



Members' Survey

Findings Report

Belfast Interface Project

November 2015



Belfast
Interface
Project





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INTRODUCTION

BIP commissioned Copius Consulting to undertake a survey of its members, board and staff in August 2015 focusing on interface issues and member's needs. This survey would assist BIP to inform and shape its future organisational direction and membership provision. In addition to conducting this survey the assignment brief included carrying out a comparative analysis of findings from this survey in relation to previous surveys conducted in 2004 and 2008. This report outlines the findings of this assignment.

BACKGROUND

The Belfast Interface Project (BIP) has conducted a survey of its members periodically since 2004. In total three surveys have been completed – 2004, 2008 and the most recent in 2015. These surveys have informed and shaped BIP's work and service delivery to members significantly during this period. As such it is viewed as an essential element of BIP's research and evidence approach to guide delivery, directly influencing its operational plan annually.

MEMBERSHIP SURVEY TERMS OF REFERENCE

BIP sought conduct a membership survey which involved its board, staff and a broad geographical representation of its current membership. The survey was structured in two sections. The first an '**Audit of Interface Issues**' which would examine the perceptions of conditions and perceptions of change over the last ten years or since the previous survey in interface communities across Belfast and draw comparison.

Questions both quantitative and qualitative are based around the following themes:

- Physical attractiveness of interface areas
- Social vibrancy
- Economic vibrancy
- How communities have come to terms with the legacy of the past
- Freedom of movement in accessing facilities, services and employment
- Levels of tension, intimidation and violence
- Levels of intercommunity dialogue and engagement

Section two, '**Members Needs**' again aimed to draw quantitative and qualitative analysis over the last ten years or since the previous survey, examining what support BIP can currently give to membership groups.



PART ONE: AUDIT OF INTERFACE ISSUES

The first section of the Members' Survey sought member groups' thoughts on a range of themed interface issues. The purpose was to gauge how members' felt about the social, economic and environmental aspects of the interfaces and the impacts of work in the community and by BIP to help improve the quality of life for people living in the interface areas.

Physical Attractiveness

Members' were asked whether, in the last 10 years, the levels of attractiveness of the physical environment in interface areas has improved, for both interfaces in general across Belfast and for their own interface area in which the community group service. Additionally members were asked to rate the levels of attractiveness of interfaces on a scale of 1 to 10 with 1 being 'very low' and 10 being 'very high'.

2004			2008		2015		
	Rate	Level		Level		Rate	Level
Interfaces Generally	3.28	<ul style="list-style-type: none"> 56% felt levels were worse / much worse. 28% no change. 16% improved. 	Interfaces Generally	<ul style="list-style-type: none"> Almost 50% felt levels had improved. No-one felt it had got worse. 	Interfaces Generally	3	<ul style="list-style-type: none"> 77% felt that levels either improved or stayed the same. 22.22% felt it had got worse.
Own Area	4	<ul style="list-style-type: none"> 35% felt levels were worse / much worse. 25% no change. 35% improved. 	Own Area	<ul style="list-style-type: none"> 50% felt had improved. No-one felt this had got worse. 	Own Area	3	<ul style="list-style-type: none"> 83.33% felt that levels either improved or stayed the same. 16.67% felt it had got worse.
Comments / Themes	52% of the groups commented on the physical blight of the interfaces. 60% of the groups commented on the interfaces physical condition being affected by statutory 'neglect' or 'abandonment'.		None		Comments / Themes	None	

The first survey in 2004, only 16% of members' felt that the physical attractiveness of interfaces in general had improved, however in 2008's members' survey, almost 50% felt it they improved whilst there was a notably bigger percentage of respondents who felt they had improved in the recent 2015 survey, with 77%. This indicates that progress has been made over the last 10 years in improving the physical attractiveness of interface areas in general.

There was a similar trend of increases between the three surveys of those members' who felt interfaces in their own community area had improved over the last 10 years, from only 35% feeling their interface area had improved in 2004, to 83% feeling it has either improved or stayed the same.

PART ONE: INTERFACE ISSUES

Social and Community Activity

Members' were asked how much the level of social and community activity in interface areas across Belfast has increased / decreased over the last 10 years. They were also asked about the level of social / community activity in their own interface areas and the changes over the years.

2004			2008		2015		
	Rate	Level		Level		Rate	Level
Interfaces Generally	4.3	<ul style="list-style-type: none"> 30% felt it had improved. 30% no change. 30% worse. 10% much worse. 	Interfaces Generally	<ul style="list-style-type: none"> 50% felt that levels of activity were higher 33% felt there had been no change 	Interfaces Generally	5	<ul style="list-style-type: none"> 72.23% stated levels either no change or improved. 27.78% felt worse or much worse.
Own Area	4.8	<ul style="list-style-type: none"> 10% felt it was much better. 35% felt it was better. 5% no change. 40% worse. 10% much worse. 	Own Area	<ul style="list-style-type: none"> More than 50% felt that levels of activity were higher. 	Own Area	5	<ul style="list-style-type: none"> 77.78% felt that levels of activity were either average or high. 22.23% felt that levels of activity were below average or low.
Comments / Themes	<ul style="list-style-type: none"> 20% of groups identified social vibrancy as being lessened by violence. 5% of groups identified it as being strengthened at times of violence. 15% of groups identified it as being inconsistent across the city. 20% identified anti-social behaviour as impacting negatively on the levels of social vibrancy across the city. 		None		Comments / Themes	None	

In 2004, there was a split perception of the level of social and community activity in interface areas across Belfast in General, with 30% feeling it had improved, 30% feeling there was no change, 30% feeling it had become worse and 10% feeling it had become much worse. However, in 2008, no members' stated that it had got worse, with 33% feeling there had been no change and 50% had felt that the levels of activity were higher. In 2015, there was further perceptions of improvements, with 72% stating levels of social and community activity has either improved or there was no change. 28% felt it was worse or much worse. A very similar trend was noted on the perception of social and community activity in their own interface areas in which members' service.

