

GOOD RELATIONS IN PRACTICE:
A REPORT OF PROGRESS ON THE
GOOD RELATIONS DUTY

2003 - 2005

Equality Commission for Northern Ireland
Equality House
7-9 Shaftesbury Square
Belfast BT2 7DP

Tel: 028 9050 0600

Fax: 029 9033 1544

Textphone: 028 9050 0589

Email: section75@equalityni.org

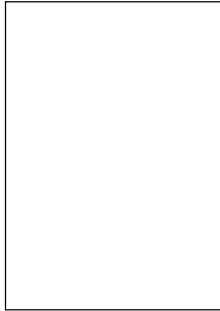
Website: www.equalityni.org

April 2006

ISBN Number 1-903941-89-X

CONTENTS

	Page
Foreword	5
Preface	7
Introduction	9
Findings and Good Practice	13
Sectoral Progress	29
Government Departments	29
Education Sector	38
Health Sector	58
Local Government Sector	79
Northern Ireland Office Sector	97
DARD Sector	101
DCAL Sector	104
DEL Sector	106
DETI Sector	109
DFP, DRD, DSD, OFMDFM	
Agencies and Other NI Bodies	112
UK Wide Bodies	117
Appendix 1: List of bodies reviewed	121
Appendix 2: Glossary	126



Foreword

I am pleased to present this progress report on the implementation of Section 75 (2) good relations duty by public authorities. It outlines in detail the measures that public authorities have set out in their annual progress reports to the Equality Commission.

The report shows the variety of approaches being taken by public authorities to promote good relations between people of different religious belief, political opinion and racial group. Some organisations have been particularly proactive, taking a holistic approach to ensuring effectiveness. The information we received from public authorities highlights the need for sharing of practical examples of successful implementation. The Commission will produce guidance on implementing the good relations duty this year; in the meantime, I trust that the practical examples we have included in this report are of use to public authorities in meeting the good relations duties.

The Commission considers that real progress is being made in Northern Ireland in tackling discrimination and promoting equality of opportunity. There are lessons to be learnt from the experience of the work done by public and private sector organisations in developing harmonious work environments, where people can work free from intimidation and harassment.

Yet Section 75 (2) requires us to go even further. It places a duty on the public sector in Northern Ireland to put good relations at the heart of public policy and its implementation; to shape policy around the people it affects. Corporate commitment to good relations across all public authorities is a theme arising from this report; to achieve better relations, contribution must come from all levels within an organisation. Ensuring effective implementation of Section 75 requires imagination, commitment and leadership.

Most importantly, Section 75 must have a positive impact on people's lives. This year, the Commission has embarked on an ambitious review of the effectiveness of Section 75; we aim to systematically take stock of the impact and outcomes of the legislation.

I would like to thank public authorities for the information they have provided, enabling the Commission to compile this report. The report is not only a record of how the good relations duty is being implemented, which is valuable in itself, it is also a resource which helps us work more effectively together, to mainstream the promotion of good relations into public policy and service delivery.

Bob Collins
Chief Commissioner
Equality Commission for Northern Ireland

Preface

This report is an analysis of the annual reports on the implementation of the good relations duty which public authorities have submitted to the Equality Commission since 2000. It incorporates some of the material published in the Commission's previous publication on the implementation of the duty, which appeared in 2005¹ and which collated information from 177 public authorities in over 300 annual progress reports between 2000 and 2003. The current review adds the reports of 2003-04 and 2004-05.

For ease of presentation and analysis, the public authorities are grouped by sector. A Glossary details the abbreviations used in the report.

The Commission has developed a pro-forma template which public authorities use when reporting on progress. The first annual reports submitted to the Equality Commission covered the period 1 January 2000 – 31 March 2001. The Commission's first template, or questionnaire, given to designated bodies to help them report on the duties, did not include a specific question about the good relations duty. The second and third included a specific request for information on the duty as a sub-section of the section "Strategic Implementation of the s75 Equality Duties". The 2003-2004 and 2004-2005 templates allocated a specific separate question to the duty, as follows:

"Provide details of steps to progress the Good Relations duty such as undertaking a good relations audit, developing a strategy or providing training."

The responses to this question have been the main source of the information in this review. However, material from elsewhere in progress reports is included if it was relevant to the good relations duty, even if the public body had not classified it as such.

There are some caveats to be noted at this point:

- This report is an overview of the progress on implementation that has been reported; it gives examples of how public bodies have tackled

¹ Section 75 (2) of the Northern Ireland Act 1998: audit of progress on the Good Relations Duty 2000 - 2003. Belfast, Equality Commission for Northern Ireland, 2005.

the duty, and the sorts of initiative they consider to be relevant to its implementation, highlighting good practice in the process.

- This report is based on the information on implementing the good relations duty which public authorities have provided in their annual progress reports. The actions and measures reported are those of the public authorities themselves, and reflect their interpretation of the duty. The information has not been validated by the Commission, nor has any further information been sought. Inclusion of information provided by public authorities on the implementation of the good relations duty in this report does not necessarily indicate Equality Commission endorsement or approval.
- Because the purpose of this publication is to report progress through actions and their impact, plans, hopes or aspirations for the future from the most recent (2004-05) annual reports have not usually been included unless they were particularly concrete or near to being achieved.
- Some initiatives reported under good relations could be seen as addressing both the equality and the good relations duties. These have normally been retained.

Introduction

Section 75 (2) of the Northern Ireland Act 1998 requires public authorities in Northern Ireland to “have regard to the desirability of promoting good relations between persons of different religious belief, political opinion or racial group”.²

The good relations duty complements Section 75 (1), which requires the same public authorities to “have due regard to the need to promote equality of opportunity” between persons of the same three groups listed in 75 (2) and also between six other groups – people of different age, marital status or sexual orientation, men and women, people with or without a disability, and people with or without dependents. The Equality Commission, along with other commentators, has repeatedly argued that “good relations cannot be delivered without equality also being delivered, as equality provides a baseline on which to build good relations.”³

In the Parliamentary debates on the Northern Ireland Bill, the then Secretary of State Dr Marjorie Mowlam said:

“[W]e regard equality of opportunity and good relations as complementary... Good relations cannot be based on inequality between different religions or ethnic groups. Social cohesion requires equality to be reinforced by good community relations. ...(House of Commons, Official Report, 27 July 1998, col. 109).⁴

The Act does not define “good relations”. The Commission, in its June 2004 revised Guide to the Statutory Duties (Appendix A)⁵, defines good relations as “The growth of relationships and structures for Northern Ireland that acknowledge the religious, political and racial context of this society, and that seek to promote respect, equity and trust, and embrace diversity in all its forms.” In the Government’s strategy document, *A Shared Future*⁶, Paul Murphy, the then Secretary of State, speaks of a

² Northern Ireland Act 1998. London, The Stationery Office Limited, 1998

³ Section 75 of the Northern Ireland Act 1998: guide to the statutory duties. Belfast, Equality Commission for Northern Ireland, 2004

⁴ Equality Commission, *op.cit.*

⁵ Equality Commission, *op.cit.*

⁶ *A Shared Future: policy and strategic framework for good relations in Northern Ireland.* Belfast: OFMDFM, 2005

“prosperous, stable and fair society...founded on partnership, equality and mutual respect as a basis of good relationships.”

As stated in the Guide, “every public authority must ... as a universal rule of practice take both factors properly into account in the way they carry out their functions relating to Northern Ireland.”⁷

The Commission believes that one of the most practical ways to help public authorities implement the duty properly is to give examples of initiatives tried out and developed by others. This report includes good practice examples which show that there are many actions which can help a community – whether an organisational or a geographical community, or a community of interest – change relationships for the better.

Review of Public Administration

The Secretary of State made a statement on 20 March 2006 on the final outcome of the Review of Public Administration in Northern Ireland, when he announced that the number of executive agencies and non-departmental public bodies would be reduced by 51%. However, whatever structures are in place to deliver the public service, the duty to promote good relations remains unchanged. The Commission’s interest in the RPA is to ensure that the opportunities for embedding and effectively promoting equality of opportunity and good relations in governance arrangements are fully embraced.

The Secretary of State referred to this in his ministerial statement, saying, “The local administration arrangements will provide an anchor for A Shared Future and ensure that good relations actions are earthed in the needs of local communities.”

The Equality Commission’s work on good relations

The Equality Commission agreed its own good relations strategy in April 2004. The previously published good relations audit was one of the outworkings of that strategy, as is the present review.

A Good Relations Forum has been established and held its first meeting in May 2005. This 20-strong group includes members who are either

⁷ Equality Commission, op.cit

personally involved in working towards greater cohesion in our society or who have the ability through their jobs to directly influence the good relations agenda, and who can advise the Commission from the situation of day-to-day working with the duty. The membership includes church representatives and people in the statutory, voluntary, community, business and trade union sectors, and their aim is to inspire, influence and motivate, and to generate new ideas and progress the thinking on good relations.

Several public authorities mentioned the Smaller NI and Cross Border Network in their reports. The Commission has also developed a UK-wide Public Bodies Network. In both cases, the Commission recognised the particular challenges faced by small authorities and those based outside Northern Ireland. The networks cover both duties, including the good relations duty, and they provide a forum where the authorities can work directly with the Commission on how best to implement the duties in their particular situation.

The Commission will use the information in this report, together with other sources of information, to inform the production of draft baseline guidance for public authorities on the implementation of the good relations duty. The Commission also plans to develop a directory of good practice as part of carrying out its strategy. Meanwhile, it is hoped that this report itself will give public authorities some useful ideas for taking the duty forward.

At the time of writing, the Equality Commission is embarking on a systematic review of the effectiveness of Section 75. The review is an opportunity to take stock following five years of implementation, and will focus on the impact and outcomes of the legislation on the lives of individuals across the equality and good relations categories, as well as examining the role of key stakeholders in contributing to the effectiveness of the legislation. It will include an audit of compliance by public authorities with the legislation, and will examine the Equality Commission's duties and powers to implement Section 75 of the Northern Ireland Act 1998, and how the Commission has conducted the role set out for it in the legislation. The success of the review is dependent on the views of individuals who are affected by Section 75 and organisations who are partners in its implementation; engagement with key stakeholders is therefore an essential element of the review.

Good Practice

A common feature of the examples highlighted in this report is that they are proactive. Even if activity is in response to a problem, it starts with the public authority considering how it is to “promote”, to introduce the idea of, to encourage and to support positive interactions between certain groups of people. For example, under the Further Education sector’s AGREE programme, all colleges undertake to “pro-actively promote as a priority” the good relations duty. That level of commitment is the one of the best ways to ensure effective implementation. There are many ways to do that, some surprisingly simple, not all of them obvious or easy, and some of them are described in the chapter on good practice.

Not only that chapter, but also the many other initiatives described in this review, show that much of the public sector is increasingly recognising the nature and scope of good relations, and making real efforts to implement the duty.

Promoting good relations requires imagination, commitment and leadership. But if the public service is to serve the public effectively, it has to be part of the whole process of healing society. A Shared Future calls on the public authorities to “set the pace on movement towards a shared society and...lead by example”. Some are doing so already; the Commission hopes that this report will contribute and move that process forward.

FINDINGS AND GOOD PRACTICE

INTRODUCTION

In the chapter on sectoral progress some examples are highlighted which may demonstrate particularly effective, transferable, practical and relevant practice or results in the process of implementing the good relations duty. In this chapter these examples are combined with the overall themes identified to provide a summary of some of the main trends in the implementation of the good relations duty. It includes a range of examples - sectorally, geographically, according to the size of the authority, and the type of initiative. The quality or impact of initiatives has not been validated, nor – if they were reported in the early days – if they still exist. That is something the Commission is planning to do in due course, in order to compile a casebook of good practice. This chapter is the first step on the way.

In its previous review of progress on the good relations duty the Commission had identified a number of common themes among the issues raised in the reports. These themes included the development of good relations objectives, performance indicators and targets in corporate and operational plans; the use of audits and the development of strategies; the provision of good relations training; organisational change programmes; community relations programmes, and equality impact assessments. This report on progress has therefore considered whether, in the period 2003-05, the overall themes were still apparent and whether any new themes have emerged.

Overall, there appears to have been markedly more reporting of race relations initiatives than work on the religious belief or political opinion elements. There is a great deal of work reported on interpretation, translation, and participation in local support groups and initiatives. Particularly in the health sector, this has been partly inspired by the increase in overseas staff, some actively recruited by Boards and Trusts. Authorities report on special induction and awareness training for these staff, including links with local inter-agency support networks, and protection for them against racial harassment. Another trigger has been the growing numbers of migrant workers coming to Northern Ireland and needing access to health and social care. Where the promotion of good relations on the grounds of religious belief was

invoked, it was more often around relations between the major religions, than between different branches of Christianity. Some authorities frankly acknowledged this.

COLLABORATION AND CO-ORDINATION

In a number of cases individual bodies are addressing their good relations duty to some extent in collaboration with others. Often an overall co-ordination body for that sector facilitates this. For instance, as mentioned in the Commission's previous audit of the duty, JEDI is an example of an education sector initiative in which a number of education and library board bodies participate, and ANIC has co-ordinated the FE colleges' approach to good relations. Other examples are the lead given in the health sector by DHSSPS, and at the next level by the Boards; the assistance provided by the Local Government Staff Commission for the local government sector; and the work done by HEEC for the universities. Such co-ordination reduces the need for every organisation in a sector separately to research problems and opportunities and to develop strategies, plans and training programmes to address common problems.

There are also areas where this does not happen and where bodies would apparently like more co-ordination. MAGNI, for instance, reported that it had been in discussion with others to see how a working group could be established to act as a forum for public bodies in similar areas to exchange ideas and promote solutions to promote good relations. The Northern Ireland Fishery Harbour Authority however recorded that "the Authority has found that the Smaller Public Bodies Network, which has been organised by the Equality Commission, is extremely beneficial and we have found the issues discussed very relevant to current work being undertaken by small public bodies including ourselves".

Some of the co-ordinating organisations are not themselves public authorities and do not therefore submit progress reports. In those cases it is only from the reports of the bodies being co-ordinated that information on the initiatives can be obtained.

The following are examples of co-ordination initiatives:

- One of the best examples of co-ordination and collaboration to achieve economies of scale is the example from the FE sector of the co-ordinated approach to achieving organisational change, which was

led by ANIC and followed by all the FE Colleges. This initiative used an understanding of the steps necessary to achieve effective change in organisations, combined with the resources available from what might otherwise have been a separate development effort by each college, to develop the comprehensive AGREE Programme which was then implemented across the FE sector.

- There was also co-ordination in the health sector. The SHSSB for instance noted that “approval for...new activity in respect of [the Section 75] duties is required from Senior Managers and Board Members” and that such approval was sought and given for the development of collaborative activity across the Board area to promote good relations. Progress can be observed through the reporting period from the first intention of pursuing a co-ordinated approach, reported in the Equality Commission’s 2000-2003 audit of progress on good relations, through 2004’s planning and preparation, to the launch of a Good Relations Statement in March 2005, during Community Relations Week, at an event hosted by the Community Relations Council. The statement, prepared with assistance from the CRC and the training organisation Trademark, reads:

“The EHSSB is committed to the promotion of good relations between people of differing religious belief, political opinion and/or racial group. As a health and social services organisation we are committed to promoting respect for diversity and to challenging sectarianism and racism in both employment and services.”

This statement has been incorporated into the work of all the health and social services organisations within the Board area, and is reported by them in their reports.

- The Southern HSS Board also recorded, in the early days of reporting, that it had established, with the SELB and SSA, a local interpreting service for the Chinese and Asian communities in the Board’s area. This has been maintained, and is carried out through contractual arrangements with Wah Hep Chinese Community Association. By the 2004-05 report, the initiative was jointly funded by eight local public authorities; the service was evaluated in the same year and this resulted in “a number of improvements including the formulation of a service level agreement consolidating these local arrangements.”

EXPLORING THE ISSUES

Organisations continue to explore the implications of the Section 75 duties and the issues which they raise. For instance finding an appropriate definition of good relations was an issue for many organisations.

The sector-wide JEDI initiative helped the Education and Library Boards to explore the issues involved in the good relations duty.

- During 2004-05 JEDI produced its fifth briefing paper exploring the concept of diversity, examining the difference between equal opportunities and diversity management, defining diversity management and highlighting its benefits. It also featured examples of good practice in diversity management in Northern Ireland

As mentioned earlier in this report, 'good relations' is not defined in legislation, and some public authorities regard this as a barrier to implementing the duty. Many organisations have nonetheless actively addressed the duty, and others have agreed their own definitions, as a means of articulating their organisational aspiration and as a base for identifying implementation measures appropriate to the organisation. This sometimes takes the form of a statement of commitment, endorsed by the highest levels within the authority. As such, it forms the basis of the way forward and for developing a programme of work.

Some of these drew on the Community Relations Council's sample definition. In its Good Relations Framework, the CRC offers a "sample definition" of the promotion of good relations: "Good Relations challenges sectarianism and racism, promotes equality, develops respect for diversity and raises awareness of the interdependence of the people and institutions within NI". This definition, sometimes with slight variations, has been taken up by a number of public authorities which have worked with the CRC.

- Newtownabbey Borough Council's good relations policy statement included the undertaking "to continue to develop fair policies and deliver services in an atmosphere of trust and honest communication".
- Craigavon Borough Council's mission statement was "to promote, improve and develop relationships within the Borough using an

integrated community development approach”.

- Belfast City Council suggested “Living and working together with understanding and respect and without fear or mistrust”.
- DETI’s definition was: “Good relations is about promoting fairness, encouraging respect for difference and delivering trust between people of different religious belief, political opinion and racial group”.
- The Eastern Health Board’s Good Relations Statement includes a commitment to “promoting respect for diversity and to challenging sectarianism and racism in both employment and services”.
- The FE colleges, as part of their AGREE programme, opted for “the ability to acknowledge the existence of conflict, or any tacit cultural tension, and to discuss what are often contentious issues in a safe and supportive environment”.

A SHARED FUTURE

OFMDFM published “A Shared Future: Policy and Strategic Framework for Good Relations in Northern Ireland” in March 2005, at the end of the period under review. However, the consultation paper was issued in January 2003, and consultation took place in the middle of 2003. Some bodies, including many of the government departments, referred to the consultation in their reports and/or said that they awaited the final document.

AUDITS AND STRATEGIES

The Commission’s previous report highlighted the use of good relations audits and their use then to inform the development of good relations strategies. This time about a third of the bodies reporting mentioned an audit and several more the development of a strategy. However, of those which reported conducting an audit, almost all were local councils, health bodies (most of which were specifically on race) or FE colleges, and many of them were subject to considerable central co-ordination in this. Of the bodies in the other sectors, fewer than 10% appeared to have conducted a relevant audit.

- In November 2004 Derry City Council announced the commissioning of an internal audit of the state of good relations and, based on that audit, the identification of areas for action. It reported that this work was underway at the end of the 2004-05 year.

Many bodies had strategies and structures either for, or including, the promotion of good relations.

- North & West Belfast Trust presented a picture of the evolution of an initiative developing from one year's report to the next. In this case the Trust's structures to address good relations included a Good Relations Sub-Group (of the Equality and Human Rights Group), which by 2003 was working on a community relations strategy. In 2003-04 it identified tasks such as the delivery of anti-racism, anti-sectarianism and cultural awareness training to staff, particularly front-line staff; further research on workplace harmony; support for staff delivering services in areas of tension or which are unsafe, and, by time of the 2004-05 report, the sub-group had an outline strategy which had been discussed by the main group and the Community Relations Council.
- Belfast City Council (BCC) evolved a clear good relations strategy. In January 2001 it adopted promoting good relations as a corporate objective. Then in February 2003 the Council unanimously adopted its Good Relations Strategy, entitled 'Building Our Future Together', and this strategy was officially launched in January 2004. It represented the culmination of an intensive period of work by a number of people. It was developed by a Good Relations Steering Panel made up of one Councillor from each of the six political parties on the Council plus representatives from the churches, trades unions, business sector, minority ethnic groups and the Community Relations Council. According to BCC, "The Good Relations Steering Panel is unique within Council structures" for the extent of its membership, and it continues to direct the work of the Good Relations Unit in equality, community relations and cultural diversity.

CORPORATE OBJECTIVES AND TARGETS

It was previously reported that some public authorities were showing top-level commitment to the implementation of both the Section 75 statutory duties by including equality and good relations objectives and targets in corporate, operational or business plans. That continues to be the case but in some cases the reference to them was not very specific, mentioning only Section 75 duties without stating whether or not this included a focus on good relations. Overall about one third of the bodies reporting indicated that they had specific objectives and/or targets which

could be identified as clearly relevant to good relations. Over half of these bodies were in the health or further education sectors, in which the relevant objectives and targets were to a considerable extent determined centrally.

- In its 2003-04 report the Council for Catholic Maintained Schools stated that its approach to “promoting good relations was enshrined in the publication and dissemination of the document ‘Building Peace, Shaping the Future’” and were addressed through its Corporate Objective 3 on Reconciliation, Equality and Inclusion.
- Co-ordinated by the Staff Commission for Education and Library Boards, the Commission itself and the five Education and Library Boards all have corporate plans which declare that the organisation fully supports the principles of fairness, equality, accessibility, inclusivity and promotion of choice (or similar words) and/ or which have as a key corporate objective or core value the promotion of equality, rights and social inclusion. They all also state that objectives and targets relating to the statutory duties have been mainstreamed into the organisation’s corporate and business plans and that equality objectives have been built into performance targets.

GOOD RELATIONS TRAINING

The Commission’s previous good relations progress report found that the most frequently reported method of implementing the good relations duty was the provision of training. Public authorities report a good deal of training around Section 75 in general, but it is not always possible to identify a specific good relations element. It cannot be assumed that in-depth reference is made to good relations issues in training, but there were references in about half of the reports to issues such as good relations, anti-sectarianism or anti-racism, cultural awareness or other terms which would suggest a relevance to the duty.

- PSNI provided training which “covers the implications of Section 75 both internally and in relation to service delivery initiatives”. Specific training initiatives included Community Relationships, run jointly with Mediation Northern Ireland and focussing on community relations and promoting good relations between people of different religious beliefs and political opinion. The Community Relations Council funded the ‘Living with Diversity’ programmes which considered diversity, identity

and conflict between the main communities in Northern Ireland. Alongside the training, a guide to culture and diversity was issued to staff in October 2004 and placed on the PSNI Intranet.

- The South and East Belfast HSS Trust's 2004-05 report described Troubles Related Trauma Awareness training packages, to help staff deal with professional and personal experiences around the Troubles "in situations where members of both dominant communities might be present". The Trust described the packages as an opportunity to actively promote good community relations.

DELIVERY ACTIONS AND INITIATIVES

Among the themes previously identified which were relevant to the delivery of the good relations duty were organisational change programmes, community relations programmes and Equality Impact Assessments.

The organisational change programmes identified in the previous report on progress on good relations continued in the period covered by this report.

- ***ANIC and the AGREE Programme***

ANIC was established in 1998 following the incorporation of the (currently) 16 colleges of further and higher education. It represents all 16 colleges as the voice of further education in Northern Ireland. It has an Equality Unit which assists colleges to carry out their functions, powers and duties in relation to promoting equality of opportunity and in the promotion of good relations.

