

**Good Relations Action Plan 2016-21:  
March 2021 Update**

## Good Relations Action Plan 2016-21: March 2021 Update

### Aim 1: Dialogue and Consultation

Action taken to better promote equality of opportunity/good relations	Intended outcome/impact and how this will be measured	Good Relations Category	Progress update
1.1 Equality and good relations issues are discussed at Secretariat Management Group (SMG) and Assembly Commission meetings.	<p>Issues are progressed in line with the Good Relations Action Plan requirements and timings.</p> <p>Minutes of meetings are published on the Assembly website on a monthly basis.</p>	Persons of different religious belief, political opinion or racial group.	<p><b>Lead:</b> Equality and Good Relations Unit and Corporate Support Unit</p> <p><b>Timeline:</b> Regularly throughout 2016-2021 with the exception of Assembly recesses.</p> <p><b>Status: Complete for reporting period</b></p>
1.2 Review of initiatives on how art and exhibitions might be used within Parliament Buildings	Consideration of new art initiatives to allow opportunities to reflect the wider community within Parliament Buildings.	Persons of different religious belief, political opinion or racial group.	<p><b>Lead:</b> Engagement</p> <p><b>Timeline:</b> Long-term direction to be revisited by new Speaker and Commission in 2017/18</p> <p><b>Status: In progress</b></p> <p>Consultation had previously taken place with the Arts Council and the College of Art to look at proposals for a series of new art initiatives for 2018-19, but the political situation and the associated potential for reputational risk led to a decision not to progress matters until the political situation became clearer. The Assembly returned to normal business in January 2020 and a review of how art and exhibitions might be used within Parliament Buildings will be undertaken as part of the work to review and develop the visitor experience and offering in Parliament Buildings under the new Assembly Corporate Strategy 2018-23.</p>
1.3 To draft a response to Assembly Commission	To draft answers to Assembly Commission Questions for written and/or oral answer applicable to equality and good relations.	Persons of different religious belief, political opinion or racial group.	<p><b>Lead:</b> Equality and Good Relations Unit</p> <p><b>Timeline:</b> As required during the 2016-2021 period</p>

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<p>questions within one week of receipt</p>			<p><b>Status: Complete for reporting period</b> The Equality and Good Relations Unit provided input to responses to a number of questions during this reporting period.</p>
<p>1.4 Identification of equality and good relations issues to be addressed</p> <p>Issues arising to be addressed or forwarded to the appropriate Directorate for consideration</p> <p><i>Action amended in March 2018 update to allow for the development of a separate equality and good relations survey</i></p>	<p>Action Plan following on from 2014 staff survey will be reviewed.</p> <p>Use the results of future staff surveys to produce and implement action plans if required.</p> <p>Monitor the progress of the implementation of action plans on an annual basis.</p> <p>Staff surveys to be undertaken regularly between 2016 and 2021 and will include questions regarding equality and good relations issues.</p>	<p>Persons of different religious belief, political opinion or racial group.</p>	<p><b>Lead:</b> RaISe/Equality and Good Relations Unit <b>Timeline:</b> Draft survey to be submitted to SMG by September 2018. Date of issue to staff to be agreed. <b>Status: In progress</b></p> <p>The Equality and Good Relations Staff Survey was conducted in 2018. RaISe collated the responses and prepared a report detailing the survey findings. Staff were sent a link to the report along with a summary of the key findings.</p> <p>A cross-Directorate group was established to consider the issues raised in the survey. At the request of the group, RaISe prepared a further analysis document, breaking down the findings of the survey into themes. At a group meeting in January 2021, it was agreed that business areas would provide an update on actions that have been taken to date to address issues raised by staff in the survey and how any outstanding issues would be addressed. Details of this activity will be provided in a paper to SMG in May 2021.</p>
<p>1.5 Organise three teachers' conferences per year to increase teachers' knowledge of</p>	<p>All teachers at primary, secondary and A-Level will be invited to participate in conferences.</p>	<p>Persons of different religious belief, political opinion or racial group.</p>	<p><b>Lead:</b> Education Team <b>Timeline:</b> Hold three conferences per year over the 2016-2021 period. <b>Status: Partially achieved</b></p>