PART ONE: INTERFACE ISSUES

Economic Activity

Members' were asked how much the level of economic activity in interface areas across Belfast has increased / decreased over the last 10 years. They were also asked about the level of economic activity in their own interface areas and the changes over the years.

2004			2008		2015		
	Rate	Level		Level		Rate	Level
Interfaces Generally	2.96	<ul style="list-style-type: none"> • Much better 0%. • Better 8%. • No change 48%. • Worse 32%. • Much worse 12%. 	Interfaces Generally	<ul style="list-style-type: none"> • 33% felt that levels of economic activity were higher. • 66% felt that there had been no change. 	Interfaces Generally	3.2	<ul style="list-style-type: none"> • 11% respondents felt levels were higher. • 50% reported no change. • 38.89% felt levels were either lower or much lower.
Own Area	3.2	<ul style="list-style-type: none"> • Much better 0%. • Better 25%. • No change 20%. • Worse 25%. • Much worse 30%. 	Own Area	<ul style="list-style-type: none"> • 33% felt that levels were higher. • 66% felt that there had been no change or that levels were lower. 	Own Area	3.5	<ul style="list-style-type: none"> • 17% felt levels were higher. • 33% reported no change. • 50% felt levels of economic activity were either lower or much lower.
Comments / Themes	<p>Generally:</p> <ul style="list-style-type: none"> • 30% of groups said there was 'no' economic activity in their area. • 30% of groups said their area had received economic investment. <p>Own Area:</p> <ul style="list-style-type: none"> • 25% of groups identified the decline in traditional industries as negatively impacting on economic activity in their area. • 25% of groups identified a lack of economic investment in their area. • 15% of groups said employment and economic vibrancy had improved in their area. 		<ul style="list-style-type: none"> • Research and networking. • Presenting positive image of interface areas as asset in city plans etc. • Support for job creation projects • Lobbying on individual communities behalves. • Lobbying for resources. • Develop broader facilitating/mediation role including relationship building. • Information on best practice elsewhere. • Vocational training opportunities and skills based initiatives with real prospects. 		Comments / Themes	<p>Shops are a good indicator of economic vibrancy - Connswater is struggling and there are many empty local shops. How many start-up businesses have been recorded in these communities in comparison with other areas? Recruitment for workers to repair the oil rigs have struggled to find skills locally - we need training and apprenticeship placements.</p> <p>In many interface areas in Belfast economic hubs have been developed to act as an interface.</p>	

Perceptions of the level of economic activity in interface areas across Belfast has been negative. Across 2004, 2008 and 2015, it was perceived by members' that levels of economic activity were either 'no change,' or 'worse' and 'lower or much lower.' In 2015, 50% of members felt there was no change and 39% of members felt economic activity was either lower or much lower. This trend was viewed similarly when members' were asked about their own interface areas. When commenting on levels of economic activity, some members' noted the lack of training and subsequently the lack of employment and investment opportunities in interface areas as a possible contributing factor to this issue.

PART ONE: INTERFACE ISSUES

Legacies of the Past

This question sought to gauge members' views on the extent to which both the Catholic / Nationalist / Republican (CNR) and the Protestant / Unionist / Loyalist (PUL) communities have come to terms with the legacies of the past across Belfast Interfaces in general.

2004		2008		2015	
Interfaces Generally	<ul style="list-style-type: none"> 40% of groups identified the CNR community as having 'better' leadership than the PUL community in helping it to come to terms with the legacies of the past. 35% of groups said that the legacies of the past were not being addressed in CNR communities. 64% of groups identified the leadership of unionism as being less able to deal with the legacies of the past. 25% of groups identified PU communities as being less able to deal with the legacies of the past as they had not acknowledged their role in the past. 	Interfaces Generally	<ul style="list-style-type: none"> CNR community had come to terms with the past more than the PUL community, that the CNR community was more confident and articulate, and that the PUL 'story' had largely not been told. Respondents felt also that the 'peace' was a precarious one. Respondents noted also that levels of respect for difference were higher in winter and spring. 	Interfaces Generally	<ul style="list-style-type: none"> 17% of the protestant/unionist community had not come to terms with the past at all. 83% of respondents reported no positive outcome in coming to terms with the past. With regards to the CNR community coming to terms with the past, responses were much more positive. Although 66% of responses lay between 1-5, 33% of respondents felt that this community in general was coming to terms with the past.

Generally, over the three surveys conducted, it was perceived that the CNR community was more confident and articulate in their story of the past and had come to terms with the past more positively than the PUL community. The 2004 survey noted that 64% of members' identified the leadership of unionism as being less able to deal with the legacies of the past. Rising tensions from the 2012 flag dispute within the PUL community may have had an impact of members' responses when, in the 2015 survey, 83% of members' reported no positive outcomes in coming to terms with the past. 17% of members' felt that the PUL community had not come to terms with the past, however this does not reflect their views on whether this community has come to terms with it.

PART ONE: INTERFACE ISSUES

Freedom of Movement

The survey sought to gauge the perception of the levels of freedom of movement in accessing facilities and services in interface areas throughout Belfast as well as in members' own communities.