ANIC, assisted by the Trademark partnership, has a now well-established AGREE Programme (Actioning Good Relations, Equity and Equality). Under it, all colleges agree that they will "pro-actively promote as a priority" the good relations duty. The seven steps of the programme are:

- Step 1 Invitation: establish a Project Working Group to agree an initial plan of work.
- Step 2 Establish Critical Dialogue: establish a Development Group representative of all college structures
- Step 3 Grow Leadership Commitment and Understanding: bring formal and informal leadership into new conversations around

the principles of fairness and valuing difference and develop an Equality and Good Relations training course.

- Step 4 Identify the Issues: an audit of programmes and activities.
- Step 5 Grow Commitment and Understanding Across the Wider Organisation: engage with various inter-college groups and structures and develop a college training strategy.
- Step 6 Experimenting with and Modelling New Working Practices.
- Step 7 Implement New Models of Practice into Mainstream Structures and Relationships.

All the colleges have participated in the programme which has also provided the sector with an agreed definition of good relations (“the ability to acknowledge the existence of conflict, or any tacit cultural tension, and to discuss what are often contentious issues in a safe and supportive environment”), an overall good relations strategy and accredited training of good relations trainers (the Equality and Good Relations Training Programme delivered by Trademark). It was funded by the CRC with EU funding for a three-year period and, during 2003-04, the ANIC Equality Unit won Opportunity Now’s Good Relations Public Sector Award, sponsored by the Equality Commission, for this training programme. During that year the AGREE Programme was said to be entering its second and final phase during which “Trademark and ANIC will work more intensively with colleges on issues they had identified as needing assistance with”. These issues would be translated into action plans and “should assist the colleges to move within and to steps 5, 6 and 7 of the Programme Strategy”. This work continued in 2004-05.

- A number of authorities followed the University of Ulster’s Future Ways programme and the JEDI initiative was still being followed by many of the education sector bodies.
- The Probation Board reported in detail on an initiative (Building a Learning Model around Good Relations within PBNI) facilitated by the UU’s Future Ways programme, which it stressed the Board saw as “not a training but a learning project”. From initial discussions, a staff Development Group was set up and prepared an action plan, which was circulated to all local teams. The initiative has run since 2002-03 and in 2004-05 the Board lists among its achievements that good relations is now a key theme of corporate and business plans, and of staff induction; that PBNI is feeding its good relations experience into the wider criminal justice system; that good relations is now part of the

criteria for eligibility to secure Board Community Development funding.

Community Relations Programmes. The references to community relations programmes were largely in the local government sector, where they continued to be an important part of the good relations work of the councils. In the FE sector, the ANIC co-ordinated programme included participation in the Cultural Diversity Pilot Programme which, among other things, piloted the introduction of an accredited Community Relations/Citizenship module. Community relations programmes were also mentioned by some of the health sector bodies.

A number of public authorities reported the promotion of good relations as a by-product of other activities. They maintained that through work – for example in community development, in the context of a Health Action Zone, in fulfilling their duties under TSN – they were bringing people together in a common cause. That positive interaction, they said, broke down barriers and made for better relations. The lessons which can be learned from these other initiatives can read across and/or enrich good relations work, and should not be neglected.

- In its 2003-04 and 2004-05 reports, the Northern Health and Social Services Board cites the Northern Neighbourhoods Health Action Zone as a channel for promoting good relations. NNHAZ is a community-led partnership initiative that aims to improve the health and well being of people and communities in the Board's area. The Board reports, "Working together to harness resources and share good practice has helped break down barriers between people of different religious belief and political opinion. Communities are now more willing to visit other areas...the "chill" factors towards other areas have been overcome".
- North & West Belfast HSS Trust reports on a wide range of collaborative and partnership working. It has over the period covered by this report been involved with: the three relevant Partnership Boards; the North Belfast Community Action Project and its Community Empowerment Partnerships; and the Displaced Families Interagency Working Group. In the context of good relations, the Trust says, "Trust experience shows that the development of health and well-being interest groups and women's groups can lead to change on the ground and new forms of cross community interaction."

Equality Impact Assessments (EQIAs). In sectors such as health, the FE colleges and the education bodies, EQIAs tend to be carried out centrally, although few appeared to directly address good relations impacts. Local councils showed significant efforts to progress good relations through this process, with policies regarding bilingualism, celebratory bonfires, the display of portraits of the Queen, flags and emblems and the flying of flags from council buildings, and community development funding, being subject to EQIAs. Other policies which were examined, included policies on ethnic minority languages (DCAL), the revision of the religious education core syllabus (DE), a policy on unauthorised encampments (DSD), and good relations and race relations policies (FE sector).

EVENTS AND INITIATIVES

Many other examples were quoted of initiatives and actions which helped to deliver good relations. The following is a selection which illustrates good practice:

- Armagh City and District Council and the Southern Health and Social Services Board both reported on “a flag ship event” which they organised in 2003-04 in conjunction with the Blackwater Catchment Scheme, a cross-border reconciliation group. Jane Elliott, an international speaker on diversity, addressed a Diversity Day in Armagh in 2004. Lectures were arranged and Section 75 groups were invited to provide information stalls. The event was reported to have been “a major success”. Local public, voluntary and community groups provided information stalls and over 550 people attended and coverage was given on radio and in national and local papers. Armagh & Dungannon Trust, in reporting on the same event, spoke of “participants being challenged to examine their own belief system/values on racism... the whole experience was...both intensely thought provoking and stimulating.” The report notes that the event could not have been funded by any of the three organisers alone, and that it “provides a case for partnership working, not only within the local government framework but also across the public sector.”
- Lisburn City Council’s 2004-05 report indicated that a Good Relations Award Scheme had also been initiated to give support to local groups trying to address mainstreaming good relations issues.

- In its 2003-04 report St Mary's College stated that its "examples of work that have underpinned the principles of equity, diversity and interdependence" included the Inter-College Programme for students from St Mary's and Stranmillis which includes seminars on identity, diversity and schools, and prejudice awareness in the classroom.
- The Royal Group of Hospitals' staff diversity group's work includes working with local community groups on events such as a workshop in 2003-04 "Overseas staff at the Royal – facts and fiction", four community-based events in 2004-05; overseas staff visiting local schools and participating in projects with pupils; and support mechanisms for staff.
- Craigavon and Banbridge Community HSS Trust recounted an agreement with a local Residents Association over the flying of flags on one of the Trust facilities, support for community moves to reduce the use of paramilitary flags and emblems, and negotiations to remove paramilitary murals from Trust property, an example of an authority grasping the nettle of contentious issues and engaging with the community it serves.
- Sperrin Lakeland Trust reported that in 2003-04 it had a Victims Programme, working with Fermanagh, Omagh and Strabane Local Strategy Partnerships on a "collective and regional response to the needs of victims and survivors of the...conflict who are resident in the region. It follows a very strong community development ethic [assisting] existing groups and organisations..." In 2004-05 the trust reported on partnership working with the Victims Consortium.
- The Belfast Education and Library Board celebrated Community Relations Week "by showcasing a wide range of cultural displays and activities" at its headquarters, which highlighted the work being undertaken by schools and youth groups across the city. The report quotes the Chief Executive of the Community Relations Council, who commented, "Much of the work that is being put on display in Community Relations Week is carried out on a daily basis and is making a significant contribution to community stability and the push towards a better, stable Northern Ireland. This celebration event is an important component of the week and illustrates the good work that is being done to forge good relations across the city."

- An education conference brought together senior personnel from the Community Relations Branch of the Department of Education, the five Education and Library Boards and the University of Ulster with teachers from across Northern Ireland in a shared commitment to enhancing the effectiveness of Community Relations Education. The two-day event involved workshops, speakers, drama sessions, discussion groups and recommendations on the way forward. In evaluating the course participants said they had been “jolted out of their comfort zone, re-energised and had enjoyed the opportunity to share in the dissemination of good practice.”

GRANT AID

A number of bodies reported that they addressed the good relations duty, at least in part, through their grant schemes where the criteria for the grant included issues relevant to good relations. Often an element of cross community working is required to secure a grant and the most obvious example of a grant programme which addresses relationships between those of different religious belief or political opinion in the EU's Peace II programme, administered by SEUPB and others. The Arts Council also reported that it had enhanced the opportunity to promote good relations by attaching a good relations commitment statement to every funding application form to encourage those groups in receipt of funding to act in support of the Section 75 good relations duty.

REPORTING

There are significant variations in the detail and clarity of reports submitted to the Equality Commission. Many of the reports are clear, provide concrete information, and are readable with good progress to report. There is an obvious enthusiasm in the reporting of some initiatives, such as the visit of Jane Elliott, the international speaker on diversity, to Armagh. However, some are vague, with few specific examples of progress. There is a need for good practice in reporting the implementation of the duty, as well as actually working to promote good relations. Most importantly, this enables the identification of good practice which other authorities can adopt, so that good relations can be promoted as effectively and as widely as possible; it also allows credit to be given where it is due, and an accurate overall picture of the implementation of the duty drawn.

- For its 2004-05 report, Ballymena Council attached a copy of the Council's Personnel, Policy and Operational Services Department's Good Relations Annual Report which, as well as providing a background digest, also included a review of the Council's Good Relations Strategy, its Community Relations mission statement and an evaluation of its key aims, a summary of the Community Relations Grant Scheme and events monitoring information. In conclusion it stated that it believed that the Department was positioned at the forefront of the change that will be required with the evolution of "A Shared Future".

However there are examples of reporting which seem to suggest that the organisation in question had not understood the good relations duty or had not addressed it fully:

- For each of the years 2003-04 and 2004-05 one body reported, as progressing good relations duty, that it had taken steps to ensure cross-community promotion of recruitment and selection opportunities. Another reported that its service operates "for all people in Northern Ireland regardless of religious belief, political opinion or racial group". This is no more than the absolute minimum equality practice to be expected from a public service and it would indeed be a serious matter if the service was not so operated.
- Some public bodies missed opportunities to share their work on good relations. For example, over 500 individuals and organisations responded to the consultation on A Shared Future in 2003. Of the responses posted on OFMDFM's website, 35 are from bodies whose reports are analysed in this review. Few public authorities, apart from some (but not all) of the Government Departments, mentioned making a contribution to the consultation, yet this would have been a relevant action to report in this context.
- Some authorities mentioned plans and commitments for work to be undertaken in the following year; yet there was no further mention of the planned initiatives in the next year's report.
- There were several examples of reports for 2004-05 which were in part verbatim copies of the same organisation's 2003-04 report. In one case a very obvious drafting error involving a repeated sentence in the 2003-04 report was copied un-corrected, and presumably un-noticed, into the 2004-05 report.

EVALUATION

Only a few of these good practice examples clearly described an evaluation process. Measuring the impact of an initiative should always be part of the process.

- The Royal Group of Hospitals' six-month play project involved staff, children and parents from two childcare centres and two schools, bringing together participants from different communities and building good relations as a theme into the project. Good relations was a theme built into the project by the joint community/hospital steering group. Measures for evaluating the good relations aspects of the project were built into the overall evaluation. Over two thirds of participants stated in evaluation that doing the course with staff from another community centre was beneficial.
- The Southern Health and Social Services Board indicated that a multi-cultural handbook for staff, which was reported on at an early stage in the implementation of the Section 75 duties, and launched in June 2004, was recorded as in the process of being updated in 2004-05 to include the customs and cultures of Albania, Latvia and Poland. The handbook was evaluated in the same year, with an average of 82% of respondents stating that each section of the document was either "very useful" or "useful" and positive comments like "Great book, very informative – loose leaf format allows new sections to be easily added".

THE BENEFITS OF IMPLEMENTING THE GOOD RELATIONS DUTY

In both 2003-2004 and 2004-2005 a question in Section 13 of the annual report template asked whether the authority believed its work to date on implementing the statutory duties had produced positive benefits for the organisation and, if so, to what extent. Two of the sub-questions then referred specifically to good relations and asked about the extent to which the work had increased awareness of good relations issues in policy making and the extent to which it had increased the authority's ability to ensure policies were designed and targeted to reflect good relations objectives. To each of these questions three possible answers were offered: 'very noticeable', 'noticeable' and 'no real change'.

This question was not fully answered by every authority in each year and there are indications that authorities interpreted the questions somewhat differently. Where answers were given, almost two thirds of them said that there had been 'noticeable' change and about one quarter indicated that there had been 'no real change'.

WHY GOOD RELATIONS MATTERS

Finally, as a direct and human illustration of the benefits that can accrue to an organisation from addressing the good relations duty, the following example is offered:

- The Northern Ireland Fishery Harbour Authority, stated in its report for 2004-05, that it "encountered an incident in Kilkeel Harbour when two immigrant workers were found sleeping [rough] in the fishmarket. Communication of the Good Relations Duty gave a better understanding to our staff to enable the situation to be dealt with successfully. The men were treated with respect and cultural differences were accepted. The Authority managed to source accommodation with the help of the local community organisations and representatives from local church groups in the area. This incident has improved the communication and working relationships that already exist particularly as a result of the Authority's commitment to fulfilling its obligations under the Good Relations Duty."

SECTORAL PROGRESS

GOVERNMENT DEPARTMENTS

Introduction

Included in the Government Departments sector are the ten departments of the Northern Ireland Government, plus the Office of the First and Deputy First Minister. The major piece of cross-sector work between these departments has been the consultation on, and the publication in March 2005 by OFMDFM of, “A Shared Future.” As stated in the foreword, this document “presents the Government’s Policy and Strategy Framework for Good Relations in Northern Ireland” and, as such, many of the other government departments, having been involved in the consultation process, are now working with OFMDFM in taking it forward.

Individual Organisation Reports

OFFICE OF THE FIRST MINISTER AND DEPUTY FIRST MINISTER (OFMDFM)

In its earlier report OFMDFM had recorded that, in January 2003, a major milestone was the issue of the consultation document on “A Shared Future” which invited views on the future vision, aims and objectives of community relations policy.

In its 2003-04 report OFMDFM indicated that “mainstreaming community relations within the public sector and other institutions continues to be an extremely important part of the progression of the good relations duty”. Proposals for “a new cross-departmental strategy and framework for the promotion of good relations, and to ensure an effective and co-ordinated response to sectarianism and racial intimidation” were being prepared. The new policy and strategic framework would “provide a mechanism through which departments can take forward their Section 75(2) duty and more effectively mainstream good relations into policy development”.

The report also noted that the North Belfast Community Action Unit was in the process of establishing “a Community Empowerment Partnership

Network to allow the sharing of information and best practice and to address cross-cutting issues affecting North Belfast”.

The 2004-05 report recorded the publication of “A Shared Future - The Policy and Strategic Framework for Good Relations in Northern Ireland” with the commitment that “Through this policy Government will place the promotion of good relations at the centre of policy, practice and delivery of public services”. The Department described how the strategy would be implemented through a cross-departmental action plan, an enhancement of the roles and functions of the Community Relations Council, and the establishment of a new district council Good Relations Challenge Programme.

Other work reported for 2004-05 included developing and finalising a Racial Equality Strategy for Northern Ireland, which was published in July 2005. Single Equality Bill consultation events also took place with children and young people using contacts with schools and playgroups to enlist participation, which, the report added, “In some instances ... was the first time that playgroups from the different communities had come together for an event/discussion”. The work of the North Belfast Community Action Unit continued and a joint strategy and community group was set up to take forward the development of short, medium and long term strategies to deal with how both the statutory agencies and communities could work together to address interface issues.

DEPARTMENT OF AGRICULTURE AND RURAL DEVELOPMENT (DARD)

During the period covered by the Equality Commission’s previous report on the good relations duty (2000-03) the outbreak of Foot and Mouth Disease in Northern Ireland had required “the redirection of very significant staff resources from virtually every business area” of DARD. As a result very little work had been done to take forward equality matters until the summer of 2001 and even by 2002-03 the Department reported that it had “not yet taken action to progress the good relations duty”.

In the 2003-04 report however DARD recognised that its policies “impact on the agricultural public to a significant degree” and stated that it had in place “a well developed network of formal and informal contacts with industry representatives”. A customer service review was

undertaken during 2003-04 to establish how the Department provided a service to its customers, what the customer perception was of that service and how the customer service could be improved. DARD also recorded its discussions with OFMDFM on the good relations aspects of the equality agenda.

The 2004-05 report noted that the College of Agriculture, Food and Rural Enterprise (CAFRE) continued to promote its lifelong learning programme, which, during the year, had included the delivery of training “to horticultural growers who employed over 200 foreign nationals”.

DEPARTMENT OF CULTURE, ARTS AND LEISURE (DCAL)

The Department reported that in 2003-04 it was “awaiting the finalisation of the Government’s policy on improving relations in Northern Ireland, and further guidance from the Equality Commission ... before considering the need to develop a good relations strategy or conduct a good relations audit”. However during the year it progressed “some significant work to promote good relations,” for instance through the Creativity Seed Fund which it administers and which funded, among other things, a cross-community arts education project, a flag making project and a musical project incorporating musical forms from different traditions.

In 2004-05 it reported that, as the Department responsible for culture, it had “a duty to support the diverse cultures in Northern Ireland and to ensure the widest possible opportunity for people to express their own culture, and to have access to other cultures”. Again the Department had funded specific projects which promoted good relations, in particular through the NI Museums Council. Also the language diversity policy, on which DCAL took the lead, had “the potential to make a contribution to the promotion of good relations” and “the Department and its Agencies have been supporting projects that celebrate our language heritage”. The Department was also involved in looking at ways to support the ‘Better Twelfth’ initiative and funded an education post in the Grand Orange Lodge.

DEPARTMENT OF EDUCATION (DE)

The previous report indicated that the Department of Education had funded programmes provided by the voluntary and community sector

“the objective of which was to improve and enhance community relations for children in Northern Ireland”. In 2003-04 this was continued and support provided for groups working with ethnic minorities, children from different religious backgrounds and children with disabilities. In addition the Department continued to “fund programmes provided by the voluntary sector to enhance community relations for children in Northern Ireland”.

In 2004-05 this continued with the main thrust being “to provide opportunities for the two main traditions in Northern Ireland to learn about each other, without excluding other groups or traditions”. The aim of this was “to encourage cross-community interaction and co-operation, to support and develop respect for each other’s beliefs and backgrounds, and to encourage mutual understanding, recognition and respect for cultural diversity”. The report identified 35 organisations being supported through the Department’s Community Relations Branch at the start of the year, some of which are reported in the Education Sector section of this report.

DEPARTMENT FOR EMPLOYMENT AND LEARNING (DEL)

For both 2003-04 and 2004-05 DEL reported that it had developed its good relations duty throughout many of its programmes and services and gave examples.

In 2003-04 the examples reported as relevant to good relations were:

- An Expert Group on Widening Participation in Higher Education to carry out an investigation into HE participation by four priority groups including students from ethnic minorities.
- The issue of a “Cultural Diversity – Good Practice” working document to all 16 Further Education Colleges, and providing support to three Cultural Diversity pilot projects in the sector. (These are described in more detail in the Education Sector section.)
- The Department participated in the inter-Departmental Taskforce on Employability.
- The Job Centres continued to build relationships with local and community groups.
- Promoting Good Relations was “an important part of the work of the European Employment Services (EURES)”.
- The Department was a member of the North and West Belfast Health

Action Zone Travellers Action Group in which its role was “not only to identify any gaps in its services, but also to demonstrate an interest in the promotion of good relations between the Department and Travellers”.

In 2004-05 the examples included an update on the Cultural Diversity in Further Education initiative, under which the three Cultural Diversity pilot projects in Belfast Institute, Armagh College and the North West and Upper Bann Institutes began in March 2004 and reached completion at the end of the reporting period.

DEPARTMENT OF ENTERPRISE, TRADE AND INVESTMENT (DETI)

DETI reported in 2003-04 on its work with OFMDFM on the Shared Future consultation. It also established an internal Diversity Board the aim of which was “to stretch the Equal Opportunities agenda and to proactively address people policies in order to make DETI a diversity best practice organisation”. During the year DETI was also working with the Work Foundation and Moy Park with a view to developing for the company a structured and targeted long term approach to achieving equality and diversity, via, inter alia, “improving relationships for all the company’s employees (including migrant workers)”. Other activities and policies which it felt helped to promote good relations included progressing recommendations of the West Belfast and Greater Shankill Task Forces, reviewing Northern Ireland’s Credit Unions, and EU Peace II funding.

DETI reported in 2004-05 on the publication of “A Shared Future” and undertook to contribute to the inter-departmental action plan to implement it. It had by then already established its Diversity Board which during 2004-05 finalised its Diversity Action Plan.

The Plan included the agreement of a definition of Good Relations in DETI: “Good relations is about promoting fairness, encouraging respect for difference and delivering trust between people of different religious belief, political opinion and racial group. In doing so it challenges sectarianism and racism and promotes equality.”

Under the plan the Department had also registered support for the ‘One Small Step’ campaign.

DEPARTMENT OF THE ENVIRONMENT (DOE)

In its 2003-04 report DOE noted that its EQIAs address the implications of policies for good relations, and said that it awaited final guidance on the Section 75(2) statutory duty from OFMDFM. Nevertheless good relations formed part of its Section 75 awareness training provided for staff. DOE also noted working with OFMDFM following the Shared Future consultation.

In its 2004-05 report DOE again stated the principle of EQIAs addressing good relations, and again noted good relations training. The Department was represented on the Traveller thematic group of the Race Forum and the Environment and Heritage Service (EHS) had established an inter agency working group to minimise the environmental, economic, health and social impact of annual bonfires.

DOE also reported that, “following the identification of potential impacts in the EQIAs of the Learner Theory Test, the Vehicle Test and the Practical Driving Test” carried out for the Driver Vehicle Testing Agency (DVTA), the Agency was proposing, or had already introduced, a number of measures to promote good relations including: being able to provide the driver theory test in 22 languages; on-line booking of tests; customer awareness training; making special provision for a Chinese trainee driving instructor with a view to his ultimately teaching Chinese learner drivers.

DEPARTMENT OF FINANCE AND PERSONNEL (DFP)

DFP’s reports for 2003-04 and 2004-05 indicated that they covered Corporate Services Group, Central Personnel Group, Central Finance Group, Central Procurement Directorate, NI Statistics and Research Agency, Rate Collection Agency, Business Development Service, Land Registers of NI, and Valuation and Lands Agency.

In its 2003-04 report in response to the good relations duty question DFP offered examples such as:

- Within the Corporate Services Group, the Central Support Division Equality & Diversity Unit was working to develop a Culture and Diversity Strategy, which would encompass the good relations duty.
- The Diversity Excellence Model was being piloted within Land

Registers for Northern Ireland and the Diversity Dimensions Assessment Tool in Corporate Services Group.

The examples given in the 2004-05 report were:

- The Northern Ireland Statistics and Research Agency provided each member of staff with cards outlining procedures to follow should an Irish or Ulster Scots speaker call; the Central Survey Unit has provided show cards for interviewers.
- In September 2004, Land Registers of Northern Ireland carried out an assessment of its integration of the Equality and Diversity Agenda through the Diversity Excellence Model. As a result the Agency developed its first Section 75 related strategic objective and incorporated it into its Transformation Map.

DEPARTMENT OF HEALTH, SOCIAL SERVICES AND PUBLIC SAFETY (DHSSPS)

A good deal of the Section 75 work carried out by health organisations is led by the DHSSPS (see Health Sector section).

DHSSPS “takes the view that equality of opportunity is a necessary condition for good relations between communities, and that progress made in promoting equality underpins the development of good relations between communities”. The nature of the Department’s business “means that it is providing services ... to all members of the community” and, “by fostering an ethos of equality among its staff and mainstreaming equality in its activities, (it) can contribute in these circumstances to providing good relations”.

