

Equality Commission

FOR NORTHERN IRELAND



Working for Change

Employers and service providers

We commissioned Ipsos MORI to conduct a survey to give us insight into the attitudes and perceptions of those who use or could use our services to employers and service providers. We asked them about awareness of and confidence in the Commission, satisfaction with its services and the impact those services had on their organisations.

We took our 1,220 sample respondents from our database of employers registered with us for the purposes of the Fair Employment and Treatment (Northern Ireland) Order 1998.

General public

The field work for the survey of the public was conducted in July/August 2016 on a face-to-face basis by Social Market Research with an achieved sample of 1,143 adults aged 16 years and over.

Interviews were conducted in respondents' homes using Computer Assisted Personal Interviewing.

The survey used a stratified random sample to ensure the sample was representative of the Northern Ireland adult population (aged 16 years and over).





“We use our surveys to seek assurances that what we do and the services we provide are meeting people’s needs, that they are valued and that there is confidence in what we do”.

The Equality Awareness surveys that we carry out give us information that is fundamental to understanding attitudes towards and awareness of rights. The findings have important implications for the work of Government and organisations and of course will inform how we plan and implement our own work.

The full findings, together with the technical report, are on our website www.equalityni.org

Dr Evelyn Collins CBE

Chief Executive
Equality Commission for Northern Ireland.



1. Employers and Service Providers

100%

of respondents knew of the Commission

All respondents to our survey of employers and service providers had heard of the Commission and were aware that it has responsibility for promoting equality and challenging discrimination in Northern Ireland. And nearly 90% have had dealings with us within the last three years.

We asked respondents what were the most common ways they interact with the Commission, and how satisfied they were with specific services.



One to One

- 73% of respondents interacted **one to one** with the Commission, of whom
- 93% agreed we accurately understood their needs
- 93% agreed we provided high quality information
- 92% agreed the information we gave them met their needs
- 44% made changes as a result of their interaction with us.



Training, seminars, events

- 49% of respondents interacted with the Commission at our **training sessions, seminars or events**, of whom
- 90% agreed enough time was allowed for the event
- 88% agreed we provided high quality information
- 88% agreed the information we gave them met their needs
- 48% made changes as a result of their interaction with us.



Website

- 69% interacted with the Commission using the website, of whom
- 76% agreed the time taken to find the information was acceptable
- 87% agreed the information they gained was of high quality
- 87% agreed the information they gained met their needs
- 40% made changes as a result of their interaction with us.

90%

would seek information, advice or assistance from the Commission

We measured levels of confidence in the Commission and its services by asking all employers and service providers to agree or disagree with a set of statements about the Commission.

	% strongly agree or agree
Works to improve the equality framework in NI	86%
Treats everyone the same irrespective of their background	85%
A valued source of expert advice on equality and anti-discrimination	84%
Works to highlight key inequalities in NI that require attention	81%
Confidence in the Commission to promote equality of opportunity for all	77%
Provides leadership in the field of equality	75%
Operates independently of government	67%

We found high levels of awareness amongst employers and service providers of the main services the Commission provides. Here's what they told us:

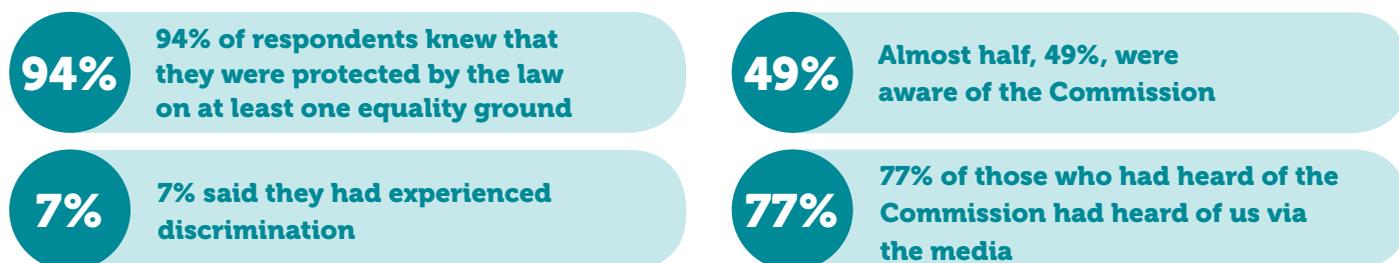
The Commission provides equality advice and information to organisations	96%
The Commission provides equality-focused publications	92%
The Commission provides assistance to individuals with complaints of discrimination under the law	90%
The Commission undertakes equality-based investigations	87%
The Commission provides equality advice and information to individuals	85%
The Commission provides equality focused training, seminars and events	83%
The Commission provides recommendations and research to improve equality law, policy and practices	77%