2004			2008		2015	
	Rate	Level		Level		Level
Interfaces Generally	2.95	<ul style="list-style-type: none"> 52% of respondents felt the level of freedom of movement was lower or much lower. 32% felt there was no change. 12% felt it was higher. 4% felt it was much higher. 	Interfaces Generally	<ul style="list-style-type: none"> In general: 40% felt that mobility had slightly increased; 60% felt there had been no change. While there may have been an increase in contact, there is still a reluctance (e.g. by young people) to access facilities 'on the other side'. 	Interfaces Generally	<ul style="list-style-type: none"> 50% of respondents felt that freedom of movement had increased or increased a lot. 39% felt it remained unchanged. 11% felt it had decreased.
Own Area	2.95	<ul style="list-style-type: none"> 50% of respondents felt the level freedom of movement was lower or much lower. 35% felt there was no change. 15% felt it was higher. No one felt it was much higher. 			Own Area	<ul style="list-style-type: none"> 61% felt that it had increased or increased a lot. 22% felt it was unchanged. 16% felt that mobility levels had decreased or decreased a lot in the last 10 years.

Between 2008 and 2015 there was a 10% reported increase in relation to increased freedom of movement from 2008 in interfaces across Belfast in general. This is a vast improvement between the perception in 2004, when over half of members' (52%) felt that the level of freedom of movement was lower or much lower. In the 10 years between the 2004 survey and the 2015 survey, there was a significant increase in members' who felt that the level of freedom of movement was higher or much higher, from 15% in 2004, to 61% in 2015.

PART ONE: INTERFACE ISSUES

Inter Community Tension and Violence

Members' were asked their view on the levels of inter-community tension / intimidation / violence between the two main communities (PUL & CNR) in Belfast as well as in their own interface areas in which members' serve.

2004			2008		2015	
	Rate	Level		Level		Level
Interfaces Generally	5.6	<ul style="list-style-type: none"> 20% thought it was lower or much lower. 32% felt here was no change. 32% felt it was higher. 16% felt it was much higher. 	Interfaces Generally	<ul style="list-style-type: none"> In general 66% said this had decreased or decreased a lot (25%); 33% said this was unchanged, 1 said this had increased. In own interface areas, slightly more in CNR than PUL said this had decreased. 	Interfaces Generally	<ul style="list-style-type: none"> 50% of respondents felt levels of community tension and violence has decreased. 28% felt it remained unchanged. 22% of respondents felt that tensions had increased in general.
Own Area	5.05	<ul style="list-style-type: none"> 10% felt it had got much better. 20% felt it was better. 20% felt there was no change. 30% felt it has got worked. 20% felt it had got much worse. 			Own Area	<ul style="list-style-type: none"> 61% felt that community tensions had decreased or decreased a lot. 22% felt such issues had remained unchanged. 16.67% of respondents felt that tensions had in fact increased or increased a lot in the last ten years.

In interfaces across Belfast generally, there was a decrease between 2008 and 2015 in members' responses who thought inter-community tension had decreased, with 66% feeling it had decreased or decreased a lot (25%) in 2008 and 50% in 2015. Interestingly, in 2008, only one member group responded indicating they felt it had increased whilst 22% of respondents in 2015 felt it had increased.

In 2004, when asked about their own communities, 30% of members felt it had got wither 'much better' or 'better' whilst in 2015, 61% felt that community tensions had decreased, or decreased a lot, representing a significant increase in the perceptions of reduced community violence over the last 10 years within the members' own interface communities.

PART ONE: INTERFACE ISSUES

Inter Community Dialogue

Members were asked about the level of inter-community dialogues over the last 10 years.

2004		2008		2015	
	Level		Level		Level
Interfaces Generally	<ul style="list-style-type: none"> 60% felt it was either much higher or higher. 16% felt there was no change. 16% felt it was lower. 8% suggesting it was much lower. 	Interfaces Generally	<ul style="list-style-type: none"> In general: 75% said that levels of dialogue had increased; 20 said this had increased a lot; 20% said this was unchanged and 1 said this had decreased. In own areas: PUL were more likely to say that levels of dialogue had increased. 	Interfaces Generally	<ul style="list-style-type: none"> 61% of respondents felt that community dialogue had increased or increased a lot in the last ten years. 27% felt that this issue had remained unchanged. 11.12% felt it had decreased or decreased a lot.
Own Area	<ul style="list-style-type: none"> 15% felt it was much higher. 35% indicated kit was higher. 5% suggested no change. 35% felt it was worse. 10% felt it was much worse. 			Own Area	<ul style="list-style-type: none"> 55% felt that inter-community dialogue had increased or increased a lot. 28% felt it has remained unchanged. 17% of respondents felt that it has decreased in the last 10 years.

Interestingly, between 2004 and 2008, the percentage of members who felt inter-community dialogued had increased was significantly higher, from 60% to 75%. However, this decreased between 2008 and 2015, with 61% of respondents stating it had increased, although significantly, this represents over half of respondents. The percentage of members' who felt inter-community dialogue has decreased over the three surveys has increased, from one member stating this to 11% of members in 2015.

Figures for their own areas were much lower although still remain over half of all respondents' views. In 2015, 55% feeling that inter-community dialogue had increased. 28% felt it has remained unchanged whilst 17% felt that it had decreased in the last 10 years.

In 2008, member groups from PUL communities were more like state that the levels of dialogue had increased.

Key Findings

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PART ONE: INTERFACE ISSUES

Educational Opportunities

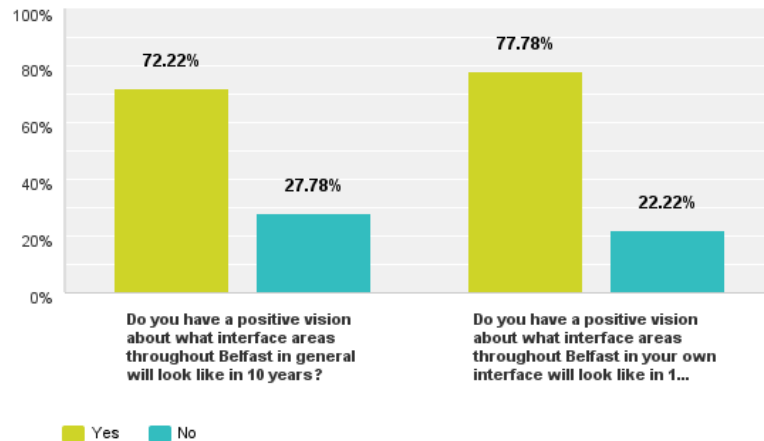
In the 2015 survey, additional questions were asked related to a number of different topics. Members' were asked their views on the level of educational opportunities in interface areas Belfast wide and within their own communities in which they serve.

