

Tourism Northern Ireland (Tourism NI)



Public Authority Statutory Equality and Good Relations Duties Annual Progress Report 2018-19

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Documents published relating to our Equality Scheme can be found at:

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

Signature:



This report has been prepared using a template circulated by the Equality Commission.

It presents our progress in fulfilling our statutory equality and good relations duties, and implementing Equality Scheme commitments and Disability Action Plans.

This report reflects progress made between 1 April 2018 and 31 March 2019

PART A – Section 75 of the Northern Ireland Act 1998 and Equality Scheme

Section 1: Equality and good relations outcomes, impacts and good practice

- 1 In 2018-19, please provide **examples** of key policy/service delivery developments made by the public authority in this reporting period to better promote equality of opportunity and good relations; and the outcomes and improvements achieved.

Please relate these to the implementation of your statutory equality and good relations duties and Equality Scheme where appropriate.

Corporate Social Responsibility (CSR):

Guide Dogs Northern Ireland was Tourism Northern Ireland's Official Charity Partner from 1 April 2014 – 31 March 2018.

Thanks to Tourism NI's generous support, our puppy is now well on her way to potentially becoming a guide dog. Paddy will soon be meeting her Guide Dog Trainer as she progresses onto the next stage of her training.

Every hour, another person in the UK goes blind. When someone loses their sight, Guide Dogs Northern Ireland is there to make sure they do not lose their freedom as well. They rely on donations to continue their life-changing work. Every pound raised makes a difference to people in the UK living with sight loss, so they are incredibly grateful for our generosity and support.

Internal Communications 'Let's Talk Promoting Good Relations' (20 December 2018):

Our 'Let's Talk' journey took Tourism NI Staff from China to Westeros, from The 148th Open and the growth of golf tourism in Northern Ireland, to Northern Ireland's digital transformation as a tourism destination.

For the last session of the year, we were delighted to welcome two external speakers from the tourism industry into Tourism NI to talk to our staff. Worthington McGrath, Secretary of the Siege Museum Management Committee and Julieann Campbell from The Bloody Sunday Trust, joined us to talk about two of the latest visitor attractions in Derry~Londonderry; The Siege Museum and The Museum of Free Derry.

Both museums were funded under the Tourism NI Tourism Development Scheme (TDS) 2011 – 2013. When organisations receive support from a publicly funded scheme in this way, they must demonstrate that what they do is promoting good relations.

Worthington and Julieann gave fascinating accounts of how they, as visitor attractions, have regard for the desirability of promoting good relations between persons of different religious belief, political opinion or racial group when promoting their attraction to both domestic and international visitors.

Spanish wheelchair travel blogger highlights the island of Ireland:

A well-known Spanish digital influencer and wheelchair travel blogger, Miguel Nonay Almale, visited Dublin, Ireland's Ancient East and Northern Ireland in October 2018, as a guest of Tourism Ireland, Fáilte Ireland and Tourism NI. The aim of Miguel's visit was to highlight ease of mobility for disabled visitors to the island of Ireland.

Miguel blogs about accessibility on Viajeros Sin Limite and A Salto de Mata – providing advice and information about destinations around the world to other disabled travellers. He is a regular contributor to TV and radio travel programmes and produces lots of content on accessible destinations. His blog has around 300,000 monthly visits and he has almost 15,000 followers on social media (including Facebook and Twitter).

During his time here, Miguel visited various attractions – including the Book of Kells, the National Gallery of Ireland, Powerscourt House and Gardens, Glendalough, Titanic Belfast and the Giant's Causeway.

Tourist Industry Scheme (TIS):

Tourism NI provides funding support for tourism capital projects through the Tourist Industry Scheme (TIS). Between 1 April 2018 and 31 March 2019, Tourism NI supported a range of TIS projects throughout Northern Ireland (**See Table 1 below**).

Tourism NI's Tourist Industry Scheme (TIS) funded projects aim to promote equality of opportunity between all of the Section 75 Groups.

Tourism NI's Tourist Industry Scheme (TIS) funded projects also aim to promote good relations between persons of different religious belief, political opinion or racial group (including all minority ethnic groups) all of whom can enjoy the benefits offered by the investment in our tourism infrastructure, tourist amenities, visitor attractions and visitor experiences equally.

Table 1: Tourist Industry Scheme (TIS) Projects 2018/19:

Project:	Amount:
Culture Lab	£ 50,000.00
Amaze!	£396,868.00
Belfast Cathedral <i>'High performance audio system for live guided and multilingual self-guided tours'</i>	£ 25,000.00
Cruise Ship Terminal Belfast Harbour <i>'Fit out of Welcome Centre at new Cruise Pavilion at D1 Berth'</i>	£153,000.00
Total:	£624,868.00

Culture Lab:

The Culture Lab project aims to place innovative technology at the heart of a key heritage institution and visitor attraction (the Ulster Museum), alongside a supporting outreach programme:

“This will be a unique, ‘live’ interactive space in the Ulster Museum, allowing visitors to explore themes of culture, conflict and identity in the context of Irish history and Northern Ireland’s recent past.”

The Culture Lab installations will make use of immersive digital technologies to enhance and supercharge curated content, enhancing the visitor experience and offering of key cultural institutions in Northern Ireland. It is an ambitious attempt to present a snapshot of identity and culture at a time of political uncertainty and social change in Northern Ireland.

