



Equality Scheme for Tourism Northern Ireland

***Drawn up in accordance with Section 75 and Schedule 9 of
the Northern Ireland Act 1998***

***This document is available in a range of formats on request.
Please contact us with your requirements (see page 7 for
contact details).***

Tourism Northern Ireland
Linum Chambers
Bedford Square
Bedford Street
BELFAST
BT2 7ES

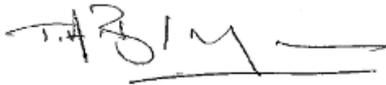
Approved by the Equality Commission for Northern Ireland on 04
March 2019.

Foreword:

1. Section 75 of the Northern Ireland Act 1998 (the Act) requires public authorities, in carrying out their functions relating to Northern Ireland, to have due regard to the need to promote equality of opportunity and regard to the desirability of promoting good relations across a range of categories outlined in the Act¹.
2. In our Equality Scheme we set out how Tourism Northern Ireland (Tourism NI) proposes to fulfil the Section 75 statutory duties.
3. We will commit the necessary resources in terms of people, time and money to make sure that the Section 75 statutory duties are complied with and that the Equality Scheme is implemented effectively, and on time.
4. We commit to having effective internal arrangements in place for ensuring our effective compliance with the Section 75 statutory duties and for monitoring and reviewing our progress.
5. We will develop and deliver a programme of communication and training with the aim of ensuring that all our staff and board members are made fully aware of our Equality Scheme and understand the commitments and obligations within it.
6. We, the Chairman (Terence Brannigan) and Chief Executive (John McGrillen) of Tourism NI, are fully committed to effectively fulfilling our Section 75 statutory duties across all our functions through the effective implementation of our Equality Scheme.
7. We realise the important role that the community and voluntary sector and the general public have to play to ensure the Section 75 statutory duties are effectively implemented. Our Equality Scheme demonstrates how determined we are to ensure there are opportunities, for people affected by our work, to positively influence how we carry out our functions in line with our Section 75 statutory duties. It also offers the means whereby persons directly affected by what they consider to be a failure, on our part, to comply with our Equality Scheme, can make complaints.

¹ See section 1.1 of our Equality Scheme.

8. On behalf of Tourism NI and our staff, we are pleased to support and endorse this Equality Scheme which has been drawn up in accordance with Section 75 and Schedule 9 of the Northern Ireland Act 1998 and Equality Commission guidelines.



Terence Brannigan
Chairman
Tourism NI



John McGrillen
Chief Executive
Tourism NI

Date: 13 December 2018

Contents:

Please note: Foreword and Appendices 3 and 4 form part of this Equality Scheme

	Page
Foreword	1
Contents	3
Chapter 1	Introduction 5
	Section 75 of the Northern Ireland Act 1998 5
	How we propose to fulfil the Section 75 duties in relation to the relevant functions of Tourism NI 5
	Who we are and what we do 6
Chapter 2	Our arrangements for assessing our compliance with the Section 75 Duties 8
	Responsibilities and reporting 8
	Action plan/action measures 10
Chapter 3	Our arrangements for consulting 12
Chapter 4	Our arrangements for assessing, monitoring and publishing the impact of policies 16
	Our arrangements for assessing the likely impact adopted or proposed to be adopted on the promotion of equality of opportunity of policies 16
	Screening 17
	Equality impact assessment 19
	Our arrangements for publishing the results of the assessments of the likely impact of policies we have adopted or propose to adopt on the promotion of equality of opportunity 20
	What we publish 20
	How we publish the information 21
	Where we publish the information 21
	Our arrangements for monitoring any adverse impact of policies we have adopted on equality of opportunity 22

	Our arrangements for publishing the results of our monitoring	23
Chapter 5	Staff training	24
	Training objectives	24
	Awareness raising and training arrangements	25
	Evaluation	27
	Monitoring	28
Chapter 6	Our arrangements for ensuring and assessing public access to information and services we provide	29
	Access to information	29
Chapter 7	Timetable for measures we propose in this Equality Scheme	31
Chapter 8	Our complaints procedure	32
Chapter 9	Publication of our Equality Scheme	34
Chapter 10	Review of our Equality Scheme	35
Appendix 1	Organisational chart	36
Appendix 2	Example groups relevant to the Section 75 categories for Northern Ireland purposes	37
Appendix 3	List of Section 75 consultees	38
Appendix 4	Timetable for measures proposed	42
Appendix 5	Glossary of terms	44
Appendix 6	Action Plan / Action Measures	51
Appendix 7	Action Plan / Action Measures	58

Chapter 1 Introduction

Section 75 of the Northern Ireland Act 1998:

1.1 Section 75 of the Northern Ireland Act 1998 (the Act) requires Tourism NI to comply with two statutory duties:

Section 75 (1)

In carrying out our functions relating to Northern Ireland we are required to have due regard to the need to promote equality of opportunity between:

- persons of different religious belief, political opinion, racial group, age, marital status or sexual orientation;
- men and women generally;
- persons with a disability and persons without; and
- persons with dependants and persons without.

Section 75 (2)

In addition, without prejudice to the obligations above, in carrying out our functions in relation to Northern Ireland we are required to have regard to the desirability of promoting good relations between persons of different religious belief, political opinion or racial group.

“Functions” include the “powers and duties” of a public authority². This includes our employment and procurement functions. Please see below under “Who we are and what we do” for a detailed explanation of our functions.

How we propose to fulfil the Section 75 duties in relation to the relevant functions of Tourism NI:

1.2 Schedule 9 4. (1) of the Act requires Tourism NI as a designated public authority to set out in an Equality Scheme how it proposes to fulfil the duties imposed by Section 75 in relation to its relevant functions. This Equality Scheme is intended to fulfil that statutory requirement. It is both a statement of our arrangements for fulfilling the Section 75 statutory duties and our plan for their implementation.

² Section 98 (1) of the Northern Ireland Act 1998.

1.3 Tourism NI is committed to the discharge of its Section 75 obligations in all parts of our organisation and we will commit the necessary available resources in terms of people, time and money to ensure that the Section 75 statutory duties are complied with and that our Equality Scheme can be implemented effectively.

Who we are and what we do:

Tourism Northern Ireland (Tourism NI) is responsible for the development of tourism and the marketing of Northern Ireland as a tourist destination to domestic tourists, from within Northern Ireland, and to visitors from the Republic of Ireland.

We are a Non-Departmental Public Body (NDPB) of the Department for the Economy (DfE) and we work closely with other tourism bodies to help develop the visitor economy here and to market Northern Ireland to incoming visitors.

Our Mission:

Tourism Northern Ireland's mission is to provide strategic leadership and work collaboratively to accelerate growth in Tourism. We will do this by investing in:

- tourism enterprise
- the development of world-class products, experiences and events; and
- the promotion of Northern Ireland as a must-see destination to markets which offer the greatest potential for growth.

Our Vision:

Our vision is that Northern Ireland is an internationally competitive destination renowned for world class 3-5 day breaks.