2015		
	Rate	Level
Interfaces Generally	5	<ul style="list-style-type: none"> 22% of respondents felt that involvement of religious organisations had increased or increased a lot in the last ten years. 50% felt that this issue had remained unchanged. 27% felt it had worsened or was much worse.
Own Area	4	<ul style="list-style-type: none"> 28% felt that involvement of religious organisations had got better or much better. 50% felt it has remained unchanged. 21% of respondents felt that it has worsened or worsened a lot in the last 10 years.



Positive Visions

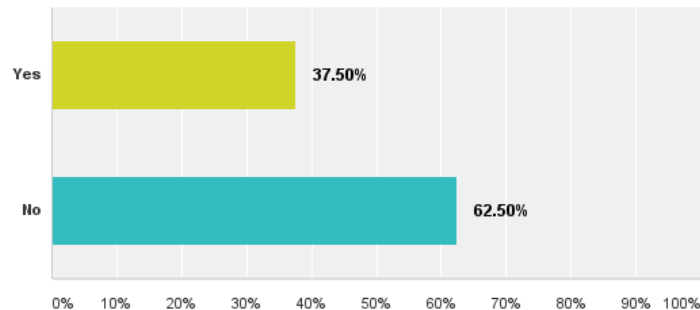
In the 2015 survey, members' were asked whether they have a positive vision about what interface areas throughout Belfast and in their own communities.



PART ONE: INTERFACE ISSUES

Social Media

In the 2015 survey, members' were asked whether they felt that social media has played a positive role throughout Belfast in general?



When asked about social media playing a positive role in their own communities, only 18% responded yes, whilst 82% responded no.



The following comments summarise how member groups would address the role of social media

2015	
Address Social Media Issues	<ul style="list-style-type: none"> • Through dialogue with leaders on both sides of an interface. • Bombard with positive messages and information on activities and events that may be happening. • Unsure how to but would prefer if more restraint was exercised - especially from people of influence • Just keep telling the truth! • I have no answers. • Directly targeting 'keyboard warriors', increasing understanding of repercussions, particularly around the impact of tension to their own community (e.g. elderly people feeling scared). • I think social media should be policed more thoroughly. • There needs to be much closer monitoring by police, social services, council, statutory agencies and the local communities. Sectarianism, racism and incitement to violence on social media should be a crime. • Not sure. • How do you monitor the internet, it's impossible. • I would not have a notion. Impossible to police and control. • It would need to be monitored some way by the police. • It's a reality - nothing much more to be said. It would be naive in my opinion to attribute inherent merit to social media. It exists because it has been invented and can make money for its investors. • Apart from stopping, more positive stories about how interfaces are changing and getting better for the people living there.

PART ONE: INTERFACE ISSUES

Ethnic Diversity

Members were asked whether they have seen a change in ethnic diversity in Belfast in general as well as in their own areas.

2015	
	Level
Interfaces Generally	<ul style="list-style-type: none"> 100% felt ethnic diversity across Belfast has changed.
Own Area	<ul style="list-style-type: none"> 94% felt ethnic diversity across Belfast has changed. 6% felt the ethnic diversity of their own interface area had not changed.
Comments	<ul style="list-style-type: none"> People need to learn more about those who are coming to live in Belfast and the reasons why they are coming. We must work very hard to make Belfast a more compassionate city, a city of sanctuary. I love how cosmopolitan Belfast is becoming but this obviously brings its own problems. Working with Embrace to educate local community. More European immigrants.

The percentage of those indicating ethnic diversity across interfaces in generally and their own areas is relatively similar with 100% and 94% respectively. Whilst it was acknowledged the levels of ethnic influence in interface areas was high comments indicted the need to embrace and welcome this population to those areas and view it as a positive development as opposed to a negative.

Policing

Members were asked whether policing had improved or became worse within Belfast in general and in their own areas

2015		
	Rate	Level
Interfaces Generally	6	<ul style="list-style-type: none"> 56% of respondents felt that policing had got better. 17% felt that this issue had remained unchanged. 28% felt it had worsened or was much worse.
Own Area	4	<ul style="list-style-type: none"> 56% of respondents felt that policing had got better or much better. 22% felt it has remained unchanged. 22% of respondents felt that it has worsened or worsened a lot in the last 10 years.
Comments	<ul style="list-style-type: none"> We seem to have lost recently any sense of positive community policing with the PSNI that had begun some years ago. Perhaps this is due to funding cutbacks. But a big loss to this community, especially for those relationships with young people. There is a large distrust of the police. There is more of a stand-off approach which is probably the best way to deal with it currently but not long term. They're never there when you need them. 	

Just over half of members felt policing had got better, however the comments suggest some member groups are still unhappy with the level of policing within interface communities, with a large distrust and no confidence, and particularly a big loss to the community, especially young people.

PART ONE: INTERFACE ISSUES

Levels of Support

The table below displays opinions regarding the levels of support to interface areas related to each of the listed topics / key themes from the 2015 membership survey.