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<p>the way the Assembly works and how to participate</p>	<p>An estimated total of 70 teachers will attend 3 conferences per year</p> <p>Increased understanding in teachers' knowledge of how the Assembly works and how to participate will be measured via questionnaire and other means of feedback.</p>		<p>Parliament Buildings remained closed due to COVID-19 and therefore no conferences took place in Parliament Buildings during this period. Schools were also closed from December 2020. However, the Education Service continued to organise virtual talks, which were recorded and published on the Education Service website. These included talks by academics, Dr Claire Rice, Newcastle University; David McCann, Ulster University; and Judith Boyce, Westminster Clerk, all of which have now been published. Further talks by Shauna Mageean, Assembly European Affairs Manager; Chris Lyttle MLA, Chair of the Education Committee; and the Human Rights Commission were recorded in March to be published in April 2021. Schools were asked to submit questions for speakers in advance of recordings.</p>
<p>1.6 The Assembly delivers its education programme in a format which provides for schools from different backgrounds to learn together</p>	<p>Schools from different backgrounds will have had the opportunity to learn together by attending education programmes together.</p>	<p>Persons of different religious belief, political opinion or racial group.</p>	<p><b>Lead:</b> Education Team  <b>Timeline:</b> Throughout the lifespan of the Good Relations Action Plan.  <b>Status: Partially achieved</b>            Due to COVID-19 restrictions, the normal inward and outreach programmes did not take place during this period. From early November, the Education Service began delivering a virtual programme to schools and youth groups via the MS Teams platform. This was advertised by email and Twitter. Youth groups included participants from different backgrounds. The Education Service also engaged with focus groups from four</p>

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			schools on behalf of the Ad Hoc Committee on a Bill of Rights.
1.7 The Assembly focuses on engagement with disenfranchised groups	<p>Increased engagement with minority ethnic communities to inform groups how to utilise resources available through Assembly Community Connect &amp; partner organisations.</p> <p>Target members and representative organisations of minority ethnic communities to attend 'How the Assembly Works' sessions to encourage a 5% increase in participation.</p>	Persons of different racial group.	<p><b>Lead:</b> Engagement Manager  <b>Timeline:</b> Annually throughout the lifespan of the Good Relations Action Plan.  <b>Status: Complete for reporting period</b>  Engagement has taken place with refugees and asylum seekers and a small number of people from the black and ethnic minority community.</p> <p>Section 75 data has been collated for each Assembly Connects event since October 2020 and will be assessed on a six-monthly basis via the Bi-Annual Engagement Report. Associated strategies will then be developed to ensure increased participation if required.</p>
1.8 Hold focus meetings and engage with sectoral and voluntary groups to inform committee business	<p>Hold at least two meetings and engagement activities per month, when the Assembly is sitting, with groups which will inform committee business.</p> <p>Continue to develop a database to register voluntary and community organisations by sector</p> <p>Use database to gather information to inform committee business.</p>	All good relations groups	<p><b>Lead:</b> Engagement Manager  <b>Timeline:</b> Annually throughout the lifespan of the Good Relations Action Plan.  <b>Status: Complete for reporting period</b>  During the reporting period, Engagement delivered 28 educational presentations and 7 virtual stakeholder events.</p> <p>In March 2021, Assembly Connects launched a new database to register voluntary and community organisations by sector. The database has been used to issue information about Committee business and Northern Ireland Assembly activities.</p>

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1.9 Legal Services Office continues to provide advice as necessary	The provision of legal advice to the NI Assembly Commission, and to staff, in relation to obligations under S75(2) of the NI Act 1998.	Persons of different religious belief, political opinion or racial group.	<b>Lead:</b> Legal Services Office <b>Timeline:</b> As required during 2016-2021 <b>Status:</b> Complete for reporting period

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### Aim 2: Promotion of Good Relations