Chapter 2 Our arrangements for assessing our compliance with the section 75 duties: (Schedule 9 4. (2) (a))

2.1 Some of our arrangements for assessing our compliance with the Section 75 statutory duties are outlined in other relevant parts of this Equality Scheme – see chapters 3, 4 and 8.

In addition we have the following arrangements in place for assessing our compliance:

Responsibilities and reporting:

2.2 We are committed to the fulfilment of our Section 75 obligations in all parts of our work.

2.3 Responsibility for the effective implementation of our Equality Scheme lies with the Director of Corporate Development. The Director of Corporate Development is accountable to the Chief Executive for the development, implementation, maintenance and review of the Equality Scheme in accordance with Section 75 and Schedule 9 of the Northern Ireland Act 1998, including any good practice or guidance that has been or may be issued by the Equality Commission.

2.4 If you have any questions or comments regarding our Equality Scheme, please contact, in the first instance David Daley at the address given below and we will respond to you as soon as possible:

**David Daley
Business Planning & Improvement Manager
Tourism Northern Ireland
Linum Chambers
Bedford Square
Bedford Street
BELFAST
BT2 7ES**

**Telephone: 028 9044 1607
E-mail: bpi@tourismni.com**

2.5 Objectives and targets relating to the statutory duties will be integrated into our strategic and operational business plans.

2.6 Employees' job descriptions and performance plans reflect their contributions to the discharge of the Section 75 statutory duties and implementation of the Equality Scheme, where relevant. The personal performance plans are subject to appraisal in the annual performance review.

2.7 Tourism NI will prepare an annual report on the progress we have made on implementing the arrangements set out in this Equality Scheme to discharge our Section 75 statutory duties (Section 75 annual progress report).

The Section 75 annual progress report will be sent to the Equality Commission by 31 August each year and will follow any guidance on annual reporting issued by the Equality Commission.

Progress on the delivery of Section 75 statutory duties will also be included in our organisation's annual report.

2.8 The latest Section 75 annual progress report is available on our website:

<https://www.tourismni.com/link/8a67b97b55c14d509d235f27ffe02ea6.aspx>

Or by contacting:

David Daley
Business Planning & Improvement Manager
Tourism Northern Ireland
Linum Chambers
Bedford Square
Bedford Street
BELFAST
BT2 7ES

Telephone: 028 9044 1607
E-mail: bpi@tourismni.com

2.9 Tourism NI will liaise closely with the Equality Commission for Northern Ireland to ensure that progress on the implementation of our Equality Scheme is maintained.

2.10 Tourism NI's Senior Management Team have a personal responsibility for the implementation of the Section 75 statutory duties within their Divisions.

Tourism NI's Business Planning & Improvement Team will continue to provide advice on Tourism NI's Section 75 obligations as necessary and will also participate with DfE on other cross-departmental strategies on issues such as gender, age, disability, children and race.

Action plan/action measures:

2.11 Tourism NI has developed an action plan to promote equality of opportunity and good relations. This action plan is set out in Appendix 6 to this Equality Scheme.

2.12 The action measures that will make up our action plan will be relevant to our functions. They will be developed and prioritised on the basis of an audit of inequalities. The audit of inequalities will gather and analyse information across the Section 75 categories to identify the inequalities that exist for our service users and those affected by our policies.

2.13 Action measures will be specific, measurable, linked to achievable outcomes, realistic and time bound. Action measures will include performance indicators and timescales for their achievement.

2.14 We will develop an action plan for a period of between one and five years in order to align them with our corporate and business planning cycles. Implementation of the action measures will be incorporated into our business planning process.

2.15 We will seek input from our stakeholders and consult on our action plan before we send it to the Equality Commission and thereafter when reviewing the plan as per 2.16 below.

2.16 We will monitor our progress on the delivery of our action measures annually and update the action plan as necessary to

ensure that it remains effective and relevant to our functions and work.

2.17 Tourism NI will inform the Commission of any changes or amendments to our action plan and will also include this information in our Section 75 annual progress report to the Commission. Our Section 75 annual progress report will incorporate information on progress we have made in implementing our action plans/action measures.

2.18 Once finalised, our action plan will be available on our website:

<https://www.tourismni.com/about-us/equality-scheme/>

If you require it in an alternative format please contact us on the details provided.

Chapter 3 Our arrangements for consulting

(Schedule 9 4. (2) (a)) - on matters to which a duty (S75 (1) or (2)) is likely to be relevant (including details of the persons to be consulted).

(Schedule 9 4. (2) (b)) on the likely impact of policies adopted or proposed to be adopted by us on the promotion of equality of opportunity.

3.1 We recognise the importance of consultation in all aspects of the implementation of our statutory equality duties. We will consult on our Equality Scheme, action measures, equality impact assessments and other matters relevant to the Section 75 statutory duties.

3.2 We are committed to carrying out consultation in accordance with the following principles (as contained in the Equality Commission's guidance '*Section 75 of the Northern Ireland Act 1998 – A Guide for Public Authorities (April 2010)*')

3.2.1 All consultations will seek the views of those directly affected by the matter/policy, the Equality Commission, representative groups of Section 75 categories, other public authorities, voluntary and community groups, our staff and their trades unions and such other groups who have a legitimate interest in the matter, whether or not they have a direct economic or personal interest.

Initially all consultees (see Appendix 3), as a matter of course, will be notified (by e-mail or post) of the matter/policy being consulted upon to ensure they are aware of all consultations. Thereafter, to ensure the most effective use of our and our consultees' resources, we will take a targeted approach to consultation for those consultees that may have a particular interest in the matter/policy being consulted upon and to whom the matter/policy is of particular relevance. This may include for example regional or local consultations, sectoral or thematic consultation etc.

3.2.2 Consultation with all stakeholders will begin as early as possible. We will engage with affected individuals and representative groups to identify how best to consult or engage with them. We will ask our consultees what their preferred

consultation methods are and will give consideration to these. Methods of consultation could include:

- Face-to-face meetings;
- Focus groups;
- Written documents with the opportunity to comment in writing;
- Questionnaires;
- Information/notification by email with an opportunity to opt in/opt out of the consultation;
- Internet discussions; or
- Telephone consultations.

This list is not exhaustive and we may develop other additional methods of consultation more appropriate to key stakeholders and the matter being consulted upon.

3.2.3 We will consider the accessibility and format of every method of consultation we use in order to remove barriers to the consultation process. Specific consideration will be given as to how best to communicate with children and young people, people with disabilities (in particular people with learning disabilities) and minority ethnic communities. We take account of existing and developing good practice, including the Equality Commission's guidance *Let's Talk Let's Listen – Guidance for public authorities on consulting and involving children and young people (2008)*.

Information will be made available, on request, in alternative formats³, in a timely manner, usually within 10 working days. We will ensure that such consultees have equal time to respond.

3.2.4 Specific training is provided to those facilitating consultations to ensure that they have the necessary skills to communicate effectively with consultees.

3.2.5 To ensure effective consultation with consultees⁴ on Section 75 matters, we will develop a programme of awareness raising on the Section 75 statutory duties and the commitments in our Equality Scheme by undertaking the following:

³ See Chapter 6 of our equality scheme for further information on alternative formats of information we provide.