	Increased a lot	Increased	No change	Decreased	Decreased a lot
Developing the physical environment	0.00%	38.89%	50.00%	11.11%	0.00%
Developing social and community activity	0.00%	61.11%	27.78%	0.00%	11.11%
Developing economic activity	0.00%	11.76%	58.82%	23.53%	5.88%
Addressing legacies of the past	0.00%	23.53%	47.06%	23.53%	5.88%
Facilitating freedom of movement/accessing facilities and services	0.00%	41.18%	52.94%	0.00%	5.88%
Addressing intercommunity tension/intimidation/violence	0.00%	44.44%	44.44%	5.56%	5.56%
Facilitating intercommunity dialogue	11.11%	50.00%	27.78%	11.11%	0.00%

Generally, across each of the topics, the majority of respondents felt there was no change or levels of support had slightly increased. The majority percentage for increase in support was related to developing social and community activity with 61% of respondents stating support had increased, although 11.1% also stated that this has decreased a lot. The second majority percentage was noted as the facilitation of inter-community dialogue, with 50% stating support had increased. The biggest decrease in support was related to developing economic activity and addressing legacies of the past, with 23.5% of respondents stating they felt the level of support had decreased.

PART TWO: MEMBERS' NEEDS

Introduction

Part two of the survey was aimed at examining the support provided to BIP membership groups and analysing member groups specific needs in terms of the type and level of support they require.

Supporting Members' Needs

Members were asked to rank, on a scale of 1 (least useful) to 5 (most useful) how useful they find each of the listed areas of support from BIP.

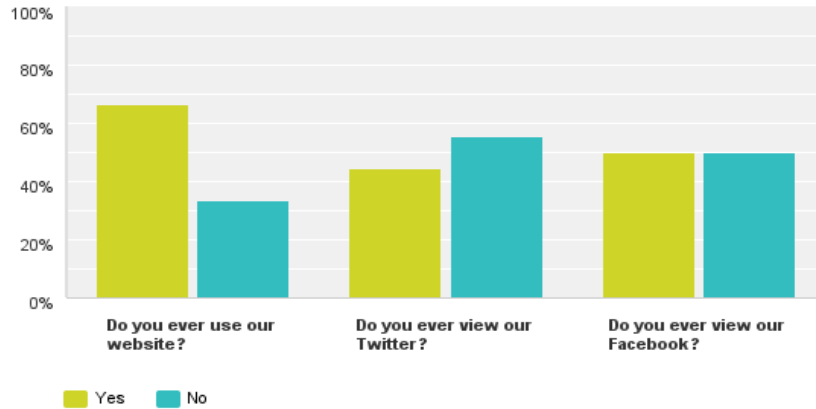
	1	2	3	4	5
Updating collections of Interface related information	12.50% 2	31.25% 5	37.50% 6	12.50% 2	6.25% 1
Producing Online Newssheet	12.50% 2	12.50% 2	62.50% 10	6.25% 1	6.25% 1
Identifying, documenting and disseminating effective practice	25.00% 4	0.00% 0	18.75% 3	37.50% 6	18.75% 3
Updating website information, resources and links	6.67% 1	13.33% 2	20.00% 3	46.67% 7	13.33% 2
Mapping NIO and other interfaces	12.50% 2	25.00% 4	18.75% 3	31.25% 5	12.50% 2
Sharing perspectives on the issue of shared space	11.76% 2	5.88% 1	17.65% 3	47.06% 8	17.65% 3
Signposting to training and development opportunities	6.25% 1	18.75% 3	12.50% 2	50.00% 8	12.50% 2
Providing mediations and facilitation resources	5.88% 1	29.41% 5	11.76% 2	17.65% 3	35.29% 6
Supporting and providing youth intervention initiatives	17.65% 3	11.76% 2	5.88% 1	17.65% 3	47.06% 8

The area of support which members found the most useful, with 47% of members selecting a rank of 5, was 'supporting and providing youth intervention initiatives.' 35% of members' also ranked 'providing mediations and facilitation resources' as most useful (rank 5). Between 30-50% of members ranked the following areas of support as 4, or quite useful; 'identifying, documenting and disseminating effective practice'; 'updating website information, resources and links'; 'Mapping NIO and other interfaces'; 'Sharing perspectives on the issue of shared space'; and signposting to training and development opportunities.' The area of support which members found the least useful was 'identifying, documenting and disseminating effective practice' with 25% of respondents ranking this as 1 (least useful).

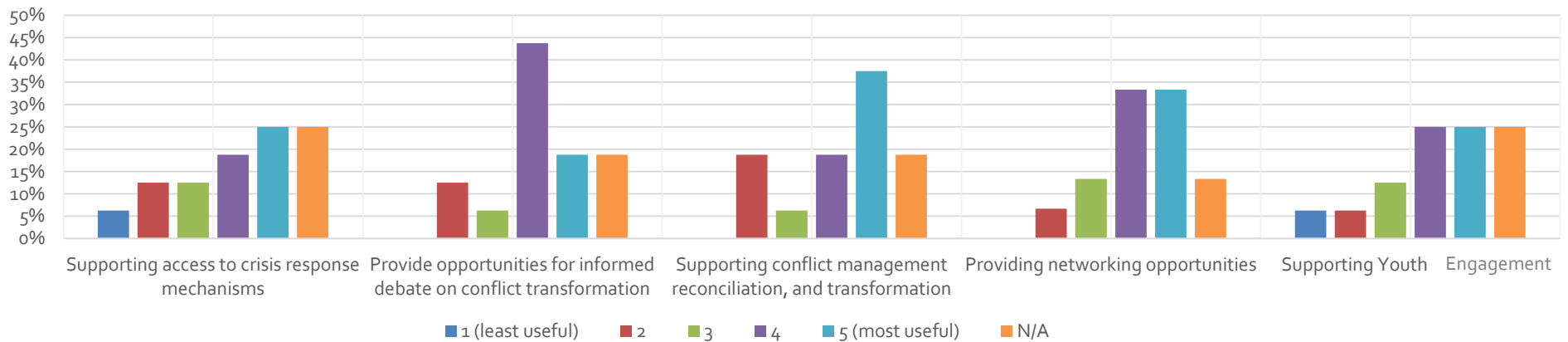
PART TWO: MEMBERS' NEEDS

Online Services

Members were asked about their use of BIP's website and social media platforms:



