N	N
Port Master Plan Guidance	F	N	N
Strangford Lough Ferry, Fares Review	F	N	N
Corporate and Social Responsibility Policy	F	N	N
Assisted Rural Travel Scheme Pilot	F	N	N
Donaghadee Harbour Order (Byelaw Powers)	F	N	N
Airports (Sale of Aircraft) Order	F	N	N
Roads Service Depot Review	F	N	N
Roads Service RPA review	F	N	N

Roads Service RSPPG: 3 <sup>rd</sup> Party Claims	F	N	N
The Water Supply (Water Quality) (Amendment) Regulations (Northern Ireland) 2009	F	N	N
The Water Supply (Water Fittings) Regulations (Northern Ireland) 2009	F	N	N
Introduction of Waiting Restrictions, Forthill, Lisburn	F	N	N
Introduction of Waiting Restrictions, Robinson Avenue, Ballymoney	F	N	N
Introduction of Waiting Restrictions, Seymour Street, Ballymoney	F	N	N
Introduction of Waiting Restrictions, Meeting House Avenue, Maghera	F	N	N
Introduction of Waiting Restrictions, John Street, Randalstown	F	N	N
Roads Service RSPPG: Environmental Improvement Scheme Maintenance Responsibility	F	N	N

### Section 3: Equality Impact Assessment (EQIA)

- Please provide an update of policies subject to EQIA during 2009-10, stage 7 EQIA monitoring activities and an indicative EQIA timetable for 2009-10

#### EQIA Timetable – April 2009 - March 2010

<b>Title of Policy EQIA</b>	<b>EQIA Stage at end March 10 (Steps 1-6)</b>	<b>Outline adjustments to policy intended to benefit individuals, and the relevant Section 75 categories due to be affected.</b>
Mid-Term review of the Regional Transportation Strategy	Step 1	Purpose of the plan is to develop an integrated transport system which meets

		economic and social needs. This should benefit all users who fall within the section 75 categories.
Major 10 Year Review of the RDS	Step 4	The revised RDS will positively impact on all Section 75 categories.
Restricted Zone Access Permits	Step 5	Better management of pedestrianised zones to ensure safe environment for all users including those who are disabled, have dependants and are elderly. The draft EQIA proposed that the current two hour access allowance be extended to four hours, guidance be produced for the discretionary extension to allowable access, and the investigation of the disabled parking provision in the areas peripheral to pedestrian zones.
Public Transport Reform	Step 6	The Reform Policy is expected to have a positive impact on individuals in all Section 75 groups, and in particular to women, young people, older people, people with disabilities and those with dependants. As a result of the public consultation a number of representative organisations stressed the importance of close involvement and input through the next, more detailed implementation stage of the reform programme. The Department has indicated that it is committed to working with these organisations as the policy work is further developed.
Procedures for the Purchase of Rail Tickets using a Half-Fare SmartPass	Step 1	This will consider the needs of people with disabilities and older people who qualify for concessionary fares.

- Where the EQIA timetable for 2009/2010 (as detailed in the previous annual S75 progress report to the Commission) has not been met, please provide details of the factors responsible for delay and details of the timetable for re-scheduling the EQIA/s in question.

**(Enter text below)**

- 2009/2010 timetable met, with some slippage on indicated EQIAs.

Ongoing EQIA Monitoring Activities April 2009-March 2010

Title of EQIA subject to Stage 7 monitoring	Indicate if differential impacts previously identified have reduced or increased	Indicate if adverse impacts previously identified have reduced or increased
Proposed Discontinuance of Service on Antrim/ Knockmore Railway Line	No	Monitoring of this policy has been discontinued.
Review of Blue Badge Scheme	The proportion of 65+ badge holders increased from 58% in 2003/04 to 64% in 2007/8. A survey of users held in 2010 is being collated.	N/A
Review of Concessionary Fares	Different impacts in religious belief identified in survey. May be due to greater uptake in the East. Action in hand to increase uptake in West and consider other trends.	N/A
Provision of Pedestrian Facilities	No	No
Operation and Management of Off-Street Car Parks	No	No
Transport Programme for People with Disabilities	<p>Consideration will be given to a survey which will cover all S75 categories.</p> <p>There is a rolling customer satisfaction survey. Results from SENI survey will be available soon.</p> <p>There are difficulties in monitoring usage, due to the way in which contractors record usage figures. This will be looked at to allow more accurate monitoring.</p> <p>Differentials have been</p>	N/A