⁴ Please see Appendix 3 for a list of our consultees.

- Face-to-face meetings;
- Focus groups;
- Written documents with the opportunity to comment in writing;
- Questionnaires;
- Information/notification by email with an opportunity to opt in/opt out of the consultation;
- Internet discussions; or
- Telephone consultations.

3.2.6 The consultation period lasts for a minimum of twelve weeks to allow adequate time for groups to consult amongst themselves as part of the process of forming a view. However, in exceptional circumstances when this timescale is not feasible (for example implementing EU Directives or UK wide legislation, meeting Health and Safety requirements, addressing urgent public health matters or complying with Court judgements), we may shorten timescales to eight weeks or less before the policy is implemented. We may continue consultation thereafter and will review the policy as part of our monitoring commitments⁵.

Where, under these exceptional circumstances, we must implement a policy immediately, as it is beyond our authority's control, we may consult after implementation of the policy, in order to ensure that any impacts of the policy are considered.

3.2.7 If a consultation exercise is to take place over a period when consultees are less able to respond, for example, over the summer or Christmas break, or if the policy under consideration is particularly complex, we will give consideration to the feasibility of allowing a longer period for the consultation.

3.2.8 We are conscious of the fact that affected individuals and representative groups may have different needs. We will take appropriate measures to ensure full participation in any meetings that are held. We will consider for example the time of day, the appropriateness of the venue, in particular whether it can be accessed by those with disabilities, how the meeting is to be

⁵ Please see below at 4.27 to 4.31 for details on monitoring.

conducted, the use of appropriate language, whether a signer and/or interpreter is necessary, and whether the provision of childcare and support for other carers is required.

3.2.9 We make all relevant information available to consultees in appropriate formats to ensure meaningful consultation. This includes detailed information on the policy proposal being consulted upon and any relevant quantitative and qualitative data.

3.2.10 In making any decision with respect to a policy adopted or proposed to be adopted, we take into account any assessment and consultation carried out in relation to the policy.

3.2.11 We provide feedback to consultees in a timely manner. A feedback report is prepared which includes summary information on the policy consulted upon, a summary of consultees' comments and a summary of our consideration of and response to consultees' input. The feedback is provided in formats suitable to consultees. (Please see also 6.3)

3.3 A list of our consultees is included in this Equality Scheme at Appendix 3. It can also be obtained from our website at:

<https://www.tourismni.com/about-us/equality-scheme/>

Or by contacting:

David Daley
Business Planning & Improvement Manager
Tourism Northern Ireland
Linum Chambers
Bedford Square
Bedford Street
BELFAST
BT2 7ES

Telephone: 028 9044 1607
E-mail: bpi@tourismni.com

3.4 Our consultation list is not exhaustive and is reviewed on an annual basis to ensure it remains relevant to our functions and policies.

We welcome enquiries from any person/s or organisations wishing to be added to the list of consultees. Please contact David Daley to provide your contact details and have your areas of interest noted or have your name/details removed or amended. Please also inform us at this stage if you would like information sent to you in a particular format or language.

Chapter 4 Our arrangements for assessing, monitoring and publishing the impact of policies

(Schedule 9 4. (2) (b); Schedule 9 4. (2) (c);
Schedule 9 4. (2) (d); Schedule 9 9. (1);
Schedule 9 9.(2))

Our arrangements for assessing the likely impact of policies adopted or proposed to be adopted on the promotion of equality of opportunity (Schedule 9 4. (2) (b))

4.1 In the context of Section 75, 'policy' is very broadly defined and it covers all the ways in which we carry out or propose to carry out our functions in relation to Northern Ireland. In respect of this Equality Scheme, the term policy is used for any (proposed/amended/existing) strategy, policy initiative or practice and/or decision, whether written or unwritten and irrespective of the label given to it, e.g., 'draft', 'pilot', 'high level' or 'sectoral'.

4.2 In making any decision with respect to a policy adopted or proposed to be adopted, we take into account any assessment and consultation carried out in relation to the policy, as required by Schedule 9 9. (2) of the Northern Ireland Act 1998.

4.3 Tourism NI uses the tools of screening and equality impact assessment to assess the likely impact of a policy on the promotion of equality of opportunity and good relations. In carrying out these assessments we will relate them to the intended outcomes of the policy in question and will also follow Equality Commission guidance:

- The guidance on screening, including the screening template, as detailed in the Commission's guidance 'Section 75 of the Northern Ireland Act 1998 – A Guide for Public Authorities (April 2010)' and
- On undertaking an equality impact assessment as detailed in the Commission's guidance 'Practical guidance on equality impact assessment (February 2005)'.

Screening:

4.4 The purpose of screening is to identify those policies that are likely to have an impact on equality of opportunity and/or good relations.

4.5 Screening is completed at the earliest opportunity in the policy development/review process. Policies which we propose to adopt will be subject to screening prior to implementation. For more detailed strategies or policies that are to be put in place through a series of stages, we will screen at various stages during implementation.

4.6 The lead role in the screening of a policy is taken by the policy decision maker who has the authority to make changes to that policy. However, screening will also involve other relevant team members, for example, equality specialists, those who implement the policy and staff members from other relevant work areas. Where possible we will include key stakeholders in the screening process.

4.7 The following questions are applied to all our policies as part of the screening process:

- What is the likely impact on equality of opportunity for those affected by this policy, for each of the Section 75 equality categories? (**minor/major/none**);
- Are there opportunities to better promote equality of opportunity for people within the Section 75 equality categories?;
- To what extent is the policy likely to impact on good relations between people of a different religious belief, political opinion or racial group? (**minor/major/none**); and
- Are there opportunities to better promote good relations between people of a different religious belief, political opinion or racial group?

4.8 In order to answer the screening questions, we gather all relevant information and data, both qualitative and quantitative. In taking this evidence into account we consider the different needs,

experiences and priorities for each of the Section 75 equality categories. Any screening decision will be informed by this evidence.

4.9 Completion of screening, taking into account our consideration of the answers to all four screening questions set out in 4.7 above, will lead to one of the following three outcomes:

1. The policy has been 'screened in' for equality impact assessment;
2. The policy has been 'screened out' with mitigation or an alternative policy proposed to be adopted; or
3. The policy has been 'screened out' without mitigation or an alternative policy proposed to be adopted.

4.10 If our screening concludes that the likely impact of a policy is 'minor' in respect of one, or more, of the equality of opportunity and/or good relations categories, we may on occasion decide to proceed with an equality impact assessment, depending on the policy. If an EQIA is not to be conducted we will nonetheless consider measures that might mitigate the policy impact as well as alternative policies that might better achieve the promotion of equality of opportunity and/or good relations.

Where we mitigate we will outline in our screening template the reasons to support this decision together with the proposed changes, amendments or alternative policy.

This screening decision will be 'signed off' by the appropriate policy lead within Tourism NI.