Action taken to better promote equality of opportunity/good relations	Intended outcome/impact and how this will be measured	Good Relations Category	Progress update
2.1 Maintain the display of Speaker's gifts within in the Assembly and Senate Rotundas in Parliament Buildings	Display of Speaker's gifts is accessible to the visiting public and maintained.	Persons of different religious belief, political opinion or racial group.	<b>Lead:</b> Speaker's Office <b>Timeline:</b> Throughout the lifespan of the Good Relations Action Plan. <b>Status: Complete for reporting period.</b>
2.2 Participation and inclusion of external groups in identified events held at Parliament Buildings	Speaker's events and other Assembly events to be used to include external guests and organisations to highlight issues and work in the wider community. Events will vary each year but will typically include: <ol style="list-style-type: none"> <li>1. Christmas event</li> <li>2. St Patrick's Day event</li> <li>3. Community Relations Week</li> <li>4. International Women's Day</li> <li>5. Chinese New Year</li> </ol>	Persons of different religious belief, political opinion or racial group.	<b>Lead:</b> Speaker's Office/ Engagement <b>Timeline:</b> Throughout the lifespan of the Good Relations Action Plan. Subject to review on election of a new Speaker. <b>Status: Complete for reporting period.</b> While physical events have been unable to be held, the Speaker has held a number of virtual events including: An event for the International Day of People with Disabilities; A Christmas event to present the Salvation Army/St Vincent de Paul with proceeds from staff fundraising; A social media initiative for International Women's Day; and A class on the Irish language in a parliamentary context for Seachtain na Gaeilge (Irish Language Week)
2.3 To further develop capacity of Assembly Commission Members on	Development of a mechanism to enable Members to discuss good relations issues.	Persons of different religious belief, political opinion or racial group.	<b>Lead:</b> Equality and Good Relations Unit, Corporate Support Unit and Learning and Development <b>Timeline:</b>

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issues concerning Good Relations and Equality	Invite guest speakers and a facilitator to assist Members to discuss contentious issues through dialogue and understanding. Members' knowledge of good relations and equality issues is increased.		<p>Group is established and terms of reference completed - 2016            Training needs are assessed and training developed - 2016            Facilitator and guest speakers are identified - 2016            Programme of issues confirmed - 2016            Training complete - 2016            Programme timetabled with facilitator and guest speakers on good relations issues 2017 – 2021  <b>Status: In progress/ongoing.</b>            This was an action agreed by the previous Commission. The Clerking and Member Support Office (CAMS) intends to make equality and good relations training available for all Members (not restricted to Commission Members) through the Member Development plan. In addition, the Commission that was appointed in January 2020 has had a number of constructive and strategic discussions on good relations issues, including the display of artefacts and the marking of centenaries in which actions have been agreed by consensus to make initial progress.</p>
2.4 To agree a Language Policy	<p>Prepare a paper on language policy for the Assembly Commission</p> <p>Development of a clear and concise policy with measurable standards and present to the Assembly Commission for agreement.</p>	Persons of different religious belief, political opinion or racial group.	<p><b>Lead:</b> Equality and Good Relations Unit  <b>Timeline:</b> Jan 2017 and 2017  <b>Status: Action suspended</b></p> <p>While a language paper was presented to SMG in March 2017 in anticipation of it being presented to the Assembly Commission when the Assembly resumed normal business, this action has now</p>



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			<p>been superseded by the language commitments in the New Decade, New Approach (NDNA) deal, which was published in January 2020. The Assembly Commission will consider the actions required within its remit in the context of the legislation passed by the Assembly.</p> <p>In addition, the Committee on Procedures is expected to consider the NDNA commitment to develop new Standing Orders to be agreed by the Assembly to provide for simultaneous translation of Assembly business into Irish and Ulster Scots. Subject to the development of Standing Orders by the Assembly, the Assembly Commission will need to consider the associated resourcing implications.</p>
<p>2.5 Implementation and communication of Good Relations Action Plan to staff</p>	<p>Communication of Policy and Action Plan to all staff.</p> <p>Staff training updated to cross-reference with Good Relations Action Plan.</p>	<p>Persons of different religious belief, political opinion or racial group.</p>	<p><b>Lead:</b> Equality and Good Relations Unit  <b>Timeline:</b> 2016  <b>Status: Complete</b></p>
<p>2.6 Reconsideration of Civic Occasions Protocol</p> <p><i>Action added March 2017</i></p> <p><i>Lead responsibility transferred to Director of Parliamentary Services in October 2017 as Facilities</i></p>	<p>Reconsideration of the draft protocol that was presented to the Assembly Commission in March 2016.</p> <p>Intended outcome is the provision of clear guidance with regard to the flying of the Union flag at Parliament Buildings to mark civic occasions, e.g., the accession of a new Monarch; the death of a serving or former</p>	<p>Persons of different religious belief, political opinion or racial group.</p>	<p><b>Lead:</b> Director of Parliamentary Services/Equality and Good Relations Unit  <b>Timeline:</b> Following publication of final report by Commission on Flags, Identity, Culture and Tradition  <b>Status: On schedule to be progressed in line with timeline</b>            Awaiting outcome of final report by Commission on Flags, Identity, Culture and Tradition.</p>

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<b>Action taken to better promote equality of opportunity/good relations</b>	<b>Intended outcome/impact and how this will be measured</b>	<b>Good Relations Category</b>	<b>Progress update</b>
<i>Director post no longer exists</i>	First or Deputy First Minister; and a time of designated national disaster.		