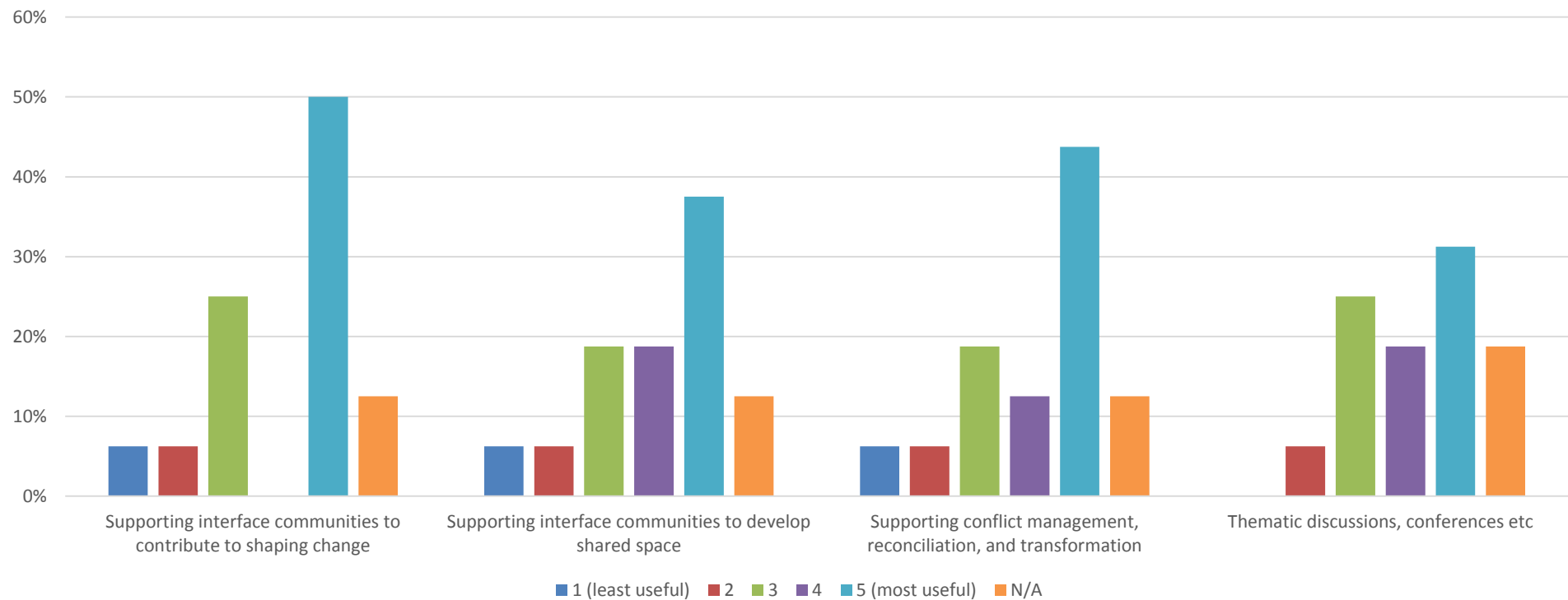
Members were asked to what extent did they find each of the following useful through utilising online services (1 – least useful, 5 – most useful):



PART TWO: MEMBERS' NEEDS

Online Services

Members' were also asked to what extent they found the following support areas useful:



PART TWO: MEMBERS' NEEDS

Types of support wanted from Belfast Interface Project

In the 2008 and 2015 members' survey, members were asked what types of support they would like from BIP in relation to a number of key thematic areas. Each thematic area has been presented in a table below with the corresponding responses / comments from members. They were also asked to identify any areas of good practice in relation to the key thematic areas.

Supporting Local Policy Initiatives	
2008	2015
<ul style="list-style-type: none"> Research and networking. Approaches to shared neighbourhoods. Lobbying skills. Provision of interface data. Helping with Peace 3 Plans. Information on best practice elsewhere. 	<ul style="list-style-type: none"> To continue what BIP has been doing. Widening access to policy initiatives - particularly with language used to discuss. Responding to government and engaging communities in the process. Group work. Up to date info on policy development.
Areas of Good Practice	
<ul style="list-style-type: none"> SLIG. ICR Research. BCC's Conflict Transformation Project. Outreach work, conferences and training. 	<ul style="list-style-type: none"> Responding to consultations on CSI, TBUC ETC. YEP/Cultural Similarities Projects.
Supporting City-Wide Policy Change	
2008	2015
<ul style="list-style-type: none"> Research and networking. Lobbying skills. BIP needs to be represented on bigger partnerships in relation to this. Develop Interface Steering Group with focus on addressing rather than managing. Information on best practice elsewhere. 	<ul style="list-style-type: none"> Sharing expertise and practice. Ensure the voices of those living at interfaces are heard, understood and used to effect change. Lobbying for investment and resources. A forum perhaps, but not to meet every month.
Areas of Good Practice	
<ul style="list-style-type: none"> BCC's Interface Steering Group. ICR Research. Re-imaging Communities Programme. 	<ul style="list-style-type: none"> Galvanising the Peace. Membership of Tension Monitoring group, Inter Agency Group and Interface Community Partners. YEP/Cultural Similarities Projects.