Specific examples of this given in the 2003-04 report were:

- The Department had grant aided voluntary and community organisations whose objectives include delivering health and social services, promoting health and well being, targeting social need and promoting social inclusion and some of these organisations provide clear added value in respect of promoting good relations.
- Health Action Zones were taking forward work to improve relations in interface areas in North and West Belfast in particular.
- The Department was involved in the introduction of a good practice guide for the HPSS in meeting the spiritual needs of citizens and staff

in hospitals on the basis of a multi-faith approach.

- The Department also makes the point, in describing work on managing trauma which has resulted from the Troubles, that this “whilst it is not driven by good relations and equality agenda...does contribute to the improvement of relations.”

In its 2004-05 report DHSSPS repeated the same examples. It also added the example of racism against HPSS staff for which it had produced a good practice guide “Embracing Diversity” to help health sector employers to help staff in this situation, and commissioned research to assess the extent and nature of racist abuse.

DEPARTMENT OF REGIONAL DEVELOPMENT (DRD)

As in its earlier reports, DRD stated in both 2003-04 and 2004-05 that all EQIAs carried out considered the implications of proposals for good relations. Both reports also stated that the Department had “participated fully in the follow-up to the Shared Future consultation and the development of a Good Relations Strategy”.

The 2003-04 report also noted that DRD “has the power under Article 73 of the Roads (NI) order 1993 to issue consents in respect of the erection of traditional arches”. The safety of the road user had been the primary consideration but, “following a judicial review of a decision to approve the erection of an arch at Glengormley, revised guidance was issued to staff in 2003 to ensure that Human Rights, Good Relations and Equality were taken into account in reaching decisions”.

The issue of flags was also raised in the Department’s reports. In the 2003-04 report DRD stated that it was “becoming increasingly aware of the implications for Good Relations of actions to remove material such as flags which have been erected illegally on its property”. However “obligations to promote Good Relations under Section 75(2) must be balanced against duty of care to staff or contractors who may have to remove the material in difficult circumstances”. The Department therefore reported that it had undertaken to consider carrying out an EQIA on procedures which impact on the duty. The 2004-05 report then indicated that a joint flags/emblems protocol setting out an agreed partnership approach to dealing with this issue had been developed and subsequently launched in April 2005. The partners in this are PSNI,

DRD Roads Service, DOE, DSD, OFMDFM and the Northern Ireland Housing Executive.

DEPARTMENT FOR SOCIAL DEVELOPMENT (DSD)

DSD suggests that it “perhaps more than most, given our Departmental responsibilities, is aware of the obligation to have regard to the desirability of promoting good relations between persons of different religious belief, political opinion or racial group”. It states, “The majority of this ‘good relations work’ is undertaken in respect of the more traditional communities in the province, although there are examples of work that has been taken forward in respect of racial groups”.

In the 2003-04 report the Department highlighted two examples and gave more detail of over 30 examples in an Annex. The two examples highlighted were:

- As a result of the rapid growth of inward migration to the Dungannon region there were now estimated to be about 900 Portuguese speaking adults in the area. The manager of the Portadown Social Security Office represents the Department on a task force aimed at reducing the barriers and addressing the problems that some of these migrant workers have encountered.
- Through its Voluntary and Community Unit, DSD has provided outreach funding for the Action Now to Integrate Minority Access To Equality (ANIMATE) project which targets migrant workers in Dungannon, Cookstown and Craigavon District Council areas to reduce exploitation, build capacity and empower them to achieve an integrated and active role in local communities.

In the 2004-05 report the Department again provided an annex with details of 18 examples of work undertaken during the year some of which had also been underway in earlier years. It specifically pointed out that it was represented on the Northern Ireland Race Forum and on the two thematic groups of that forum which dealt specifically with ‘Language’ and ‘Travellers’. A presentation was given by DSD officials to the meeting of the Travellers Thematic Group setting out the progress in meeting the recommendations of the PSI working group. A further presentation was also given outlining how the new ‘unauthorised encampments’ legislation would proceed and the potential implications for Travellers.

EDUCATION SECTOR

Universities

Introduction

Included in the Universities sector are Queen's University Belfast (QUB), the University of Ulster (UU), St Mary's University College, Stranmillis University College and the Open University in Ireland (OU). These five organisations have formed the Higher Education Equality Consortium (HEEC), comprising equality co-ordinators from each of them. According to their reports over the period 2003-05 this group continued to meet on a regular basis to work together on areas of mutual interest in the implementation of the statutory duties under the Act.

During 2004-05 the Consortium agreed to appoint a research assistant, located at Jordanstown, for a one year fixed-term contract to carry out a good relations audit.

Individual Organisation Reports

QUEEN'S UNIVERSITY BELFAST (QUB)

In its 2003-04 report Queen's University said, "Training on Section 75 is included within induction training delivered to all new staff" but did not specifically say that this includes good relations training and added, "The training afforded is presently under review". The University stated that it has "commissioned an attitudinal audit with respect to the Good Relations Duty. A joint approach through the HEEC has been made to ARK ... in order that the requirement placed on the University as a result of the Good Relations Duty can be given effect."

In its 2004-05 report QUB referred briefly to the training it provides on Section 75 in general and notes its view that the preliminary work for the good relations duty, to be undertaken by the proposed HEEC research assistant, will take a considerable period of time.

THE UNIVERSITY OF ULSTER (UU)

UU reported that in 2003-04, to further the good relations duty, it had established a Steering Group for its Civic Leadership Project which has two parts: a pilot training programme and an audit of current community / good relations policies and practices in the University. The training, facilitated by Counteract, and supported by a grant from the Community Relations Council, took place in March 2004 for about 90 people.

Elsewhere in the University INCORE continued, “to pursue a range of projects in the area of conflict resolution” and the University listed in its report a number of other initiatives which, “whilst not covered by the strict definition of good relations in Section 75, could be considered to fall under this general heading”.

In its report for 2004-05, as well as referring to the HEEC plan to appoint a research assistant to carry out a good relation audit, the University also reports the following good relations initiatives:

- The Civic Leadership Training Programme which was extended during the year to its “student body and other groups across the University’s campuses”.
- A series of exhibitions and events during Community Relations Week aimed at helping to “make Northern Ireland a welcoming place in which to live, free from the barriers of sectarianism and racism”.
- The ‘Monster’ campaign targeting students in South Belfast, which was “part of a wider strategy to stamp out antisocial behaviour.
- A number of INCORE activities and other University activities which might “be considered as generally promoting good relations”.

ST MARY’S UNIVERSITY COLLEGE

In its 2003-04 report St Mary’s College stated that it had “ no formal Good Relations Strategy” but had “examples of work that have underpinned the principles of equity, diversity and interdependence”. These included:

- The Education for Mutual Understanding (EMU) programme which included “many aspects of work aimed at promoting diversity among students” and to which both Stranmillis and St Mary’s had contributed.

- The Wider Horizon Programme which provided a course and practice in multicultural education for third year students.

- The Inter-College Programme for students from St Mary's and Stranmillis, which includes seminars on identity, diversity and schools, and prejudice awareness in the classroom.

Then, for 2004-05, the College added the participation of 40 students in the EU ERASMUS scheme, through with they had experienced cultural diversity in a number of European countries.

STRANMILLIS UNIVERSITY COLLEGE

Stranmillis College's work on, and reporting on, the good relations duty is closely linked to that from St Mary's College. Stranmillis also highlighted work which it considers to "underpin the equality principles" and reported on the Diversity and Mutual Understanding (Inter-College) programme, the Wider Horizon Programme, the Inter-College Programme for students from St Mary's and Stranmillis, and the ERASMUS programme.

THE OPEN UNIVERSITY IN IRELAND (OU)

In its 2003-04 report the Open University reported, "Section 75 obligations in NI have necessitated closer working relations with its external organisations and the application of a good relations duty in these relationships." It had adapted the approaches to good relations commended by the Higher Education Equality Consortium, ANIC and the Department for Employment and Learning. It was also noted that the approach of the OU in Northern Ireland to its good relations duty had been taken up by the OU's Equal Opportunities Committee in the implementation of its Race Equality Policy and Strategy Action Plan.

The 2004-05 report added that the University's Equality and Diversity Officer has drawn attention to the good relations dimension and impact arising from several OU community projects in NI.

Colleges of Further and Higher Education

Introduction

In their response to the requirements of Section 75 the 16 colleges of further and higher education have adopted a co-ordinated approach. One central body, the Association of Northern Ireland Colleges (ANIC) not only provided each college with a common approach to organisational change, a strategy and a training package. It also provided pro forma responses for the colleges' annual progress reports to the Equality Commission.

The following information is compiled from the individual college reports and from ANIC's website.

ANIC and the AGREE Programme

ANIC was established in 1998 following the incorporation of the (currently) 16 colleges of further and higher education. It represents all 16 colleges as the voice of further education in Northern Ireland. It has an Equality Unit which supports each college in the areas of policy and training to fulfil their legal obligations under Section 75. The Equality Unit assists colleges to carry out their functions, powers and duties in relation to promoting equality of opportunity and in the promotion of good relations between persons of different religious belief, political opinion or racial group.

ANIC, assisted by the Trademark partnership, has a now well established AGREE Programme (Actioning Good Relations, Equity and Equality). Under it, all colleges agree that they will "pro-actively promote as a priority" the good relations duty. The seven steps of the programme are:

- Step 1 Invitation: establish a Project Working Group to agree an initial plan of work.
- Step 2 Establish Critical Dialogue: establish a Development Group representative of all college structures
- Step 3 Grow Leadership Commitment and Understanding: bring formal and informal leadership into new conversations around the principles of fairness and valuing difference and develop an Equality and Good Relations training course.

- Step 4 Identify the Issues: an audit of programmes and activities.
- Step 5 Grow Commitment and Understanding Across the Wider Organisation: engage with various inter-college groups and structures and develop a college training strategy.
- Step 6 Experimenting with and Modelling New Working Practices.
- Step 7 Implement New Models of Practice into Mainstream Structures and Relationships.

All the colleges have participated in the AGREE Programme which has provided the further education sector with an agreed definition of good relations (“the ability to acknowledge the existence of conflict, or any tacit cultural tension, and to discuss what are often contentious issues in a safe and supportive environment”), an overall good relations strategy and accredited training of good relations trainers (the Equality and Good Relations Training Programme delivered by Trademark). It was funded by the CRC with EU funding for a three-year period and, during 2003-04, the ANIC Equality Unit won Opportunity Now’s Good Relations Public Sector Award, sponsored by the Equality Commission, for this training programme. During that year the AGREE Programme was said to be entering its second and final phase during which “Trademark and ANIC will work more intensively with colleges on issues they had identified as needing assistance with”. These issues would be translated into action plans and “should assist the colleges to move within and to steps 5, 6 and 7 of the Programme Strategy”. This work continued in 2004-05.

Other FE Good Relations Programmes

Cultural Diversity Pilot Programmes. During 2004-05 DEL, through ANIC, funded four colleges (Armagh, BIFHE, and NWIFHE in collaboration with Upper Bann Institute) to engage in three pilot programmes to address cultural diversity issues within the further education sector.

Chill Factor Research. During 2004-05, tenders were invited for a research project to identify the chill factors within the two main communities in Northern Ireland that might make an FE college or institute less attractive to actual or potential students, and to generate

practical suggestions for addressing them. MORI Ireland and Deloitte were appointed to undertake the research overseen by a panel comprising people from ANIC, NUS-USI, the Education and Training Inspectorate and College Principals. It was reported that the research was due to be completed in June 2005.

Individual College Initiatives

Although a lot of the good relations work undertaken was common to all colleges, some undertook additional work. This is summarised in the following paragraphs:

ARMAGH COLLEGE OF FURTHER AND HIGHER EDUCATION

Armagh College was one of the colleges funded in 2004-05 to participate in the Cultural Diversity Pilot Programme (see above). Its pilot aimed “to contribute to a greater understanding of the issues and challenges facing divided communities, and to assist college staff, students and public and private bodies to identify and implement practical ways of contributing to a fair, diverse and stable society”. It involved a baseline study, a development group, and training programmes for governors and staff, civic leaders, voluntary, statutory and business sector representatives and students.

BELFAST INSTITUTE OF FURTHER AND HIGHER EDUCATION (BIFHE)

BIFHE was also one of the colleges funded in 2004-05 to participate in the Cultural Diversity Pilot Programme (see above). The BIFHE pilot aimed “to promote good relations in the FHE sector by providing opportunities for students and staff from differing identities, backgrounds and traditions to develop and enhance relationships of trust and understanding and promote mutual respect in every aspect of college life”. It involved students researching issues of cultural diversity, linking students from diverse cultural groups, and developing, and making available on video, “a dramatic production outlining cultural diversities and traditions”. This play, “Darkie”, was performed publicly by second year HND Performing Arts students in May 2005.

In 2004-05 other BIFHE good relations activities included:

- An equality and diversity awareness day, held in November 2004,

during which staff from different areas of the Institute presented to ten representatives of ethnic minority groups “an overview of the types of services, support, access and outreach measures the Institute was taking to encourage wider participation from students from ethnic minority communities”.

- In December BIFHE students hosted a World Festivals event to highlight the many different cultural and religious festivals around the world at that time of year and to raise money for homeless people.

CASTLEREAGH COLLEGE OF FURTHER AND HIGHER EDUCATION

In 2004-05, as a part of a wider piece of work on emerging markets, Castlereagh College’s Marketing Officer researched the minority ethnic communities within the College’s catchment area. This showed that Castlereagh Borough had over 1000 residents whose place of birth was outside the EU and that it had the “highest concentrations of Chinese and Indian and (other) Asian people compared to other borough areas”.

CAUSEWAY INSTITUTE OF FURTHER AND HIGHER EDUCATION

Causeway Institute reported that in 2003-04, having considered the need for a policy on the wearing of football/sports shirts, it had “agreed not to formalise a policy but to monitor the situation and keep it under review”.

EAST ANTRIM INSTITUTE OF FURTHER AND HIGHER EDUCATION

East Antrim Institute reported that, due to the number of migrant workers coming into the Institute’s catchment area, it had, in 2004-05, “extended its provision of ESOL (English for Speakers of Other Languages) and recruited additional staff to facilitate (the delivery of) this programme” to students from Lithuania, Poland, Latvia and Ecuador in particular.

EAST TYRONE COLLEGE OF FURTHER AND HIGHER EDUCATION

In 2004-05 East Tyrone College, with funding support from the Community Relations Council, “commissioned the Institute of Conflict and Research to assess the impact on the College of the growing ethnic minority population in the area and to assess the perceptions of the student body”. The recommendations made in the report on the project

included sharing information and knowledge with other key players in the local community, keeping staff and students informed, and training for staff in cultural diversity and anti-racism and exploring how existing work could be built on and extended.

FERMANAGH COLLEGE OF FURTHER AND HIGHER EDUCATION

Fermanagh College reported as a good relations initiative that it had, in 2004-05, through the work of Trademark, “identified the main issues highlighted through staff feedback” and would make arrangements through the Equality Working Group to address them.

LIMAVADY COLLEGE OF FURTHER AND HIGHER EDUCATION

Limavady College reported for 2004-05 that it had continued “to put in place new and innovative mechanisms for promoting better relations within our catchment area and beyond”. A publication entitled “Discuss” on the long-term future of the College “has been mapped out and is due to be added to the College website in the coming months to give it a much wider audience. This publication invites leading figures from the local area ... to air their views on social issues affecting the area” and local people were then asked to respond. The College had also run programmes of study aimed at harnessing a greater appreciation and understanding of the diverse nature of culture in Ireland. They included: opening to the public a module on the ‘Cultural Traditions of Ireland’; a course entitled ‘The Musical Traditions of Ireland and Scotland: An Ulster Perspective,’ developed in association with the Cultures of Ulster group; workshops on storytelling and traditional music.

LISBURN INSTITUTE OF FURTHER AND HIGHER EDUCATION

Lisburn Institute held Chinese New Year celebrations in 2005 involving all staff, students, local representatives, management and representatives from the Chinese community. A celebratory Dragon Dance was held “followed by an informative talk about Chinese culture, promoting good relations and awareness in line with Section 75 duties”.

NORTH EAST INSTITUTE OF FURTHER AND HIGHER EDUCATION

The North East Institute reported that in 2004-05, as one strand in its response to an incident which had to be managed in a positive manner

in order not to alienate parts of the local community, it undertook a pilot Good Relations Training programme with staff based at its Antrim campus. This was facilitated by Trademark and provided “a building block to a sustainable flags and emblems policy for the Institute ... which will be used to roll out the training and policy across all its campuses”.

NORTH WEST INSTITUTE OF FURTHER AND HIGHER EDUCATION (NWIFHE)

NWIFHE was one of the colleges funded in 2004-05 to participate in the Cultural Diversity Pilot Programme (see above). Its pilot, run in partnership with Upper Bann Institute, was focused on “student activity and associated staff development”. It involved the development of “stand alone cultural diversity modules” to be offered to students as “a recognised and validated programme of additional study”, the development of “a student-led programme of student activities, which would be explicitly focused on cultural diversity”, the development of an associated programme of events, and an associated staff development programme.

Other good relations activity undertaken by the Institute in 2004-05 included:

- The Institute launched its Good Relations Policy to coincide with Community Relations Week. Throughout the week “staff and students received ‘pop-ups’ on their computer screens encouraging them to take small steps in working together to address issues that create social division”. Posters and leaflets were also displayed and distributed.
- Equality Awareness training was provided to middle managers and the Senior Management Team availed of training for Investigating Officers on Harassment.
- The Northern Ireland Council for Ethnic Minorities provided a number of staff members with training in Cultural Diversity.

OMAGH COLLEGE OF FURTHER AND HIGHER EDUCATION

Omagh College reported that in October 2004 it started an “Ethnic Initiative” in response to developments within the local community. This entailed “developing a working partnership with the Omagh Ethnic

Community Support Group which was initiated at a very successful Evening of Friendship and Hospitality” and further developments have included the provision and delivery of an extensive ESOL programme.

UPPER BANN INSTITUTE OF FURTHER AND HIGHER EDUCATION

Upper Bann was one of the colleges funded in 2004-05 to participate in the Cultural Diversity Pilot Programme (see above). Its pilot was run in partnership with NWIFHE and, as NWIFHE reported, was focused on “student activity and associated staff development” and offered students “stand alone cultural diversity modules” as “a recognised and validated programme of additional study”.

Education and Library Boards and Other Education Bodies

Introduction

Included in the Education Bodies sector are the five education and library boards, plus their Staff Commission, the Youth Council for Northern Ireland, and the Council for Catholic Maintained Schools. Within the sector the Staff Commission for Education and Library Boards (which submits annual progress reports on its own activity) helps to co-ordinate Section 75 work. As it has indicated, “to ensure a corporate and integrated/partnership approach involving the five Education and Library Boards and the Department of Education”, it co-ordinates work on the implementation of the equality schemes. This is confirmed in the reports of the five Boards all of which state that “the Staff Commission has co-ordinated work on the implementation of the Equality Schemes on an inter-board basis”. According to the Commission’s 2004-05 report, for instance, this involved assisting in the strategic management and effective implementation of the Boards’ statutory equality duties and co-ordinating programmes of work through the inter-Board/Staff Commission Statutory Duty Group. The Staff Commission gives also gives guidance on the completion of reports.

SECTOR WIDE INITIATIVES

Previous reports from the education sector bodies for the period from 2000 to 2003 had reported that there were a number of sector wide, or nearly sector wide, initiatives which should, or could, have helped with the good relations duty. This was also the case in the period from 2003

to 2005 and those highlighted in the 2003-04 and 2004-05 reports include the following. They are not repeated in the reports of individual authorities which follow.

Joined in Equity, Diversity and Interdependence (JEDI).

As reported in the Commission's previous publication on the good relations duty, JEDI is funded by the International Fund for Ireland, the Department of Education, the five Education and Library Boards and the Youth Council for Northern Ireland. It aims to develop a coherent strategy for community relations, youth work and education for citizenship within the Northern Ireland youth services. A product of its work was a step-by-step guide to ensure that the principles of equity, diversity and interdependence (EDI) are at the core of the policy and operations of organisations.

It was reported that in 2003-04 JEDI had "reviewed the work developed during its initial phase and, in consultation with the Youth Service Liaison Forum, developed a three year strategy aimed at further embedding the EDI principles into the policy and practices of the youth sector." A comprehensive training and resource package was being developed to support this work.

It was then reported in 2004-05 that OCN Community Relations / Equity, Diversity and Interdependence training opportunities were provided for full and part-time staff, and all senior youth workers delivered unit based training at various levels.

During the year JEDI produced its fifth briefing paper exploring the concept of diversity, examining the difference between equal opportunities and diversity management, defining diversity management and highlighting its benefits. It also featured examples of good practice in diversity management in Northern Ireland.

Youth Education and Social Inclusion Programme (YESIP)

It was previously reported that YESIP, which acts as the Intermediary Funding Body for Measures 2.2 and 2.8 of the EU Peace II Programme, is a partnership of the Department of Education and the five Education and Library Boards supported by YouthNet. SELB is the lead body for

YESIP, and the Board's reports indicate that, by the end of 2003-04, it had committed £14 million to over 120 projects working with children and young people in communities across Northern Ireland, targeted at those areas of greatest social need and the nine groups listed under Section 75.

The 2004-05 reports indicated that by then £17 million had been committed. The inference is that, as peace and reconciliation are key features of the Peace II Programme, and reconciliation work between the two main communities is an essential feature of any funded project, administering Peace II grants should promote good relations.

Irish Traveller Community - Outreach

In addition to the Traveller Support Service in each Board, the Western Board takes the lead for "a project to develop intercultural resources across the five boards."

Conference – Improving Community Relations/Sharing Practice

In 2004-05 "senior personnel from the Community Relations Branch of the Department of Education, the five Education and Library Boards and the University of Ulster engaged with teachers from across Northern Ireland in a shared commitment to enhancing the effectiveness of Community Relations Education. The two-day event involved workshops, speakers, drama sessions, discussion groups and recommendations on the way forward. In evaluating the course participants said they had been jolted out of their comfort zone, re-energised and had enjoyed the opportunity to share in the dissemination of good practice."

CEJI/NICEM Anti Discrimination and Diversity

In 2002-03 the Boards had mentioned, as a good relations project, a trans-national project by the Centre European Juif D'Information (CEJI) and the Northern Ireland Council for Ethnic Minorities (NICEM) which was facilitating an anti-discrimination and diversity training process. It was mentioned again in the 2003-04 and 2004-05 reports, generally in the context of the Boards' training programmes.

Human Resource policies/training

The good relations duty was incorporated into the redrafted code of procedures on recruitment and selection and emphasised in the redrafted equal opportunities policy. The duty is featured “in all equality awareness training programmes” and in Section 75 equality training there are specific case studies to raise awareness on the good relations duty.

Individual Organisation Reports

BELFAST EDUCATION AND LIBRARY BOARD (BELB)

In its 2003-04 report the Belfast Education and Library Board again stated, as it had in 2002-03, that “since the introduction of the Northern Ireland Act 1998 and the subsequent approval of the Board’s Equality Scheme, the Board has been involved in a number of initiatives directed at promoting good relations between persons of different religious belief, political opinion and racial group”. Those which BIFHE highlighted for 2003-04 included:

- The library service made contact with NICEM to set up a link to improve services to ethnic minorities.
- In April 2003 a video / DVD was recorded at six branch libraries in Belfast. It featured children aged between eight and sixteen performing poems they had written as part of Poetry in Motion, a classroom based project organised by New Belfast Community Arts Initiative and partly funded by BELB. “The making of the video in branch libraries afforded a unique opportunity for young people of differing religious, cultural and educational backgrounds... to meet in a neutral space... The measure of respect they accorded each others performance was impressive and was commented upon by the teachers present.”
- The Community Relations and Social Inclusion Unit continued “to enable and facilitate community relations work and social inclusion initiatives through the provision of support, guidance, advice, training and appropriate funding to youth and community groups and schools wishing to contribute to ‘improving relations’ throughout the city”. Approximately 90 schools and 136 youth and community groups were involved in cross community work.