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### Aim 3: Equality of Service Provision

Action taken to better promote equality of opportunity/good relations	Intended outcome/impact and how this will be measured	Good Relations Category	Progress update
3.1 Continue to utilise applicable codes and guidance from the Equality Commission NI as it relates to the recruitment of staff	Commission policies continue to reflect best practice in recruitment and continue to ensure equality of opportunity for all potential job applicants.	Persons of different religious belief, political opinion or racial group.	Lead: HR Team Timeline: Throughout the lifespan of the Good Relations Action Plan 2016-2021. Status: <b>Complete for reporting period</b>
3.2 The Assembly focuses on engagement with disenfranchised groups	To work with the National Assembly for Wales and the Flemish Parliament to make a joint application to Erasmus+ to deliver a trans-national youth project.	Persons of different religious belief, political opinion or racial group.	<b>Lead:</b> Education Team <b>Timeline:</b> Project length anticipated 12 months (Estimated Sept 2016 - Sept 2017) <b>Status: Complete</b> Application unsuccessful.
3.3 Continue programme of local events to encourage young people from all backgrounds to meet and discuss issues with their MLAs	To hold 'Let's Talk' events for young people from all constituencies.	Persons of different religious belief or political opinion	<b>Lead:</b> Education Service <b>Timeline:</b> Throughout the lifespan of the Good Relations Action Plan 2016-2021. <b>Status: Action suspended</b> No events took place during this period due to COVID-19 restrictions.
3.4 Identify best practice from other sources and adopt practice following consultation with section 75 groups and internal stakeholders (Learn and share good practice from other areas)	Work with relevant teams and staff to promote the sharing of learning and outcomes from joint projects.  Continue participation on, for example, inter-parliamentary groups and civil service groups to document models of best practice.  Increased understanding of the good relations issues affecting the Northern Ireland Assembly.	Persons of different religious belief, political opinion or racial group.	<b>Lead:</b> Equality and Good Relations Unit <b>Timeline:</b> Throughout the lifespan of the Good Relations Action Plan 2016-2021. <b>Status: Complete for reporting period</b> Ongoing meetings with the Equality Commission and other stakeholders. Continued participation in relevant groups, for example, the NICS Equality Practitioners Group and the NICS/Equality Commission Statutory Duties Forum

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	<p>Best practice is implemented and communicated.</p> <p>Increased collaboration on a regional and national basis to discuss good relations issues.</p>		
3.5 Advertisement of committee stage of Bills in each of the main daily newspapers offering opportunities to all sections of the community to submit evidence	Improved access opportunities for people to contribute to policy development and legislative scrutiny processes.	Persons of different religious belief, political opinion or racial group.	<p><b>Lead:</b> Clerking</p> <p><b>Timeline:</b> Throughout the lifespan of the Good Relations Action Plan 2016-2021</p> <p><b>Status: Complete for reporting period</b></p>
3.6 Plans in place to encourage Committees to actively engage with the community by meeting regularly outside of Parliament Buildings	<p>Improved opportunities for all sections of the community to contribute to policy development and legislative scrutiny processes.</p> <p>Statutory Committees to aim to hold external meetings periodically throughout the mandate.</p>	Persons of different religious belief, political opinion or racial group.	<p><b>Lead:</b> Clerking</p> <p><b>Timeline:</b> Throughout the lifespan of the Good Relations Action Plan 2016-2021.</p> <p><b>Status: Complete for reporting period</b></p>
3.7 Lighting of Building	To light the exterior of Parliament Buildings on days as agreed by the Assembly Commission	Persons of different religious belief, political opinion or racial group.	<p>Lead: Head of Building Services</p> <p>Timeline: Throughout the lifespan of the Good Relations Action Plan 2016-2021.</p> <p>Status: <b>Complete for reporting period.</b></p> <p>The LED floodlighting system continues to be used to light the building on days agreed by the Assembly Commission</p>