	identified between urban and rural uptake, despite special events being held to address this. There is also a correlation between uptake and advantage with lower uptake evident in poorer areas like, Larne, Strabane, Downpatrick and Omagh. Further thought will be given to how to boost uptake in such areas.	
Rural Transport Fund	Initial analysis of existing data by gender, disability, dependents and religion has highlighted issues which need to be considered. A new database is under development which will improve S75 monitoring.	N/A
Regional Transportation Strategy	No reduction or increase has been observed.  An EQIA is being prepared along with a Revised Regional Transportation Strategy. Both documents are due for public consultation towards the end of 2010	N/A
Belfast Metropolitan Transport Plan	No reduction or increase observed.	No reduction or increase observed.
Regional Strategic Transport Network Transport Plan	No	No
Accessible Transport Strategy	Original EQIA concluded impacts positive on all groups.	N/A
Water Reform	N/A	N/A. Awaiting decision by Executive.
Water Service Transformation Programme	Data obtained from NIW shows that there are no issues of concern.	N/A
Regional Development	The independent panel which	DRD is not responsible for monitoring this policy.

Strategy Housing Indicators	conducted a Public Examination into the housing growth indicators recommended that it was inappropriate for an EQIA to be carried out by DRD. This should be done by Planning Service at the Development Plan stage. This recommendation was accepted by the Department.	
All Ireland Travel Scheme	See Concessionary Fares	N/A
Sub-Regional Transport Plan	No	No
Northern Ireland Concessionary Fares Scheme: Free fares for persons aged 60-64 inclusive.	See Concessionary Fares	N/A

- Please outline any proposals, arising from the authority's monitoring for adverse impacts, for revision of the policy to achieve better outcomes the relevant equality groups:

**(Enter text below)**

- See information above on Concessionary Fares and Transport Programme for People with Disabilities.

### 2010-11 EQIA Time-table

<b>Title of EQIAs due to be commenced during April 2010 – March 2011</b>	<b>Existing or New policy?</b>	<b>Please indicate expected timescale of Decision Making stage i.e. Stage 6</b>
Regional Transportation Strategy	Review of existing policy	Draft RTS and draft EQIA due for public consultation towards end of 2010.
Regional Development Strategy	10 review of strategy	Draft RDS and draft EQIA due for public consultation towards end of 2010.
Procedures for the Purchase of Rail Tickets using a Half-Fare SmartPass	Existing	Due for public consultation in mid-2010.

## **Section 4: Training**

- Please outline training provision during the year associated with the Section 75 Duties/Equality Scheme requirements including types of training provision and conclusions from any training evaluations.

### **(Enter text below)**

#### External Courses:

- Equality Unit staff attended training from Disability Action on making information accessible to people with disabilities, in February 2010.
- Equality Unit staff participated in RNIB's Vision Strategy training programme, to help ensure accessibility of documents and services to people with visual impairments, in November 2009.
- Equality Unit staff also attended a course delivered by Participation Network on Children and Young people in Decision Making.

#### Courses Delivered by CAL:

- 36 staff attended Diversity Now and 40 staff attended Good Management Practice training during 2009/2010.
- Equality Unit staff attended training on Equality Screening on 24 April 2009.
- Roads Service staff and Equality Unit Staff attended an Equality Impact Assessment Workshop on 22 June 2009.

### Internal Courses:

- 22 Staff attended a new disability Awareness Training Program developed by the Department for line managers and staff who want to learn about how to manage disability within the work place.

### **Section 5: Communication**

- Please outline how the authority communicated progress on delivery of the Section 75 Duties during the year and evidence of the impact/success of such activities.