4.11 If our screening concludes that the likely impact of a policy is 'major' in respect of one, or more, of the equality of opportunity and/or good relations categories, we will normally subject the policy to an equality impact assessment. This screening decision will be 'signed off' by the appropriate policy lead within Tourism NI.

4.12 If our screening concludes that the likely impact of a policy is 'none', in respect of all of the equality of opportunity and/or good relations categories, we may decide to screen the policy out. If a policy is 'screened out' as having no relevance to equality of opportunity or good relations, we will give details of the reasons for

the decision taken. This screening decision will be 'signed off' by the appropriate policy lead within Tourism NI.

4.13 As soon as possible following the completion of the screening process, the screening template, signed off and approved by the senior manager responsible for the policy, will be made available on our website:

<https://www.tourismni.com/about-us/equality-scheme/>

and on request:

David Daley
Business Planning & Improvement Manager
Tourism Northern Ireland
Linum Chambers
Bedford Square
Bedford Street
BELFAST
BT2 7ES

Telephone: 028 9044 1607
E-mail: bpi@tourismni.com

4.14 If a consultee, including the Equality Commission, raises a concern about a screening decision based on supporting evidence, we will review the screening decision.

4.15 Our screening reports are published quarterly [see below at 4.20 - 4.22 and 4.23 for details].

Equality impact assessment:

4.16 An equality impact assessment (EQIA) is a thorough and systematic analysis of a policy, whether that policy is formal or informal, and irrespective of the scope of that policy. The primary function of an EQIA is to determine the extent of any impact of a policy upon the Section 75 categories and to determine if the impact is an adverse one. It is also an opportunity to demonstrate the likely positive outcomes of a policy and to seek ways to more effectively promote equality of opportunity and good relations.

4.17 Once a policy is screened and screening has identified that an equality impact assessment is necessary, we will carry out the EQIA in accordance with Equality Commission guidance. The equality impact assessment will be carried out as part of the policy development process, before the policy is implemented.

4.18 Any equality impact assessment will be subject to consultation at the appropriate stage(s). (For details see above Chapter 3 “Our Arrangements for Consulting”).

Our arrangements for publishing the results of the assessments of the likely impact of policies we have adopted or propose to adopt on the promotion of equality of opportunity

(Schedule 9 4. (2) (d); Schedule 9 9. (1))

4.19 We make publicly available the results of our assessments (screening and EQIA) of the likely impact of our policies on the promotion of equality of opportunity and good relations.

What we publish:

4.20 Screening reports

These are published quarterly. Screening reports detail:

- All policies screened by Tourism NI over the three month period;
- A statement of the aim(s) of the policy/policies to which the assessment relates;
- Consideration given to measures which might mitigate any adverse impact;
- Consideration given to alternative policies which might better achieve the promotion of equality of opportunity;
- Screening decisions, i.e.:
 - whether the policy has been ‘screened in’ for equality impact assessment.
 - whether the policy has been ‘screened out’ with mitigation or an alternative policy proposed to be adopted.
 - whether the policy has been ‘screened out’ without mitigation or an alternative policy proposed to be adopted.

- Where applicable, a timetable for conducting equality impact assessments
- A link to the completed screening template(s) on our website

4.21 Screening templates:

For details on the availability of our screening templates please refer to 4.13.

4.22 Equality impact assessments:

EQIA reports are published once the impact assessment has been completed. These reports include:

- A statement of the aim of the policy assessed;
- Information and data collected;
- Details of the assessment of impact(s);
- Consideration given to measures which might mitigate any adverse impact;
- Consideration given to alternative policies which might better achieve the promotion of equality of opportunity;
- Consultation responses;
- The decision taken; and
- Future monitoring plans.

How we publish the information:

4.23 All information we publish is accessible and can be made available in alternative formats on request. Please see 6.3 below.

Where we publish the information:

4.24 The results of our assessments (screening reports and completed templates, the results of equality impact assessments) are available on our website:

<https://www.tourismni.com/about-us/equality-scheme/>

and by contacting:

**David Daley
Business Planning & Improvement Manager
Tourism Northern Ireland
Linum Chambers
Bedford Square
Bedford Street
BELFAST
BT2 7ES**

Telephone: 028 9044 1607
E-mail: bpi@tourismni.com

4.25 In addition to the above, screening reports (electronic link or hard copy on request if more suitable for recipients) which include all policies screened over a 3 month period are also sent directly to all consultees on a quarterly basis.

4.26 We will inform the general public about the availability of this material through communications such as press releases where appropriate.

Our arrangements for monitoring any adverse impact of policies we have adopted on equality of opportunity:
(Schedule 9 4. (2) (c))

4.27 Monitoring can assist us to deliver better public services and continuous improvements. Monitoring Section 75 information involves the processing of sensitive personal data (data relating to the racial or ethnic origin of individuals, sexual orientation, political opinion, religious belief, etc.). In order to carry out monitoring in a confidential and effective manner, Tourism NI follows guidance from the Office of the Information Commissioner and the Equality Commission.

4.28 We monitor any adverse impact on the promotion of equality of opportunity of policies we have adopted. We are also committed to monitoring more broadly to identify opportunities to better promote equality of opportunity and good relations in line with Equality Commission guidance.

4.29 The systems we have established to monitor the impact of policies and identify opportunities to better promote equality of opportunity and good relations are:

- The collection, collation and analysis of existing relevant primary quantitative and qualitative data across all nine equality categories on an ongoing basis;
- The collection, collation and analysis of existing relevant secondary sources of quantitative and qualitative data across all nine equality categories on an ongoing basis;
- An audit of existing information systems within one year of approval of this Equality Scheme, to identify the extent of current monitoring and take action to address any gaps in order to have the necessary information on which to base decisions; and
- Undertaking or commissioning new data if necessary.

4.30 If over a two-year period monitoring and evaluation show that a policy results in greater adverse impact than predicted, or if opportunities arise which would allow for greater equality of opportunity to be promoted, we will ensure that the policy is revised to achieve better outcomes for relevant equality groups.

4.31 We review our EQIA monitoring information on an annual basis. Other monitoring information is reviewed quarterly.

Our arrangements for publishing the results of our monitoring:

(Schedule 9 4. (2) (d))

4.32 Schedule 9 4. (2) (d) requires us to publish the results of the monitoring of adverse impacts of policies we have adopted. However, we are committed to monitoring more broadly and the results of our policy monitoring are published as follows:

4.33 EQIA monitoring information is published as part of our Section 75 annual progress report [see 2.7].

4.34 EQIA monitoring information is also published on our website www.tourismni.com.

4.35 All information published is accessible and can be made available in alternative formats on request. Please see below at 6.3 for details.

Chapter 5 Staff training: (Schedule 9 4 (2) (e))

Commitment to staff training:

5.1 We recognise that awareness raising and training play a crucial role in the effective implementation of our Section 75 duties.

5.2 Our Chief Executive wishes to positively communicate Tourism NI's commitment to the Section 75 statutory duties, both internally and externally.

To this end we have introduced an effective communication and training programme for all staff and will ensure that our commitment to the Section 75 statutory duties is made clear in all relevant publications.