- Partners in Peace – International Youth Conference 2003. In July 2003, 11 young adults representing various youth groups and schools from across the city participated in a 12-day conference in Durban, South Africa.
- The religious education adviser was involved directly with the production of a CD ROM on the Christian Churches in Northern Ireland. Part of the rationale behind this was to improve awareness and understanding of the different Church traditions for pupils.
- The School of Music draws students from all parts of the city and during the year performed a number of “Community Concerts” at Belfast City Hall, Spectrum Centre on the Shankill Road, Ulster Hall, and Clonard Monastery on the Falls Road.

In its 2004-05 report the Board’s examples of initiatives which promoted good relations included:

- Community Relations Week. The Board celebrated Community Relations Week “by showcasing a wide range of cultural displays and activities” at its headquarters which highlighted the work being undertaken by schools and youth groups across the city. The report quotes the Chief Executive of the Community Relations Council, who commented, “much of the work that is being put on display in the community relations week is carried out on a daily basis and is making a significant contribution to community stability and the push towards a better, stable Northern Ireland. This celebration event is an important component of the week and illustrates the good work that is being done to forge good relations across the city.”

- A Celebration of the Journey of the Irish Traveller Community in Education. “The board believes that the integration of Irish Traveller children into mainstream school enhances the social inclusion process for both parents and pupils in school and community life”. The report outlines the increase in the registration of Traveller children in mainstream schools.

NORTH EASTERN EDUCATION AND LIBRARY BOARD (NEELB)

The North Eastern Education and Library Board, in its 2003-04 report, stated that the NEELB Culture of Tolerance Policy (which was mentioned in its previous report) provides the basis for mainstreaming

the “principles of equity, diversity and interdependence which underpin this work”. Examples given to illustrate this included:

- Children attending the DE’s Literacy and Numeracy summer schools came from both the maintained and controlled sector and from both main communities to a series of ‘excellence days’ organised by the NEELB and funded by the New Opportunities Fund.
- Over 600 certificates were awarded to young youth leaders in presentations across the NEELB area. The “hard work” done by the Board’s Youth Service to provide training and recognition to the young leaders of tomorrow was recognised by the award of the Charter Mark in 2003, “the first time that this has been awarded to a local authority youth service in Northern Ireland”. Also the Community Relations Project funded from the Board’s Community Relations Support Scheme “was actively supporting better Community Relations in three council areas: Newtownabbey, Carrickfergus and Larne”.
- “The Board’s thirtieth anniversary was suitably celebrated through a concert of music and song illustrating the cross-community and cross cultural provision of the Board’s Music Service”. Earlier in the year the Youth Service ran a ‘Fame Academy for Young People’, which brought together young individual singer/songwriters from Carrickfergus, Larne and Newtownabbey. “All the performers in this ‘Fame Academy’ were pronounced winners and awarded certificates in cross community work.”
- Staff from the Library Service participated in a Diversity Training Pilot based on Community Relations Council materials designed to support the Community Relations Council’s exhibition ‘Who do you think we are?’

In its 2004-05 report the Board’s examples of initiatives to promote good relations included:

- Children from both maintained and controlled schools in Antrim and Ballymena participated in a week long 3D Art and Design and ICT summer school in 2004. “Besides learning new skills the group had lots of time to interact and work with different partners, learning from each other and appreciating different perspectives and viewpoints.”
- A new “Youth Connections” project was launched in Newtownabbey, with personal and social development activities to raise participants’ self esteem and employment prospects. “The long term objective would be the setting up of a Youth Forum to empower young people

so that they can comment on and address the real issues that face them in their particular patch of Northern Ireland society.”

- The Central Library in Ballymena has developed supportive services for migrant workers in partnership with O’Kane Foods Ltd, one of the main employers in the town. Library staff have provided training sessions on use of the library, particularly use of the internet, to provide a vital link with families at home. “Ethnic minority workers at O’Kane’s ... are all joining the local library on their first day at work. A special fast-track library membership scheme enables the immigrant workers, many of whom do not speak English, to benefit from the library’s free Internet access and e-mail facilities so they can easily contact their relatives in the Ukraine, Slovakia or Romania.”
- A Shared Future? – ‘Make it Real’. “P7 pupils from Controlled, Maintained and Integrated Schools in the NEELB were the first schools in Northern Ireland to create their own ideal mini-communities in a programme run by the Board and the Council for the Curriculum Examination and Assessment (CCEA). The interactive exercises in the programme allow the children to develop teamwork, decision-making, problem-solving and communications skills while having fun and building positive relationships with other pupils, teachers and business people. Focused on the three Rs of Citizenship: Respect, Responsibility and Rejoicing in Diversity, the children participated in a learning game that encouraged enterprise and leadership.”
- Engagement in Ballymena Inter-Ethnic Support Group has provided an opportunity for staff from the Equality Unit, Library Service and Youth Service of the Board “to promote equality of opportunity in terms of access to their services and also meet their obligation to promote good relations”. A Welcome Pack was created “to provide a ‘welcome’ for ethnic minorities into the Borough of Ballymena and provide equality of opportunity to accessing services”. “It is believed that the pack is a unique and in its own way ground breaking project which provides a useful pattern for other areas of the province. Having created the resource it is hoped that resources can be found to develop and improve it in the future.
- Citizenship in the Curriculum. “Promoting good relations is at the heart of the Citizenship curriculum” and in 2004-05 the Board reported supporting its roll-out to schools in the area.

SOUTH EASTERN EDUCATION AND LIBRARY BOARD (SEELB)

The South Eastern Education and Library Board included the following examples:

- South Africa Youth Exchange Visit: “In July 2003 twelve local young people drawn equally from the two dominant communities in NI hosted a dozen young Africans to a programme of cultural exchange, political debate, team building and civic engagement in Northern Ireland”, with a return visit to South Africa in 2004. “This project created a unique alchemy between the traditional values of two very different cultures – a cross fertilisation of the African concept of ‘Ubuntu’ (shared humanity, fellowship, mutual support) and the Irish tradition of ‘the Craic’. Creating a spirit typified by mutual support and respect, celebration of difference, warmth and laughter. As one young participant commented:

“We have shown people that we can put aside our differences. Every day when people see us together they wonder who we really are and what we are doing together – black, white, coloured, Irish, British, South Africans, Protestant, Catholic, Muslim. They see a unity that doesn’t always exist elsewhere. We are able to draw a picture in people’s minds of what is possible when we work together.”

- Under the auspices of the Library Service, the Board’s ‘Beyond Words Arts & Cultural Festival’ “received national recognition at an awards ceremony in London at the end of November 2003. The Chartered Institute of Library & Information Professionals Public Relations & Publicity awards celebrate the best examples of library promotional practice throughout the UK. It underlines the library services’ commitment to making the arts and cultural experience more accessible to ordinary people in the community” and one of its aims is “to promote and celebrate cultural diversity and individual creativity”.

In its 2004-05 report the Board repeated some of these examples and added others including:

- All Smiles are Equal. This campaign challenged the attitudes of some young people to ensure that all young people feel welcome in the Board’s youth clubs.
- Girls Across Communities. Girls from youth groups in Poleglass and Tullycarnet come together for “a unique project” combining IT and community relations.

- Chinese Language Books. Chinese people living in Newtownbreda can now borrow books in their own language.

SOUTHERN EDUCATION AND LIBRARY BOARD (SELB)

The Southern Education and Library included the following examples:

- Cross-Service Co-operation. In September 2003 the Community Relations Unit “facilitated a morning of workshops in conjunction with the Board’s Music Service for 220 young people”. The Workshops were aimed at developing teamwork between the participants, as well as recognising diversity.
- ‘Anti Discrimination and Diversity’ Project. The transnational project ‘Anti Discrimination and Diversity’ was “aimed at developing equality and diversity policy in order to provide more culturally sensitive, equitable, caring and quality services and to foster better community relations and communication strategies with local groups...The good relations dimension was a critical part of this programme.”

In its 2004-05 report the Board repeated some of these examples and added others including:

- An Introduction to Community Relations/An Equity, Diversity and Interdependence Training Course. This OCN level 2 training course is offered to adults working with young people in the field of community relations. “The course is the first stage for many part-time workers in learning the skills and processes involved in facilitating community relations work”. The Board organised Anti-Racism and Equality Training facilitated by NICEM, which increased participants’ awareness of cultural diversity and ethnicity. It covered recent Equality and Race Relations Legislation and explored issues with a view to developing anti-racist practice.
- Good Relations Week. The Board marked Community Relations Week with teachers from across the Board area having an opportunity to share their experiences at two events: a conference in Limavady funded by the Department of Education which looked at ‘Improving Community Relations: Sharing Practice’, and an event in Armagh for principals and teachers from 15 link pairs of primary schools to consider how story telling could be used as a tool to learn about other cultures.

- Banbridge Library and Banbridge District Council teamed up with Banbridge Regeneration Agencies Network to host a 'Know Your Neighbour' cultural awareness exhibition designed to raise awareness of the many ethnic minorities and migrant people that now work and live in the Banbridge District.
- Migrant Workers Welcome Pack. A 'Welcome Pack' for people from Portuguese speaking communities living in the Southern Board area was launched in June 2004. It contains information on education services, health and social care services, policing, jobs and benefits, housing, council services, training and employment rights.
- Schools' Community Relations Programme. "The Schools' Community Relations Programme, which is funded by DE and administered by the Education & Library Boards, aims to encourage schools to bring together young people from across the community divide through programmes of curriculum-based activity designed to promote community relations in schools and to provide a valuable dimension to EMU and Cultural Heritage in the curriculum."
- Black and Minority Ethnic Communities. "The Board established a Minorities Steering Group to co-ordinate the delivery of services to Black and Minority Ethnic communities in the Board's area including Irish Travellers, migrant workers, asylum seekers and refugees."

WESTERN EDUCATION AND LIBRARY BOARD (WELB)

The Western Education and Library Board in 2003-04 mentioned the initiatives in which all the Boards had participated:

In its 2004-05 report the Board added other examples including:

- In March 2005, teachers from the Board area attended the Limavady conference described in the SELB's report.
- WELB Youth Service achieves EDI status. "In support of its commitment to pursue Equity, Diversity and Interdependence (EDI) status within the context of the NI Youth Service, the Board's Youth Service established specific associated targets in its Business Plans for 2004-05". These included: to assist Derry Traveller Support Group in a programme of inter- personal/vocational training for young male travellers; to audit the engagement in Youth Service of young people with disabilities; to enlist the support of WELB Youth Forum in auditing young people's views of WELB Youth Service with particular reference to EDI principles; and to embed TSN strategy and to further

quality assurance practices, the WELB Youth Service will pursue EDI status.

STAFF COMMISSION FOR EDUCATION AND LIBRARY BOARDS (SCELB)

In its 2003-04 and 2004-05 reports, the Staff Commission for Education and Library Boards stated, as it had done for 2002-03, that its “initial customer base is the five Education and Library Boards and that it also has a duty to persons seeking to be employed within the Education Service. The scope to develop a good relations strategy, when not operating as a service provider and with a staff of seven people was therefore limited.” Within that context, however, the Staff Commission sought to be pro-active in promoting the good relations duty and it had:

- “Incorporated the good relations duty into its redrafted Code of Procedures on Recruitment and Selection.
- Emphasised the good relations duty in the redrafted Equal Opportunities Policy.
- Included the good relations duty in Equality Awareness training for staff and Commission Members.
- Participated in and facilitated the transnational project ‘Anti Discrimination and Diversity in Action’, an important component of which is good relations.
- Developed materials for a workshop which will take place in the coming year for Board officers/recognised trade unions on the good relations duty.
- Incorporated the good relations duty into the corporate planning process.”

COUNCIL FOR CATHOLIC MAINTAINED SCHOOLS (CCMS)

In its 2003-04 report the CCMS stated that its approach to “promoting good relations was enshrined in the publication and dissemination of the document ‘Building Peace, Shaping the Future’” and was addressed through its Corporate Objective 3 on Reconciliation, Equality and Inclusion.

Five of its senior managers had attended pilot training sessions, developed in co-operation with the European Jewish Information Centre

and the Northern Ireland Council for Ethnic Minorities, and designed to assist in the creation of organisational cultures within public authorities that tackle discrimination and promote diversity.

The Council reported that in 2004-05 it had “been working at a strategic level with partner organisations in the education sector to promote good relations in the wider community”. An example of this was a major conference run in February 2005 in co-operation with the Consultative Group on Catholic Education, which examined the role of Catholic schools in promoting reconciliation through education. The Council also reported that it was represented on the Traveller Education Forum and that it played an active role in the Belfast Health Action Zone Traveller Action Group.

HEALTH SECTOR

Introduction

The Department of Health, Social Services and Public Safety leads the HPSS ‘family’ of organisations in the overall implementation of Section 75, working through an Equality Steering Group. The Department in 2004-05 described the process as “a well-established collaborative approach”. (See Government Departments for the Department’s reporting on the good relations duty.)

The following Departmental initiatives are referred to either or by most, of the health organisations:

- Four Equality Good Practice Reviews. Many health bodies cite one of these, Promoting Positive Staff Attitudes to Diversity, as relevant to their good relations work.
- In June 2003, the Department together with the Equality Commission, published Racial Equality in Health and Social Care; Good Practice Guide. Practically all of the Boards, Trusts and agencies refer to the work they carried out under this initiative, such as audits and action plans. However, some locate this initiative in good relations, others not.
- The Regional Interpreting Service, which was piloted from June 2004 and subsequently reviewed. In this context, the Working Well with Interpreters training is widely reported.

- A good practice guide, Embracing Diversity, aimed at helping the HPSS to support staff who are victims of racism or who are at risk.

Individual Boards or Trusts may take a lead on regional initiatives, and where this is made clear in their report, a particular initiative is reported under that organisation.

The health organisations within each Board area also come together in forums which co-ordinate, share and collaborate on the implementation of the statutory duties, and the sector's agencies have also formed a consortium to work together.

A significant number of health organisations located their good relations work in a wider community context. Seven referred to Health Action Zones, TSN, or community development teams; and seven more stressed inter-agency work in their areas involving, for example, councils, Partnership Boards, Community Safety Partnerships or NGO networks.

Individual Organisation Reports

EASTERN HEALTH BOARD AREA

The Eastern Health Board area includes the Eastern Health and Social Services Board and eight trusts: Belfast City Hospital Trust, Down Lisburn Trust, Green Park Healthcare Trust, Mater Infirmorum Trust, North and West Belfast Trust, Royal Hospitals Trust, South and East Belfast Trust, and Ulster Community and Hospitals Trust. It also includes the Eastern Health and Social Services Council.

Eastern Health and Social Services Board (EHSSB)

The EHSSB refers in each of its reports to the particular challenge of the good relations duty, stating in the 2003-04 report, for example, "The complexity of the good relations issues and the difficulties of progressing this agenda has always been acknowledged." It also acknowledged in its first reports that "work in respect of political opinion and religion is less advanced".

Throughout the period covered by this audit of progress, the Board has

utilised the Eastern Area Best Practice Forum as a vehicle for developing its good relations policies and practice.

In the 2004-05 report, the Board notes that “approval for...new activity in respect of [the s75] duties is required from Senior Managers and Board Members” and that such approval was sought and given for the development of collaborative activity across the Board area to promote good relations.

Progress can be observed through the reporting period from the first intention of pursuing a co-ordinated approach, reported in earlier progress reports, through 2004’s planning and preparation, to the launch of a Good Relations Statement in March 2005, during Community Relations Week, at an event hosted by the Community Relations Council. The statement, prepared with assistance from the CRC and Trademark, reads:

“The EHSSB is committed to the promotion of good relations between people of differing religious belief, political opinion and/or racial group. As a health and social services organisation we are committed to promoting respect for diversity and to challenging sectarianism and racism in both employment and services.”

This statement has been incorporated into the work of all the health and social services organisations within the Board area,

The Board acknowledges that the launch of the statement “is only the start of the process” and the working group which led the initiative continued to meet to discuss proposals for future action.

In its first report, the Board proposed training in religious diversity, and this was delivered in 2003-04 to all the Board’s “family”.

In the 2003-04 and 2004-05 reports the Board identifies its Trauma Advisory Panel as relevant to, though not driven by, the good relations duty. It was set up following the recommendations of the Victims Commission Report and subsequently endorsed by OFMDFM as key to progressing the strategic response to issues arising from the Troubles.

The Board consulted internally and externally on “A Shared Future” and the consultation was discussed at Board level.

On race issues, the Board built on its 2000 Promoting Racial Equality Policy by a race audit and action plan in 2003; using this and its monitoring processes to inform “ongoing cultural activity” through, inter alia, taking part in events sponsored by itself and others, such as Anti-Racism Week and Chinese New Year celebrations. This part of the work included a staff seminar in 2004 chaired by the Chief Executive, and addressed by Belfast’s Lord Mayor and speakers from BME organisations and overseas nursing staff. This engagement with BME events was carried on into 2004-05. The Board also reports in 2004-05 the introduction of a section on cultural and ethnic diversity in the context of public health, on the Board’s website.

The Board has since 2002 carried responsibility for developing the NI Health and Social Services Interpreting Service, which “went live” in June 2004 and is designed to improve access to health and social services by BME groups through the provision of high quality interpreting, standardised across the service, with accredited training, codes of practice and policies.

The Board through the Best Practice Forum engaged in 2004-05 with Irish and Ulster-Scots language agencies to identify “pragmatic and proportionate steps” that could be taken to promote linguistic diversity. It describes this activity as “the first step on the ladder of engagement” with these bodies.

Belfast City Hospital HSS Trust

Belfast City Hospital Trust in its earlier reports expressed concern at what it saw as the difficulty of implementing the good relations duty and acknowledged that it needed to do more. By 2004-05, however, the Trust referred to the duty as offering opportunity as well as challenge, and in this last report reported that it was “proud of the benefits” which had been derived from setting up “sound partnership arrangements” with staff to increase sensitivity to those whose views and opinions are different to their own.

The 2003-04 report to the Equality Commission is incomplete, but actions reported to improve good relations include a helpline for

overseas staff to report any racist attacks, and a multi-cultural group where overseas staff can raise concerns.

The 2004-05 report lists: involvement with the EHSSB's Good Relations Statement; a Diversity conference with foods from around the world, traditional dress and a poster campaign on racism; celebration of the Chinese New Year including the provision of Chinese food in the canteen; increasing work with the Traveller community on genetic issues.

In terms of staff relations, a Diversity Statement and Dignity at Work policy recognises that "the workforce reflects the ethnic, cultural and lifestyle diversity of different communities" and set the aims of: viewing difference as a source of strength; treating employees, patients, clients and members of the public with fairness, dignity and respect; and encouraging diversity through an inclusive supportive work environment.

Down Lisburn Trust

Down Lisburn Trust lays particular stress in its reports on co-operative working within the structures established at Board and Departmental level, with other members of the EHSSB and wider health sector family. It also highlights work on good relations with local partners from outside the health sector, for example in the development of a Community Safety Strategy which includes issues of sectarianism and racism. In 2004, the Trust records partnership working on promoting the health needs of Irish Travellers, with a Traveller Men's Health Day in March 2005, and greater engagement with the Traveller community through the outreach activities of community development workers.

In 2003-04 the Trust noted the establishment of a Diversity in Action Forum to help promote equality and good relations for all staff, in the context of race; in the 2004-05 report there is mention of the development of anti-racist training. In 2004-05, the Forum was widened to include representatives from local councils, NIHE, PSNI and education services. Staff, patients and external organisations positively evaluated a guide to cultural and religious diversity for staff.

Green Park Healthcare Trust

Green Park Healthcare Trust reports on its input and contribution to the Board-wide activities such as the good relations sub-group of the Eastern Area Best Practice Group and the statement on good relations.

In 2003-04 the Trust published a racial equality handbook, and participated in European Week against Racism with events including a competition on the theme of anti-racism, and Indian and Filipino cultural events. In 2004-05 the Trust adopted the Community Relations Council's Good Relations Framework as its model, and began work with the CRC to implement it.

Mater Hospital Trust

The early reporting on good relations, including the 2003-04 report, by the Mater Hospital Trust focused on racial awareness, with an acknowledgement that it needed to develop work on other areas of good relations. In the 2004-05 report, the Trust reports on its engagement with the Eastern Board's good relations work, including the development of the good relations statement.

The Trust has reported in each year on its recruitment of nurses from India, their induction and awareness training, and in its annual report for 2004-05 it described a staff event in which Indian nurses displayed traditional dancing, and at which money was raised for charities in India.

North & West Belfast Trust

The Trust prefaces all of its good relations reports by noting that the area it covers continues to experience major tensions across the interfaces and within the loyalist community, with resultant impact on staff and ways of working. It noted at an early stage that this created a difficulty for it in carrying out a formal good relations audit among staff, and has repeated this comment in each report.

The Trust reports on a wide range of collaborative and partnership working. It has over the period covered by this audit of progress been involved with: the three relevant Partnership Boards; the North Belfast Community Action Project and its Community Empowerment Partnerships; and the Displaced Families Interagency Working Group.

In the context of good relations, the Trust says, “Trust experience shows that the development of health and well-being interest groups and women’s groups can lead to change on the ground and new forms of cross community interaction.”

The Trust has drawn on its previously commissioned research (Caring through the Troubles, 2001) to inform the delivery of health and personal services in its area, and held an international conference in 2003, Towards a Better Future – Building Healthy Communities, to raise awareness of the impact of the conflict on the health and well-being of the population.

Internal structures to address good relations include a Good Relations Sub-Group (of the Equality and Human Rights Group), which by 2003 was working on a community relations strategy; in 2003-04 it identified tasks such as the delivery of anti-racism, anti-sectarianism and cultural awareness training to staff, particularly front-line staff; further research on workplace harmony; support for staff delivering services in areas of tension or which are unsafe. By the 2004-05 report, the sub-group had an outline strategy which had been discussed by the main group and the Community Relations Council. Posters carrying the Eastern Board’s good relations statement were being designed for display at all Trust facilities. The sub-group’s action plan has a timetabled action plan.

Although the Trust acknowledges that sectarian issues are its main priority, the new strategy will also address race issues (as well as disability and sexual orientation - these two being added in response to the rising numbers of hate crimes in the area). The 2004-05 report also notes that “considerable progress” has been made in considering the needs of people from ethnic minorities, with the claim that “the organisation as a whole is becoming much more proactive in this area”, including increasing interpreting services, becoming more aware of cultural/religious needs, and developing a policy for promoting racial equality.

Royal Group of Hospitals and Dental Hospital HSS Trust

The Trust set up a Good Relations Working Group to “represent a diversity of views, opinions and backgrounds across the Hospitals”, which has worked with Future Ways and the Community Relations Council to explore relationships among staff, between staff and visitors, and with the community. An audit identified areas for developing good relations. Internally, this has focused on policies and forums to help staff create and maintain a harmonious working environment. A staff diversity group was established in 2004 to address issues affecting staff from different racial and ethnic groups.