We asked all employers and service providers: 'If your organisation had a problem with or query about equality or discrimination in the future, would you seek information, advice or assistance from the Equality Commission?' They answered as follows:

Would seek information, advice or assistance from the Commission	90%
Maybe	4%
No – would use an alternative eg internal HR or a solicitor	5%

2. Members of the public

When we asked through our survey of the general public about their rights, if they had heard of the Commission and what it does, here's what we found:



More likely to have heard of Eq Comm		Less likely to have heard of Eq Comm	
30-44 year olds	60%	16-29 year olds	42%
45-64 year olds	53%	People aged over 65	36%
People with third level qualifications	69%	People with no qualifications	29%
People with post-primary qualifications	50%		
ABC1 social grades	62%	C2DE social grades	37%
Household income >£26,000 pa	65%	Household income < £15,000pa	36%
Household income £15,000pa - £25,999pa	54%		
Born in N. Ireland	51%	Born outside UK or Ireland	33%

We asked the people who had heard of the Commission if they were aware of the main services it provides. The majority were more likely to be aware of:

Assistance to individuals with complaints of discrimination	71%
Equality advice & information to organisations	68%
Equality advice & information to individuals	62%
Undertakes equality-based investigations	54%

And less likely to be aware of:

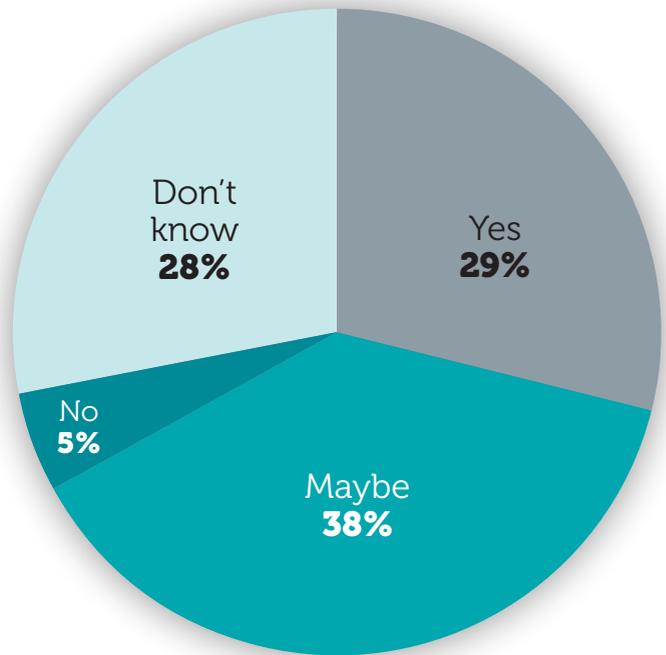
Recommendations and research to improve equality law, policy and practices	46%
Equality-focused publications	43%
Equality-focused training, seminars and events	41%

94%

knew they were protected by the law

While almost half of all respondents had heard of us, only 6% had had any interaction with the Commission. 94% said their reason was that they had no need to contact us.

When asked if they would contact the Commission if they had a problem or question about discrimination, respondents answered as follows:



We measured levels of confidence in the Commission and its services. We asked those people who had heard of us to agree or disagree with a set of statements to establish these levels.

	agree	neither agree nor disagree	disagree	don't know
The work of the Commission contributes to improving people's lives in N Ireland	46%	14%	4%	36%
The Commission treats everyone the same regardless of their background	45%	12%	5%	38%
The Commission provides a valued source of expert advice on equality and anti-discrimination	44%	15%	5%	37%
The Commission provides leadership in the field of equality	40%	18%	6%	37%
I have confidence in the ability of the Equality Commission to promote equality of opportunity for all	39%	16%	11%	35%
The Commission operates independently of Government	36%	14%	7%	43%

Equality Commission

FOR NORTHERN IRELAND

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