

# Good Relations Action Plan 2016-21: Six-monthly Update – March 2018

## Status Key:

-  Complete or Complete for this six-month reporting period
-  In progress/ongoing or On schedule to be progressed in line with timeline
-  Partially achieved
-  Overdue
-  Action suspended
-  New action
-  Amended action

## Good Relations Action Plan 2016-21: Six-monthly Update – March 2018

### 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 this reporting period</b></p> <p>Cover template for all SMG/Commission papers asks for information on equality/section 75 implications and equality screening.</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: Action suspended.</b></p> <p>The Assembly has hosted two exhibitions during the reporting period: the history of Parliament Buildings and 'The Space Between' exhibition (a partnership between the Department of Finance and Office of Public Works, ROI). 'The Space Between' exhibition was a selection of artwork selected by Ulster University Belfast School of Art students.</p> <p>Consultation with the Arts Council and the College of Art took place to look at proposals for a series of new art initiatives for 2018. However, a decision was made not to progress matters with the commissioning of art given the political situation and the associated potential for reputational risk. However, budget has been</p>

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			allocated to the 18/19 budget if normal business resumes.
1.3 To draft a response to Assembly Commission questions within one week of receipt	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  <b>Timeline:</b> As required during the 2016-2021 period  <b>Status: Complete for this reporting period</b>                      During the reporting period no questions were tabled requiring input from the Equality and Good Relations Unit.</p>
1.4 Identification of equality and good relations issues to be addressed  Issues arising to be addressed or forwarded to the appropriate Directorate for consideration	Action Plan following on from 2014 staff survey will be reviewed.  Use the results of future staff surveys to produce and implement action plans if required.  Monitor the progress of the implementation of action plans on an annual basis.  Staff surveys to be undertaken regularly between 2016 and 2021 and will include questions regarding equality and good relations issues.	Persons of different religious belief, political opinion or racial group.	<p><b>Lead: RaISE/Equality and Good Relations Unit</b> (previous lead was Corporate Support Unit)  <b>Timeline:</b> Draft survey to be submitted to SMG by September 2018. Date of issue to staff to be agreed.                      (previous timeline was 'Regularly during the 2016-21 period')  <b>Status: Amended action</b>                      When the action plan was first agreed, equality and good relations issues were to be included in the staff survey (which was carried out in the summer of 2017). However, as recorded in the Oct 2017 good relations six-monthly update, it was agreed that equality and good relations issues should be removed from the 2017 survey, and instead a separate equality and goods relations questionnaire would be issued in February 2018.</p> <p>Due to the temporary redeployment of staff during this reporting period, the timeline for development of the survey has been reviewed. The new lead business areas held initial meetings to discuss</p>

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			content in February 2018. Consultation with relevant business areas and the Equality Commission will be scheduled over the coming months. A new timeline for development of the survey is included above, and a date for issuing the survey will also be agreed with SMG.
1.5 Organise three teachers' conferences per year to increase teachers' knowledge of the way the Assembly works and how to participate	<p>All teachers at primary, secondary and A-Level will be invited to participate in conferences.</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>	Persons of different religious belief, political opinion or racial group.	<p><b>Lead:</b> Education Team</p> <p><b>Timeline:</b> Hold three conferences per year over the 2016-2021 period.</p> <p><b>Status: Complete for reporting period</b></p> <p>40 teachers attended an A-Level Politics conference on 3 October 2017. The Key Stage 3 &amp; 4 conference on 1 December 2017 was attended by 25 teachers. Preparations are under way for the primary teachers' conference on 1 June 2018.</p>
1.6 The Assembly delivers its education programme in a format which provides for schools from different backgrounds to learn together	Schools from different backgrounds will have had the opportunity to learn together by attending education programmes together.	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.</p> <p><b>Status: Complete for this reporting period</b></p> <p>The Education Service delivered programmes to 220 groups of young people, comprising 8082 participants, from across all school sectors. It continues to welcome groups made up of young people from different backgrounds, involved in shared education programmes and School Learning Communities. During the reporting period, 9 groups comprising young people from different backgrounds have participated in the</p>