The group’s work includes: working with local community groups on events such as a workshop in 2003-04 “Overseas staff at the Royal – facts and fiction”, and four community-based events in 2004-05; staff from overseas visiting local schools and participating in projects with pupils; support mechanisms for staff.

The 2003-04 report described a three-year project to improve health and develop awareness of Irish Traveller needs among staff, including training on Traveller culture and the production of a video on the project; the Traveller Outreach Programme is funded by the Department of Social Development.

A six-month play project involved staff, children and parents from two childcare centres and two schools, bringing together participants from different communities and building good relations as a theme into the project. The good relations aspect was also built into the evaluation of the project.

The Trust also reports under the good relations theme its participation in the cross-border City Bridges programme to promote good relations and share good practice with colleagues in Dublin, Mayo, Letterkenny, Galway and Bradford.

South and East Belfast HSS Trust

The Trust quotes praise of its good relations work at several stages in its reporting. For example, the EHSSB’s race audit in 2003 used the

work of the Trust in meeting the needs of BME people as an example for other health bodies to follow. In the 2003-04 report, it described a childminding course for Chinese people, which was unique in Northern Ireland (by the 2004-05 report, the Trust had also carried out training for the Chinese community in preparation for work as care assistant, home help and nursing assistant, to NVQ II level). Also in 2003-04, the Trust reports being complimented by OFMDFM on the quality of its response (“pertinent, detailed and a pleasure to read”) to the race equality strategy consultation.

Among its work with and for BME staff and service users, the Trust describes taking the lead within the EHSSB in the development of the Board-wide website Working with Diversity, designed to give staff information about the diversity of health and social care users. It was launched in 2004 at a multi-cultural event within the Trust area.

In the context of community difference, the Trust reported in an early report that in developing a new mental health centre near to areas of high mental health need and near to an interface, designed to serve both communities, it had provided an extra entrance to facilitate access by clients from both areas.

The 2004-05 report described Troubles Related Trauma Awareness training packages, to help staff deal with professional and personal experiences around the Troubles “in situations where members of both dominant communities might be present”. The Trust described the packages as an opportunity to actively promote good community relations.

During 2003-04 the Trust reported as relevant to its good relations work an account of a complaint made (not under Section 75) by a social work client who wanted to change their current social worker to one of the same religious persuasion as themselves. The Trust’s view was that this was not acceptable, and the client accepted the decision when it was explained.

In Community Relations Week, March 2005, the Trust’s Equality and Community Development teams organised a quiz with contestants from the Board, SMT and other staff, and NICEM. It received “excellent feedback and raised the profile of Community Relations Week”.

Ulster Community and Hospitals HSS Trust

In the earlier reports, and that of 2003-04, the Trust refers to looking forward to several forthcoming initiatives which it felt would help “action plan at both a local and region-wide level”, including Equality Commission guidance, the Shared Future strategy and the CRC’s Good Relations Framework. It also notes its participation in Board-wide and regional initiatives such as the EHSSB’s good relations statement and the Working with Diversity website. In the latter case, the Trust notes in 2004-05 that its Minority Ethnic Care Handbook was a “key building block” for the website.

Eastern Health and Social Services Council

The Council reports its annual work programme as including good relations objectives, and notes that its 30 Council members, as well as its staff, receive training and updates on the statutory duties. The Council is a member of the Eastern Area Good Practice Group. In the 2003.04 report it recorded the public nature of its work as a way of promoting good relations, in that it is open to all members of the community to attend and express their views.

NORTHERN HEALTH BOARD AREA

The Northern Health Board area consists of the Northern Health and Social Services Board and three trusts: Causeway HSS Trust, Homefirst Community HSS Trust and United Hospitals HSS Trust. It also includes the Northern Health and Social Services Council,

Northern Health and Social Services Board and Council (NHSSB/NHSSC)

In each of its progress reports, the NHSSB refers to the “sensitivities” of dealing with the good relations duty and in the earlier reports spoke of the duty as “something of a challenge”. In the 2003-04 and 2004-05 reports the Board and Council describe an approach of working “in a quiet and unobtrusive way” and of a preference to “exploit and develop the good relations potential of work that is already underway” within both the Board and the Council.

In the first two years of the operation of the statutory duties the Board

undertook a staff survey to “find a good relations baseline”. In 2002-03 the Northern Ethnic Minority Steering Group was established, with membership from Board and Council staff, education and minority ethnic groups; in the following year the Board funded an Ethnic Minority Health and Well-being Fair. The Board and Council also worked with the Ballymena Inter Ethnic Support Forum to engage with ethnic minority groups, and contributed to a welcome pack for newcomers to the area.

In the 2003-04 and 2004-05 reports, the Board cites the Northern Neighbourhoods Health Action Zone as a channel for promoting good relations. NNHAZ is a community-led partnership initiative that aims to improve the health and well being of people and communities in the Board’s area. The Board reports (2003-04) in terms not dissimilar from North & West Belfast Trust, “Working together to harness resources and share good practice has helped break down barriers between people of different religious belief and political opinion. Communities are now more willing to visit other areas...the “chill” factors towards other areas have been overcome...” The report describes a conference to showcase the HAZ successes to voluntary, community and statutory groups, in the process of which, the Board claims, “Doubt and fear have been replaced with trust and respect and this has been to the benefit of the project and the community as a whole”. The following year it reported on another successful networking event, and a cross-community youth project. The Board lists other factors which it notes are part of improving relationships: “the change in political climate, improved working relationships between community and statutory sector, and increased capacity within community groups”.

The Northern Board identified, in its first reports, its Trauma Advisory Panel as relevant to the good relations duty and developed an interagency protocol for displaced families who have suffered intimidation. The 2003-04 report listed some planned projects under the Victims’ Strategy Fund: a primary care link worker to work with GP practices; trauma awareness training; and an information resource pack, though these are not reported on in the following year.

In its 2003-04 report, the Board comments that it has been helpful to gain an insight into how other designated bodies implement their

statutory duties: for example, “we have watched with interest to see how local councils handle this issue.”

The HPSS organisations meet bi-monthly in the Northern Area Equality Best Practice Forum.

Causeway HSS Trust

In its early reporting, Causeway Trust identified its work on TSN as relevant to the good relations duty. In both 2003-04 and 2004-05 it described “[continuing] work undertaken in previous years on the creation of a culture based on promoting good relations”. It mentioned in particular a “Whole Hospital Philosophy for Causeway Hospital...based on the concept of respect and dignity”, and the Joint Declaration of Protection. In 2004-05 the Trust also reported a “large amount of work...targeted at minority ethnic groups and in particular migrant workers” and specifically the start of the production of the welcome pack for minority ethnic communities, work with the Causeway Chinese Welfare Association and the Coleraine Multi-Cultural Forum, and the launch of the interpreting service. A draft racial equality guide for staff is also noted.

Homefirst Community Trust

Homefirst Community Trust in its earliest reports set the good relations duty in the context of New TSN, social inclusion and community development. It linked the duty to the Trust’s community development strategy, and speaks in each report of carrying out “extensive desk research to identify good practice”. Early reporting spoke of the need to undertake further analysis including an internal and external audit. The 2003-04 report referred to three focus groups with staff, conducted by Counteract, and undertook to continue this work to take forward the recommendations of the exercise. The following year’s report speaks of working with Counteract “to examine how the Trust can take forward its good relations duties”.

In 2003-04, the Trust was involved in an inter-agency initiative in the Antrim area, which works to deal with sectarian problems in the area.

The Trust also reports on its engagement with Board-wide activities such as the Ethnic Minority Steering Group, the Joint Declaration of

Protection, a health and well-being fair in 2003 for members of the BME community, and on other partnership working with other health and social services organisations and with organisations from outside the sector. Plans noted in 2003-04 to develop a cultural diversity training programme are not further referred to in 2004-05, though a cultural awareness guide has been produced for staff.

The 2004-05 report includes, as well as initiatives also reported in 2003-04, a range of initiatives designed to promote good relations among racial groups. This includes partnership work with ethnic minority communities in Antrim and Ballymena; staff support for a multicultural event in Ballymena; work with a multi-agency group in Cookstown to assist migrant workers in the area and a fortnightly drop-in centre for migrant workers to get advice and support on health and social care issues.

United Hospitals Trust

In its 2000-2003 report, the United Hospitals Trust listed many organisations within and outside the health and social services sector with which it works in partnership locally and regionally. In terms of the good relations duty specifically, its 2003-04 and 2004-05 reports highlight the NHSSB's Joint Declaration of Protection and a staff audit randomly circulated as part of the renewal of liP, which included questions on Section 75; by 2004-05 these had been analysed though no details of the analysis are given.

Elsewhere in the reports, in 2003-04, the Trust notes that it continues to provide Bibles in a variety of languages, "in order to promote religious diversity".

In 2004-05, there is reference to a set of translation cards for patients checking in to the Theatre Department. The Trust states, "Other than the Trust's interpreting services, no written translation was available across the Province for these vulnerable patients in an emergency situation."

SOUTHERN HEALTH BOARD AREA

The Southern Health Board area consists of the Southern Health and Social Services Board and four trusts: Armagh & Dungannon HSS Trust, Craigavon & Banbridge HSS Trust, Craigavon Area Hospital Group

Trust and Newry & Mourne HSS Trust. It also includes the Southern Health and Social Services Council.

The four Trusts in the Southern Board area use a mainly common text in reporting on their good relations work, noting the Board-wide initiatives described below. The summaries for them therefore only cover activities unique to the individual Trusts.

Southern Health and Social Services Board (SHSSB)

In its 2002 progress report, the SHSSB stated that, “promoting good relations has proved challenging”. In the 2003-04 report it stated that it had been “keen to adopt a proactive approach to promoting “good relations” based on race in the first instance”.

In the earlier reports, the Board recorded that it had established, with the SELB and SSA, a local interpreting service for the Chinese and Asian communities in the Board’s area. This has been maintained, and is carried out through contractual arrangements with Wah Hep Chinese Community Association. By the 2004-05 report, the initiative was jointly funded by eight local public authorities; the service was evaluated in the same year and this resulted in “a number of improvements including the formulation of a service level agreement consolidating these local arrangements.”

The Board also noted its work under the regional Investing for Health Partnership (IHP) initiative, which is described more fully in the 2003-04 report as having as one of its goals “to reduce inequalities in health between geographic areas, socio-economic and minority groups”. The IHP includes partners from the voluntary and statutory sectors, and in this Board area supports, inter alia, projects involving BME groups, the Travelling community and the post-conflict situation.

Another interagency partnership described in 2003-04, the Southern Area Action with Travellers (SAAT) seeks to “make a difference to the quality of lives and outcomes of people from the traveling [sic] community”, and the Board links this initiative with its work within the race equality strategy. The Board’s research into the needs of the Traveller community, published in 2003, found that the Southern area has the highest proportion of Traveller households in Northern Ireland.

Jane Elliott, an international speaker on diversity, addressed a Diversity Day in Armagh in 2004. The event was organised by the Board in conjunction with Armagh City Council and Blackwater Catchment Scheme, a cross-border reconciliation group. Local public, voluntary and community groups provided information stalls, and over 550 people attended the event, which received wide publicity and positive feedback. The report notes that the event could not have been funded by any of the three organisers alone, and that it “provides a case for partnership working, not only within the local government framework but also across the public sector.” Armagh & Dungannon Trust, in reporting on the same event, spoke of “participants being challenged to examine their own belief system/values on racism... the whole experience was...both intensely thought provoking and stimulating.” Armagh City Council also highlighted this event as a “major success”.

In December 2004, the Southern Area Equality and Human Rights Partnership Forum staged another event, entitled Equality Showcase Event, the themes of which included Promoting Positive Attitudes Towards Diversity and Combating Racism.

Other good relations initiatives described in the reports between 2000 and 2004 include work with the Interfaith Forum, and an information leaflet for the Portuguese community. In 2004-05, there are other initiatives like an Interfaith calendar, participation in Chinese New Year celebrations, and the establishment of an Embracing Diversity group to focus on staff attitudes to diversity.

In the reports up to 2003-04 there is reference to an inter-agency forum in the area, named in the following year as the Southern Area Equality & Human Rights Forum, which addressed the needs of BME groups and individuals and produced the welcome pack launched in June 2004.

The multi-cultural handbook for staff, which was reported on at an early stage in the implementation of the Section 75 duties, and launched in June 2004, was recorded as in the process of being updated in 2004-05 to include the customs and cultures of Albania, Latvia and Poland. The handbook was evaluated in the same year, with an average of 82% of respondents stating that each section of the document was either “very useful” or “useful” and positive

comments like “Great book, very informative – loose leaf format allows new sections to be easily added”.

Also in the 2003-04 report, the Board draws attention to its statement of purpose and core values. This includes the value:

“Inclusiveness – embracing diversity and promoting equality, respecting human rights, ensuring fairness and equity in access to care and treatment and engaging fully with users, carers and the local population.”

In the 2004-05 report, the Board notes, “The Southern Board has been the only Board to support, develop and provide Community Development Teams” based in each Trust and co-ordinated by the Board. Among the community development work described, is for example a working group on the needs of ethnic minorities within the Children’s Services Planning programme, to ensure that the needs of vulnerable ethnic minority children are given priority.

Armagh & Dungannon HSS Trust

The Trust in its earliest reporting locates its good relations work within its community development strategy, launched in September 2002, and states, “The majority of our work is with groups who operate on a cross-community basis”. The groups include some with a particular political focus, and religious groupings.

In 2003-04, the Trust reported compiling a report of the minority ethnic working population in the Dungannon, Moy and Coalisland area, and securing funding for a parent and toddler group for BME communities in partnership with Sure Start.

The Trust’s Community Development Team was also working with South Tyrone Empowerment Partnership (STEP) in a cultural awareness programme to highlight the health and social care needs of the Portuguese community. A needs assessment was carried out with the Chinese community in Armagh in 2003-04, with a view to extending it to Dungannon and using its recommendations to inform the planning of services, though there is no further reference to this initiative in 2004-05.

The Trust also worked in 2003-04 with Armagh Traveller Support Group on an assessment of the needs of the Traveller community in the area, which resulted in a number of projects being carried out by partnerships including the Trust.

The Trust has in place an inter-agency Multi-Cultural Working Group, which was established in April 2004 to co-ordinate activity with minority ethnic communities in the Trust's area. It continued the Trust's work in needs assessment, in this case through a questionnaire and semi-structured interview process piloted by STEP, among the Lithuanian community, with particular reference to childcare needs.

Craigavon & Banbridge Community HSS Trust

The Trust noted in 2002-03 an attitudinal survey among its staff "to gauge the level of tolerance of various black and minority ethnic groups resident in its geographical area." This produced a considerable list of planned initiatives, and in the following reports there is evidence of many of these having been implemented.

The Trust reports in 2003-04 on its work in developing its race equality in health strategy and action plan and notes the barriers which make it difficult for BME groups to use its services: "language and communication difficulties, cultural barriers, lack of accessible information, poor living conditions and attitudes of health and social care professionals... were found to be the main obstacles."

The Trust facilitates the Craigavon & Banbridge Migrant Workers Working Group, with members from the Board and the four Trusts along with private, statutory and voluntary organisations including the PSNI, PACE, Victims Support and locally-based training organisations.

In 2004-05 the Trust says it "has been particularly active in addressing its good relations duty", and it reports in detail on both its involvement in regional and Board-wide actions, including work with local BME communities.

It also recounts agreement with a local Residents Association over the flying of flags on one of the Trust facilities, support for community moves to reduce the use of paramilitary flags and emblems, and negotiations to remove paramilitary murals from Trust property.

In Good Relations Week in March 2005, the Trust distributed via email a flyer from the Chief Executive addressing the myths and facts of migrant workers, and placed a full page advertisement in the local press, publicising these and other activities in the CRC's listing of events.

Craigavon Area Hospital Group HSS Trust

Craigavon Area Hospital Group Trust produced an Interfaith Calendar which was shared with the Southern Area Equality and Human Rights Partnership. It was "circulated to all wards/departments to raise awareness of the diverse range of religious festivals that fall during the calendar year."

Southern Health and Social Services Council (SHSSC)

In its 2004-05 report, the SHSSC records that it invited to its February 2005 meeting, health staff from overseas working in the Board area and managers involved in integration and equality issues. People from the local community and BME groups also attended. The Council describes the event as "an opportunity to find out about the challenges facing those who come to live and work in NI, and to share information on the Council." The Council also reports on participation in Good Relations Week 2005 with other partners in the Southern Board area.

WESTERN HEALTH BOARD AREA

The Western Health Board Area consists of the Western Health and Social Services Board and three trusts: Altnagelvin Hospitals Trust, Foyle Health and Social Services Trust, and Sperrin Lakeland Health and Social Care Trust. It also includes the Western Health and Social Services Council. The five authorities report jointly, as the Western Equality and Human Rights Forum (WEHRF).

At an early stage, the Forum developed a "Good Relations Starter Paper" which identified initiatives within the member organisations which could contribute to the promotion of good relations. The Forum also stated its view that the Department-led Good Practice Review on service user involvement could promote good relations "through the cross section of people who are members of the Project Steering Group." During 2002-03, the Forum met with the CRC on its good

relations framework, and worked with the University of Ulster's Future Ways Equality, Diversity and Independence model.

The Forum also identified the Western Health Action Zone as playing a part in the good relations agenda, for example in the Caring for Difference research project which examined the experiences of BME people in accessing services. By the time of the 2004-05 report, the Board and Trusts were examining the research recommendations to see how they could be "integrated into mainstream practice."

In the 2003-04 report, considerable attention was paid to a proposed good relations initiative with the Holywell Trust, though this was not developed in the following year due to difficulties with funding. However, other initiatives were listed in 2004-05, including diversity training, and the distribution of a multi-faith calendar to all staff. An Equality Fair was held in October 2004, which had very positive evaluation; its aim was to give staff working within the service to have access to representatives of the Section 75 groups.

In the context of the Troubles, Sperrin Lakeland Trust reports in 2003-04 on a Victims Programme, working with Fermanagh, Omagh and Strabane Local Strategy Partnerships on a "collective and regional response to the needs of victims and survivors of the...conflict who are resident in the region. It follows a very strong community development ethic [assisting] existing groups and organisations..." In 2004-05 the trust reported on partnership working with the Victims Consortium.

HPSS AGENCIES

A group of health sector public authorities have formed the HPSS Agencies and Special Bodies Consortium and report in largely identical terms, with some individual information on internal structures. The group consists of:

- Central Services Agency;
- Health Promotion Agency for Northern Ireland;
- Mental Health Commission for Northern Ireland;
- Northern Ireland Blood Transfusion Service;
- Northern Ireland Medical & Dental Training Agency;
- Northern Ireland Guardian Ad Litem Agency;

Northern Ireland Practice and Education Council for Nursing and Midwifery;
Northern Ireland Regional Medical Physics Agency;
Northern Ireland Social Care Council.

The consortium was convened initially by the Central Services Agency, which leads on implementing the statutory duties. The member organisations contribute to the funding of the Agency's Equality Unit. It meets quarterly to share good practice and to plan joint work.

In the early reports, several of the agencies carried out a good relations audit among staff in 2002, though it noted that the relatively small staff numbers "adds a caveat" to the results. It also reported, "Although there was no major view that any of the agencies...should initiate any significant work on good relations, it was accepted that more could be done (eg, more awareness of the issue)."

The consortium in 2003-04 researched good relations work being carried out by other bodies, discussed papers on the best approach to promoting good relations. It expressed the view that the promotion of good relations is "challenging for bodies which (1) have little or no public interface and (2) whose work is quite specialised."

The agencies further noted (in 2003-04) that they had met with the Equality Commission and in the 2004-05 report welcomed the publication of the Commission's audit of progress on the duty. It also speaks of learning from the experience of other public authorities both within the HPSS family and outside it.

In 2004-05, the consortium reported initiating a training programme on anti-racism, delivered by Concept Eleven, with pilot sessions receiving positive feedback from participants.

Central Services Agency

The Central Services Agency has taken the lead on a regional HPSS-wide initiative to develop an e-learning package on diversity. In its 2004-05 report, it states that "It is intended that this package will challenge stereotyping and prejudice, with the ultimate aim of promoting better relations between all persons, including those of different religious belief, political opinion and racial group."

Health Promotion Agency

The Health Promotion Agency completed an EQIA in November 2004 on the delivery of public information campaigns. It included among the action points, "To continue to identify opportunities for promoting greater diversity in campaigns... in particular in relation to... people from black and minority groups."

NORTHERN IRELAND AMBULANCE SERVICE

The Northern Ireland Ambulance Service is an HPSS Trust, not aligned to any of the Boards although it works in partnership with Boards through Best Practice Forums. In February 2003, the Trust carried out a poster competition among primary schools, with the message of stopping the attacks on the Ambulance Service. The competition was jointly sponsored by the News Letter and the Irish News and involved children from both communities.

In 2003-04, the Trust reported under good relations its review of its harassment policy and its use within its Community Education Initiative of "materials which portray images of people representative of the community and to promote a message of the importance of respecting everyone". It also quotes its commitment in the 2004-2009 strategic plan "to providing culturally appropriate services to all people throughout Northern Ireland and ensuring that our workforce respects the cultural diversity of the community we serve."

In 2004-05, staff working in areas which were experiencing racial attacks undertook race awareness training delivered by the Equality Commission. Staff commented that the training "underlined the importance of respect for people from different communities". After preparatory work to identify issues, good relations training was commissioned in 2004-05 from Trademark, to be delivered and evaluated in 2005-06.

In Community Relations Week March 2005, the Trust launched a statement of commitment to the good relations duty, similar to that quoted in the report on the Eastern HSSB above.

FIRE AUTHORITY FOR NORTHERN IRELAND/FIRE AND RESCUE SERVICE

The Fire Authority reported in 2002-03 that it “worked closely with Counteract in dealing with specific sectarian issues and ... induction training courses.” All ranks up to Chief Fire Officer undertook cultural awareness training in conjunction with the Interfaith Forum, and it also worked with the Forum on youth objectives. The Fire Authority also uses the benchmarking on issues related to race within the national initiative Towards Diversity.

The Service suggests in its 2004-05 report that the community outreach work carried out by its Community Development Department, including in areas of social deprivation, “significantly complements” the good relations duty.

In 2003-04 work was progressing on fire safety and community education information in minority languages. The 2004-05 reports on the Service’s Multi-Lingual Fire Safety Campaign during Fire Safety Week, October 2004. The Service produced literature in Chinese, Arabic, Russian, French, Irish and Portuguese, with work on Ulster-Scots ongoing, and ran a Cantonese television and poster advertising campaign.

SAFEFOOD, the Food Safety Promotion Board

The North/South body safefood reported in identical terms in 2003-04 and 2004-05, locating its implementation of the good relations duty in its partnership work, with agencies such as the Food Standards Agency and the Health Promotion Agency, on community-based programmes to improve food safety and diet.

LOCAL GOVERNMENT SECTOR

Introduction

Included in the Local Government Sector are the 26 local city, borough and/or district councils (although one council did not submit reports in 2003-04 or 2004-05), plus the Northern Ireland Local Government Officers’ Superannuation Committee and the Local Government Staff

Commission for Northern Ireland. Within the sector, the Local Government Staff Commission for Northern Ireland provides some overall help to the councils for their good relations duty. For instance in its 2004-05 report it stated that it had “built on the relationship which was developed with the Community Relations Council and the Community Relations Unit of OFMDFM” and was “planning to work with them to hold a Good Relations Seminar for councils” and that it had assisted the councils “to resolve disciplinary and harassment complaints”. It was also reported by some councils that the LGSC had organised equality training seminars for senior and front line council staff.