Amaze!:

AMAZE! is W5’s new 500sqm virtual and physical labyrinth of discovery. Through AMAZE!, W5 have created a permanent space allowing stories to be told in new and exciting ways and taking visitors on incredible journeys of discovery, experiences they will want to repeat and want to share with others. This is a dynamic and proactive approach to programming the visitor experience.

AMAZE! will be a self-guided walkthrough experience, which will be multi-layered in approach enabling visitors to select their own engagement level and dwell time creating a visually and aurally stunning exhibition with content will be themed in accordance with each exhibitions content. This exciting venture will enable W5 to create not just one static experience, but a dynamic and flexible system that it can change, update and develop innovative, relevant and exhilarating content for local, national and international visitors. This project will help W5 to expand its visitor profile, namely in relation to specific target sectors identified as currently under represented including Communities from lower socio-economic groups, rural communities, special educational needs, youth sector and adult learners.

Belfast Cathedral:

‘High performance audio system for live guided and multilingual self-guided tours’

The Belfast Cathedral project provides a multilingual audio tour in eight languages and allows the Cathedral to connect with a broader range of visitors in a way that has not previously been possible.

The project makes the Cathedral more open, accessible, engaging and user-friendly to both citizens of Northern Ireland and visitors to the country allowing visitors to discover the stories of the Cathedral, and fully immerse themselves in the history of its walls through voice and music.

***Cruise Ship Terminal Belfast Harbour:
'Fit out of Welcome Centre at new Cruise Pavilion at D1 Berth'***

The project is the construction of a mini Visitor Information Centre at D1 Berth, Belfast Harbour. The space will provide visitor information on Belfast and Northern Ireland, take bookings for tours and attractions, showcase and sell local products and provide opportunities through digital and graphic platforms to showcase Belfast and the rest of Northern Ireland.

Tourism Event Funding Programme 2018/19:

Tourism NI's International Tourism Events Fund for 2018/19 supported 14 homegrown international tourism events occurring between 1 April 2018 and 31 March 2019 (See **Table 1 below**).

Tourism NI's Tourism Event Sponsorship Scheme for 2018/19 supported 42 homegrown international tourism events occurring between 1 April 2018 and 31 March 2019 (See **Table 2 below**).

Applications for funding were scored against 10 key criteria, which were selected for relevance to the delivery of the 'Events Strategic Vision to 2020'. One of the criteria is:

Criterion 10: Universal Accessibility

Section 75 of the Northern Ireland Act (1998) requires businesses (in the case of the events industry this may refer to event organisers) to pay due regard to the need to promote equality of opportunity for the following groups:

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

It is not sufficient to state that the venue where an event is taking place already complies with the requirements of Section 75 of the Northern Ireland Act (1998). Event organisers must provide a clear rationale as to how they comply. Event organisers must also consider promoting good relations between persons of different religious belief, political opinion and racial group.

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All applicants are asked the following questions when applying for funding:

- *What facilities do you have in place to ensure your event is accessible to all under Section 75?*
- *How are you actively promoting your event to ensure it is accessible to all?*
- *Outline any opportunities your event has to better promote good relations between people of different religious beliefs/political opinion/racial group.*

Table 1: International Tourism Events Fund 2018/19:

Event:	Amount:
Arts Over Borders 2018	£50,000.00
August Feile 2018	£65,000.00
Basketball Hall of Fame Belfast Classic 2018	£150,000.00
Belfast International Arts Festival 2018	£115,000.00
Belfast Titanic Maritime Festival 2018	£45,000.00
Cathedral Quarter Arts Festival 2018	£65,000.00
Derry International Halloween Festival 2018	£95,000.00
Foyle Maritime Festival 2018	£150,000.00
Friendship Four 2018	£44,000.00
North West 200 Races 2018	£70,000.00
Northern Ireland Open 2018	£70,000.00
SuperCup NI 2018	£45,000.00
The MAC International 2018	£30,000.00
Ulster Grand Prix 2018	£60,000.00
Total:	£1,054,000

Arts Over Borders:

A 3.5 week multi-arts destination event in northwest Northern Ireland comprising one city (Derry-Londonderry), 3 towns (Enniskillen, Omagh, Strabane) and select landscape locations in counties Derry (beaches), Tyrone (farms) and Fermanagh (caves, islands).

This event is an award winning world-class arts event uniquely inspired by the literary giants of our heritage: Samuel Beckett (Enniskillen), Brian Friel (Derry-Londonderry, Omagh) and Flann O'Brien (Strabane). Our event is exclusive to Northern Ireland without replication elsewhere in the world and comprises the 6th Beckett Festival (Enniskillen) the 3rd FRIELFEST (Derry-Londonderry, Omagh) and a first celebration of Flann O'Brien (Strabane).

August Féile:

Féile an Phobail is based in West Belfast and provides a programme of arts, cultural and community-based activities throughout the year with its flagship festival, with the August Féile being the highlight of its calendar.

Féile an Phobail offer an increasing number of specialist festivals throughout the year; Draíocht, an arts festival for children and young people takes over the Halloween festivities and Féile an Earraigh that celebrates Irish and Celtic art and culture, music and language which takes place in Spring.