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			<p>programme. The education programme covers the Belfast/Good Friday Agreement and the power-sharing nature of devolution in Northern Ireland. The programme also gives young people the opportunity to meet with their MLAs for Q&amp;A sessions.</p> <p>The Education Service worked with the Northern Ireland Youth Forum to facilitate a youth debate in the Assembly Chamber on 22 February 2018. This involved about 180 young people from different backgrounds. On 13 March 2018, the Education Service worked with the YMCA on a programme for 20 young people from different backgrounds, which included meeting with MLAs and participating in a debate.</p>
<p>1.7 The Assembly focuses on engagement with disenfranchised groups</p>	<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>	<p>Persons of different racial group.</p>	<p><b>Lead:</b> Outreach Manager  <b>Timeline:</b> Annually throughout the lifespan of the Good Relations Action Plan.  <b>Status: Ongoing</b>                      As the Assembly has not been sitting, training has been delivered on request.</p>
<p>1.8 Hold focus meetings and engage with sectoral and voluntary groups to inform committee business</p>	<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>All good relations groups</p>	<p><b>Lead:</b> Outreach Manager  <b>Timeline:</b> At least 24 meetings annually throughout the lifespan of the Good Relations Action Plan  <b>Status: Ongoing</b></p>

## Good Relations Action Plan 2016-21: Six-monthly Update – March 2018

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	<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>		<p>As the Assembly has not been sitting, training has been delivered on request. A focus has been given to women's groups to reflect the year of suffrage. The Assembly will host its first family-friendly event in March 2018, allowing parents with small children an opportunity to visit the Assembly and learn about the institution.</p> <p>The database has been developed and individuals and organisations continue to register with ACC.</p>
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.	<p><b>Lead:</b> Legal Services Office  <b>Timeline:</b> As required during 2016-2021  <b>Status: Complete for the reporting period</b>                      Legal advice provided upon request within the reporting period.</p>

## Good Relations Action Plan 2016-21: Six-monthly Update – March 2018

### 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.	<p><b>Lead:</b> Speaker's Office  <b>Timeline:</b> Throughout the lifespan of the Good Relations Action Plan.  <b>Status: Complete</b></p>
2.2 Participation and inclusion of external groups in identified events held at Parliament Buildings	<p>Speaker's 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:</p> <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.	<p><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: In progress</b></p> <p>While a full programme of Speaker's events is not being implemented in the current political climate, a number of events have still proceeded around key events.</p> <p>At Christmas, the Speaker hosted a lunchtime event to light the Assembly Christmas tree which included a performance by the BBC Primary School Choir of the Year, St Lawrence's of Fintona, and was attended by staff and representatives of the Assembly Charity.</p> <p>Chinese New Year coincided with a visit by the Chinese School Choir Little Red Flower. The Speaker hosted a performance of the choir in the Great Hall of Parliament Buildings.</p>

## Good Relations Action Plan 2016-21: Six-monthly Update – March 2018

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			<p>Given the centenary year of female suffrage first being introduced, the Speaker will host an event for International Women's Day, which will see over 150 people attend a showing of 'Shrieking Sisters', which tells the lesser known story of Ulster and Irish suffragettes in the early years of the 20th century.</p> <p>Following the play, radio and television presenter Marie-Louise Muir will host a panel debate with experts in the field of female empowerment including: Paula Bradley MLA, Chair of the Northern Ireland Assembly Women's Caucus; the playwright and actress Maggie Cronin; leading feminist historians Dr Margaret Ward and Dr Myrtle Hill and Young Women's Development Worker Emma Johnston.</p>
2.3 To further develop capacity of Assembly Commission Members on issues concerning Good Relations and Equality	<p>Development of a mechanism to enable Members to discuss good relations issues.</p> <p>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>	Persons of different religious belief, political opinion or racial group.	<p><b>Lead:</b> Equality and Good Relations Unit, Corporate Support Unit and Learning and Development</p> <p><b>Timeline:</b></p> <p>Group is established and terms of reference completed - 2016</p> <p>Training needs are assessed and training developed - 2016</p> <p>Facilitator and guest speakers are identified - 2016</p> <p>Programme of issues confirmed - 2016</p> <p>Training complete - 2016</p> <p>Programme timetabled with facilitator and guest speakers on good relations issues 2017 – 2021</p> <p><b>Status: Action suspended.</b></p>