Individual Organisation Reports

ANTRIM BOROUGH COUNCIL

Antrim Borough Council in its earlier report on good relations had made the point that it considered that “the main thrust of the legislation lies with having regard to promoting good relations” and it established a Good Relations Group to plan the development of good relations and diversity work. This Group was said in the 2004-05 report to be “experiencing temporary difficulties” but it was continuing to review screening and EQIAs, consider draft policies in advance of their going to Council, and to receive progress reports.

The Council’s corporate plan for 2002–2006 had equality as one of its strategic objectives. Good relations work was also channelled significantly through the Community Support Plan, established in 2002, which covered community safety and community development as well as community relations, and was based on “lengthy and detailed consultation” and a community audit. A Community Resources team of two led its implementation.

The 2003-04 report emphasised work on sectarian and racially motivated intimidation, describing work with Mediation Network on communications systems to reduce interface conflict, and funding for multi-cultural and cross-community activities. In 2004-05 it reported engaging regularly with community groups across the spectrum of race and religion, supporting and organising events and festivals to celebrate different cultures, including a cultural event called Community Connections showcasing relevant community, statutory and voluntary agencies.

The Council has funded community organisations to install web-cam links for migrant workers to keep in touch with their families in their home countries. It specifically claimed that it faced up to and tackled “hard issues”.

A theme running through all the reports is that of flags, emblems and murals. From initial simple reporting of working with community activists and others to remove or redesign murals and graffiti, the 2003-04 report began to address the policy aspect of this, and by 2004-05 the EQIA process was involved, albeit consultation on the EQIA on flags and emblems had been re-scheduled to 2005-06.

In its reporting Antrim Borough Council stressed the importance of the input of elected members to the implementation of the duty, working with voluntary and statutory partners.

ARDS BOROUGH COUNCIL

In its 2002-03 report, Ards Borough Council indicated that it saw its Community Relations Unit’s annual community relations plan as a vehicle through which the Council aimed to contribute to the fulfilment of its good relations duty in the future. In 2003-04, the Council reported its plans to fill the post of Community Relations Officer, and this took place in June 2004. By the 2004-05 report, the Council had carried out a Good Relations Audit across the borough and with staff. In the former case, the findings were used as data for an EQIA on the flying of the union flag, and to inform future good relations planning.

In the case of the staff audit, the data was used as baseline measurements for Mediation Northern Ireland who were acting as consultant for a staff good relations awareness training programme. The first induction training was delivered in March 2005. The Community Relations Unit was renamed the Good Relations Unit in 2005 to reflect its broader role.

The Council’s commitment to equality and good relations was incorporated into its 2005 – 2009 corporate plan.

ARMAGH CITY AND DISTRICT COUNCIL

To give meaningful expression to the delivery of its Good Relations duty Armagh City and District Council agreed that “a flag ship event” should be organised in 2003-04 and, in conjunction with the Southern Health and Social Services Board and the Blackwater Catchment Scheme, a diversity day was held. Lectures were arranged and Section 75 groups were invited to provide information stalls. The event was reported to have been “a major success” with over 550 people attending and coverage given on radio and in national and local papers.

Also during that year the Council continued “to pro-actively involve itself in its Good Relations Duty” and “the Community Relations Officers play a major role in addressing this issue”, providing support to many organisations and events.

The Community Relations Officers continued this work in 2004-05 and the Diversity & Equality Unit working with the Community Relations Unit developed a range of events to celebrate Community Relations Diversity Week, although one of them, a workshop on Race and Sexual Orientation, had to be cancelled as it attracted only a few people. In contrast an evening of dance and music from around the world performed by artistes resident in Northern Ireland was “particularly well attended” and was highly acclaimed.

Also in 2004-05 the Council undertook its EQIA on the Flying of Flags and Emblems. It met with various groups such as the Orange Order, the Ancient Order of Hibernians, the Royal Black Preceptory, the Gaelic Athletic Association and the local Chamber of Commerce and established that the issue of flags was of concern to all of them and that none of them supported the flying of paramilitary flags. Whilst it was acknowledged that many difficulties still remain there is nevertheless “much good will in addressing this issue”.

In addition the Council established a working group to develop a good relations strategy.

BALLYMENA BOROUGH COUNCIL

In 2002 Ballymena Borough Council reported that good relations training had started for Councillors, management and supervisory staff and was to be cascaded throughout the organisation. The 2003-04 report indicated that all staff had received some training and now had a greater knowledge of their Section 75 duties.

In addition, an Equality and Good Relations training application was successfully assessed as meeting the requirements for the learning framework for a National Training Award. Although it did not then achieve an award, the Council was commended for its “outstanding commitment to training and development in this area”.

In 2004 the Council also reported that it had developed a Good Relations Strategy and that during the year its outputs included: 66 cross-community good relations events with 700 participants; a draft cultural strategy completed; two part-time Ethnic Minorities staff appointed; an audit of inter-faith activity in the Borough; and the establishment of an Inter-Ethnic Forum [membership of which is mentioned by local health and education authorities in their reports].

With its 2004-05 report the Council attached a copy of the Personnel, Policy and Operational Services Department’s Good Relations Annual Report which as well as providing a background digest also included a review of the Council’s Good Relations Strategy, its Community Relations mission statement and an evaluation of its key aims, a summary of the Community Relations Grant Scheme and events monitoring information. In conclusion it stated that it believed that the Department was positioned at the forefront of the change that will be required with the evolution of “A Shared Future”.

BALLYMONEY BOROUGH COUNCIL

In 2003 Ballymoney Borough Council reported that the Council had produced a three year strategic plan for community relations, which was then being reviewed and developed, and specific good relations objectives were to be included in it. A similar brief mention was made of

this plan in the 2003-04 report and the 2004-05 report indicated that during that period “considerable work has been undertaken in developing a new Community Relations / Good Relations Strategy” which was then in final draft.

Both the 2003-04 and the 2004-05 reports gave almost identical short answers to the good relations question, simply stating that the Council promoted good relations through: its Good Relations Forum; its community relations programme; support for local projects which promote good community relations and cultural diversity; ensuring that all policies take account of the needs of every section of the community; joint working between the equality officer and the community relations officer.

BANBRIDGE DISTRICT COUNCIL

As it had done for previous years, for both 2003-04 and 2004-05 Banbridge District Council provided lengthy reports on the steps it had taken to progress the good relations duty. Previously the Council had drawn up a Community Relations Action Plan for 2003-04 based on consultation carried out in formulating its Integrated Local Strategy, the community development strategy for the district partnership ‘The Way Forward’, and the Community Support Plan. The strategy set out a detailed plan to address the needs of local communities and especially those in greatest disadvantage. The end of the year progress report detailed the individual actions taken to forward the aims and recorded outputs and outcomes. It noted that all its aims were achieved during the period.

The Council then followed this up with, in 2004-05, a district-wide audit on Community Safety including questions on good relations issues. In addition the Council was taking steps to monitor the incidence of racial, homophobic and sectarian incidents

Other actions reported for 2004-05 included: training for staff in good relations; the promotion of Health and Safety and Good Relations in respect of bonfires; discussions with community representatives on flags and emblems; initial work on a ‘welcome event’ for migrant workers.

BELFAST CITY COUNCIL

In January 2001 Belfast City Council had adopted promoting good relations as a corporate objective. Then in February 2003 the Council unanimously adopted its Good Relations Strategy, entitled 'Building Our Future Together', and this strategy was officially launched in January 2004. It represented the culmination of an intensive period of work by a number of people. It was developed by a Good Relations Steering Panel made up of one Councillor from each of the six political parties on the Council plus representatives from the Churches, trades unions, business sector, minority ethnic groups and the Community Relations Council. The "Good Relations Steering Panel is unique within Council structures" for the extent of its membership and it continues to direct the work of the Good Relations Unit in equality, community relations and cultural diversity.

Belfast City Council's 2003-04 report described the strategy in some detail. It summarised its background, methodology and Belfast context, and introduces the Council's definition of good relations as "living and working together with understanding and respect and without fear or mistrust". It then presents the four themes of the strategy and the key actions to be taken to pursue them. This strategy, it suggests, will bring considerable benefits to the City, is responsive to local demand, and is a model of good practice.

The 2003-04 report then lists some of the work undertaken by the Good Relations Steering Panel and the Good Relations Unit during the year as the totality of that work was "too extensive to be reported here". The 2004-05 report continues the story. That year was the first full year of operation of the Council's Good Relations Fund for which the Good Relations Steering Panel considered 67 applications and approved 61 for a total of £244,349. In April 2004 members of the Good Relations Steering Panel took part in a public debate on racism to mark Community Relations Week and two events were organised by the unit for Community Relations Week 2005. The 2004-05 report also includes a long list of the other actions delivered under the strategy including good relations training, a baseline profile survey, anti-racism work, communication of good relationship principles and an extensive series of public events.

CARRICKFERGUS BOROUGH COUNCIL

In 2003-04 Carrickfergus Borough Council commissioned an Audit of Good Relations covering: a definition of good relations in the context of Carrickfergus; a good relations profile; identification of the main issues, needs and areas in which the Council should take a lead role; identification of other groups alongside which to work.

It was intended that, on approval, the audit would form the basis of a Good Relations Strategy for the Borough. The audit continued in 2004-05 when two working groups were established, one internal and one external, to guide the strategic implementation of its findings. Also in 2004-05 the Council invited its staff to attend a residential with the theme of "Building Better Relationships".

CASTLEREAGH BOROUGH COUNCIL

Having reported in 2003 that it had a Community Relations Strategy for 2003-04, Castlereagh Borough Council reported in 2004 that it had made progress through the strategy. Its objectives were to publicise the Council's resolute commitment to promoting community relations within the context of equality and good relations throughout the Borough and ensuring that the Council's new Community Relations Programme was open and transparent and its content accessible to all interested parties. In 2004-05 the Council undertook a staff and community audit of community relations following which a three year strategy was developed covering inclusivity, communications, community capacity, target groups, hard issues mainstreaming and promotion, council capacity and further strategy development.

The Council also reported in 2004 that its good relations duty had been facilitated by starting a series of cross-community schools events which were continued in 2004-05. In 2004-05 it also revised its grant aid process for local community relations projects.

COLERAINE BOROUGH COUNCIL

Earlier Coleraine Borough Council had reported that its Corporate Plan for 2001-2004 established Social Inclusion as a core objective and that this encompassed the Section 75 statutory duties. In its 2003-04 report the Council then indicated that its duty in promoting good relations

between persons of different religious beliefs was focused on regular meetings of the local Churches forum, which it acknowledged was exclusively Christian, albeit broad based. Its duty to promote good relations between people of different political opinions was addressed through the Council's Working Together initiative and its duty to promote good relations between persons from different racial groups was making use of the Council's success in supporting the establishment of a local Chinese group two years previously. The report also added that the Councillors were using their political skills behind the scenes to calm tensions.

The 2004-05 report expanded on this slightly, indicating, for instance, that a multi ethnic forum, including Chinese members, had now been developed and that the Council was participating in the Flags Forum.

COOKSTOWN DISTRICT COUNCIL

In its 2003-04 report, Cookstown District Council indicated that its Corporate Plan included the objective that "the Council will strive to ensure that there are facilities and opportunities to meet the social, recreational and cultural needs of the District" and that its Community Relations Development Programme, Community Services Voluntary Body Grant Aid Policy and the Arts & Cultural Development Programme operate to meet this objective. The report then gave some examples of the activities of these programmes.

In its 2004-05 report the Council commented that it was "proud of its record in the Community Relations area and is appreciative of the considerable work its officers had undertaken in maintaining good community relations throughout the District". The Council had reviewed how it delivered community relations and was considering the option of appointing a 'Good Relations' Officer. Also during the year the Council had commissioned research into social inclusion in the District. It highlighted a number of issues which the Local Strategy Partnership and the Council hoped to address in the next few years.

CRAIGAVON BOROUGH COUNCIL

In 2003 Craigavon Borough Council reported that considerable work was undertaken in 2002-03 on the preparation of the Council's Community Relations Plan for 2003-04. The Council approved this in

April 2003 and its mission statement was “to promote, improve and develop relationships within the Borough using an integrated community development approach”.

The Plan identified the main issues affecting good community relations within the Borough and set aims for addressing them. Each project initiated under the plan was then to have its own set of aims and objectives consistent with them. In progressing this work the Council indicated that it would be working with a range of bodies including the Local Strategy Partnership. Among the actions the Council then took during the year were:

- Support for a Dungannon project (ANIMATE) to help migrant workers.
- Support for a statement welcoming people of all ethnic communities and condemning racism in any form.
- Sponsorship of a range of events celebrating Chinese culture.
- Its Access to Information and Services Working Group met community representatives from local ethnic minorities to help them to access Council services.

In its 2004-05 report the Council attached a copy of its annual Community Relations Programme Report. One of the six aims on which this document reported was that of developing the Council’s role as the lead body in the delivery of a Good Relations Programme and for that, as a pilot approach, the council had recruited a Community Relations Officer for the Brownlow area

Other actions taken by the Council during 2004-05 included the indefinite suspension of its policy of erecting traditional bunting in areas of Lurgan and Portadown for July and providing bunting, on request, to various bodies. The Council also hosted a multicultural event to celebrate the various communities living in Craigavon.

DERRY CITY COUNCIL

In its 2003-04 report Derry City Council recorded that it had “a Good Relations Strategy which involved interested parties in its presentation and which was put out to equality impact assessment”. It also reported that during the year it had managed a number of cross community initiatives through the Shared City Project which is aimed at marginalised groups to help them to identify and address “the issues

which contribute to their sense of alienation ... and to encourage understanding and respect for diverse backgrounds”.

Among the initiatives which the Council said helped to deliver good relations in 2003-04 were:

- A series of cross community initiatives including work with the Claudy/ Omagh / Enniskillen victims’ families, an oral history CD ROM and a ‘Women into Irish History’ programme.
- Signing up to an anti-racism charter.
- The development of a specification for good relations training.
- The completion of a ‘Charter for inclusion’: a public declaration which can be signed by individuals and organisations to show their commitment to the objective of ensuring that “all citizens enjoy equality of opportunity, access to facilities and resources on an equal basis, equality of esteem and civil, political and religious rights”.
- A Council policy to address correspondence to Derry, Londonderry or Doire in accordance with the preference of the correspondent.
- A community mapping project to map community infrastructure.

Following its development of a specification for good relations training, in November 2004 the Council publicly invited quotations for the provision of good relations training to staff and members. Training was then delivered in 12 sessions in March 2005 with a further ten sessions scheduled for later in the year. An evaluation of the training was then awaited.

Also in November 2004 the Council announced the commissioning of an internal audit of the state of good relations and, based on that audit, the identification of areas for action, and this work was underway at the end of the year.

Other good relations work undertaken in 2004-05 included: events in Community Relations Week and on International Women’s Day; an interface images project with teenagers; diversity and inclusion in St Patrick’s carnival; work with the Sai Pak Chinese Cultural Association; translating the Council’s Corporate Plan into Cantonese and Irish; work with newly constituted Polish, Malay and Indian ethnic groups associations; further work through the Shared City project helping to

increase involvement and participation in cross-community initiatives in the Council area; Good Relations training attended by the senior management team, elected members and 285 members of staff.

DOWN DISTRICT COUNCIL

In its 2003-04 report Down District Council repeated its belief that the promotion of good relations was a fundamental principle and, in an appendix, summarised the contribution made by the Community Relations and Community Development Section to the development of the good relations duty. This included:

- Liaison with committees and associations to raise awareness and to encourage and enable local voluntary, community and statutory organisations to engage in community relations and community development activities.
- Providing financial assistance to 28 voluntary and community groups through the Section's Community Development Grant Scheme.
- Organising, in association with local organisations, the 2004 St Patrick's Festival and Cross-Community Carnival Parade in Downpatrick with the theme of 'celebrating European legends, myths and landmarks'. There were 85 entrants to the parade, nearly 200 participants and over 30,000 spectators.
- An annual eight-week programme of soccer fun weeks, which sought to promote cross-community co-operation and mutual understanding.

In the 2004-05 report the Council again highlighted the work of the Community Relations and Development Section. In this year its main activities included:

- Helping the East Down Rural Community Network to recruit three community/health development workers to address health, social and cross-community needs.
- The annual soccer fun weeks and the St Patrick's Festival and Cross-Community Carnival Parade.
- The nomination of two of the district's towns (Crossgar and Castlewellan) to take part in the Pride of Place competition which encourages best practice, innovation and leadership in providing vibrant sustainable communities that improve the quality of life for all.
- The development and rolling out of the LSP funded ALTER programme (Addressing Local Tensions, Engaging in Reconciliation)

designed to provide quick responses to tensions that threaten community stability and to facilitate discussion and resolution of local disputes.

DUNGANNON & SOUTH TYRONE BOROUGH COUNCIL

In its earlier 2003 response Dungannon & South Tyrone Borough Council indicated that the Council was delivering “a pro-active approach” and was targeting the needs of groups representative of the nine categories. In its 2003-04 report however it stated that it believed that good relations had existed in the Borough for many years but in order to build on that informal arrangement, it intended to form a Good Relations Committee to debate many of the issues more comprehensively. This committee was formed in June 2004 from councillors and officers.

In its 2004-05 report the Council expressed its appreciation of the considerable work undertaken by the Community Relations Officer and staff. It also indicated that it was funding the ANIMATE project to help migrant workers and that it had identified the need for greater involvement of Section 75 groups in the process of considering its leisure policies.

FERMANAGH DISTRICT COUNCIL

In its 2003-04 report Fermanagh District Council explained that the remit of the Council’s Community Relations Programme was set out in 1989 by CCRU and that the Council had been delivering a Community Relations programme since 1990. A Community Development Team had been established, “integrating community relations and community services as a way of ensuring complementarity”. Its operational plan for 2003-04 set out a range of objectives, performance measures, target dates and budget allocations under the headings of Community Activities, Cross Community Contact, Cultural Activities, Tackling Hard Issues, Regional CR Issues, Mainstreaming and Youth.

The report added that the Deputy Chairman of the Council had in February 2005 officially launched the One Small Step campaign in the Townhall. There was also a reception in recognition of International Mother Language Day.

LARNE BOROUGH COUNCIL

In both the 2003-04 and 2004-05 reports Larne Borough Council stated that the good relations duty was “an integral part of our Community Relations Strategy which was developed during 2003/04 and activated in April 2004”. The 2003-04 report also appended a summary of the strategy document, which was entitled “The Future Together”. It presented summaries of the expectations of the strategy, the key issues identified during the research phase, a SWOT analysis, the strategy’s aims and the actions planned. The latter include community development, community relations ‘hard issues’ and cultural development grants programmes, a programme to identify local good practice, the appointment of a Community Enablement Officer, a ‘meet the Council’ pilot with local groups and the hosting of a mini conference with good relations stakeholders. The 2004-05 report did not add anything to what had been previously reported.

LIMAVADY BOROUGH COUNCIL

Limavady Borough Council did not submit a return for 2003-04 but its 2004-05 report stated that “the Council’s Community Relations programme for the period was fully implemented and addressed many external issues within the District relating to the promotion of good relations between persons of different religious belief, political opinion or racial group”. A copy of the Council’s Good Relations Strategy was provided with the report. The Strategy has five action areas - good relations and its implementation including annual training workshops for Councillors and Officers and the commissioning of a good relations strategy, cross-community contact, cultural traditions/traditions and pluralist vision, regional projects/targeting hard issues/Northern Forum Interagency meetings, and training on religion, politics and race in order to “put in place a proactive understanding of good relations”. The report also added that during the year it was agreed that a good relations audit would be carried out.

LISBURN CITY COUNCIL

In its 2003-04 report Lisburn City Council indicated that its Good Relations Strategy has six core aims: A City for Everyone, Council and Community, Key Client Groups, ‘Hard Issues’, Mainstreaming and Image, and Inclusive Strategy. Among the various activities undertaken

to progress the strategy were: meetings with groups such as the Lisburn Inter Church Project and the Lisburn Community Relations Network as well as a public meeting; good relations training for all Council employees; an information session with elected members focussing on civic leadership.

The Council's 2004-05 report then indicated that the strategy continued to be implemented, that a good relations survey had shown a number of areas for further development and that there had been a full programme of activity covering the business community and local churches as well as the traditional St Patrick's Day celebration.

A Good Relations Award Scheme had also been initiated to give support to local groups trying to address mainstreaming good relations issues.

MOYLE DISTRICT COUNCIL

In 2003 Moyle District Council had reported that a Good Relations Group had been established to encourage positive civic leadership, good relations and improved service delivery. In 2003-04 an in-depth good relations audit questionnaire was devised and delivered to every household in the area in order to help to shape a three-year good relations strategy. The 2004-05 report added that consultation for the strategy was carried out in three public meetings and interviews with key stakeholders.

The 2003-04 report also recorded that training would be delivered on the topic of "‘Us and Them’ an in-depth look at social prejudice and stereotyping amongst the nine S75 groups, including citizenship and human rights", and that the Community Relations Officer worked with Community Relations Officers from other Councils in the Northern Region Forum who organised good relations events regionally. Community training was also highlighted in the 2004-05 report and the 'Them and Us' training was delivered in January 2005.

NEWRY AND MOURNE DISTRICT COUNCIL

Newry and Mourne District Council reports that it "has had an active Community Relations / Good Relations Programme since 1989 and had

a Community Relations Unit with two full-time staff members working on this programme". This unit, which conducted a community relations audit in 2003, produces an annual strategic plan. In 2003-04 the key elements of this plan included: facilitating and co-ordinating community discussion and dialogue; organising a programme of good relations training; supporting a programme of cross-community and cultural identity events; helping other groups to address issues of good relations.

The Council's 2004-05 report indicated that, following the 2003 community relations audit, the Community Relations Section had been reorganised and the two full-time posts re-graded. "The focus of the Council's Community Relations programme is primarily on relationship building and in providing space for difficult conversations to take place" and during the year "the traditional two-identity approach had been expanded to include the recent growth of communities of ethnic minorities and foreign nationals". The Council's Good Relations Strategic Plan had four aims which are: to encourage greater understanding within the community, to enable the Council to recognise the impact of its actions, to encourage the development of civic capacity, and continually to improve the capacity of the Good Relations team. The report listed some of the work done on this during the year.

NEWTOWNABBEY BOROUGH COUNCIL

As reported previously, Newtownabbey Borough Council held a two day workshop in September 2002, a result of which was the agreement to the following good relations policy statement: "The Council aims to foster good relations between all those who live in or visit the borough. The Council will continue to develop fair policies and deliver services in an atmosphere of trust and honest communication. The Council will work to promote good relations between persons of different religious belief, political opinion or racial group".

According to its 2004-05 report, the Council commissioned a good relations perceptions survey in October 2004 which provided "a solid basis on which to develop a programme of effective good relations in keeping with the needs of the Borough". The findings from the perceptions survey "will also be used to inform the development of a good relations strategy". In addition a number of specific training initiatives have been developed and offered and a number of cultural

awareness projects are underway and there has been support of communities to tackle problems in their own localities. As a result of this work the Council believes that it has been able to identify the priority issues for its good relations work over the forthcoming years.