Training objectives:

5.3 Tourism NI will draw up a detailed training plan for its staff which will aim to achieve the following objectives:

- To raise awareness of the provisions of Section 75 of the Northern Ireland Act 1998, our Equality Scheme commitments and the particular issues likely to affect people across the range of Section 75 categories, to ensure that our staff fully understand their role in implementing the scheme;
- To provide those staff involved in the assessment of policies (screening and EQIA) with the necessary skills and knowledge to do this work effectively;
- To provide those staff who deal with complaints in relation to compliance with our Equality Scheme with the necessary skills and knowledge to investigate and monitor complaints effectively;
- To provide those staff involved in consultation processes with the necessary skills and knowledge to do this work effectively; and

- To provide those staff involved in the implementation and monitoring of the effective implementation of Tourism NI's Equality Scheme with the necessary skills and knowledge to do this work effectively.

Awareness raising and training arrangements:

5.4 The following arrangements will be put in place to ensure that our staff and Board members are made aware of and understand our equality obligations:

- We will develop a summary of this Equality Scheme and make it available to all staff;
- We will provide access to copies of the full Equality Scheme for all staff; ensure that any queries or questions of clarification from staff are addressed effectively;
- Staff in Tourism NI will receive a briefing on this Equality Scheme as soon as possible after approval of scheme;
- The Section 75 statutory duties form part of induction training for new staff;
- Focused training is provided for key staff within Tourism NI who are directly engaged in taking forward the implementation of our Equality Scheme commitments (for example those involved in research and data collection, policy development, service design, conducting equality impact assessments, consultation, monitoring and evaluation);
- Where appropriate, training will be provided to ensure staff are aware of the issues experienced by the range of Section 75 groups; and
- When appropriate and on an ongoing basis, arrangements will be made to ensure staff are kept up to date with Section 75 developments;

5.5 Training and awareness raising programmes will, where relevant, be developed in association with the appropriate Section 75 groups and our staff.

In order to share resources and expertise, Tourism NI will, where possible, work closely with other bodies and agencies in the development and delivery of training.

Monitoring and evaluation:

5.6 Our training programme is subject to the following monitoring and evaluation arrangements:

- We evaluate the extent to which all participants in this training programme have acquired the necessary skills and knowledge to achieve each of the above objectives; and
- The extent to which training objectives have been met will be reported on as part of the Section 75 annual progress report, which will be sent to the Equality Commission.

Chapter 6 Our arrangements for ensuring and assessing public access to information and services we provide:

(Schedule 9 4. (2) (f))

6.1 Tourism NI is committed to ensuring that the information we disseminate and the services we provide are fully accessible to all parts of the community in Northern Ireland. We keep our arrangements under review to ensure that this remains the case.

6.2 We are aware that some groups will not have the same access to information as others. In particular:

- People with sensory, learning, communication and mobility disabilities may require printed information in other formats;
- Members of ethnic minority groups, whose first language is not English, may have difficulties with information provided only in English; and/or
- Children and young people may not be able to fully access or understand information.

Access to information:

6.3 To ensure equality of opportunity in accessing information, we provide information in alternative formats on request, where reasonably practicable. Where the exact request cannot be met we will ensure a reasonable alternative is provided.

6.4 Alternative formats may include Easy Read, Braille, audio formats (CD, mp3 or DAISY), large print or minority languages to meet the needs of those for whom English is not their first language.

6.5 Tourism NI will liaise as appropriate with representatives of young people and disability and minority ethnic organisations taking into account existing and developing good practice. We will respond to requests for information in alternative formats in a timely manner.

6.6 Tourism NI is committed to effective communication with the public. Recognising the growing range of communications channels and the differing needs and preferences of different groups, Tourism NI will ensure the evidence-based evaluation and use of a range of communications channels to enable wide access to information, to mitigate the risk that some sections of the public might not enjoy equality of opportunity in accessing information provided by Tourism NI.

Access to services:

6.7 Tourism NI is committed to ensuring that all our services are fully accessible to everyone in the community across the Section 75 categories. Tourism NI also adheres to the relevant provisions of current anti-discrimination legislation.

6.8 Tourism NI is committed to ensuring that our facilities are designed to the requirements of all our customers. We also clearly state on all our publications that the documents can be provided in an alternative format on request.

Assessing public access to information and services:

6.9 Tourism NI will monitor access to information and services through such things as the monitoring of complaints and satisfaction surveys. Tourism NI is committed to achieving effective communication and recognises that some sections of the public might not enjoy equality of opportunity in accessing information provided by public authorities. For example, some members of the public may not have access to a computer to obtain information from websites. They may require access to information in different formats due to a visual impairment or their first language. Tourism NI will consider a range of communication methods to ensure wide access to its information. We will make every effort to respond positively to requests for access to information to meet user needs.

Chapter 7 Timetable for measures we propose in this Equality Scheme: (Schedule 9 4. (3) (b))

7.1 Appendix 4 outlines our timetable for all measures proposed within this Equality Scheme. The measures outlined in this timetable will be incorporated into our business planning processes.

7.2 This timetable is different from and in addition to our commitment to developing action plans/action measures to specifically address inequalities and further promote equality of opportunity and good relations. We have included in our Equality Scheme a commitment to develop and implement an action plan. Accordingly, this commitment is listed in the timetable of measures at Appendix 4. For information on these action measures please see above at 2.13 – 2.20.

Chapter 8 Our complaints procedure

(Schedule 9 10.)

8.1 Tourism NI is responsive to the views of members of the public. We will endeavour to resolve all complaints made to us.

8.2 Schedule 9 paragraph 10 of the Act refers to complaints. A person can make a complaint to a public authority if the complainant believes he or she may have been directly affected by an alleged failure of the authority to comply with its approved Equality Scheme.

If the complaint has not been resolved within a reasonable timescale, the complaint can be brought to the Equality Commission.

8.3 A person wishing to make a complaint that Tourism NI has failed to comply with its approved Equality Scheme should contact:

David Daley
Business Planning & Improvement Manager
Tourism Northern Ireland
Linum Chambers
Bedford Square
Bedford Street
BELFAST
BT2 7ES

Telephone: **028 90441607**
E-mail: [**bpi@tourismni.com**](mailto:bpi@tourismni.com)

8.4 We will in the first instance acknowledge receipt of each complaint within 3 working days.

8.5 Tourism NI will carry out an internal investigation of the complaint and will respond substantively to the complainant within 10 working days of the date of receiving the letter of complaint. Under certain circumstances, if the complexity of the matter requires a longer period, the period for response to the complainant may be extended to 20 working days. In those circumstances, the complainant will be advised of the extended period within 10 working days of making the complaint.

8.6 During this process the complainant will be kept fully informed of the progress of the investigation into the complaint and of any outcomes.

8.7 In any subsequent investigation by the Equality Commission, Tourism NI will co-operate fully, providing access in a timely manner to any relevant documentation that the Equality Commission may require.

Similarly, Tourism NI will co-operate fully with any investigation by the Equality Commission under sub-paragraph 11 (1) (b) of Schedule 9 to the Northern Ireland Act 1998.