Basketball Hall of Fame Belfast Classic:

The Basketball Hall of Fame Belfast Classic was set up to raise awareness of the Sport Changes Life Foundation (SCLF). Established in 2007, Sport Changes Life is dedicated to raising the aspirations of young people using sporting excellence, academic achievement and personal development. SCLF achieves this through its flagship Victory Scholar Program that brings graduate student athletes from the US to

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Northern Ireland and Ireland to deliver a number of youth engagement programs with young people at risk.

The primary goal of the Sport Changes Life Foundation is to provide an opportunity for raising the aspiration of young people on both sides of the Atlantic so that they can live out their dreams and guide them as sport changes their lives. SCL works in disadvantaged communities to help young people find a path to a brighter future with the help of our international student-athletes, the Victory Scholars. In February 2016, SCL formally partnered with Rory McIlroy charity the Rory Foundation, as both foundations strive together to help change the lives of young people on the island of Ireland and beyond.

Belfast International Arts Festival:

Belfast International Arts Festival, formerly known as Belfast Festival at Queen's, is the city's longest running international arts event.

The event covers theatre, dance, classical and roots music, visual, film and digital arts and literature accompanied by outreach and education events. It takes place every October in venues and locations across Belfast.

The mission of Belfast International Arts Festival is to be the preeminent, progressive international arts event within Northern Ireland, actively engaging both global and local communities in the richness and diversity of contemporary arts practice.

Belfast Titanic Maritime Festival:

The Belfast Titanic Maritime Festival is a weekend full of maritime-themed activities. The annual event features Tall Ships, Naval vessels, street theatre, live music, arts and crafts, face painting, displays and other family-friendly activities.

Cathedral Quarter Arts Festival:

The Cathedral Quarter Arts Festival (CQAF) is an annual festival of music, comedy, theatre, art and literature that takes place in Belfast, Northern Ireland. Regarded these days for its socially inclusive agenda and its eclectic programming blend of "big names", emerging acts and fringe performances, The Cathedral Quarter Arts Festival began life in May 2000 attracting an audience of just over 5,000. The Festival now regularly attracts well over 60,000 people to over 100 events in Belfast's city centre.

Founded in 1999, the Cathedral Quarter Arts Festival has quickly established itself as one of the most vibrant and dynamic arts festivals on these islands with a broad-ranging programme that focuses on younger, less mainstream and less traditional arts attenders as well as music, comedy and literature fans from right across the social spectrum.

Based in the city's Cathedral Quarter, the Festival uses centrally located, accessible and often-unorthodox venues to present events and performances in a way that is social, celebratory and enjoyable. The Festival has a strong commitment to providing a platform for local artists and arts organisations.

Derry International Halloween Festival 2018:

Derry International Halloween Festival Celebrations are renowned worldwide, voted Number One Halloween Destination in the World by USA Today and in the Top 6 Halloween Destination by the New York Times.

As Halloween has its origins in the Irish and Celtic tradition of Samhain, there is a significant opportunity for Northern Ireland to claim authentic ownership of Halloween and to tell the story of Halloween to a global audience.

Created by the people of the City 32 years ago, the festival enjoys mass support from local people, arts, cultural, business and tourism initiatives from across the Region

and continues to support the development of new, innovative and imaginative festivals and participative events year on year.

Derry International Halloween Festival 2018 comprises of a collaborative programme of over 100 events in over 40 venues across the City. Staged across the October Mid Term that engages with a broad audience, promoting Northern Ireland as the premier destination for a Halloween break

Foyle Maritime Festival:

The Foyle Maritime Festival is a large-scale, interactive maritime festival delivered on, and alongside, the River Foyle in Derry~Londonderry. The origins of the Festival can be traced back to 2011/12 when the City participated in the Clipper Round the World Yacht Race, acted as a host port in which participating boats berthed and delivered a festival based around its homecoming.

Friendship Four 2018:

The NI and USA Ice Hockey celebration of Friendship and Thanksgiving. This is the 4th edition of the event, held in SSE Arena, Belfast. The event attracted over 17,500 visitors.

The top 4 NCAA (National Collegiate Athletic Association) Division 1 teams travel from Boston, USA to compete for the much acclaimed NI 'Belpot' trophy. Union College, Yale University, Boston University and University of Connecticut participated in the event.

Live television coverage in USA and Canada, the games have reached over 150 million homes

MAC International:

Event takes place every two years with previous instalments in 2014 and 2016. Open to any professional artist worldwide and attracted over 2,000 submissions from 30 countries.

Event presents the very best on contemporary visual art practice across all disciplines and is considered Northern Ireland's version of the Turner Prize.

MAC International Prize is recognised as one of the leading international open submission awards for artists.

North West 200:

The Vauxhall International North West 200 is Ireland's largest outdoor sporting event. In 1964, the North West 200 event was handed over to the Coleraine & District Motor Club, which continues to run the event today. In 2007, around two million people logged on from nearly every part of the world to watch what has become Ireland's largest sporting event and one of the world's fastest road races.

Northern Ireland Open:

The Northern Ireland Open is Northern Ireland's homegrown national annual professional golf tournament and has been on the European Challenge Tour schedule since 2013. Prior to 2013, the NI Open featured on the PGA Europro Tour (2010-2012).