NORTH DOWN BOROUGH COUNCIL

Previously North Down Borough Council indicated that it considered equality and good relations to be an integral part of all its actions and that it had funded a project addressing the way forward for community relations. Its 2003-04 report confirmed that the promotion of good relations was an integral part of the role of the Community Relations Officer, and that it had a Community Relations Plan which it reviewed annually. The Council was also committing itself to develop further the role of community relations within the Council, screening all policies and operational procedures as an integral part of the policy making process and mainstreaming the equality and good relations agenda through a range of measures, including a community relations festival in Groomsport, a youth citizenship project in Holywood and a local community relations awareness campaign.

In its 2004-05 report the Council repeated its statement about the promotion of good relations being an integral part of the post of the Community Relations Officer, and indicated the range of measures through which the equality and good relations agenda was being mainstreamed within the Council. In addition to those listed in 2003-04 these included working with and supporting ethnic minorities (principally the Chinese community) within the borough, the creation of a best-practice business plan for the Council's Community Relations Team and the drafting of a policy on dealing with unauthorised encampments on Council-owned land.

OMAGH DISTRICT COUNCIL

Omagh District Council reported in 2002-03 that a Good Relations Forum had been established. The Council's 2003-04 report indicated that its Community Relations programme for that period had been "fully implemented", although it also said that, while "it had been planned that the Forum would develop its strategic focus and would expand and embrace external representation from the Section 75 groups during the reporting period", it "found that more work was required on internal

relationships and this step has been put back". An interim report on the work of the Forum had been produced, however, with recommendations for future actions.

Examples of the work of the Community Relations section included a programme of awareness seminars for community development groups and a one day workshop on the need for good relations audits. Also the Council decided, following the interim report on the Good Relations Forum, to carry out a review of the future direction of the Forum and, following that review, it was agreed that "the Good Relations Forum should have a more formalised structure and become a Working Group of Council".

STRABANE DISTRICT COUNCIL

Although in its earlier 2002 progress report Strabane District Council had indicated a commitment to carry out a good relations audit, this was not referred to again in either the 2003-04 or the 2004-05 reports. The 2003-04 report however indicated that the Council's corporate strategy contained the strategic objective to increase community harmony. This was being addressed by means such as a target to develop the first neutral space in the town for community arts, and the provision for cross-community usage of the Melvin Park Sports Complex. The report also stated that "Good Relations had been integrated into tourism development in the form of an event showcasing the richness of cultural traditions" and that the "Linguistic Diversity Policy gives the Community Relations Officer a role in advising on the implications for Good Relations of new signage for ... Council facilities".

For 2004-05 the Council reported that "in 2004-05 a programming budget of £43,000 was allocated ... for community relations work within the District" and that most of this had been paid out in grants to groups undertaking community relations projects including: a five day good relations programme for schools; cross-community primary school story writing and drama workshops; a civic leadership course; circus workshops for a mixed religion special needs school; two one-day good relations seminars.

Other Bodies

NORTHERN IRELAND LOCAL GOVERNMENT OFFICERS' SUPERANNUATION COMMITTEE (NILGOSC)

In both its 2003-04 and 2004-05 reports NILGOSC recorded that it had established a good relations working group in 2001. The group drafted a Community Relations Policy which was screened for impact assessment and then approved in 2002. The 2004-05 report added that NILGOSC had reviewed the Good Relations Policy and that its review had "identified the need for further promotion and training in order to increase the knowledge and understanding of various cultures, beliefs etc". This training was to be done over the next 12 months.

THE LOCAL GOVERNMENT STAFF COMMISSION FOR NORTHERN IRELAND (LGSC)

The Local Government Staff Commission for Northern Ireland reported that, during 2003-04, it had developed a relationship with the Community Relations Council and in conjunction with it arranged a seminar to discuss the responses to the Shared Future consultation. The Commission also hosted a seminar for Equality and Community/Good Relations Officers on good practice in good relations.

For 2004-05 the Commission then reported that it had further developed its relationship with the CRC and the Community Relations Unit of OFMDFM and was planning a good relations seminar for councils. Examples given of the Commission's other good relations work during the year were assisting the councils to resolve disciplinary and harassment complaints and participating in a number of cross-border working groups looking at human resource issues.

NORTHERN IRELAND OFFICE SECTOR

Introduction

The Northern Ireland Office 'family' included in this section are the NIO itself; the Electoral Office; the Northern Ireland Human Rights Commission; the Police Service of Northern Ireland; the Police Ombudsman for Northern Ireland; the Probation Board for Northern Ireland and the Civil Service Commissioners for Northern Ireland.

Individual Organisation Reports

NORTHERN IRELAND OFFICE (NIO)

The Northern Ireland Office's report on progress is to an extent a multiple one, in that it reports on developments in, for example, the NI Prison Service and the Youth Justice Agency. It also refers to the work of some of the 'family' who do report individually.

Throughout its reporting, the NIO stresses that it sees its work as uniquely related to good relations – “all of the Department's key strategies and objectives are directed towards the promotion of good relations between people in Northern Ireland of different religious beliefs and political opinions.”

In 2002-03, the NIO reported on the Prison Service's successful resistance to calls to deal with prisoners separately according to their religious beliefs or political affiliations, on the grounds, inter alia, that this would not accord with their duties under Section 75. In 2003-04, however, it noted that arrangements had been put in place to hold prisoners with republican and loyalist paramilitary affiliations apart from each other and from other prisoners on a voluntary basis. It expressed the view that “Although superficially this might be regarded as running contrary to the duty to promote good relations, it is in fact quite the opposite. Separating the...prisoners...has allowed the promotion of good relations amongst the vast majority of prisoners to continue unabated.”

In the same context, there has been work to engage with the political representatives of the separated prisoners, and in 2004-05 the NIO reports that classes in conflict resolution have been successfully delivered to the prisoners.

The NIO highlighted the work of its Community Relations Unit as making a particular contribution to the implementation of the duty. Examples given in 2004-05 include Community Safety Partnerships training local groups in the marshalling of events and supporting the safe management of local bonfires. It also reports on the development of a pilot system for recording and monitoring hate crime.

ELECTORAL OFFICE FOR NORTHERN IRELAND

The Electoral Office throughout the reporting period states that the work of the Office is in itself a contribution to good relations, in that, “The prevention of electoral fraud, the reform and modernisation of the electoral registration arrangements and the provision of free and fair elections...are key elements in the promotion of good relations” (2004-05 report).

NORTHERN IRELAND HUMAN RIGHTS COMMISSION

The Human Rights Commission reported in 2002-03 that it had met with the CRC, whose Good Relations Framework was circulated to all staff. Work with the CRC has continued through the succeeding years. The CRC has also funded a project in which the Commission, along with the Institute for Conflict Research, is providing human rights training for those involved in mediation and conflict intervention work.

In both 2003-04 and 2004-5 the Commission notes, “Promoting good relations through a rights based approach is a key element of the Bill of Rights discussions.” Under the good relations heading, the Commission records its work with the Equality Commission and other equality and human rights bodies in UK and Ireland.

POLICE SERVICE OF NORTHERN IRELAND

The first year of the implementation of the PSNI ‘s Equality Scheme was 2003-04, and in that year the PSNI committed to developing a good relations strategy “integrated with” an Equality and Diversity Strategy. It would include “clear targets to promote good relations across PSNI”. In the 2004-05 report there is reference to a Corporate Diversity Unit business plan although specific good relations targets are not reported. There is also reference in 2003-04 to work with the Community Relations Council and Community Foundation on the diversity strategy and by 2004-05 a Diversity Steering Group had been formed to “decide the strategic direction in relation to the design of a Diversity Strategy”.

Training “covers the implications of s75 both internally and in relation to service delivery”. Specific training initiatives included Community Relationships, run jointly with Mediation Northern Ireland and focusing on community relations and promoting good

relations between people of different religious beliefs and political opinions. The Community Relations Council funded Living with Diversity programmes which considered diversity, identity and conflict between the main communities in Northern Ireland. Alongside the training, a guide to culture and diversity was issued to staff in October 2004 and placed on the PSNI Intranet.

The 2003-04 report describes the establishment of Minority Liaison Networks and the appointment of Minority Liaison Officers to promote good relations between PSNI and, among other groups, minority ethnic communities. It also reports facilitating discussions between communities at interfaces and in flashpoint areas, “particularly important over the summer months”, and “extensive consultation” relating to the display of paramilitary flags, noting a “marked reduction” in the number of these flags.

In 2004-05, PSNI reports some examples of work at District Command Unit level. They include a sports orientated initiative in partnership with the Youth Service; a consortium with local business people aimed at promoting understanding and improving communication between ethnic groups; contact information for members of minority ethnic communities.

POLICE OMBUDSMAN FOR NORTHERN IRELAND

In its 2003-04 progress reports, the Office of the Police Ombudsman refers to developing its new duty to mediate in conflict and complaint issues, and in 2004-05 to a range of statements of commitment to “creating a working environment that values the diversity of people” including its equality scheme, equal opportunities and harassment policies, and code of ethics. It also reports having carried out a cultural survey.

PROBATION BOARD FOR NORTHERN IRELAND

The Probation Board reported in detail on an initiative (Building a Learning Model around Good Relations within PBNI) facilitated by the UU’s Future Ways programme, which it stressed the Board saw as “not a training but a learning project”. From initial discussions, a staff Development Group was set up and prepared an action plan,

which was circulated to all local teams. The initiative has run since 2002-03 and in 2004-05 the Board lists among its achievements that good relations is now a key theme of corporate and business plans, and of staff induction; that PBNi is feeding its good relations experience into the wider criminal justice system; that good relations is now part of the criteria for eligibility to secure Board Community Development funding.

Elsewhere in the 2004-05 report, the Board notes that it “delivers services in areas which are considered by offenders to be safe or neutral...staff ensure that those who attend do not wear clothes or bring with them accessories which others could find offensive.” It also refers to a policy on sectarianism, in the context of its EQIA programme.

CIVIL SERVICE COMMISSIONERS FOR NORTHERN IRELAND

The Civil Service Commissioners for Northern Ireland, in their 2001-02 report, had described their forthcoming consultation exercise with umbrella groups representing the s75 categories which, they said, would be “a major element in promoting good relations”.

During 2003-04 the exercise was in progress and, in their report for the year, the Commissioners said that it had “already helped to develop and build good relations with Section 75 groups”. The 2004-05 report opens with the statement that “the Civil Service Commissioners for Northern Ireland are fully committed to ensuring equality of opportunity and good relations throughout every aspect of their work”. It further described the consultation exercises (including the EQIA of their revised recruitment code) and indicated that, in their 2005-06 Business Plan they had “incorporated a target to have developed a Good Relations Strategy by 31 March 2006”.

DARD SECTOR

Introduction

The DARD bodies included in this sector are the Agricultural Research Institute of Northern Ireland, the Livestock and Meat Commission for Northern Ireland, the Loughs Agency, the Northern Ireland Fishery Harbour Authority and the Rural Development Council for Northern Ireland.

Individual Organisation Reports

AGRICULTURAL RESEARCH INSTITUTE OF NORTHERN IRELAND

For each of the years 2003-04 and 2004-05 the Agricultural Research Institute of Northern Ireland reported, as progressing its good relations duty, the steps it had taken to ensure cross-community promotion of both it and any vacancies it had.

LIVESTOCK AND MEAT COMMISSION FOR NORTHERN IRELAND

For both of the years 2003-04 and 2004-05 the Livestock and Meat Commission for Northern Ireland reported, as the progress of its good relations duty, the steps it had taken to engage more with all the main local political parties in order to “better inform them of significant issues in relation to the beef and sheep meat sector”.

LOUGHS AGENCY

Previously the Loughs Agency reported that it had consulted with the Community Relations Council about how it could better promote good relations as a result of which it was committed to actions including an audit of staff knowledge, skills and confidence in good relations. Then its 2003-04 report indicated that “promotion of good relations has progressed well during 2003 mainly due to the opening of our interpretative and education centre ‘Riverwatch’. We have encouraged a wide range of groups to participate in our various programmes” and “encouraged groups from differing backgrounds to work together and increase understanding”.

NORTHERN IRELAND FISHERY HARBOUR AUTHORITY

In its previous report the Northern Ireland Fishery Harbour Authority indicated that it had been progressing its TSN policy which had an overlap with good relations. In its 2003-04 report, it said that it had made “significant progress in developing the good relations duty” and that several approaches had been taken to communicate with staff on good relations issues including: information on good relations; an audit, in each of the three harbours, of good relations work with external and community groups; following the audit, a formal procedure put in place to monitor and record good relations events and activities. An internal

staff audit indicated that “overall relations between the staff are very good”.

In its 2004-05 report the Authority recorded that it had “successfully developed a Good Relations Policy”, that work was “focused on developing a good relations framework to assist the Authority in implementing the Good Relations Duty”, and that it intended “to implement a revised and updated awareness-training programme for all staff”. Also during the year, and following a recommendation for its earlier staff audit, it had “tried to introduce more interaction between its employees in the three harbours” including joint training groups.

The Northern Ireland Fishery Harbour Authority stated in its report for 2004-05, that it “encountered an incident in Kilkeel Harbour when two immigrant workers were found sleeping [rough] in the fishmarket. Communication of the Good Relations Duty gave a better understanding to our staff to enable the situation to be dealt with successfully. The men were treated with respect and cultural differences were accepted. The Authority managed to source accommodation with the help of the local community organisations and representatives from local church groups in the area. This incident has improved the communication and working relationships that already exist particularly as a result of the Authority’s commitment to fulfilling its obligations under the Good Relations Duty.

RURAL DEVELOPMENT COUNCIL FOR NORTHERN IRELAND (RDC)

In early reporting, the Rural Development Council had said that its Council and staff had undergone an extensive course to develop good relations across differing Northern Ireland communities. In its 2003-04 report it referred to its role in the Peace II Programme. Under this programme it offers a number of funding opportunities which “are specifically aimed at promoting good relations among our client groups for the benefit of Northern Ireland as a whole” and requires groups in receipt of such funding to attend specific good relations training.

DCAL SECTOR

Introduction

The organisations included in the DCAL bodies sector are the Arts Council for Northern Ireland, the Fisheries Conservancy Board for Northern Ireland, Museums & Galleries of Northern Ireland, the Northern Ireland Film & Television Commission, the Northern Ireland Museums Council, and the Sports Council for Northern Ireland.

Individual Organisation Reports

ARTS COUNCIL FOR NORTHERN IRELAND

The Arts Council reported that, in 2003-04, it had “acted to introduce measures aimed at strengthening the Section 75 good relations duty which included the commissioning of a pilot initiative aimed at providing artist led training on the promotion of good relations to bodies” it had funded.

The Arts Council attached a good relations commitment statement to every funding application form to encourage those groups in receipt of funding themselves to act in support of the Section 75 good relations duty.

In 2004-05, the Council mentioned three other initiatives, one dealing with social inclusion, and one with survivors of the Troubles. In the other case the Council, in association with the Community Relations Council, had “acted to introduce measures aimed at strengthening the Section 75 good relations duty” and commissioned a pilot initiative using the arts as a process to promote the development of good relations.

FISHERIES CONSERVANCY BOARD FOR NORTHERN IRELAND

The Fisheries Conservancy Board reported that, in 2004-05, it had “endeavoured to promote good relations with regard to persons of different racial groups” by means such as making available a language flash card and liaison with the Craigavon Travellers’ Support Group.

MUSEUMS & GALLERIES OF NORTHERN IRELAND (MAGNI)

In its 2003-04 report MAGNI stated that it “does not have a specific good relations policy but, in practice, has played a significant role in promoting good relations through its learning and access work”. It had “undertaken a variety of activities to promote good relations” including: developing cross-community schools education and learning programmes, and exhibitions that address political, religious and ethnic issues; working with advisory organisations such as CRC in creating events aimed at promoting good relations; working with OFMDFM to prepare an exhibition on areas of division and diversity.

In its 2004-05 report MAGNI stated that it was “aware of the good relations duty of Section 75” and that, “while strenuous efforts have been made to comply fully with all aspects of the duties, progress had been limited. This has been partly attributable to a lack of resources, changing organisation and a clear comprehensive understanding of how good relations might be more widely promoted in an integrated and co-ordinated fashion”. However it would be “very willing to follow advice from the Commission in this respect”.

NORTHERN IRELAND FILM & TELEVISION COMMISSION

For 2003-04 the Northern Ireland Film & Television Commission reported that: “The staff awareness training ... included awareness of the good relations duty. However, no further steps have been taken to date in terms of developing a strategic approach to promoting good relations as the majority of the Commission’s resources have been directed to the screening process.”

NORTHERN IRELAND MUSEUMS COUNCIL

The Northern Ireland Museums Council reported that, during 2003-04, it was “working towards a language policy” and that it had “adopted a cultural diversity policy and strategy and begun to implement the actions associated with it”. Its 2004-05 report also included an analysis of the distribution of its grants by the religious beliefs, political opinions and race of their recipients and recorded that “a major milestone of the Strategy was the development during 2004-05 of the exhibition entitled ‘Our People Our Times’ which highlights Northern Ireland’s increasing cultural diversity” and which had involved “consultation with, and

inclusion of, ethnic minorities” in its preparation. In addition in 2004-05 the Council had “conducted research on the barriers to ethnic minorities using museums in Northern Ireland and the extent of cultural diversity practice within the museums themselves”. It had also provided five cultural diversity courses to the museums sector.

SPORTS COUNCIL FOR NORTHERN IRELAND

In both 2003-04 and 2004-05, the Sports Council stated that its “newly revised programmes prioritised applications received from organisations which can develop a cross-community focus” and that, in addition, it had “a programme for victims and the Director of Sports Development is a member of the Board of Common Ground which works through sport in the 40 most disadvantaged areas”.

DEL SECTOR

Introduction

Public authorities included in this section are: the Construction Industry Training Board, Enterprise Ulster, the Labour Relation Agency and Ulster Supported Employment Ltd.

Individual Organisation Reports

CONSTRUCTION INDUSTRY TRAINING BOARD (CITB)

Previously CITB had reported that, in order to progress the good relations duty, it had developed strategies of ensuring that “all literature promoting training programmes, careers opportunities and training advice display, where appropriate, role models from different ethnic backgrounds” and the careers service continued to offer “job sampling opportunities for young school children from different schools and from different religious communities to work together on sampling the different trades and skills required in the construction industry”. The Board made similar statements in its 2003-04 report and repeated the point about its literature in its 2004-05 report.

In its 2003-04 report CITB also detailed some of the events held or attended by its careers service and, in its 2004-05 report, mentioned its New Entrant Team which, it said, “plays a vital role in the promotion of equality of opportunity”.

ENTERPRISE ULSTER

Previously Enterprise Ulster had indicated that “progress in the Good Relations Duty continues to be made through the creation of Good Relations Networks within our outreach work, better positioning and presentation of Enterprise Ulster premises to encourage cross-community use, including use of initiatives such as Irish language signage and disabled-friendly premises”. In its 2003-04 report it then recorded that. “To identify what meeting the duty to promote good relations means in practice, Enterprise Ulster has been working with the NI Community Relations Council” and had secured funding from CRC for a good relations audit and the development of an action plan.

Then, for 2004-05, Enterprise Ulster reported that it had an action plan, the objective of which was “to enable increased business opportunity and create conditions for Enterprise Ulster to play an active role using best practice in Good Relations in the training and employment sector”. It also said that, following a survey of its staff, a Good Relations Strategy had been developed. The report contained a relatively detailed and lengthy summary of the strategy, of the steps taken to produce it and the ways in which it will be implemented.

LABOUR RELATIONS AGENCY (LRA)

In its previous report the Labour Relations Agency indicated that it had promoted good relations through a training initiative to all staff. In its 2003-04 report the LRA said that it was progressing a bid with DEL for partnership funding for a project which would address sectarianism in the workplace. Ten organisations were “to commence a partnership process to address sectarianism. Each organisation will be twinned with another to share their programme and learning in some depth. All ten organisations will, over a two year period, share their learning further through attending four workshops.” The report also noted, “feedback from certain pressure groups has influenced change on some policies, e.g. harassment and grievance”.

In its 2004-05 the Agency stated that, “apart from our training commitment and actively seeking to engage in a partnership project with the Community Relations Council, the Agency this year decided that it would engage in a more practical way with individuals from the 9 groups – this being regarded as a valuable learning experience for all members of the Agency”.

ULSTER SUPPORTED EMPLOYMENT LTD (USEL)

Previously Ulster Supported Employment Ltd had explained that it had been in contact with the Community Relations Council about carrying out a community relations audit, that it had developed relationships with Section 75 groups, that it was exploring race and minority ethnic issues with NICEM, and that it had close working relationships with a number of other groups.

In its 2003-04 report USEL stated that it had “not developed a specific strategy to promote the goods relations duty” and that “this approach underpins all of the organisation’s outreach and programme delivery. USEL, as a disability organisation, works with community groups across all nine categories to further the needs of disabled people participating in employment related programmes”. The report goes on to state that “the organisation’s proactive outreach has resulted in an increase in the ethnicity makeup of the workforce”, that “USEL’s Equality and Harassment Policies ensure good relations internally within the organisation”, that “USEL’s Training Manager has participated in the Diversity Matters Project and has become a recognised diversity trainer and lead facilitator” and that “USEL’s Training Manager can now also deliver this diversity training externally to employers and other interested community (sic) as requested”.

In its 2004-05 report USEL then stated that it had opened an outreach office in Andersonstown Road, Belfast during 2005, which had “facilitated greater levels of participation in Company programmes from residents in BT11, BT12, BT17 and BT9 locations”. It had also undertaken cross community work “to ensure greater acceptance of perceived differences” and felt that this had been successful with “a number of trainees who had never been outside their own area coming to USEL HQ for work experience and mixing with people of different religions”.

DETI SECTOR

Introduction

The bodies whose purpose is related to the economy or economic development or who otherwise fall within DETI's remit are the General Consumer Council, the Health and Safety Executive for Northern Ireland, InterTradeIreland, Invest Northern Ireland, the Northern Ireland Tourist Board and the Northern Ireland Authority for Energy Regulation.

Individual Organisation Reports

THE GENERAL CONSUMER COUNCIL

In its 2003-04 report the General Consumer Council said it was "committed to partnering with other organisations to access and develop good relations policy" and that initially it "planned to undertake research on best practice in other similar sized organisations". It had also raised the issue of promoting its good relations duty through assistance from DETI, its sponsoring Department.

In its 2004-05 report the Council listed a number of actions as progressing its good relations duty. It had, for instance, "placed a Consumer Council complaints information stand in all libraries across NI", had taken "a stand at Belfast City Airport where staff provided information and distributed the Consumer Council's plane facts booklet", had "distributed consumer rights cards at Castle Court, St George's Market and all major stores and independent retail outlets across NI" and had "worked with UTV in the running of an energy challenge competition".

HEALTH AND SAFETY EXECUTIVE FOR NORTHERN IRELAND (HSENI)

At the end of 2003-04 it repeated that, through DETI, it "will work closely with OFM/DFM in taking forward the outcomes of its review as they relate to HSENI's remit" and that HSENI would adapt "the emerging DETI strategy for its own purposes". HSENI attended the Smaller Public Bodies networking events hosted by the Equality Commission and

stated that it looked forward to seeing the Commission's audit findings in due course in order to learn from best practice as to how best to promote good relations.

In its 2004-05 report HSENI then said that it had considered how it might "promote good relations ... through the delivery of its policies". For instance, "HSENI has sought opportunities for promoting good relations between persons of different religious belief as part of the delivery of key messages on child safety. This has involved inviting children from protestant [sic] and catholic [sic] schools to take part in specific events. HSENI will continue to examine possible options for promoting good relations between persons from each of these different groups. HSENI provides free advice to all people of the community, including those who are embraced by the Section 75. The one-2-one Advisory Service, operated by HSENI, provides for information and advice to all people in Northern Ireland regardless of religious belief, political opinion or racial group."