## Good Relations Action Plan 2016-21: Six-monthly Update – March 2018

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			Subject to review when the Assembly returns to normal business and appoints a new Commission.
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: In progress</b>                      Language paper presented to SMG in Jan 2017 and March 2017. Paper ready for presentation to Assembly Commission at a future date.</p>
2.5 Implementation and communication of Good Relations Action Plan to staff	<p>Communication of Policy and Action Plan to all staff.</p> <p>Staff training updated to cross-reference with Good Relations Action Plan.</p>	Persons of different religious belief, political opinion or racial group.	<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 Director post no longer exists</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 First or deputy First Minister; and a time of designated national disaster.</p>	Persons of different religious belief, political opinion or racial group.	<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>

## Good Relations Action Plan 2016-21: Six-monthly Update – March 2018

### 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.	<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>
3.2 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 Service <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: Suspended due to the political situation.</b> In light of there being no functioning Assembly, it was decided that the Let's Talk events should not be run essentially because it was felt that such events could lead to reputational risk for the Assembly in general and the MLAs taking part in the events in particular, and that there could be difficulties in getting schools and MLAs to participate. In addition, "encouraging young people from all backgrounds to meet and discuss issues with their MLAs" has continued to be actioned by inviting MLAs to meet groups as part of the Education Service's full programme of events, both in Parliament Buildings and in schools.

## Good Relations Action Plan 2016-21: Six-monthly Update – March 2018

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<p>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)</p>	<p>Work with relevant teams and staff to promote the sharing of learning and outcomes from joint projects.</p> <p>Continue participation on, for example, inter-parliamentary groups and civil service groups to document models of best practice.</p> <p>Increased understanding of the good relations issues affecting the Northern Ireland Assembly.</p> <p>Best practice is implemented and communicated.</p> <p>Increased collaboration on a regional and national basis to discuss good relations issues.</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 2016-2021.  <b>Status: Complete for this reporting period</b></p>
<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</p>	<p>Improved access opportunities for people to contribute to policy development and legislative scrutiny processes.</p>	<p>Persons of different religious belief, political opinion or racial group.</p>	<p><b>Lead:</b> Clerking and Reporting  <b>Timeline:</b> Throughout the lifespan of the Good Relation  <b>Status: Complete for this reporting period.</b>                      All calls for evidence for both Bills and inquiries are advertised in the 3 local newspapers as well as on the Committee's webpages.                      No advertisements were placed in this reporting period.</p>
<p>3.6 Plans in place to encourage Committees to actively engage with the</p>	<p>Improved opportunities for all sections of the community to contribute to policy</p>	<p>Persons of different religious belief, political opinion or racial group.</p>	<p><b>Lead:</b> Clerking and Reporting  <b>Timeline:</b> Throughout the lifespan of the Good Relations Action Plan 2016-2021.</p>

## Good Relations Action Plan 2016-21: Six-monthly Update – March 2018

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community by meeting regularly outside of Parliament Buildings	development and legislative scrutiny processes.  Statutory Committees to aim to hold external meetings periodically throughout the mandate.		<b>Status: Complete for this reporting period.</b> Committees are encouraged to meet a number of times each session outside of Parliament Buildings. Information in relation to the venues of all Committee meetings is available on the business diary on the Assembly website. No meetings were held in this reporting period.
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.	<b>Lead:</b> Head of Building Services <b>Timeline:</b> Throughout the lifespan of the Good Relations Action Plan 2016-2021. <b>Status: Complete for this reporting period</b> The new LED floodlighting system has been installed and is fully operational. The colour wash facility will be used to light the building on days agreed by the Assembly Commission.
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.	Persons of different religious belief, political opinion.	<b>Lead:</b> Speaker's Office <b>Timeline:</b> Anniversaries to be marked in the 2016-2021 mandate to be agreed by the new Commission following the election. <b>Status: Action suspended.</b> The Assembly Commission agreed in November 2017 not to initiate the Commission's policy on centenaries until the Assembly resumed normal business and appointed a new Commission. In the interim, the Commission noted that a contribution to marking the centenary of female suffrage would be covered by other events on the issue of female participation such as one hosted by the Speaker for International Women's Day. The Commission has agreed to review this policy