#### **(Enter text below)**

- The Department's Section 75 Forum meets biannually. Meetings in May and December 2009 provided policy makers and Section 75 representatives with an opportunity to discuss policy issues and areas of ongoing concern. Forum members were advised of dates of upcoming consultations.
- The Department's Roads Service provides regular representation at disabled interest committees/groups such as Disability Action's Regional Access Committee and Imtac's Personal Mobility Working Group.
- All consultation documents issued in 2009/2010 included a note of the Department's obligations under Section 75.
- The Department also made full use of the departmental briefing mechanism and regularly provided staff with information on Equality issues. In the year 2009/2010 this included information on the Accessible Transport Strategy, the review of the Multilingual

- Through quarterly Equality Scheme progress reports the Minister, Departmental Board and the Regional Development Committee were apprised of the fulfillment of objectives contained within the Department's Scheme.
- The Department's Equality objectives and associated performance indicators are built into the personal performance agreements of relevant staff.
- Section 75 representatives were notified in April and October 2009, and January 2010, of all policies screened out and forthcoming consultations. They were given the opportunity to indicate the policies in which they had a particular interest. This helped pre-consultation and draft EQIA consultation.
- The Equality Times, an in-house magazine used to promote equality of opportunity in DRD, DOE and DCAL, was published biannually. The May edition included articles on Racism and issues around Disabled Access.
- The Equality Unit continued to maintain and update the Equality section on the Department's Internet site. Information provided covers screening exercises, consultations, EQIAs, the Disability Action Plan and Annual Progress Reports.

- A consultation exercise on the Accessible Transport Strategy Draft Action Plan for the period 2009 – 2012 was held between March 2009 and July 2009. The consultation documents were made available in accessible formats including Easy-read, audio CD, Braille, Daisy and large print. Additionally, the draft EQIA on Restricted Zone Access Permits was made available as a downloadable audio file from the Department’s website.
- The Department’s Mobility and Inclusion Unit continued to act as an observer at Imtac meetings and working groups.
- The Department’s Ports and Public Transport Division provided regular representation at various disability meetings including Disability Action’s Regional Access Committee, Imtac’s Personal Mobility Working Group, RNIB NI’s Vision Implementation Group and Age Sector Platform meetings.

**Section 6: Data Collection & Analysis**

- Please outline any systems that were established during the year to supplement available statistical and qualitative research or any research undertaken/commissioned to obtain information on the needs and experiences of individuals from the nine categories covered by Section 75, including the needs and experiences of people with multiple identities.

**(Enter text below)**

- Work by Statistics Branch in DRD to assess the quality of and any “gaps” in equality data held across the Department continued. This analysis highlighted some policies where further equality data could be gathered to aid the monitoring process. As a result, the Department conducted two surveys, by anonymous postal

- A series of meetings continue with business areas to agree a framework for the annual review of data.
- The Department's Principal Statistician is a member of the Equality and Social Needs Research and Information Group (ENSRIG), which includes as members officials from Government Departments and, along with representatives of the Equality Commission and the Northern Ireland Council for Voluntary Action. The cross-departmental Information & Research Needs Strategy, sponsored by ENSRIG, sets the direction in assessing and filling gaps on information relating to Section 75 groups.
- The Equality and Social Need Steering Group funded three main projects in 2009/2010, these were on Transgender Hate Crime (report published in May 2010), Deprivation and Child Pedestrian Road Casualties (report published in January 2010), and the 2010 Northern Ireland Multiple Deprivation Model (report published in May 2010). The group has also contributed to several other surveys including; the Labour Force Survey (DETI), NI

- The updated Northern Ireland Multiple Deprivation Measures for 2010 were contributed to by a DRD statistician and a DRD equality officer. The final report was published in May 2010.
- The Department contributed regularly to the NICS policy bulletin, which gives information about new policy, relevant conferences and seminars, other events, publications, planned policy reviews, research, reports and statistical publications etc.
- Please outline any use of the Commission's Section 75 Monitoring Guide.

**(Enter text below)**

- The Monitoring Guide was used regularly for reference during 2009/2010. Monitoring issues were reviewed at the quarterly Equality Working Group meetings and separate meetings with business areas throughout the year.

**Section 7: Information Provision, Access to Information and Services**

- Please provide details of any initiatives/steps taken during the year, including take up, to improve access to services including provision of information in accessible formats.