8.8 Tourism NI will make all efforts to implement promptly and in full any recommendations arising out of any Commission investigation.

Chapter 9 Publication of our Equality Scheme: (Schedule 9 4. (3) (c))

9.1 Our Equality Scheme is available free of charge in print form and alternative formats from:

David Daley
Business Planning & Improvement Manager
Tourism Northern Ireland
Linum Chambers
Bedford Square
Bedford Street
BELFAST
BT2 7ES

Telephone: 028 90441607
E-mail: bpi@tourismni.com

9.2 Our Equality Scheme is also available on our website at:

<https://www.tourismni.com/about-us/equality-scheme/>

9.3 The following arrangements are in place for the publication in a timely manner of our Equality Scheme to ensure equality of access:

- We will make every effort to communicate widely the existence and content of our Equality Scheme. This may include press releases, prominent advertisements in the press, the internet and direct mail shots to groups representing the various categories in Section 75.
- We will email a link to our approved Equality Scheme to all Section 75 consultees on our consultation lists. Other consultees without e-mail will be notified by letter that the scheme is available on request. We will respond to requests for the Equality Scheme in alternative formats in a timely manner.
- Our Equality Scheme is available on request in alternative formats such as Easy Read, Braille, large print, audio

formats (CD, mp3, DAISY) and in minority languages to meet the needs of those not fluent in English.

9.4 For a list of our stakeholders and consultees please see Appendix 3 of the Equality Scheme, visit our website at www.tourismni.com or contact:

David Daley
Business Planning & Improvement Manager
Tourism Northern Ireland
Linum Chambers
Bedford Square
Bedford Street
BELFAST
BT2 7ES

Telephone: 028 90441607
E-mail: bpi@tourismni.com

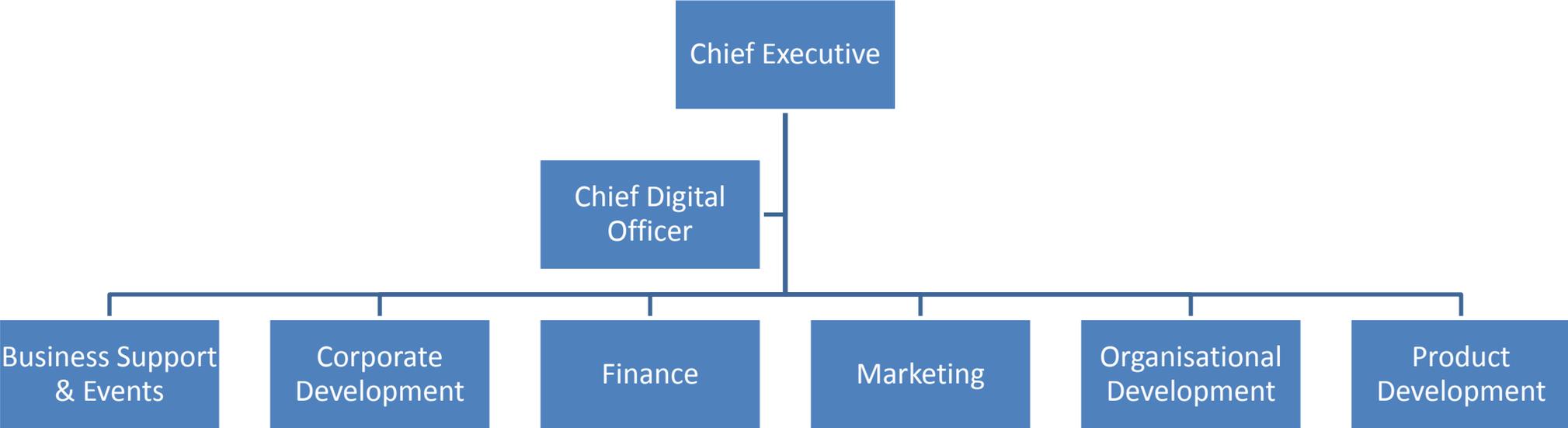
Chapter 10 Review of our Equality Scheme: (Schedule 9 8. (3))

10.1 As required by Schedule 9 paragraph 8 (3) of the Northern Ireland Act 1998 we will conduct a thorough review of this Equality Scheme. This review will take place either within five years of submission of this Equality Scheme to the Equality Commission or within a shorter timescale to allow alignment with the review of other planning cycles.

The review will evaluate the effectiveness of our scheme in relation to the implementation of the Section 75 statutory duties relevant to our functions in Northern Ireland.

10.2 In undertaking this review we will follow any guidance issued by the Equality Commission. A report of this review will be made public on our website www.tourismni.com and sent to the Equality Commission.

Appendix 1 Organisational chart



Appendix 2 Example groups relevant to the Section 75 categories for Northern Ireland purposes

Please note, this list is for illustration purposes only, it is not exhaustive.

Category	Example groups
Religious belief	Buddhist; Catholic; Hindu; Jewish; Muslims, people of no religious belief; Protestants; Sikh; other faiths. For the purposes of Section 75, the term “religious belief” is the same definition as that used in the <i>Fair Employment & Treatment (NI) Order</i> ⁶ . Therefore, “religious belief” also includes any <i>perceived</i> religious belief (or perceived lack of belief) and, in employment situations only, it also covers any “ <i>similar philosophical belief</i> ”.
Political opinion ⁷	Nationalist generally; Unionists generally; members/supporters of other political parties.
Racial group	Black people; Chinese; Indians; Pakistanis; people of mixed ethnic background; Polish; Roma; Travellers; White people.
Men and women generally	Men (including boys); Trans-gendered people; Transsexual people; women (including girls).
Marital status	Civil partners or people in civil partnerships; divorced people; married people; separated people; single people; widowed people.
Age	Children and young people; older people.
Persons with a disability	Persons with disabilities as defined by the Disability Discrimination Act 1995.
Persons with dependants	Persons with personal responsibility for the care of a child; for the care of a person with a disability; or the care of a dependant older person.
Sexual orientation	Bisexual people; heterosexual people; gay or lesbian people.