## Good Relations Action Plan 2016-21: Six-monthly Update – March 2018

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			should the Assembly not return to normal business immediately. This will be done in May/June when decisions would need to be taken around the marking of the end of the First World War.
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> Outreach Manager  <b>Timeline:</b> Throughout the lifespan of the Good Relations Action Plan 2016-2021.  <b>Status: Action suspended</b></p> <p>This action has been suspended as the partner organisation, NICEM, no longer exists. The capacity will need to be re-established within the sector to facilitate further BEM Parliaments. It may be a number of years before this action can be revisited. We also require either Ministers or Committee Chairs to deliver the event, which is not possible given the political situation. Action 3.15 was added in March 2017 to increase engagement with BEM groups.</p>
3.10 Assembly Community Connect (ACC)	Increased engagement database of s75 groups by 20%; inform groups how to utilise resources available through Assembly Community Connect & partner organisations.	All S75 groups, including persons of different religious belief, political opinion or racial group.	<p><b>Lead:</b> Outreach Manager  <b>Timeline:</b> Throughout the lifespan of the Good Relations Action Plan 2016-2021.  <b>Status: Ongoing</b></p> <p>The ACC database continues to grow (though has slowed down due to the political situation). An ACC communications and marketing plan is being developed to improve how we inform groups how to utilise resources available and relaunch the programme once the Assembly is re-established.</p>

## Good Relations Action Plan 2016-21: Six-monthly Update – March 2018

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			<p>Research completed through the ACC 'Measuring Success' Report also identified ways to help inform groups how to utilise resources more effectively. These will be implemented when the political situation is resolved.</p>
<p>3.11 Monitoring the outcome of the EQIA on the Flying of the Union Flag at Parliament Buildings</p>	<p>Monitoring includes regular consideration of a range of sources such as complaints, research and related policies etc.</p>	<p>Persons of different religious belief, political opinion.</p>	<p><b>Lead:</b> Equality and Good Relations Unit  <b>Timeline:</b> Annually  <b>Status: Ongoing</b></p> <p>The Commission considered the EQIA final decision report on 17 June 2015, and it agreed by majority that the Union Flag would fly from Parliament Buildings on designated days as defined by DCMS, an increase of three days on the then policy. Since June 2015, the outcome of the EQIA has been monitored through consideration of any complaints received, related research and EQIAs, and through a question on flags in the visitor survey. This monitoring has been provided to SMG/Commission in the annual reports to the Equality Commission and in the six-monthly progress reports on the Good Relations Action Plan.</p> <p>The Equality Commission advises that, if the monitoring and analysis of results of EQIAs over a two-year period show that the policy results in greater adverse impact than predicted, or if opportunities arise which would allow for greater equality of opportunity to be promoted, the public authority must ensure that the policy is revised to achieve better outcomes for the relevant equality</p>

## Good Relations Action Plan 2016-21: Six-monthly Update – March 2018

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			<p>groups. Monitoring of the flag EQIA in the two years since June 2015 has not identified a greater adverse impact or opportunities to promote greater equality of opportunity. Beyond the two-year period, monitoring of the outcome of the EQIA will continue through consideration of any complaints received and related research and policies.</p> <p>On 3 March 2016, the Commission considered the mitigating measures proposed in the flag EQIA report. At this meeting, it agreed to revisit the proposal to consider adopting a policy on the flying of the Union flag on civic occasions. This measure is covered at action 2.6.</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 this reporting period</b></p> <p>Irish-medium schools were made aware in September that the education programme is available in Irish. No Irish-medium schools requested a visit or outreach visit during this reporting period.</p>
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.	<p><b>Lead:</b> HR 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>

## Good Relations Action Plan 2016-21: Six-monthly Update – March 2018

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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 Service <b>Timeline:</b> Throughout the lifespan of the Good Relations Action Plan 2016-2021. <b>Status: Complete for this reporting period</b> Two students successfully completed their two-week placement from 15-26 January.
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> Outreach Manager <b>Timeline:</b> Throughout the lifespan of the Good Relations Action Plan 2016-21. <b>Status: Action suspended</b> The BEM Get Involved Conference concept was suspended along with the other Get Involved events in 2017 due to the political situation. The event involves Members and focuses on participating in the Committee process.