Since its inception as a European Tour Group event, the NI Open has been the European Challenge Tour's standout tournament with record crowds growing year on year. In 2017, over 43,000 visitors attended and the event created and enjoyed the innovative 'Shootout Sunday' format, won by Frenchman Robin Sciot-Siegrist.

Super Cup NI:

Super Cup NI, formerly known as the Northern Ireland Youth Soccer Tournament and the Dale Farm Milk Cup, is an annual international youth football tournament. The cup matches are mainly played in the North Coast area, taking place in the towns of Portrush, Portstewart, Castlerock, Limavady, Coleraine, Ballymoney, Ballymena and Broughshane.

Ulster Grand Prix:

The Ulster Grand Prix is a motorcycle race that takes place on the 7.3 mile Dundrod Circuit made up entirely of closed-off public roads near Belfast. The first races took place in 1922 and in 1935 and 1948 the Fédération Internationale de Motocyclisme gave it the title Grand Prix d'Europe.

Table 2: Tourism Events Sponsorship Scheme 2018/19:

Event:	Amount:
Belfast Film Festival 2018	£6,000
City of Derry Jazz and Big Band Festival 2018	£4,000
Garden Show Ireland 2018	£15,000
Festival of Fools 2018	£6,000
Shane's Castle May Day Steam Rally 2018	£4,000
Balmoral Show 2018	£10,000
NI Countrysports Fair 2018	£10,000
Armagh County Show 2018	£6,000
Irish Game Fair & Living History Festival 2018	£4,000
Ultimate Strongman Championship 2018	£15,000

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The Royal 13th 2018	£6,000
Dalriada Festival 2018	£20,000
O'Neill's Foyle Cup 2018	£6,000
Ulster Fleadh 2018	£20,000
GI Jive 2018	£20,000
Sunflowerfest 2018	£6,000
Open House Festival Bangor 2018	£20,000
Footsteps in the Forest 2018	£6,000
Stendhal Festival 2018	£15,000
Festival of Flight 2018	£10,000
Lap the Lough 2018	£4,000
Belfast Mela 2018	£15,000
27th Bluegrass Music Festival 2018	£15,000
Air Waves Portrush 2018	£19,000
Carnival of Colours 2018	£20,000
Belfast Tattoo 2018	£25,000
Hans Sloane Chocolate Festival 2018	£10,000
Winterfell Festival 2018	£10,000
Armagh Food & Cider Festival 2018	£15,000
Culture Night Belfast 2018	£19,000
Red Bull Foxhunt 2018	£4,000
Cinemagic International Television and Film Fest 2018	£10,000
City of Derry International Choir Festival 2018	£4,000
City of Merchants 2018	£4,000
Foyle Film Festival 2018	£6,000

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Armagh Georgian Festival 2018	£19,000
Enchanted Winter Garden 2018	£4,000
Out to Lunch Festival 2019	£4,000
NI Science Festival 2019	£25,000
Belfast Children's Festival 2019	£10,000
Home of Saint Patrick - Armagh 2019	£10,000
Home of Saint Patrick - Newry & Downpatrick 2019	£4,000
Total:	£479,000

- 2 Please provide **examples** of outcomes and/or the impact of **equality action plans/** measures in 2018-19 (*or append the plan with progress/examples identified*).

No:	Action Measure:	Outcome / Impact:
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.	4 Letters of Offer issued in 2018/19. 100% of supported projects confirmed that they would fulfil their requirements in relation to Equality of Opportunity and Accessibility.
1.2	Tourism Event Funding Programme Letters of Offer specify the need for event promoters to consider equality legislation when delivering tourism events.	14 Letters of Offer issued in 2018/19. 100% of supported events confirmed that they are fully accessible.
1.7	Ensure staff receive the necessary training to carry out screening and EQIAs successfully.	All Directors & Managers trained on 03 December 2018.
5.2	Make every effort to ensure Media Familiarisation Trip Programmes are suited to the cultural needs of the participants.	2 Business Solutions team members have completed the GREAT 'China Ready' Welcome Programme in 2018/19.

WorldHost® Customers with Disabilities:

The WorldHost® 'Customers with Disabilities' Programme gives customer service providers the knowledge and confidence to cater for disabled customers' needs sensitively and effectively.

In 2018/19, 6 tourism industry delegates successfully achieved the required standard in the WorldHost® 'Customers with Disabilities' Programme.

WorldHost® Service Across Cultures:

The WorldHost® 'Service Across Cultures' Programme will increase customer service provider's awareness of other cultures and give them practical skills and advice to help them communicate effectively with visitors or clients from overseas. The Programme gives customer service providers tips and techniques that will help them overcome language barriers and cultural differences, so they can provide a great service for every single one of our visitors.

In 2018/19, 31 tourism industry delegates successfully achieved the required standard in the WorldHost® 'Service Across Cultures' Programme.

PART A

3 Has the **application of the Equality Scheme** commitments resulted in any **changes** to policy, practice, procedures and/or service delivery areas during the 2018-19 reporting period? *(tick one box only)*

Yes No (go to Q.4) Not applicable (go to Q.4)

Please provide any details and examples:

Not applicable.

3a With regard to the change(s) made to policies, practices or procedures and/or service delivery areas, what **difference was made, or will be made, for individuals**, i.e. the impact on those according to Section 75 category?

Please provide any details and examples:

Not applicable.