INTERTRADEIRELAND

Previously InterTradeIreland had reported "considering how to take forward our duty of good relations in the light of the findings of our screening exercise which is scheduled for completion in December 2003".

Then, for 2003-04, InterTradeIreland reported that "as already indicated the Body has experienced delays in implementing its Equality Scheme" and, on the good relations duty for 2004-05, it said that "InterTradeIreland believes that all its initiatives as a cross-border Body continue to bring together individuals from different communities within the Section 75 groups in Northern Ireland and actively brings together individuals from different communities across the border."

INVEST NORTHERN IRELAND

In its 2003-04 and 2004-05 reports Invest NI said it was "committed to the 'Good Relations Duty'". It described it as "an emerging policy area" and outlined work undertaken by DETI in the context of "'A Shared Future". Invest NI said that it awaited the outcomes of all these initiatives and would "take them fully into account in the implementation of its 'Good Relations' duties". In the meantime Invest NI sought "to imbue the

principles of 'Good Relations' where possible in the delivery of its programmes".

In 2004-05 Invest NI reported supporting a number of community businesses involving under- represented groups and "encourages the provision of services to, and the employment of people from, both sides of the community". In addition, during 2004-05, Invest NI had formed a number of partnerships to promote good relations, including looking at best practice in the employment of migrant workers.

NORTHERN IRELAND TOURIST BOARD (NITB)

In its 2003-04 report NITB stated that reference has been made previously to areas of work where NITB is associating with others to promote equality issues. "Specifically on the Good Relations duty, we have provided funding for a programme, developed in association with the Visit Britain, called Welcome All. This programme is part of a suite of customer care programmes delivered within the tourism industry by Abbey Training on behalf of Tourism Training Trust."

Then, for 2004-05, NITB reported "substantial" progress in developing equality and good relations objectives in the period. From an initial examination of its Corporate and Divisional Plans it identified a number of areas of work it would address under the good relations duty, including the promotion of Welcome All. It would also work closely with DETI to contribute to the implementation of "A Shared Future".

THE NORTHERN IRELAND AUTHORITY FOR ENERGY REGULATION

The Northern Ireland Authority for Energy Regulation stated, in its 2003-04 report, that its main strategic document included "a specific objective to fulfil all obligations under Section 75 in promoting both equality of opportunity and good relations" and that its major objectives for 2004-05 were "to carry out a review of its equality scheme and to develop and deliver its strategy on good relations". For the latter it was drawing upon "best practice in this area" including meeting with the Community Relations Council and "Equality Commission guidance including 'A Shared Future'". The Authority did not submit a report for 2004-05.

DFP, DRD, DSD AND OFMDFM AGENCIES, AND OTHER NI BODIES

Introduction

This sector includes those which come from the area of responsibility of: DFP (the Special EU Programmes Body); DRD (the Belfast Harbour Commissioners and the Warrenpoint Harbour Authority); DSD (Laganside and the Northern Ireland Housing Executive); OFMDFM (the Community Relations Council). The Northern Ireland Court Service is also included.

Individual Organisation Reports

BELFAST HARBOUR COMMISSIONERS (BHC)

Belfast Harbour Commissioners reported for 2003-04 that, “in light of the delay in the implementation of its approved Equality Scheme, resulting from organizational restructuring, resources have been concentrated on progressing the Recovery Plan. A good relations audit has, therefore, not yet been undertaken”. However progress had “been made in the promotion of good relations and BHC is currently working in partnership with Business in the Community in the introduction to Northern Ireland of a new mentoring scheme for children transferring from primary to post primary education”. In 2004-05, BHC added that the pilot mentoring scheme had proved to be “extremely beneficial” and its progressive extension in the future was planned.

COMMUNITY RELATIONS COUNCIL (CRC)

In its 2003-04 report the Community Relations Council stated, “CRC incorporates equality and good relations targets into all strategic and operational planning processes”. In the training section it notes a good relations awareness raising session for all Community Relations Council members and a two day good relations training programme for all CRC staff.

In the good relations section, CRC described its Good Relations Framework, intended to be a helpful support to organisations developing good relations approaches. CRC produced a statement of

commitment, as follows:

“CRC is committed to working to develop a society that is open, honest, inclusive and safe. The Council recognises and welcomes the diversity of the society in which we live and work. We acknowledge that racism and sectarianism exists and has an adverse impact on us all. CRC is committed to promoting good relations between all people. In accordance with Section 75 (2) of the Northern Ireland Act, CRC will continue to pay particular attention to relations between people of different religious belief, political opinion and racial group. CRC is committed to a culture where discriminatory attitudes, behaviour, actions or inactions are questioned, challenged, and where appropriate, changed. CRC recognises that this work is a constant learning process.”

CRC also noted its work in the year with Belfast City Council, described in the Local Government section of this review.

In its 2004-05 report CRC referred to the launch of the Good Relations Framework in September 2004 and the distribution of 1200 copies. It also reported on its work with Belfast City Council and other local councils; the establishment of a Good Relations Implementation Group in 2004-05 to take forward implementation of Good Relations within the organisation; its responses to relevant policy consultations. CRC gave some examples of the work that it supports through its grant schemes – the ANIC pilot project described in the Education section; the Irish Football Association’s project to incorporate community relations principles in the policy and practice of local soccer; research on young adults’ attitudes to community relations, and on local politicians’ perspectives on the subject.

LAGANSIDE CORPORATION

Laganside’s 2003-04 and 2004-05 reports both state, “Good relations and the need to be inclusive are imperative to the Corporation’s approach to carrying out its core tasks and seeking to ensure that its designated area remains a ‘neutral’ area where all groups will feel comfortable. As stated previously the Corporation has a dedicated Community team whose *raison d’être* is to engage and secure the participation of local communities in the regeneration of the Laganside area. Among the actions to be implemented by the Community team in

pursuit of encouraging, developing and supporting community development is the New TSN action plan, which takes account of the equality duties and is being implemented.”

The 2003-04 report gave some examples of Laganside’s community development actions and also recorded its new Community Grants scheme, through which it aimed to support initiatives directly relating to the Laganside area that address the needs of and provide benefit to the ‘Laganside Local Community’. It was envisaged that the new grant scheme would be launched in April 2004. For 2004-05, Laganside then reported on the scheme, listing the successful projects of relevance to the good relations duty.

NORTHERN IRELAND HOUSING EXECUTIVE (NIHE)

As it had done previously the Northern Ireland Housing Executive gave relatively detailed and comprehensive responses to the good relations duty question in both the reports under consideration. In early reports, the Housing Executive indicated that promoting equality and good relations are at the core of its values and role as Northern Ireland’s strategic housing authority, and described how the majority of its staff have had equality awareness, disability and race relations training.

The 2003-04 report indicates that, in April 2004, the Housing Executive had published its approach to promoting good relations in response to the “A Shared Future” consultation document. NIHE believed that it had “an important role to play in building good relations, confidence, and trust between and within our communities. To help facilitate this a new approach to Community Relations policy has been established following a far-reaching review of the Housing Executive’s role within the communities served by it.” The aims for community relations are:

- To respond quickly and effectively to the needs of people in danger as a result of community conflict;
- To work in partnership with others to address the complex needs of a divided society;
- To respect the rights of those who choose to live in single identity neighbourhoods; and
- To facilitate and encourage integrated housing as far as (this) is practicable, desirable, and safe.

The 2003-04 report gave a detailed description of the Housing Executive's work on integrated housing and on race relations.

In its 2004-05 report the Housing Executive records that "A Shared Future ... launched earlier this year set the overall context and contained elements of the Housing Executive's Good Relations Policy", and that the Community Cohesion Unit, established in November 2004, was "charged with translating the Housing Executive's Good Relations Policy through Housing objectives". The Community Cohesion Unit's approach and ongoing work is set within five broad themes: Flags, Emblems and Sectional Symbols; Residential Segregation / Integration; Race Relations; Interface Areas; Communities in Transition.

The report expands on the objectives and plans for each of these themes, giving particular emphasis to race relations which it describes as "a rapidly developing and sensitive issue which has been the subject of a number of research studies in recent years...The Housing Executive has responded to these issues in a positive and proactive way and has begun the process of mainstreaming race issues into policy and service delivery."

SPECIAL EU PROGRAMMES BODY (SEUPB)

SEUPB, in its 2003-04 report indicated that it "continued to implement Good Relations duty through its EU Programmes" and that "both the PEACE II and INTERREG IIIA Programmes has equality mainstreaming as one of the key principles of the programmes".

WARRENPOINT HARBOUR AUTHORITY

In its 2003-04 report, Warrenpoint Harbour Authority said that it had striven to promote good relations. Examples given of this included the ban on flying of any flags or emblems that may cause offence to people of any religious denomination and making both the 12th July and 15th August official holidays within the port. In its 2004-05 report the Authority then, under the heading of the good relations duty, mentioned its efforts to ensure the long-term financial security of the port.

THE NORTHERN IRELAND COURT SERVICE

The Northern Ireland Court Service previously reported that “diversity/equality objectives have been included in forward job plans for staff”, that a staff training programme was planned, that a diversity strategy had been developed and a diversity information pack distributed to staff, and that an Outreach Strategy had been developed.

In its 2003-04 report the Court Service indicated that, in carrying out the recommendations of the Review of the Criminal Justice System in Northern Ireland, it had “in essence been implementing a good relations strategy”. Among the policies which had been changed in order to promote good relations were the removal of the royal coat of arms from all courtrooms, the cessation of the declaration of “God Save the Queen” at the opening of some courts, and the amendment of the judicial oath. Also “a significant amount of resource ... has been dedicated to the ongoing work in relation to creating greater transparency and openness in the Judicial Appointments process”.

The 2004-05 report stated that “the Court Service does not have a Good Relations Strategy under Section 75 of the NI Act 1998”. However “the extensive recommendations and implementation plan emanating from the (Review of the Criminal Justice System) had identified many areas for improvement for providing equality of opportunity [sic] for users of the court system”. The reports summarises some of the work done under the Court Service Outreach Strategy, its education, community based activities and judicial outreach, and its business/private sector involvement.

UK WIDE BODIES

Introduction

The final sector groups together the bodies which are based in Great Britain and operate in or with effect in Northern Ireland. Those included in this report are:

British Council Northern Ireland

The British Library

HM Customs and Excise

Inland Revenue

Lottery Funds:

Big Lottery Fund (formerly Community Fund and the New Opportunities Fund)

Heritage Lottery Fund & National Heritage Memorial Fund

Qualifications and Curriculum Authority

Individual Organisation Reports

BRITISH COUNCIL NORTHERN IRELAND (BCNI)

The British Council has reported both on what it has done corporately and specifically within Northern Ireland. In the latter context it previously reported that “as an international cultural relations organisation there are many examples from its “activity streams to demonstrate our commitment to good relations” and it had summarised some of them.

In its 2003-04 report for its Northern Ireland activities it listed activities including launching reports on advancing gender equality within democracies, an international seminar (in partnership with the Equality Commission for Northern Ireland) on Building an Inclusive Equality Agenda, and a visit of young predominately Muslim journalists. It also mentioned its Arts Department, the European Schools Team and its Education and Training Group.

Then, for 2004-05, under a sub-heading of “Governance” within the good relations duty, BCNI cited a reciprocal visit to Israel by the Chief Executive, a visit by a delegation which included the Brazilian Special Secretary for Human Rights, a minority languages conference and transnational projects on conflict management training and women’s

issues. It also presented a number of Education and Arts examples, including cross-border and EU-based diversity initiatives.

THE BRITISH LIBRARY

Previously the British Library had reported that it has “set up a corporate group to develop a Social Inclusion strategy and action plan”. In its 2003-04 report, it presented its “Social Inclusion Action Plan”. In its 2004-05 report it referred to its “Social inclusion Progress Report” and its “Becoming an Inclusive Organisation: Social Inclusion Action Plan”.

HM CUSTOMS AND EXCISE

HM Customs and Excise in reporting in 2004 on the good relations duty said that:

- “The Department has made and continues to make contact with a number of Section 75 bodies.
- The Department is currently working with other Home Civil Service bodies and the Equality Commission to devise a collaborative approach to outreach towards ethnic minority groups. These bodies have collectively had little success in meeting with ethnic bodies in NI.
- National policies, implemented in NI, have changed as a result of the race relations legislation in the UK.”

In its 2004-05 report, it responded to the question by listing actions such as membership of BiTC NI and of Opportunity Now, staff attendance at disability related events, and a work experience programme targeting ethnic and Protestant schools.

INLAND REVENUE

The Inland Revenue, in its 2003-04 report, states that it “views the implementation of the Northern Ireland Equality Scheme as vital to its business activities”. In response to the good relations duty question it said, “our Departmental Diversity Policy supports and promotes the good relations duty by giving specific reference to people in different racial, political and religious groups”. It adds that “communicating effectively is a key priority” and that “we have developed a training programme to raise everyone’s awareness of the Scheme across the whole Department, including our responsibilities under the good relations duty”.

The 2004-05 report presents the same statement about the Departmental Diversity Policy and adds other examples of its implementation. It also states that the Inland Revenue had “developed an outline Good Relations Strategy” which it will carry forward to the new department (HM Revenue and Customs).

LOTTERY FUNDS

Two lottery funds are included in this report:

Big Lottery Fund (formerly Community Fund and the New Opportunities Fund)

The Big Lottery Fund’s 2003-04 report explains that New Opportunities Fund (which had previously reported) and Community Fund “are currently merging to form a new organisation known as Big Lottery Fund”. In response to the good relations question it then states, “the Fund was due to commence a major piece of work on progressing the good relations duty. However, in light of the merger, it was felt that it would be better to commence this work when the merger process had been completed, In the interim, officers from both New Opportunities Fund and Community Fund will collate best practice on good relations”.

Then, for 2004-05, the Fund reported that as part of the merger process “a review was undertaken of both organisations’ approach to ensuring full implementation of the Good Relations Duty”. Also Big Lottery Fund had “made further progress on the good relations duty within the reporting period. We have engaged with the Community Relations Council to discuss our plans” and “been liaising with a good relations training provider to develop a training package for staff”.

Heritage Lottery Fund & National Heritage Memorial Fund

In its 2004-05 report the Fund reported that its “newly developed Diversity strategy supports and promotes the good relations duty under Section 75”. The Equality Scheme Coordinator had been appointed, and “the development team’s outreach activities in Northern Ireland have provided an opportunity to engage with a broad range of representation from across the rural based community and across the Section 75 equality groupings”.

QUALIFICATIONS AND CURRICULUM AUTHORITY (QCA)

In 2004 the Qualifications and Curriculum Authority, reported that “QCA has incorporated training on good relations in the training it has already provided to key staff, including the need to cover this issue in relation to conducting an Equality Impact Assessment. In 2004-05, it added, “QCA has addressed this issue in its EQIA on Providing Advice and Information in relation to promoting a welcoming and harmonious work environment. Its policies and publications demonstrate the diversity of the population in Northern Ireland and its events promote good relations by bringing people from different community backgrounds together in the achievement of its corporate goals.”

Appendix 1: List of Bodies Reviewed

Government Departments

Office of the First Minister and Deputy First Minister
Department of Agriculture and Rural Development
Department of Culture, Arts and Leisure
Department of Education
Department for Employment and Learning
Department of Enterprise, Trade and Investment
Department of the Environment
Department of Finance and Personnel
Department of Health, Social Services and Public Safety
Department of Regional Development
Department for Social Development

Education Sector

Universities

Queen's University Belfast
The University of Ulster
St Mary's University College
Stranmillis University College
The Open University in Ireland

Colleges of Further and Higher Education

Armagh College of Further and Higher Education
Belfast Institute of Further and Higher Education
Castlereagh College of Further and Higher Education
Causeway Institute of Further and Higher Education
East Antrim Institute of Further and Higher Education
East Down Institute of Further and Higher Education
East Tyrone College of Further and Higher Education
Fermanagh College of Further and Higher Education
Limavady College of Further and Higher Education
Lisburn Institute of Further and Higher Education
Newry and Kilkeel Institute of Further and Higher Education
North Down and Ards Institute of Further and Higher Education
North East Institute of Further and Higher Education
North West Institute of Further and Higher Education
Omagh College of Further and Higher Education
Upper Bann Institute of Further and Higher Education

Education and Library Boards and Other Education Bodies

Belfast Education and Library Board
North Eastern Education and Library Board
South Eastern Education and Library Board
Southern Education and Library Board
Western Education and Library Board
Staff Commission for Education and Library Boards
Council for Catholic Maintained Schools

Health Sector

Eastern Health Board Area

Eastern Health and Social Services Board
Eastern Health and Social Services Council
Belfast City Hospital Health and Social Services Trust
Down Lisburn Trust
Green Park Healthcare Trust
Mater Hospital Trust
North & West Belfast Trust
Royal Group of Hospitals and Dental Hospital HSS Trust
South and East Belfast HSS Trust
Ulster Community Hospitals HSS Trust

Northern Health Board Area

Northern Health and Social Services Board and Council
Causeway HSS Trust
Homefirst Community Trust
United Hospitals Trust

Southern Health Board Area

Southern Health And Social Services Board
Southern Health and Social Services Council
Armagh & Dungannon Health and Social Services Trust
Craigavon & Banbridge Community Health and Social Services Trust
Craigavon Area Hospital Group Health and Social Services Trust
Newry & Mourne Health and Social Services Trust

Western Health Board Area

HPSS Agencies

Central Services Agency
Health Promotion Agency for Northern Ireland
Mental Health Commission for Northern Ireland
Northern Ireland Blood Transfusion Service
Northern Ireland Medical & Dental Training Agency
Northern Ireland Guardian Ad Litem Agency
Northern Ireland Practice and Education Council for Nursing and Midwifery
Northern Ireland Regional Medical Physics Agency
Northern Ireland Social Care Council

Others

Northern Ireland Ambulance Service
Fire Authority for Northern Ireland/Fire and Rescue Service
safefood, the Food Safety Promotion Board

Local Government Sector

Antrim Borough Council
Ards Borough Council
Armagh City and District Council
Ballymena Borough Council
Ballymoney Borough Council
Banbridge District Council
Belfast City Council
Carrickfergus Borough Council
Castlereagh Borough Council
Coleraine Borough Council
Cookstown District Council
Craigavon Borough Council
Derry City Council
Down District Council
Dungannon & South Tyrone Borough Council
Fermanagh District Council
Larne Borough Council
Limavady Borough Council
Lisburn City Council
Moyle District Council
Newry and Mourne District Council
Newtownabbey Borough Council

North Down Borough Council
Omagh District Council
Strabane District Council
Northern Ireland Local Government Officers' Superannuation
Committee
The Local Government Staff Commission for Northern Ireland

Northern Ireland Office Sector

Northern Ireland Office
Electoral Office for Northern Ireland
Northern Ireland Human Rights Commission
Police Service of Northern Ireland
Police Ombudsman for Northern Ireland
Probation Board for Northern Ireland
Civil Service Commissioners for Northern Ireland

DARD Sector

Agricultural Research Institute of Northern Ireland
Livestock and Meat Commission for Northern Ireland
Loughs Agency
Northern Ireland Fishery Harbour Authority
Rural Development Council for Northern Ireland

DCAL Sector

Arts Council for Northern Ireland
Fisheries Conservancy Board for Northern Ireland
Museums & Galleries of Northern Ireland
Northern Ireland Film & Television Commission
Northern Ireland Museums Council

DEL Sector

Construction Industry Training Board
Enterprise Ulster
Labour Relations Agency
Ulster Supported Employment Ltd

DETI Sector

The General Consumer Council
Health and Safety Executive for Northern Ireland
InterTradeIreland
Invest Northern Ireland

Northern Ireland Tourist Board
The Northern Ireland Authority for Energy Regulation

DRD Sector

Belfast Harbour Commissioners
Warrenpoint Harbour Authority

DFP, DSD and OFMDFM Agencies, and Other NI Bodies

Special EU Programmes Body
Laganside Corporation
Northern Ireland Housing Executive
Community Relations Council
The Northern Ireland Court Service

UK Wide Bodies

British Council Northern Ireland
The British Library
HM Customs and Excise
Inland Revenue
Big Lottery Fund (Community Fund and New Opportunities Fund)
Qualifications and Curriculum Authority

Appendix 2: Glossary

ANIC	Association of Northern Ireland Colleges
ARK	Northern Ireland Social and Political Archive
BELB	Belfast Education and Library Board
BHC	Belfast Harbour Commissioners
BIFHE	Belfast Institute of Further and Higher Education
BiTC	Business in the Community
BME	Black and Minority Ethnic
CAFRE	College of Agriculture, Food and Rural Enterprise
CCEA	Northern Ireland Council for the Curriculum Examination & Assessment
CCMS	Council for Catholic Maintained Schools
CEJI	Centre European Juif D'Information (European Jewish Information Centre)
CITB	Construction Industry Training Board
CPD	Central Procurement Directorate
CRC	Community Relations Council
CSA	Central Services Agency
DARD	Department of Agriculture and Rural Development
DCAL	Department of Culture, Arts and Leisure
DE	Department of Education
DEL	Department for Employment and Learning
DETI	Department of Enterprise, Trade and Investment
DOE	Department of the Environment
DFP	Department of Finance and Personnel
DHSSPS	Department of Health, Social Services and Public Safety
DRD	Department of Regional Development
DSD	Department for Social Development
ECNI	Equality Commission for Northern Ireland
EHSSB	Eastern Health and Social Services Board
EMU	Education for Mutual Understanding
EQIA	Equality Impact Assessment
FE	Further and Higher Education

HEEC	the Higher Education Equality Consortium
HSENI	Health and Safety Executive for Northern Ireland
IHP	Investing for Health Partnership
INCORE	International Centre of Excellence for Conflict and Peace Studies, University of Ulster
JEDI	Joined in Equity, Diversity and Interdependence
LRA	Labour Relation Agency
LRNI	Land Registers of NI
NDAI	North Down & Ards Institute of Further & Higher Education
NEELB	North Eastern Education and Library Board
NESTA	National Endowment for Science, Technology and the Arts
NHSSB	Northern Ireland Health and Social Services Board
NIAO	Northern Ireland Audit Office
NICEN	Northern Ireland Council for Ethnic Minorities
NIHE	Northern Ireland Housing Executive
NIO	Northern Ireland Office
NIPEC	NI Practice and Education Council for Nursing and Midwifery
NISRA	NI Statistics and Research Agency
NITB	Northern Ireland Tourist Board
OFMDFM	Office of the First Minister and Deputy First Minister
OU	Open University
Peace II	EU Programme for Peace and Reconciliation in Northern Ireland and the Border Region of Ireland 2000 – 2006
PBNI	Probation Board for Northern Ireland
PSNI	Police Service of Northern Ireland
QCA	Qualifications and Curriculum Authority
QUB	Queen's University Belfast
RCA	Rate Collection Agency
RDC	Rural Development Council

SELB	Southern Education and Library Board
SEELB	South Eastern Education and Library Board
SEUPB	Special EU Programmes Body
SHSSB	Southern Health and Social Services Board
STEP	South Tyrone Empowerment Partnership
TSN	Targeting Social Need
UU	University of Ulster
USEL	Ulster Supported Employment Ltd
VLA	Valuation and Lands Agency
WELB	Western Education and Library Board
WHSSB	Western Health and Social Services Board
YESIP	Youth Education Social Inclusion Partnership