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3.8 Continued Implementation of the 'Perspective on...' series	To hold inclusive events to mark anniversaries within the 'Decade of Centenaries' as agreed by the Assembly Commission including in 2016 the Easter Rising and the Battle of the Somme.	Persons of different religious belief, political opinion.	<p><b>Lead:</b> Speaker's Office</p> <p><b>Timeline:</b> Anniversaries to be marked in the 2016-2021 mandate to be agreed by the new Commission following the election.</p> <p><b>Status: Complete for this reporting period.</b></p> <p>The Speaker hosted a virtual lecture in December 2020 to mark the centenary of the Government of Ireland Act. The Commission has also agreed a programme of events for 2021 to mark the centenaries of the creation of Northern Ireland/partition and the first sitting of the old Northern Ireland Parliament.</p>
3.9 Outreach Parliaments <i>(Action suspended March 2017)</i>	To facilitate 2 BEM Parliaments per year in order to engage people from minority groups.	Persons of different racial group.	<p><b>Lead:</b> Engagement Manager</p> <p><b>Timeline:</b> Throughout the lifespan of the Good Relations Action Plan 2016-2021.</p> <p><b>Status: Action Suspended</b></p> <p>This action has been suspended because the partner organisation, NICEM, no longer exists. Action 3.15 below was added in March 2017 to increase engagement with BEM groups.</p> <p>The possibility of a BEM Parliament is currently being investigated as part of a series of events to mark the centenary of the creation of Northern Ireland/partition.</p>
3.10 Assembly Community Connect (ACC)	Increased engagement database of s75 groups by 20%; inform groups how to utilise resources available through Assembly	All S75 groups, including persons of different religious	<p><b>Lead:</b> Engagement Manager</p> <p><b>Timeline:</b> Throughout the lifespan of the Good Relations Action Plan 2016-2021.</p>

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	Community Connect & partner organisations.	belief, political opinion or racial group.	<p><b>Status: Complete for reporting period</b></p> <p>S75 data is now being collated for each Assembly Connects event since October 2020 and will be assessed on a six monthly basis via the Bi-Annual Engagement Report. Associated strategies will then be developed to ensuring increased participation if required.</p>
3.11 Monitoring the outcome of the EQIA on the Flying of the Union Flag at Parliament Buildings	Monitoring includes regular consideration of a range of sources such as complaints, research and related policies etc.	Persons of different religious belief, political opinion.	<p><b>Lead:</b> Equality and Good Relations Unit</p> <p><b>Timeline:</b> Annually</p> <p><b>Status: Complete for reporting period</b></p> <p>Monitoring complete in line with guidance provided by the Equality Commission for NI.</p>
3.12 Access to information	The Education Service has an Irish Language Champion and the education programme can now be delivered in Irish. Based on previous years' numbers, the programme will be delivered to approx. 3 Irish medium schools during the academic year.	Persons of different religious belief, political opinion or racial group.	<p><b>Lead:</b> Education Service</p> <p><b>Timeline:</b> Throughout the lifespan of the Good Relations Action Plan 2016-2021.</p> <p><b>Status: Complete for reporting period</b></p> <p>The Education Service received no requests to deliver the core programme in Irish during this period. An Irish-medium school agreed to participate in the Ad Hoc Committee on a Bill of Rights' consultation exercise, but due to the closure of schools as a result of COVID-19 restrictions, this did not take place during the reporting period. The primary section of the Education Service website will be published in Irish by the end of this reporting period and the Key Stage 3 and Key Stage 4 sections will be translated.</p>

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3.13 Keep under review the use of Irish in recruitment ads	Review per recruitment competition any feedback received on the use of Irish in advertisements as relating to the recruitment process.	Persons of different religious belief, political opinion.	<b>Lead:</b> HR Team <b>Timeline:</b> Throughout the lifespan of the Good Relations Action Plan 2016-2021. <b>Status: Complete for reporting period</b>
3.14 Continued operation of alternative placement programme to trainee teachers ie Stranmillis College (Final year students)	To allow the Assembly to ensure that its current education programmes continue to be compatible with teacher training best practice. Max 3 places per year lasting 2 weeks each January.	Persons of different religious belief, political opinion or racial group.	<b>Lead:</b> Education Team <b>Timeline:</b> Throughout the lifespan of the Good Relations Action Plan 2016-2021. <b>Status: Complete for this reporting period</b> The Education Service hosted one student from Stranmillis College on a virtual placement between 11-22 January 2021.
3.15 Deliver 'Get Involved' conference to BEM groups  <i>(Action added March 2017)</i>	Deliver one conference every year to BEM groups.	Persons of different racial group.	<b>Lead:</b> Engagement Manager <b>Timeline:</b> Throughout the lifespan of the Good Relations Action Plan 2016-21. <b>Status: In progress</b> Due to the public health situation and associated regulations and guidelines, and the closure of Parliament Buildings to the public in March 2020, no conference was held during the reporting period. However the BEM community has been engaged via Assembly Connects training and Committee Engagement work.  The possibility of a BEM Parliament is currently being investigated as part of a series of events to mark the centenary of the creation of Northern Ireland/partition.