⁶ See Section 98 of the Northern Ireland Act 1998, which states: “*In this Act... “political opinion” and “religious belief” shall be construed in accordance with Article 2(3) and (4) of the Fair Employment & Treatment (NI) Order 1998.*”

⁷ Ibid

Appendix 3 List of Section 75 consultees

(Schedule 9 4. (2) (a))

Action on Hearing Loss (NI)
Amalgamated Engineering and Electrical Union (AEEU)
Age Concern Help the Aged Northern Ireland
Age Sector Platform
Alliance Party of Northern Ireland
An Munia Tober
Antrim and Newtownabbey Borough Council
Archbishop of Armagh & Primate of all Ireland
Ards and North Down Borough Council
Ards Business Centre Ltd
Argyle Business Centre Ltd
Armagh Business Centre Ltd
Armagh City, Banbridge and Craigavon Borough Council
Aspergers Network
Association of Independent Advice
Autism NI
Ballymena Business Centre Ltd
Banbridge Enterprise Centre
Bar Council
Belfast Centre for the Unemployed
Belfast City Council
Belfast City Centre Management
Belfast Hebrew Congregation
Belfast Islamic Centre
Brookfield Business Centre
Bryson House
Business in the Community
Cara-Friend
Carers NI
Carrickfergus Enterprise Agency Ltd
Castlereagh Enterprises Ltd
Causeway Coast and Glens Borough Council
Causeway Enterprise Agency Ltd
Cedar Foundation
Chief Executives Forum
Chief Officers 3rd Sector
Children's Law Centre
Chinese Chamber of Commerce
Chinese Welfare Association Ltd

Claire Sugden MLA, Independent, East Londonderry
Coalisland & District Development Association
Commissioner for Children and Young People
Committee for the Economy
Committee on the Administration of Justice
Communication Workers Union
Community Foundation for NI
Community Relations Council
Concordia
Confederation of British Industry
Cookstown Enterprise Centre Ltd
Co-operation Ireland
Craigavon Industrial Development Organisation Ltd
Creggan Enterprises Ltd
Deaf Association Northern Ireland
Democratic Unionist Party
Department of Agriculture, Environment & Rural Affairs
Department for Communities
Department of Education
Department for the Economy
Department of Finance
Department for Infrastructure
Department of Health
Department of Justice
Derry City and Strabane District Council
Development Department
Disability Action
Down North Unionist Office
Dungannon Enterprise Centre Ltd
East Belfast Community Development Agency
East Belfast Enterprise Park Ltd
East Belfast Partnership Board
Education and Training Inspectorate
Education Authority (EA)
Employer's Forum on Disability
Equality Coalition
Equality Commission for Northern Ireland
Falls Community Council
Federation of Small Businesses
Fermanagh and Omagh District Council
Fermanagh Enterprise Ltd
Foyle Women's Info Network
General Consumer Council for Northern Ireland

Gingerbread NI
GMB
Greater Shankill Partnership
Green Party in Northern Ireland
Inclusive Mobility Transport Advisory Committee (IMTAC)
INCORE Conflict Resolutions Ltd
Indian Community Centre
Institute of Directors (Northern Ireland)
Kesh Development Association Charitable Trust
Labour Party in Northern Ireland (LPNI)
Larne Development Forum
Law Centre (NI)
Lisburn and Castlereagh City Council
Lisburn Enterprise Organisation
Local Strategy Partnership
Mallusk Enterprise Park
MENCAP Northern Ireland
Methodist Church in Ireland
Mid and East Antrim Borough Council
Mid Ulster District Council
Mindwise
Multi-Cultural Resource Centre
National Energy Action
National Society for the Prevention of Cruelty to Children
Newry & Mourne Enterprise Agency
Newry, Mourne and Down District Council
NI Anti-Poverty Network
NI Assembly
NI Association for Mental Health
NI Authority for Utility Regulation
NI Centre for Competitiveness
NI Chamber of Commerce & Industry
NI Conservatives
NI Council for Voluntary Action
NI Council on Ethnic Minorities
NI Human Rights Commission
NI Members of Parliament (MPs)
NI Members of the European Parliament (MEPs)
NI Members of the Legislative Assembly (MLAs)
NI Volunteer Development Agency
NI Women's European Platform
NIACRO
NI Committee of Irish Congress of Trade Unions (ICTU)

Northern Ireland Gay Rights Association (NIGRA)
Northern Ireland Public Service Alliance (NIPSA)
North Antrim Business Agency
North Belfast Partnership Board
North City Business Centre Ltd
North Down Development Organisation Ltd
National Union of Students (NUS)
North West Community Network (NWCN)
Omagh Enterprise Co Ltd
Ormeau Enterprises Ltd
Participation Network
People Before Profit Alliance
POBAL
Presbyterian Church in Ireland
Press for Change
Prince's Trust
Progressive Unionist Party
PROSPECT
Royal National Institute of Blind People (RNIB) NI
Roe Valley Enterprises Ltd
Rosslea Enterprises Ltd
Rural Community Network
Rural Development Council
Rural Support
Services Industrial Professional Technical Union
Sinn Fein
Social Democratic and Labour Party
Social Economy Network
South Belfast Partnership Board
South West Fermanagh Development Organisation
Strabane Industrial Properties Ltd
The Executive Office
The Most Reverend Bishop Noel Treanor
The William Keown Trust
The Workers Party
Townsend Enterprise Park Ltd
Traditional Unionist Voice
Training for Women Network Ltd
UK Independence Party (UKIP)
Ulster Scots Heritage Council
Ulster Unionist Party
United Nations Development Fund for Women (UNIFEM)
Union of Shop, Distributive & Allied Workers

Union of Students in Ireland (USI)
UNISON
Unite the Union
University of Ulster at Coleraine
Vice Chancellor, Queen's University
Visual Access NI
West Belfast Development Trust Ltd
West Belfast Partnership Board
Westlink Enterprise Ltd
Women's Forum
Women's Information Group
Women's Resource & Development Agency
Women's Support Network
WOMEN'STEC
Workspace

Appendix 4 Timetable for measures proposed
(Schedule 9 4. (3) (b))

Measure:	Lead responsibility:	Timetable:
Section 75 Annual Progress Report [2.7]	Director of Corporate Development	By 31 August (Annually)
<u>Action plan:</u>		
Consultation on draft action plan [2.15]	BPI Manager	Not Applicable.
Finalised action plan published [2.18]	BPI Manager	By 01 January 2019
Arrangements for monitoring progress of Action Plan [2.16]	BPI Manager	By 01 January 2019
Consultation list reviewed and updated [3.4]	BPI Manager	By 30 September (Annually)
Screening timetable [4.4]	BPI Manager	Quarterly
Screening Reports [4.15]	BPI Manager	Quarterly
EQIA timetable [4.16]	BPI Manager	Annually

<u>Monitoring:</u>		
Review of monitoring information [4.31]	BPI Manager	June (Annually)
Publication of monitoring information [4.33; 4.34]	BPI Manager	Quarterly
<u>Training:</u>		
Development of summary scheme [5.4]	HR Manager	June (Annually)
Development of overall training programme [5.5]	HR Manager	June (Annually)
Focussed training [5.4]	HR Manager	June (Annually)
Update training [5.4]	HR Manager	September (Annually)
Evaluation of training [5.6]	HR Manager	September (Annually)
Assessing access to information and services [6.9]	BPI Manager	December (Annually)

Communication of Equality Scheme [9.3]	BPI Manager	By 31 March 2019
Notification of consultees [9.3]	BPI Manager	By 31 March 2019
Review of Equality Scheme [10.1]	BPI Manager	By 31 March 2024

Appendix 5 Glossary of terms:

Action plan:

A plan which sets out actions a public authority will take to implement its Section 75 statutory duties. It is a mechanism for the realisation of measures to achieve equality outcomes for the Section 75 equality and good relations categories.

Action measures and outcomes:

Specific measures to promote equality and good relations for the relevant Section 75 and good relations categories, linked to achievable outcomes, which should be realistic and timely.