**(Enter text below)**

- During 2009/2010 the Department reviewed its internal guidance on making information accessible. This guidance, which was developed in conjunction with the Section 75 Equality Forum, included specific arrangements to monitor access to information

- The Department holds biannual meetings between policy makers and representatives of Section 75 groups. These meetings provide an opportunity for policymakers to give updates on policy progress and issues of concern. Presentations on policies and key issues have also been delivered to the Forum by both policymakers and Section 75 representatives. Section 75 representatives are given the opportunity to comment on the issues discussed and highlight their own areas of concern. The Forum has reviewed accessibility of information and provided feedback on difficulties and problems. The lessons learned and good practice are then promulgated across the Department through the Equality Working Group.
- The Department participates in the Promoting Social Inclusion Disability Working Group Forum and related sub group on Housing, Transport, Information and Access.
- Information on Section 75, including draft and Final EQIAs, is published on the Departmental internet site. The draft EQIA on Restricted Zone Access Permits was also made available on the Department's website in downloadable audio format.

- During 2009/2010 the Department continued to sponsor Imtac, whose main function is to advise government on matters relating to people with disabilities, older people and transport. The Committee seeks to help achieve the development of an inclusive and integrated transport system in the North accessible to everyone. The Committee aims to ensure that people with disabilities and older people in the North have the same opportunities as everyone else to travel when and where they want. During 2009/2010 the Department commissioned an independent review of the structure and performance of IMTAC. The findings are presently being considered by the Department.
- The Department updated and refreshed the multilingual section of its website in 2009/2010. Overall, we spent £3427 on translations, and £454 on the provision of information in alternative formats.
- As part of the Transport Programme for People with Disabilities, the Department continues to support the Door-to-Door Transport service which is available in 29 urban areas in the North. These services are aimed at older people or people who, through disability, find it difficult to use mainstream public transport, in order to improve access to services and public life. The Scheme also operates an accessible application and booking system. The cost of providing this Scheme in 2009/2010 was £3.013 million.
- The Department continued to support and fund the 'Buddy Scheme' during 2009/2010, developed in partnership with the VSB. This is designed to assist disabled people and older people

- The Department also supports the Northern Ireland Mobility Centre which helps promote the independence of people with disabilities by offering advice and assessment on all aspects of personal mobility. This includes offering driving lessons, providing information on specialist equipment that may be required, including local adaptation specialists, and on road assessments of driving ability. In 2009/2010, financial support for the service amounted to around £73,000.
  
- The Department has provided an easy-read version of the 2010/2011 Corporate and Business Plan.

### **Section 8: Complaints**

- Please identify the number of Section 75 related complaints:
  - received and resolved by the authority (including how this was achieved);
  - which were not resolved to the satisfaction of the complainant;
  - which were referred to the Equality Commission.

**(Enter text below)**

- The Department has a formal complaints procedure. Complaints received are monitored regularly.

- During 2009/2010 the Department received one complaint, concerning amendments to the Easibus Service in Bangor.

### **Section 9: Consultation and Engagement**

- Please provide details of the measures taken to enhance the level of engagement with individuals and representative groups during the year.
- Please outline any use of the Commission's guidance on consulting with and involving children and young people.

#### **(Enter text below)**

- The Department is committed to carrying out consultations in accordance with the Equality Commission's guidelines. The main methods used are face-to-face meetings, conferences, advisory groups, focus groups, key stakeholder groups, issue of full and summary consultation documents to appropriate consultees, and advertisement of all consultations on the internet.
- The bi-annual meetings of the Department's Section 75 Forum, made up of Section 75 representatives and departmental policymakers, have proved to be a useful method for consulting on general Section 75 issues.
- The December 2009 Forum meeting contributed significantly to the revision of the Department's Disability Action Plan for the period 2010 to 2013, which was issued for public consultation in March 2010.
- A draft EQIA of the revised Regional Development Strategy (RDS) is being prepared. This will form part of the consultation process

- The draft EQIA on Restricted Zone Access Permits was subject of a full public consultation exercise with the document being advertised in the three main daily newspapers and being made available both in hard copy and electronically, as well as in audio format on-line. Roads Service engaged directly with relevant stakeholders via a pre-consultation meeting organized by Disability Action. It also met with the individual who challenged the existing policy to help inform the drafting process. The consultation period finished on the 9 April 2010. Roads Service hopes to publish the final EQIA in September 2010.
  