## Good Relations Action Plan 2016-21: Six-monthly Update – March 2018

### 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> Complete for reporting period</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> Complete for reporting period</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> Complete for reporting period</p>

## Good Relations Action Plan 2016-21: Six-monthly Update – March 2018

	<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</p> <p><b>Timeline:</b> 2018</p> <p><b>Status:</b> On line mandatory Section 75 training has been rolled out to staff. The Learning and Development Team will work with the Centre for Applied Learning to tailor and avail of their “Diversity Now” e-learning package and will also explore options for delivery of further Good Relations training to staff.</p>

## Good Relations Action Plan 2016-21: Six-monthly Update – March 2018

### 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 this reporting period.</b></p> <p>The Education Service continues to use Twitter to inform users about its work and encourage engagement in the democratic process. Education Officers undertook comprehensive social media training during this period. Hearing the views of young people through the Let's Talk series of events has not been possible due to the suspension of this programme in light of the political situation.</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> Outreach 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>ACC completed the 'Measuring Success' Report, which assessed feedback from 700 attendees to ACC events. It highlighted feedback which will be used to develop strategies to ensure a better service for all. Equality data was collected and will be used as a benchmark for future equality targets.</p>

## Good Relations Action Plan 2016-21: Six-monthly Update – March 2018

Action taken to better promote equality of opportunity/good relations	Intended outcome/impact and how this will be measured	Good Relations Category	Progress update
			Plans are currently being developed for a project to support those with a disability to have greater engagement with the Assembly. Through consultation with disability groups, feedback has been gathered which will form the basis for the service which will be provided, but no further action can be taken until the political situation has been resolved.
5.4 Maintain an inventory and monitor the condition of all artefacts belonging to the Assembly	All artefacts belonging to the Assembly are kept and maintained in an appropriate manner.  Artefacts will be monitored on an annual basis.	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 this reporting period</b></p> <p>Artefacts belonging to the Assembly are maintained in an appropriate manner and the inventory of Assembly artefacts and artwork is reviewed at least once per year.</p>

## Good Relations Action Plan 2016-21: Six-monthly Update – March 2018

### 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 provide progress on actions, including additional activity and amended actions. Once approved, this update will be published on the Assembly website alongside the March 17 and Oct 17 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 this reporting period</b></p>
6.3 To continue implementation and reporting to SMG of Assembly Visitor's 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: Amended Action</b></p> <p>The visitor survey on good relations was initially designed in order to provide a snapshot of the visitor experience across a range of Assembly activity: events, tours, engagement initiatives, Plenary sessions and Committee meetings. However, due to the ongoing political situation, no Plenary sessions or Committee meetings are being held, and the number of events and</p>

## Good Relations Action Plan 2016-21: Six-monthly Update – March 2018

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>activities has reduced significantly. There has also been a reduction in the number of visitors available to participate. The survey therefore no longer captures the views of the full range of visitors across the breadth of Assembly activity, as originally envisaged. Consequently, it was agreed at the March 2018 SMG meeting that the survey would now be carried out once a year until such times as full Assembly business resumes, at which point a full review of the survey will be carried out.</p> <p>The most recent RaISe briefing notes on the survey findings - Nov 17 and Feb 18 - are attached as Annexes to this document.</p>



Northern Ireland  
Assembly

## Research and Information Service Briefing Note

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17 November 2017

**Robert Barry**

# Northern Ireland Assembly Visitor Survey (Good Relations)

## 1 Introduction

This paper presents the findings of the Northern Ireland Assembly Visitor Survey (Good Relations) which was conducted in the period 20 – 31 October 2017.

The purpose of this survey is to inform the Northern Ireland Assembly Commission's Good Relation Strategy by gathering the views of visitors to Parliament Buildings. The survey was administered by tours and events staff working within Parliament Buildings. The data was analysed by the Assembly's Research and Information Service.

## 2 Participants

A total of 36 visitors who were taking tours or attending an event in Parliament Buildings agreed to complete the survey. For most respondents (30 out of 36), this was the first time they visited Parliament Buildings.

### 3 Access to and within Parliament Buildings

All who responded to the question rated access to Parliament Buildings as excellent (8 participants). Access within Parliament Buildings was also rated as excellent by all who responded to that question (5 participants).

### 4 Welcome in Parliament Buildings

All 36 respondents said that they felt welcome in Parliament Buildings. One respondent commented that they felt 'very welcome'.

All 36 respondents said they felt that Parliament Buildings is welcoming to people of different ethnic origin, religion or public opinion.