3b What aspect of the Equality Scheme prompted or led to the change(s)? *(tick all that apply)*

As a result of the organisation's screening of a policy *(please give details):*

Not applicable.

As a result of what was identified through the EQIA and consultation exercise *(please give details):*

Not applicable.

As a result of analysis from monitoring the impact *(please give details):*

Not applicable.

As a result of changes to access to information and services *(please specify and give details):*

Not applicable.

Other *(please specify and give details):*

Not applicable.

Section 2: Progress on Equality Scheme commitments and action plans/measures

Arrangements for assessing compliance (Model Equality Scheme Chapter 2)

4 Were the Section 75 statutory duties integrated within job descriptions during the 2018-19 reporting period? *(tick one box only)*

- Yes, organisation wide
- Yes, some departments/jobs
- No, this is not an Equality Scheme commitment
- No, this is scheduled for later in the Equality Scheme, or has already been done
- Not applicable

Please provide any details and examples:

Not applicable.

5 Were the Section 75 statutory duties integrated within performance plans during the 2018-19 reporting period? *(tick one box only)*

- Yes, organisation wide
- Yes, some departments/jobs
- No, this is not an Equality Scheme commitment
- No, this is scheduled for later in the Equality Scheme, or has already been done
- Not applicable

Please provide any details and examples:

Not applicable.

6 In the 2018-19 reporting period, were **objectives/ targets/ performance measures** relating to the Section 75 statutory duties **integrated** into corporate plans, strategic planning and/or operational business plans? *(tick all that apply)*

- Yes, through the work to prepare or develop the new corporate plan
- Yes, through organisation wide annual business planning
- Yes, in some departments/jobs

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- No, these are already mainstreamed through the organisation's ongoing corporate plan
- No, the organisation's planning cycle does not coincide with this 2018-19 report
- Not applicable

Please provide any details and examples:

Not applicable.

Equality action plans/measures

7 Within the 2018-19 reporting period, please indicate the **number** of:

Actions completed: Actions ongoing: Actions to commence:

Please provide any details and examples (*in addition to question 2*):

Not applicable.

8 Please give details of changes or amendments made to the equality action plan/measures during the 2018-19 reporting period (*points not identified in an appended plan*):

Not applicable.

9 In reviewing progress on the equality action plan/action measures during the 2018-19 reporting period, the following have been identified: (*tick all that apply*)

- Continuing action(s), to progress the next stage addressing the known inequality
- Action(s) to address the known inequality in a different way
- Action(s) to address newly identified inequalities/recently prioritised inequalities
- Measures to address a prioritised inequality have been completed

Arrangements for consulting (Model Equality Scheme Chapter 3)

10 Following the initial notification of consultations, a targeted approach was taken – and consultation with those for whom the issue was of particular relevance: (*tick one box only*)

- All the time
- Sometimes
- Never

PART A

- 11** Please provide any **details and examples of good practice** in consultation during the 2018-19 reporting period, on matters relevant (e.g. the development of a policy that has been screened in) to the need to promote equality of opportunity and/or the desirability of promoting good relations:

Not applicable.

- 12** In the 2018-19 reporting period, given the consultation methods offered, which consultation methods were **most frequently used by consultees**: (*tick all that apply*)

- 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/out of the consultation
- Internet discussions
- Telephone consultations
- Other (*please specify*):

Please provide any details or examples of the uptake of these methods of consultation in relation to the consultees' membership of particular Section 75 categories:

Not applicable.

- 13** Were any awareness-raising activities for consultees undertaken, on the commitments in the Equality Scheme, during the 2018-19 reporting period? (*tick one box only*)

- Yes No Not applicable

Please provide any details and examples:

Not applicable.

- 14** Was the consultation list reviewed during the 2018-19 reporting period? (*tick one box only*)

- Yes No Not applicable – no commitment to review

Arrangements for assessing and consulting on the likely impact of policies (Model Equality Scheme Chapter 4)

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

15 Please provide the **number** of policies screened during the year (*as recorded in screening reports*):

0

16 Please provide the **number of assessments** that were consulted upon during 2018-19:

0	Policy consultations conducted with screening assessment presented.
0	Policy consultations conducted with an equality impact assessment (EQIA) presented.
0	Consultations for an EQIA alone.

17 Please provide details of the **main consultations** conducted on an assessment (as described above) or other matters relevant to the Section 75 duties:

Not applicable.

18 Were any screening decisions (or equivalent initial assessments of relevance) reviewed following concerns raised by consultees? (*tick one box only*)

Yes No concerns were raised No Not applicable

Please provide any details and examples:

Not applicable.

Arrangements for publishing the results of assessments (Model Equality Scheme Chapter 4)

19 Following decisions on a policy, were the results of any EQIAs published during the 2018-19 reporting period? (*tick one box only*)

Yes No Not applicable

Please provide any details and examples:

Not applicable.

Arrangements for monitoring and publishing the results of monitoring (Model Equality Scheme Chapter 4)

20 From the Equality Scheme monitoring arrangements, was there an audit of existing information systems during the 2018-19 reporting period? *(tick one box only)*

- Yes No, already taken place
 No, scheduled to take place at a later date Not applicable

Please provide any details:

Review of accessibility of consumer website www.discovernorthernireland.com

Review of accessibility of industry website www.tourismni.com

21 In analysing monitoring information gathered, was any action taken to change/review any policies? *(tick one box only)*

- Yes No Not applicable

Please provide any details and examples:

Not applicable.