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### Aim 4: Training and Development

Action taken to better promote equality of opportunity/good relations	Intended outcome/impact and how this will be measured	Good Relations Category	Progress update
<p>4.1</p> <p>Personal learning records to include details of equality and good relations training undertaken.</p> <p><i>Previous action was: '4.1 Personal Development Plans include equality issues/updates.'</i></p> <p><i>This action has been amended to more accurately reflect the monitoring of staff learning.</i></p>	<p>Ongoing learning in relation to equality takes place.</p> <p><i>Additional outcomes/impacts and measurements:</i></p> <p>Learning and Development Team to update personal learning records on iTrent with mandatory equality and good relations training. Staff can also add additional equality and good relations training to their personal learning plans, and this training will also be monitored by the L&amp;D team.</p>	<p>Persons of different religious belief, political opinion or racial group.</p>	<p><b>Lead:</b> HR Team  <b>Timeline:</b> Annually throughout lifespan of the plan  <b>Status:</b> <b>Complete for the reporting period</b></p> <p>All training events are recorded on staff learning records</p>
<p>4.2 Induction training monitored and reported on</p>	<p>Monitoring of mandatory staff training which includes the promotion of good relations as part of the induction process for any external appointments that occur.</p>	<p>Persons of different religious belief, political opinion or racial group.</p>	<p><b>Lead:</b> HR Team  <b>Timeline:</b> As required  <b>Status:</b> <b>Complete for the reporting period</b></p>
<p>4.3 To provide good relations support to staff</p> <p>To support mainstreaming of good relations at Directorate level</p>	<p>Good Relations input into training programmes as required.</p> <p>Meet with relevant staff to provide good relations support and information for services within the Assembly secretariat.</p>	<p>Persons of different religious belief, political opinion or racial group.</p>	<p><b>Lead:</b> Equality and Good Relations Unit  <b>Timeline:</b> Throughout the lifespan of the Good Relations Action Plan 2016-21.  <b>Status:</b> <b>Complete for reporting period</b></p>



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	<p>Increased confidence in tackling good relations issues by staff.</p> <p>Good relations agenda is mainstreamed with Assembly staff.</p>		
<p>4.4 Develop an e-learning good relations package for staff training</p>	<p>E-learning package is developed to enable staff to better understand good relations and its relevance to their role in the Assembly.</p> <p>Mandatory completion of e-learning takes place by all Assembly staff.</p> <p>Monitoring of mandatory training takes place to ensure all staff complete training and it is complete to a satisfactory standard.</p>	<p>Persons of different religious belief, political opinion or racial group.</p>	<p><b>Lead:</b> Equality and Good Relations Unit and Learning and Development  <b>Timeline:</b> 2018  <b>Status: Overdue</b>            Staff in the Equality and Good Relations Unit have continued to attend meetings of the NICS/Equality Commission Statutory Duties Forum, which is considering a range of equality matters including Section 75 online training. An e-learning package is to be developed in consultation with forum members. The work of the forum is behind schedule due to NICS collaborative partners being redeployed.</p>

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### Aim 5: Management Information and Data