- The consultation on public transport reform took place between 9 November 2009 and 5 February 2010, prior to which the Department conducted a round of extensive meetings with relevant stakeholders including:
  - OFMDFM;
  - the Consumer Council;
  - the Rural Community Network;
  - the Rural Development Council; and
  - the Federation of Small Businesses.

During the consultation period 11 public meetings were held throughout the North, attracting 194 attendees and 103 written responses. In addition to the public events the Department also held meetings with a range of stakeholder organizations including:

- Regional Transportation Strategy Steering Group (RTSSG);
- Northern Ireland Local Government Association (NILGA);
- Confederation of British Industry (CBI);
- Institute of Directors (IoD);
- NI Committee, Irish Congress of Trade Unions (NIC ICTU);
- Federation of Passenger Transport (FPT); and
- Community Transport Association (CTA)

Meetings were also held with Playboard and the Translink Youth Forum/NI Youth Forum to ensure the interests of young people were taken into account.

- As part of the Rural Transport Fund a pilot Cross Border Rural Transport Scheme began in December 2008 with colleagues from the South and ran for one year. A steering group has been established and its responsibilities include production of a report, on completion of the project, to:
  - determine the level of need;
  - identify the advantages; and
  - examine the need for further development.

The evaluation of this pilot is nearing completion and a report will be submitted to Ministers in the summer.

## **Section 10: The Good Relations Duty**

- Please provide details of additional steps taken to implement or progress the good relations duty during the year. Please indicate any findings or expected outcomes from this work.

**(Enter text below)**

- All EQIAs and Section 75 Screening carried out during 2009/2010 considered the implications of proposals for Good Relations.
  - The Department launched its Corporate Social Responsibility Policy in October 2009. This includes a range of measures to promote good relations both inside and outside the Department.
  - The Department has ensured that community relations are at the heart of consultations on strategic road schemes.
- Please outline any use of the Commission's Good Relations Guide.
- (Enter text below)**
- The Department has reviewed the issues involved in the Commission's Good Relations Guide at its quarterly Equality Working Group meetings.

## **Section 11: Additional Comments**

- Please provide any additional information/comments

**(Enter text below)**

- None.

Annual Report 1 April 2009 / 31 March 2010  
'Disability Duties' Questions

1. How many action measures for this reporting period have been?

8

Fully  
Achieved

3

Partially  
Achieved

0

Not  
Achieved

2. Please outline the following detail on all actions that have been fully achieved in the reporting period.

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

Level	Public Life Action Measures	Outputs <sup>1</sup>	Outcomes / Impact <sup>2</sup>
National <sup>3</sup>	Review Department's public appointment procedures to identify ways of facilitating applications from people with disabilities.	<p>Hold meetings with Sponsor Divisions to discuss Diversity in Public Appointments.</p> <p>Update distribution lists to include all S75 groups ensuring fliers are issued to a more diverse group of contacts.</p> <p>Annual review of public appointment procedures.</p>	<p>Meeting held August 2009.</p> <p>Distribution lists updated.</p> <p>More disabled people applying for public appointments.</p> <p>Review completed in October 2009.</p>
Regional <sup>4</sup>			
Local <sup>5</sup>			

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

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

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

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

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

	Training Action Measures	Outputs	Outcome / Impact
1	Deliver a Disability Awareness Training Program for Managers	Two courses delivered in January 2010.	100% of staff who attended course advised that knowledge had increased with 81% stating knowledge had increased by the highest rating.
2	<p>Mandatory requirement for all new</p> <ul style="list-style-type: none"> <li>• Administrative and industrial staff to attend Diversity Now</li> <li>• Line managers to attend Good Management Practice.</li> </ul> <p>Both of these courses are delivered by CAL and include a module on S75 awareness and the purpose of Disability Action Plans.</p>	<p>36 staff attended Diversity Now.</p> <p>40 staff attended Good Management Practice.</p>	The majority of staff who attended this training identified an increase in their knowledge of S75 and its statutory requirements.