22 Please provide any details or examples of where the monitoring of policies, during the 2018-19 reporting period, has shown changes to differential/adverse impacts previously assessed:

Not applicable.

23 Please provide any details or examples of monitoring that has contributed to the availability of equality and good relations information/data for service delivery planning or policy development:

Not applicable.

Staff Training (Model Equality Scheme Chapter 5)

24 Please report on the activities from the training plan/programme (section 5.4 of the Model Equality Scheme) undertaken during 2018-19, and the extent to which they met the training objectives in the Equality Scheme.

Disability Awareness Training:

13 Tourism Northern Ireland staff attended this employee-training programme.

GREAT 'CHINA READY®' WELCOME PROGRAMME:

2 Tourism Northern Ireland staff successfully achieved the required standard in the above programme.

- 25** Please provide **any examples** of relevant training shown to have worked well, in that participants have achieved the necessary skills and knowledge to achieve the stated objectives:

Not applicable.

Public Access to Information and Services (Model Equality Scheme Chapter 6)

- 26** Please list **any examples** of where monitoring during 2018-19, across all functions, has resulted in action and improvement in relation **to access to information and services**:

Not applicable.

Complaints (Model Equality Scheme Chapter 8)

- 27** How many complaints **in relation to the Equality Scheme** have been received during 2018-19?

Insert number here:

0

Please provide any details of each complaint raised and outcome:

Not applicable.

Section 3: Looking Forward

- 28** Please indicate when the Equality Scheme is due for review:

4th March 2024

PART A

- 29** Are there areas of the Equality Scheme arrangements (screening/consultation/training) your organisation anticipates will be focused upon in the next reporting period? *(please provide details)*

Training (WorldHost® 'Customers with Disabilities' and 'Service Across Cultures').

- 30** In relation to the advice and services that the Commission offers, what **equality and good relations priorities** are anticipated over the next (2018-19) reporting period? *(please tick any that apply)*

- Employment
- Goods, facilities and services
- Legislative changes
- Organisational changes/ new functions
- Nothing specific, more of the same
- Other (please state):

PART B - Section 49A of the Disability Discrimination Act 1995 (as amended) and Disability Action Plans

1. Number of action measures for this reporting period that have been:

14

Fully achieved

06

Partially achieved

03

Not achieved

2. Please outline below details on all actions that have been fully achieved in the reporting period.

2. (a) Please highlight what **public life measures** have been achieved to encourage disabled people to participate in public life at National, Regional and Local levels:

Level:	Public Life Action Measures:	Outputsⁱ:	Outcomes / Impactⁱⁱ:
National ⁱⁱⁱ	5.1 To capture relevant information from persons participating in Media Familiarisation (FAM) Trips prior to arrival to ensure accessibility requirements are met.	Tourism NI facilitated 220 Media Familiarisation (FAM) Trips in 2018/19 consisting of 618 media participants and 48 non-media participants.	1 person with a disability registered to participate in Media Familiarisation (FAM) Trips in 2018/19. Please see Section 1 above.
Regional ^{iv}	As above.	As above.	As above.
Local ^v	As above.	As above.	As above.

PART B

2(b) What **training action measures** were achieved in this reporting period?

No:	Training Action Measures:	Outputs:	Outcome / Impact:
4.6	Arrange training in 2004 provisions of the Disability Discrimination Act (1995) to inspectors and assessors.	80% of staff feel more confident in their knowledge of The Disability Discrimination Act (1995) and the disability duties as measured through Training Evaluation Reports.	Staff are now able to answer questions and signpost queries on the DDA for accommodation and attraction providers.

2(c) What Positive attitudes **action measures** in the area of **Communications** were achieved in this reporting period?

No:	Communications Action Measures:	Outputs:	Outcome / Impact:
1.1	Raise awareness with all staff regarding the Disability Discrimination Act (1995) and our Disability Action Plan (DAP), through Internal Communications channels e.g. the Chief Executive's Core Brief, Corporate Brand Value Blogs, All Staff Briefs, All Staff E-mails etc.	(At least) 2 articles / updates per year as and when opportunities become available	All staff are more aware of The Disability Discrimination Act (1995) through All Staff Training sessions and our Disability Action Plan (DAP) through the circulation / distribution of news articles and press releases in respect of accessibility and disability in the tourism sector.
1.2	Promote 'persons with a disability' friendly tourist product via Consumer PR and	(At least) 1 article / feature per marketing channel for the duration of this plan.	As above.