Action taken to better promote equality of opportunity/good relations	Intended outcome/impact and how this will be measured	Good Relations Category	Progress update
5.1 Direct staff to screening training as required	<p>Screening guidance in place for staff.</p> <p>Training provided as required.</p> <p>Increased knowledge and skills to address good relations issues.</p>	Persons of different religious belief, political opinion or racial group.	<p><b>Lead:</b> Equality and Good Relations Unit and Learning and Development</p> <p><b>Timeline:</b> Throughout the lifespan of the Good Relations Action Plan 2016-2021.</p> <p><b>Status: Complete for reporting period</b></p>
5.2 Continued use of 'social media' to engage with people of NI and hear their views on the Assembly and political issues	<p>We will have listened to the people of NI and provided different groups with a democratic understanding and the opportunity to develop mutual positions in a shared (cyber) space.</p> <p>Education Service uses Social Media (Twitter) daily to inform users of its services and initiatives.</p>	Persons of different religious belief, political opinion or racial group.	<p><b>Lead:</b> Education Team</p> <p><b>Timeline:</b> Throughout the lifespan of the Good Relations Action Plan 2016-2021.</p> <p><b>Status: Complete for reporting period</b></p> <p>In early November, the Education Service informed schools by Twitter and email that they could book a virtual education programme. During this period, the Service continued to use Twitter to keep followers informed about the programme.</p>
5.3 To monitor user comments collected from feedback processed in place for all engagement activities	Feedback is used, where appropriate, to help inform decisions and build the promotion of equality and good relations into the delivery of services.	Persons of different religious belief, political opinion or racial group.	<p><b>Lead:</b> Engagement Manager</p> <p><b>Timeline:</b> Throughout the lifespan of the Good Relations Action Plan 2016-2021.</p> <p><b>Status: Complete for reporting period</b></p> <p>Feedback has been and will be collected after each activity and is used to inform service delivery.</p>
5.4 Maintain an inventory and monitor the condition of all artefacts belonging to the Assembly	<p>All artefacts belonging to the Assembly are kept and maintained in an appropriate manner.</p> <p>Artefacts will be monitored on an annual basis.</p>	Persons of different religious belief, political opinion or racial group.	<p><b>Lead:</b> Head of Building Services</p> <p><b>Timeline:</b> Throughout the lifespan of the Good Relations Action Plan 2016-2021.</p> <p><b>Status: Complete for reporting period</b></p> <p>Artefacts belonging to the Assembly are maintained in an appropriate manner and the</p>

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			inventory of Assembly artefacts and artwork is reviewed at least once per year.

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### Aim 6: Monitoring

Action taken to better promote equality of opportunity/good relations	Intended outcome/impact and how this will be measured	Good Relations Category	Progress update
6.1 Good Relations Action Plan is updated to include additional relevant actions that arise during the lifespan of the plan.	<p>Monitoring relevant sources to ensure any additional actions are added as appropriate.</p> <p>Continue engagement with Assembly Directorates to discuss any potential issues for inclusion.</p> <p>Produce a monitoring report of progress and any additional action every six months and table at SMG meetings.</p>	Persons of different religious belief, political opinion or racial group.	<p><b>Lead:</b> Equality and Good Relations Unit/All Directorates</p> <p><b>Timeline:</b> Throughout the lifespan of the Action Plan as required.</p> <p><b>Status: Complete for reporting period</b></p> <p>Six-monthly monitoring updates show progress on actions, including additional activity and amended actions. Once approved, this update will be published on the <a href="#">Assembly website</a> alongside previous updates.</p>
6.2 To provide adequate staff resources to allow the implementation of all programme activities	Directorate budget includes, where relevant, for strategic development, implementation and monitoring.	Persons of different religious belief, political opinion or racial group.	<p><b>Lead:</b> All Directorates</p> <p><b>Timeline:</b> Budgeting as necessary in line with Assembly policies throughout the lifespan of the Action Plan as required.</p> <p><b>Status: Complete for reporting period</b></p>
6.3 To continue implementation and reporting to SMG of Assembly Visitor survey	<p>Conduct a Visitor's survey 3 times a year (generally February, June and October).</p> <p>Assembly research collate data and produce a report for Equality and Good Relations Unit to be submitted to SMG with good relations six-monthly monitoring reports.</p>	Persons of different religious belief, political opinion or racial group.	<p><b>Lead:</b> Equality and Good Relations Unit and RaISe</p> <p><b>Timeline:</b> Throughout the lifespan of the Action Plan as required.</p> <p><b>Status: Action suspended</b></p> <p>Survey has been suspended since Parliament Buildings was closed to the public on 18 March 2020 due to the COVID-19 pandemic.</p> <p>A review of the survey is progressing in consultation with RaISe and will be presented to</p>

## Good Relations Action Plan 2016-21: March 2021 Update

<b>Action taken to better promote equality of opportunity/good relations</b>	<b>Intended outcome/impact and how this will be measured</b>	<b>Good Relations Category</b>	<b>Progress update</b>
			SMG in May 2021. This expanded survey should give a fuller picture of the visitor experience at Parliament Buildings and will enable RaISe to produce more detailed findings reports.