PART TWO: MEMBERS' NEEDS

Supporting Practice and Debate in the Promotion of a Shared and Better Future	
2008	2015
<ul style="list-style-type: none"> Research and networking. More discussions around this. Be more proactive on this. Tailored programmes for this targeted on individual communities. Replicating discussions on this in local communities. 	<ul style="list-style-type: none"> Organising more opportunities for this. Better communication about these opportunities. Workshops and discussions. Ensure the voices of those living at interfaces are heard, understood and used to effect change. Empowering communities with the skills to make positive change. Getting together with each other from the communities. Conference with real outcomes, things to work on.
Areas of Good Practice	
<ul style="list-style-type: none"> SLIG – how securing funding and resources for this was critical to make it happen. Institute of Conflict Research. Ballynafeigh Community Association's creative approaches to problem solving. Inner East Forum / Short Strand Forum. 	<ul style="list-style-type: none"> Workshops to facilitate opportunities for networking and relationship building. East Belfast cross community residents groups. Through membership survey, participation in conferences and networking across Belfast. Youth Empowerment Project (YEP) / Cultural Similarities Projects.

Improving the Physical Environment in Interface Area		
2004	2008	2015
<ul style="list-style-type: none"> BIP should act as a 'voice' for the membership in lobbying government and the statutory agencies on their behalf. This was the clearest response from 48% of groups. A minority of groups felt this area was not part of BIP's remit. 	<ul style="list-style-type: none"> Research and networking. Retaining local assets / facilities – e.g. Ormeau Park. Work more on ground with communities. Lobbying for change to the appropriate agencies. General advice for communities wanting advice on how others (e.g. Stewartstown Road) achieved this. Develop broader facilitating/mediation role including relationship building. Information on best practice elsewhere. Support in accessing funding and/or attractive creative activities to engage young people in regenerating their neighbourhood/s. 	<ul style="list-style-type: none"> Developing partnerships to work at this. Bringing together design 'experts' alongside community to envision alternatives. Supporting engagement on barrier removal. More community work with the people / training and team building things. Doing it, accepting that people who live there must have the sole say in the changes.
Areas of Good Practice		
<ul style="list-style-type: none"> A number of groups viewed the Stewartstown Road. Regeneration Project as an example of good practice in economic regeneration. Examples of good practice by the statutory agencies were not prevalent. 	<ul style="list-style-type: none"> Stewartstown Road. The Pace Wall project on the Shankill. Star Centre's environmental project with schools. Community schools. RCP and CTP. 	<ul style="list-style-type: none"> Re imaging Communities. Duncairn Gardens, Stewartstown Road, E3 Campus, Blackmountain, Lower Ormeau / Donegal Pass.

PART TWO: MEMBERS' NEEDS

Improving Social and / or Economic Activity in Interface Areas		
2004	2008	2015
<ul style="list-style-type: none"> BIP to act as a lobbyist on behalf of its membership with government and statutory agencies was again the clear response from the groups with 48% identifying this as a role. A number of groups felt BIP could provide support in providing information on funding opportunities relating to the above. A small number of groups felt BIP could provide support for groups to form partnerships on social and economic issues in interface areas. 	<ul style="list-style-type: none"> Research and networking. Presenting positive image of interface areas as asset in city plans etc. Support for job creation projects. Lobbying on individual communities behalves Lobbying for resources. Develop broader facilitating/mediation role including relationship building. Information on best practice elsewhere. Vocational training opportunities and skills based initiatives with real prospects. 	<ul style="list-style-type: none"> Developing partnerships with relevant parties. Greater focus on entrepreneurship/ social innovation. Supporting / advising on social economy projects. More activities for both sides. Can something specific be done for interfaces? Same for health and education. Interfaces have higher incidences of bad health, lower education attainment, shorter lifespan, and more people on social benefits but nothing is done about this.
Areas of Good Practice		
<ul style="list-style-type: none"> Could not identify any major examples of good practice in the above areas other than to repeat that housing stock was good but more was needed. Individual projects such as the Ashton Centre providing training were given as lone examples. 	<ul style="list-style-type: none"> SLIG – e.g. Sparkles Project. Work of Shankill with Work West on social economy. Using school facilities for community development for people who don't want to go outside their area. Crown Project. Forthspring provides a neutral space for both traditions to meet, build positive relationships and address and dispel myths in order for personal and community growth towards a more positive future. 	<ul style="list-style-type: none"> Skainos, Cromac Regeneration Initiative, Stewartstown Road Regeneration Project and Templemore Avenue School.

PART TWO: MEMBERS' NEEDS

Addressing the Legacies of Conflict / Intercommunity Division		
2004	2008	2015
<ul style="list-style-type: none"> Again 48% of groups felt BIP should act as the facilitators of such discussions or act as advisors to the groups on how to conduct the discussions. 32% of groups said that BIP should have a role in building discussion networks / partnerships amongst groups to address the legacies of the past. A small number of groups felt BIP should not facilitate such discussions and it was the responsibility of groups to proceed with this. Other suggestions were to use the news-sheet and website to raise issues about addressing the legacies of the past. 	<ul style="list-style-type: none"> Research and networking. More discussions around this. Facilitating more dialogue and joint working around common issues. Develop broader facilitating/mediation role including relationship building. People living/working in interface areas should be leading the agendas in discussions on living in post-conflict society Sign-posting to training organisations e.g. WEA. Creating available space and resources to effectively address issues which prevent progress. 	<ul style="list-style-type: none"> Tap into the groups with whom BIP have been working to assess their thoughts on this. Support community leaders who are genuinely trying to lead their community to address tension in peaceful & inclusive way. Providing opportunities / projects supporting reconciliation. Big issues for Unionist communities.
Areas of Good Practice		
<ul style="list-style-type: none"> Very few examples of good practice were given. A small number of groups cited integrated schools. 'The Other View' publication and Community Dialogue were suggested as forums promoting discussion in these areas. 	<ul style="list-style-type: none"> Markets/Donegal Pass Community Forums approach. Finaghy Crossroads. Community Dialogue on how difficult issues should be addressed. Conflict Transformation Project. 	<ul style="list-style-type: none"> East Belfast cross community residents groups. Foyle / Derry Partnership. Youth Empowerment Programme (YEP) / Cultural Similarities Projects.