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	marketing channels (e.g. press release, web and social media) and industry platforms (e.g. twitter account).		
1.6	Accessibility Page on www.tourismni.com to be kept refreshed with latest learnings & developments.	Click rate and download performance to be monitored and reported on in the annual performance report.	<p>Accessibility page has an average dwell time of:</p> <ul style="list-style-type: none"> • Q1 – 2 minutes 29 seconds • Q2 – 2 minutes 40 seconds • Q3 – 1 minute 21 seconds. • Q4 – 2 Minutes 28 seconds <p>Disability page has an average dwell time of:</p> <ul style="list-style-type: none"> • Q1 – 59 seconds • Q2 – 1 minute 10 seconds • Q3 – 1 minute 45 seconds. • Q4 – 3 minutes 44 seconds <p>Average bounce rate for the site is 52.41%. The user’s average session is 2 minutes 29 seconds, which is an increase from Q3, this means people are spending longer periods of time browsing the site.</p>

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2(d) What action measures were achieved to ‘encourage others’ to promote the two duties:

No:	Encourage others Action Measures:	Outputs:	Outcome / Impact:
2.4	Ensure effectiveness of the charity partnership with Guide Dogs NI.	<p>Tourism NI has come to the end of its partnership with Guide Dogs NI, having raised over £6,500 in the three and a half years that we have been associated with the charity.</p> <p>A puppy named ‘Paddy’ by Tourism NI staff is currently in training to become a guide dog.</p>	<p>Thanks to Tourism NI’s generous support, our puppy is now well on her way to potentially becoming a guide dog. Paddy will soon be meeting her Guide Dog Trainer as she progresses onto the next stage of her training.</p> <p>Every hour, another person in the UK goes blind. When someone loses their sight, Guide Dogs (Northern Ireland) is there to make sure they do not lose their freedom as well. They rely on donations to continue their life-changing work. Every pound raised makes a difference to people in the UK living with sight loss, so they are incredibly grateful for our generosity and support.</p>
3.1	Tourism Development Scheme (TDS) Letters of Offer specify the need for project promoters to consider equality legislation when delivering tourism projects.	Every Letter of Offer to include accessibility in the terms & conditions.	<p>Universal accessibility is one the 10 key criteria for international events funded under the Tourism Events Funding Programme.</p> <p>90% of supported projects confirmed that they are fully accessible.</p>

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4.3	Events Fund Letters of Offer specify the need for event promoters to consider equality legislation when delivering tourism events.	Every Letter of Offer to include accessibility in the terms & conditions.	90% of supported events confirmed that they are fully accessible.
4.4	Identify, within existing staff resource, a disability champion to positively promote accessibility to the NI tourism industry.	Assist in highlighting issues and identifying potential solutions relating accessibility of accommodation and attractions.	Disability Champion appointed from 1 April 2018.
4.5	Log and learn from complaints received in relation to accessibility in tourist accommodation.	<p>At the earliest opportunity after the closure of the complaint, the complaint handler will make sure that the customer and staff within the business area involved understand the findings of the investigation and any recommendations made.</p> <p>When a complaint has been reviewed, any lessons learned will be shared across the organisation.</p>	<p>1 complaint received 2018/2019.</p> <p>Staff updated at team meeting on complaint and action taken to resolve. Accommodation owner aware of DDA requirements and staff are aware of how to action similar complaints going forward.</p>
4.7	Generic statements within Assessment Reports on service provider duties under the Disability Discrimination Act (1995).	Remind industry that they have legislative responsibilities under The Disability Discrimination Act (1995).	Work in Progress.

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4.8	In all tourist accommodation certification and grading visits, check persons with a disability toilets are clear of obstruction and used as toilets only.	Each inspection / assessment to include persons with a disability toilet check where relevant.	Assessment / Inspection Reports will draw attention to obstructions, misuse of persons with a disability toilets etc.
5.4	When sending product updates, we will encourage the industry to consider the needs of persons with a disability and signpost to the Equality Commission.	Tourism NI to promote the 'Every Customer Counts' initiative to the tourism industry.	By having this knowledge, service providers can make persons with a disability feel more comfortable and welcome.

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2(e) Please outline **any additional action measures** that were fully achieved other than those listed in the tables above:

No:	Action Measures fully implemented (other than Training and specific public life measures):	Outputs:	Outcomes / Impact:
2.3	Ensure our buildings are easily accessible to all persons with a disability for both staff and visitors.	The Tourism NI Central Services team, to ensure compliance with best practice recommendations, completes ongoing audits of the floors we occupy in Linum Chambers.	<p>Tourism NI HQ (Floors 10 – 12, Linum Chambers) is compliant with The Disability Discrimination Act (1995) legislation.</p> <p>All staff are familiar with and cognizant of accessibility and disability around the building.</p>

3. Please outline what action measures have been **partly achieved** as follows:

No:	Action Measures partly achieved:	Milestones/ Outputs:	Outcomes/Impacts:	Reasons not fully achieved:
1.3	Where practicable, monitor attitudes of persons with a disability through Tourism NI's Research & Evaluation Programme.	<p>Milestones:</p> <p>By 31 March 2023.</p> <p>Outputs:</p> <p>To be measured at least twice by 31 March 2023.</p>	We would hope to see a parity in the net promoter score(s) of visitors with a disability in relation to and compared with visitors without a disability.	<p>Measured once in 2018/19.</p> <p>To be measured at least twice by 31 March 2023.</p>
2.1	<p>Ensure disability awareness training is provided to employees on the disability equality legislation & duties.</p> <p>All staff to be trained on our obligations under the Disability Discrimination Act (1995) legislation including our Senior Management Team and Board Members.</p>	<p>Milestones:</p> <p>By 31 March 2021.</p> <p>Outputs:</p> <p>All Directors & Managers to be trained by 31 March 2019.</p>	<p>These sessions will provide awareness of disability equality legislation and help address the support needs of disabled customers, clients and colleagues.</p> <p>80% of participants in training will have a greater post-course Knowledge Assessment of The Disability</p>	All Directors & Managers trained by 31 March 2019.