### 5 Flags, symbols and emblems

Most respondents (24 out of 36) said they felt the flags, symbols and emblems in Parliament Buildings make a positive contribution to Good Relations. Two people said they felt the flags, symbols and emblems in Parliament Buildings make a negative contribution to Good Relations. Five said they made neither a positive or negative contribution, and five said they had no opinion on the matter.

Respondents also commented as follows:

*"The flags, etc. are discreet."*

*"They should keep them."*

*"None need feel isolated."*

### 6 Artwork and exhibitions

Twenty-nine respondents said they had viewed the artwork or exhibitions on display. Of these, 21 said they felt the artwork and exhibitions make a positive contribution to Good Relations, while two respondents said they make neither a positive or negative contribution. No one said they felt the artwork and exhibitions make a negative contribution to Good Relations.

With regard to the artwork and exhibitions, respondents also commented as follows:

*"Enhance understanding of history."*

*"Wide range of cover."*

## 7 Treatment by staff

All 36 participants said they felt as though they were treated with respect by staff working in Parliament Buildings irrespective of their ethnic origin, religion or political opinion. One person commented 'very much so' in response to the question.

## 8 Other comments

When asked for suggestions as to what steps might be taken to ensure that Parliament Buildings is a shared space for all, respondents commented as follows:

*"They appear to do it very well."*

*"More general advertising of facilities, including catering."*

*"It was a very welcome surprise to have a BSL signer for my deaf parents."*

Other comments received were very positive and praised the quality of the tour and the tour guide.



Northern Ireland  
Assembly

## Research and Information Service Briefing Note

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2 March 2018

**Robert Barry**

# Northern Ireland Assembly Visitor Survey (Good Relations)

## 1 Introduction

This paper presents the findings of the Northern Ireland Assembly Visitor Survey (Good Relations) which was conducted during the month of February 2018.

The purpose of this survey is to inform the Northern Ireland Assembly Commission's Good Relation Strategy by gathering the views of visitors to Parliament Buildings. The survey was administered by tours and events staff working within Parliament Buildings. The data was analysed by the Assembly's Research and Information Service.

## 2 Participants

The response to the survey for this period was disappointing. Only 16 visitors who were taking tours or attending an event in Parliament Buildings agreed to complete the survey. For most respondents (10 out of 15), this was the first time they had visited Parliament Buildings.

### 3 Access to and within Parliament Buildings

Of the five people who responded to the question on access to Parliament Buildings, four rated it as excellent and one rated it average. Of the three who responded to the question on access within Parliament Buildings, two rated it as excellent and one rated it average. No issues were raised about access to or within the building.

### 4 Welcome in Parliament Buildings

All 15 who responded to the question said that they felt welcome in Parliament Buildings.

All 15 who responded also said they felt that Parliament Buildings is welcoming to people of different ethnic origin, religion or public opinion.

### 5 Flags, symbols and emblems

Most respondents (7 out of 9) said they felt the flags, symbols and emblems in Parliament Buildings make a positive contribution to Good Relations. One said they made neither a positive or negative contribution, and one said they had no opinion on the matter.

Respondents also commented as follows:

*“Emblems of various groups on view.”*

*“Flag of the nation should be flown.”*

*“It’s your building.....your choice.”*

*“The emblems inside are of historic value and contributed to the understanding of the function.”*

### 6 Artwork and exhibitions

Eleven respondents said they had viewed the artwork or exhibitions on display. Of these, eight said they felt the artwork and exhibitions make a positive contribution to Good Relations, while one respondent said they make neither a positive or negative contribution. No one said they felt the artwork and exhibitions make a negative contribution to Good Relations.

## 7 Treatment by staff

All 14 participants who responded to the question said they felt as though they were treated with respect by staff working in Parliament Buildings irrespective of their ethnic origin, religion or political opinion.

## 8 Other comments

When asked for suggestions as to what steps might be taken to ensure that Parliament Buildings is a shared space for all, respondents commented as follows:

*“Doing well.”*

*“Just keep providing splendid, informed and impartial tour guides”*

*“Promoting the public tours more widely!”*

Most of the other comments received focussed on the quality of the tour and the tour guide, and were all very positive, although one respondent felt that there was a health and safety issue in the Commons Chamber:

*“Badly designed Commons Chamber. Rail needed at side to prevent accidental falling off edge (as I did – very lucky I didn’t hit my head).”*

One respondent also remarked on the beauty of the building, and one suggested that we should advertise the car park and dining facilities that are available.