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

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

	Communications Action Measures	Outputs	Outcome / Impact
1	Introduction of the role of Disability Liaison Officer to provide advice and direction for managers managing staff with a disability.	Disability Liaison Officer now in post.	Staff now have a named contact who has provided advice and support when issues raised in relation to disability.
2	The Department will review ways of making information on services more accessible and include additional measures in its Guide to Making Information Accessible.	Update and re-issue of the Departments Guide to Making Information Accessible.	Guide issued October 2009. Staff made aware of good practice.
3	The Department through internal briefing mechanisms such as Departmental Brief, Equality Times, Roundabout, and Radius	Articles published throughout the year.	Increased staff awareness of disability issues.

	will publish articles to promote awareness of the Disability Action Plan and the statutory duties.		
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2 (d) What action measures were achieved to ‘**encourage others**’ to promote the two duties:

	Encourage others Action Measures	Outputs	Outcome / Impact
1	The Department will continue to support IMTAC as a source of independent advice on the transport needs of disabled people.	Agree a work programme annually.	Work programme agreed Feb 2009.  Monitoring updates sought and received July/August 2010.

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	Outcomes / Impact
1	The Department will compile a new Accessible Transport Strategy Action Plan for the period 2009 – 2012.	<p>Consultation on draft plan.</p> <p>New action plan published.</p>	<p>Consultation began March 2009.</p> <p>New Action Plan published January 2010.</p> <p>Ensure transport programmes are as accessible as possible.</p>

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

	Action Measures partly achieved	Milestones <sup>6</sup> / Outputs	Outcomes/Impacts	Reasons not fully achieved
1	The Department will continue to support accessible transport solutions for people with disabilities. This will include operating Door-to-Door transport services in urban areas and the Rural Transport Fund Services in rural areas.	Door to door in operation in 29 urban areas.	Improved access to services for people with disabilities.	Achieved.
16 Rural Community Transport Partnerships.		Improved access to services for people with disabilities.	Achieved.	
Evaluation of Demand Responsive Pilot Schemes.		Pilot evaluated and new Scheme announced by Minister in partnership with DARD in Dec 2009.	Delayed, likely to be achieved early 2011.	
Implement Demand Responsive projects in rural areas.		Dial a lift services introduced on the 1 December 2009.	Achieved.	

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

2	The Accessible Transport subgroup of the British Irish Council have agreed to look at a number of areas across eight administrations to consider what a disabled person requires to travel from one administration to another.	Consideration of a common web page and mutual recognition of concessionary fares.	Facilitate independent travel from one administration to another by people with disabilities.	This work is continuing.
3	Review existing and future action measures at the Department's Equality Working Group (EWG) and Equality Forum meetings and reflect in amended Action Plan.	Seek feedback/input at meetings.	Revised Disability Action Plan to be issued.	Draft DAP 2010 to 2013 prepared and issued for consultation 31 March to 30 June 2010.

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

	Action Measures not met	Reasons
1	None.	

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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

The Disability Action Plan is monitored on a quarterly basis as part of the Department's Equality Progress report to the Minister/ Departmental Board. All Equality and Diversity training programmes are evaluated, and improvements can be made to the programme based on the evaluation feedback received. This ensures that information is relevant to the target audience.

The Equality Unit continues to meet with business areas to seek updates on monitoring information and to take relevant action to address the "gap" analysis, which has been carried out to assess quality of information being monitored. This will help to improve monitoring of transport programmes relevant to people with disabilities.

(b) Quantitative

Individual programmes such as the Accessible Transport Strategy and Transport Programme for People with Disabilities have their own monitoring tools and arrangements.

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

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

Please delete: Yes

If yes please outline below:

	Revised/Additional Action Measures	Performance Indicator	Timescale
1	<p>Transport Programme for People with Disabilities.</p> <p>Differentials have been identified between urban and rural uptake, despite special events being held to address this.</p> <p><u>Action Measure</u> Measure the social impact of the Door-to-Door services and identify ways to increase uptake in less active areas.</p>	<p>Survey to be undertaken by Social Evaluation NI (SENI) to establish the impact of services on disabled people and to identify the reasons for reduced uptake in certain areas.</p> <p>Analysis of report to determine what additional can be taken.</p> <p>Monitor and review uptake of Door-to-Door services.</p>	<p>May 2010.</p> <p>Nov 2010.</p> <p>April 2011.</p>

7. Do you intend to make any further **revisions to your plan** in light of your organisations annual review of the plan? If so, please outline proposed changes?

A new Action Plan for the period April 2010 to March 2013 is being prepared. Consultation period for the draft Action plan will end 30 June 2010 with a view to publishing later in the year.