Adverse impact:

Where a Section 75 category has been affected differently by a policy and the effect is less favourable, it is known as adverse impact. If a policy has an adverse impact on a Section 75 category, a public authority must consider whether or not the adverse impact is unlawfully discriminatory. In either case, a public authority must take measures to redress the adverse impact, by considering mitigating measures and/or alternative ways of delivering the policy.

Affirmative action:

In general terms, affirmative action can be defined as being anything consistent with the legislation which is necessary to bring about positive change. It is a phrase used in the Fair Employment and Treatment Order (NI) 1998 to describe lawful action that is aimed at promoting equality of opportunity and fair participation in employment between members of the Protestant and Roman Catholic communities in Northern Ireland.

Article 55 Review:

Under the Fair Employment and Treatment (NI) Order 1998, all registered employers must conduct periodic reviews of the composition of their workforces and of their employment practices for the purposes of determining whether members of the

Protestant and Roman Catholic communities are enjoying, and are likely to continue to enjoy, fair participation in employment in each employer's concern.

These reviews, which are commonly known as Article 55 Reviews, must be conducted at least once every three years.

Appendix 6 Action plan / action measures:

(1) The Section 75 Duties and Promoting Equality of Opportunity:

Measure:	Timescale Indicator(s) / target:	Performance Indicator(s):	Lead responsibility:
<i>1. Persons of different religious belief, political opinion, racial group, age, marital status or sexual orientation:</i>			
<p>1.1 Tourism NI's Capital Funding Programme Guidelines and Letters of Offer specify the need for project promoters to consider equality legislation when delivering tourism capital projects.</p>	<p>From 1 April 2018 Tourism NI to incorporate as standard for programme guidelines under the Tourist Industry Scheme.</p> <p>Applicants are required to address this as part of the application form.</p> <p>Every Letter of Offer to include Equality of Opportunity and Accessibility in the terms & conditions.</p>	<p>100% of supported projects confirm that they will fulfil their requirements in relation to Equality of Opportunity and Accessibility.</p>	<p>Capital Funding Programmes Unit</p>

<p>1.2 Tourism Event Funding Programme Letters of Offer specify the need for event promoters to consider equality legislation when delivering tourism events.</p>	<p><u>Timescale Indicator:</u> Standard practice from 1 April 2013.</p> <p><u>Target:</u> All applications to the International and National Tourism Events Scheme will upload an Equality of Opportunity and Accessibility Plan.</p> <p>Every Letter of Offer / Sponsorship Agreement to include Equality of Opportunity and Accessibility in the terms & conditions.</p>	<p>100% of supported events confirmed that they are fully accessible.</p>	<p>Events Unit</p>
<p>1.3 Information will be made available in accessible formats on request e.g.</p>	<p>From 1 April 2018.</p>	<p>Accessible Information Requests will be acknowledged within 3 working days.</p>	<p>Visitor Information Unit</p>

	language translations and face-to-face translation services on request.		Information will be made available in accessible formats where possible within 10 working days (or asap thereafter).	
1.4	Consumer website will be reviewed to consider accessibility / disability issues.	By 31 March 2023	Tourism NI's consumer website will be developed to best practice coding conventions listed in the ATAG guidelines from the Web Accessibility Initiative (WAI).	Visitor Information Unit
1.5	Ensure awareness of equality & good relations duties feature in all decision-making processes in Tourism NI.	By 31 March 2019.	Mainstream Section 75 into planning and decision-making processes. Completion of timely and thorough Equality Screening and EQIA assessments.	Business Planning & Improvement Unit.

1.6	Develop new methods of recording and analysing data on the equality categories.	By 31 March 2023.	Programme of equality monitoring undertaken by relevant business areas.	Insights & Intelligence Service Unit
1.7	Ensure staff receive the necessary training to carry out screening and EQIAs successfully.	<u>SMT / CMT:</u> All Directors & Managers trained by 31 March 2019.	80% of staff with an increased Post-course Knowledge Assessment level as measured through Training Evaluation Reports.	Lead: Business Planning & Improvement Unit Support: Human Resources Unit
1.8	Review policies & procedures for discrimination, bullying and / or harassment and re-train staff accordingly.	By 31 March 2020.	80% of staff with an increased Post-course Knowledge Assessment level as measured through Training Evaluation Reports.	Human Resources Unit

2. Men and women generally:				
2.1	Every effort will be made to increase female representation in the Honours process including at the higher level of Awards.	From 1 April 2018.	Tourism NI will endeavour to ensure that at least 35% female candidates are identified in our recommendations put forward.	Senior Management Team
3. Persons with a disability and persons without:				
3.1	We will put internal arrangements in place to ensure that the disability duties are complied with and our Disability Action Plan effectively implemented.	By 31 March 2023.	We confirm our commitment to review our Disability Action Plan objectives as part of our Quarterly Management Review, submitting an annual report to the Equality Commission on the implementation of the plan as well as carrying out a five yearly review of the plan.	Business Planning & Improvement Unit

<p>3.2 Provide visitor information on accessible accommodation.</p>	<p>Ongoing.</p>	<p>Enhanced choice for persons with disabilities and increased business for the tourism accommodation sector.</p>	<p>Lead: Visitor Information Unit</p> <p>Support: Quality & Standards Unit</p>
---	-----------------	---	--

Appendix 7 Action plan / action measures:

(2) The Section 75 Duties and Promoting Good Relations:

Measure:	Timescale Indicators / target:	Performance Indicator(s):	Lead responsibility:
5. Persons of different religious belief, political opinion or racial group:			
5.1 Ensure all staff have received the WorldHost 'Service Across Cultures' programme which will increase our staff's awareness of other cultures and give them practical skills and advice to help them communicate effectively with visitors or clients from overseas.	Timescale Indicator: By 31 March 2023.	80% of staff with an increased Post-course Knowledge Assessment level as measured through Training Evaluation Reports.	Business Planning & Improvement Unit / Human Resources Unit
Target: All Business Support & Events Division staff to be trained by 31 March 2019. All HQ Central Services & PA staff to be trained by 31 March 2020.			

	<p>All Product Development Division staff to be trained by 31 March 2021.</p> <p>All Marketing Division staff to be trained by 31 March 2022.</p> <p>All Corporate Development / Finance / Digital Services staff to be trained by 31 March 2023.</p>		
5.2 Make every effort to ensure Media Familiarisation Trip Programmes are suited to the cultural needs of the participants.	By 31 March 2019.	Minimum 1 team member to complete GREAT China 'China Ready' Welcome Programme.	<p>Lead:</p> <p>Business Solutions Unit / Destination Marketing Unit</p>

Date: 13 December 2018



Tourism Northern Ireland

Linum Chambers
Bedford Square
Bedford Street
BELFAST
BT2 7ES

Telephone: 028 9023 1221

E-mail: info@tourismni.com

Industry Website: www.tourismni.com

Consumer Website: www.discovernorthernireland.com

If you require this plan in an alternative format (including Braille, disk, large print, audio cassette or in a minority language to meet the needs of those whose first language is not English) please contact us at the above address.