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		<p>All Staff Officers & Executive Officers to be trained by 31 March 2020.</p> <p>All Board Members, Administrative Officers, Assistants & Personal Assistant's (PAs) to be trained by 31 March 2021.</p>	<p>Discrimination Act (1995) and the disability duties as measured through Training Evaluation Reports.</p>	
2.2	<p>Ensure all staff have received the WorldHost 'Customers With Disabilities' Programme which aims to increase awareness and sensitivity towards persons with a disability.</p>	<p>Milestones:</p> <p>By 31 March 2021.</p> <p>Outputs:</p> <p>All Marketing Division staff to be trained by 31 March 2019.</p> <p>All Product Development Division staff to be trained by 31 March 2020.</p>	<p>By having this knowledge, service providers can make persons with a disability feel more comfortable and welcome.</p> <p>70% of staff through the WorldHost Programme feel better equipped to providing services to customers with a disability as measured through Training Evaluation Reports.</p>	<p>Work in Progress</p>

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		All Corporate Development / Finance / IT Division staff to be trained by 31 March 2021.		
4.1	Tourism NI will promote the WorldHost 'Customers with Disabilities' training programme.	<p>Milestones:</p> <p>Ongoing</p>	<p>Tourism NI will signpost industry to the programme and monitor uptake.</p> <p>80% of industry participants feel better equipped to deal with customers with a disability following this training as measured through Training Evaluation Reports.</p>	In 2018/19, 6 tourism industry delegates successfully achieved the required standard in the WorldHost® 'Customers with Disabilities' Programme.
5.2	We will encourage golf clubs to consider the needs of persons with a disability and signpost to the Equality Commission for support and good practice.	<p>Milestones:</p> <p>Ongoing.</p> <p>Outputs:</p>	By having this knowledge, service providers can make persons with a disability feel more comfortable and welcome.	Planning and preparation for hosting The 148 th Open Championship from 14 – 21 July 2019.

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		One article to be included in golf club e-zines per year on the importance of considering the needs of persons with a disability.		
5.3	Ensure full consideration of accessibility is included in every development brief for our consumer website.	<p>Milestones:</p> <p>To be completed by 31 March 2023.</p> <p>Outputs:</p> <p>Website being persons with a disability friendly for all customers.</p>	Ongoing development of Discovernorthernireland.com in line with industry accessibility standards.	Work in Progress

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4. Please outline what action measures **have not been achieved** and the reasons why.

No:	Action Measures not met:	Reasons:
1.4	Promote positive attitudes towards persons with a disability and encourage participation by persons with a disability in public life through an 'Accessibility / persons with a disability' Insight Paper offering an insight into the Northern Ireland tourism visitor experience for persons with a disability.	Target is 'by 31 March 2023'.
1.5	Explore the potential of adopting an established accessibility framework for promotion to the Northern Ireland Tourism industry.	Target revised to 'by 31 March 2020'.
4.2	Tourism NI's Industry Development Programme 2018/19 to include a "Persons with a disability" Masterclass within a wider "Equality" Insight Day featuring guest speakers and case studies from the Tourism industry who are demonstrating best practice.	Target revised to 'by 31 March 2020'.

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5. What **monitoring tools** have been put in place to evaluate the degree to which actions have been effective / develop new opportunities for action?

(a) Qualitative

Not applicable.

(b) Quantitative

Not applicable.

6. As a result of monitoring progress against actions has your organisation either:

- Made any **revisions** to your plan during the reporting period or
- Taken any **additional steps** to meet the disability duties, which were **not outlined in your original** disability action plan / any other changes?

Yes

If yes, please outline below:

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No:	Revised/Additional Action Measures:	Performance Indicator:	Timescale:
1.5	Explore the potential of adopting an established accessibility framework for promotion to the Northern Ireland Tourism industry.	This will be scoped and submitted to Management / Senior Management for consideration by 31 March 2019.	By 31 March 2020.
2.2	Ensure all staff have received the WorldHost 'Customers With Disabilities' Programme which aims to increase awareness and sensitivity towards persons with a disability.	All Marketing Division staff to be trained by 31 March 2019.	By 31 March 2020.
4.2	Tourism NI's Industry Development Programme 2018/19 to include a "Persons with a disability" Masterclass within a wider "Equality" Insight Day featuring guest speakers and case studies from the Tourism industry who are demonstrating best practice.	A Post Event Evaluation to be issued to all attendees / delegates to gauge performance.	By 31 March 2020.

7. Do you intend to make any further **revisions to your plan** in light of your organisation's annual review of the plan? If so, please outline proposed changes?

No.

ⁱ **Outputs** – defined as act of producing, amount of something produced over a period, processes undertaken to implement the action measure e.g. Undertook 10 training sessions with 100 people at customer service level.

ⁱⁱ **Outcome / Impact** – what specifically and tangibly has changed in making progress towards the duties? What impact can directly be attributed to taking this action? Indicate the results of undertaking this action e.g. Evaluation indicating a tangible shift in attitudes before and after training.

ⁱⁱⁱ **National** : Situations where people can influence policy at a high impact level e.g. Public Appointments

^{iv} **Regional**: Situations where people can influence policy decision making at a middle impact level

^v **Local** : Situations where people can influence policy decision making at lower impact level e.g. one off consultations, local fora.