PART TWO: MEMBERS' NEEDS

Improving the Freedom of Movement in Accessing Facilities and Services for People Living in Interface Areas		
2004	2008	2015
<ul style="list-style-type: none"> A large section of the membership felt that BIP could not provide support in this particular area. Members who felt that BIP could provide support in this area again identified BIP acting as a lobbyist body to government and the statutory agencies. One group suggested that BIP could provide support by providing information on statutory plans and policies on service provision. 	<ul style="list-style-type: none"> Research and networking. Lobby for transport changes – e.g. bus routes. Need to help protestant communities to face up to change (mainly 'catholic/nationalist respondent). Need to address issue of city centre becoming 'greener' (mainly protestant/unionist respondent). Disseminate advice/information on good practice on this. Develop broader facilitating/mediation role including relationship building. Information on government policy on this – especially around planning consultation periods. Supporting relationship-building initiatives to demonstrate the safety of using facilities in 'other' areas. 	<ul style="list-style-type: none"> Developing partnerships to continue this work. More opportunities. Helping to increase labour and social mobility. Big issues for Unionist communities.
Areas of Good Practice		
<ul style="list-style-type: none"> Most groups could not come up with examples of good practice in relation to the above. The Stewartstown Road Regeneration Project was cited by two groups. 	<ul style="list-style-type: none"> East Belfast cross community residents groups. Duncairn Gardens / Stewartstown Road. 	<ul style="list-style-type: none"> Markets/Donegal Pass Community Forums approach. Finaghy Crossroads. SLIG in relation to shared space issue. Counteract's Break-out programme.

PART TWO: MEMBERS' NEEDS

Addressing Intercommunity Tension / Intimidation / Violence		
2004	2008	2015
<ul style="list-style-type: none"> A large number of groups said BIP could provide support in this area as facilitators between groups and communities facing the above problems either in a preventative and relationship building capacity or when violence occurs. A large number of groups said BIP could help create dialogue projects in which they could participate to work on these issues. A number of groups said BIP could promote 'good practice' around training for groups on working with the above issues. 	<ul style="list-style-type: none"> Research and networking. Learning about different ways to celebrate diversity. Need to look at what other interface groups are doing – and re-examine role in relation to this. Project Worker for advice and funding assistance on this. Develop broader facilitating/mediation role including relationship building Dissemination of best practice on this. Dissemination of information on roles/responsibilities of different agencies on this. Focus needs to be on preventative not reactive work. Open panel discussions including statutory organisations. Information on funding which allows for initiatives aimed at relationship-building to include team-building away days. 	<ul style="list-style-type: none"> Building on local relationships developed over the years. Continued dialogue between community groups - plans put in place during times of high tension. Providing mediation and facilitation resources. Group work with in the two communities and further a- field reaching out to all. Acceptance that this may be ongoing and needs managed, before a long term resolution can be agree.
Areas of Good Practice		
<ul style="list-style-type: none"> Again very little good practice was identified by groups. Individual examples focused on mobile phone networks, local forums and bodies such as Springfield Inter Community Development Programme (now called Interaction Belfast) and the work of groups in Inner East Belfast to reduce violence. 	<ul style="list-style-type: none"> Whitewell. South Belfast mobile phone network. Mobile phone network in Lenadoon/Suffolk. Falls response to tension around .e.g. murder of 'Bap' McGreevy. Inner East Forum. All the programmes in Forthspring are aimed at decreasing negative perceptions which can lead to (encouraging) violent activities towards 'opposing' traditions. The youth programme tries to engage young people in positive activities as well as work to ease intergenerational tensions. 	<ul style="list-style-type: none"> Youth Empowerment Programme. BIP Facilitation and Mediation Project / Intercultural Diaries. Cultural Similarities Projects.

PART TWO: MEMBERS' NEEDS

Addressing Youth Led / Anti-Social Interface Violence	
2008	2015
<ul style="list-style-type: none"> • Research and networking. • Support for more resources to address this. • Highlight attacks against young people. • More work with PSNI – on how they should manage their approach to this more constructively. • Support more youth projects at interfaces. • Conduct/commission research into motives for / causes of this. • Signposting to good projects/practice on this elsewhere in Northern Ireland. • Make this issue more visible and work with people to bring resources to address it. • Foster engagement between interface communities and other agencies. • Dissemination of best practice on this. • Dissemination of information on roles/responsibilities of different agencies on this. • Forums and group debates. • Sharing experiences, addressing differences in practice and promoting non-violent intervention methods across the city. 	<ul style="list-style-type: none"> • To continue the already existing youth partnerships and build upon them. • Ensuring young people have a say in the process - their views are heard. • Providing programmes for disengaged or hard to reach young people. • Group work.
Areas of Good Practice	
<ul style="list-style-type: none"> • Markets Community Forum's approach to training young people in youth work skills and peer education. • Gasworks Community Network training through Youth Action on Creating Civic Leadership. • Inner East / Outer West project. • Suffolk Youth Forum - to get views of children. • Diversionary activities in Short Strand. • Star Centre's focussed, intensive work with young people. • RCP. • Inner East Forum. • Forthspring youth programme tries to engage young people in positive activities as well as work to ease intergenerational tensions. • Challenge for Youth. 	<ul style="list-style-type: none"> • Youth Intervention Programme. • BIP / BCC Youth Engagement Programme. • Cultural Similarities Projects. • Inner East Outer West project. • SLIG.

PART TWO: MEMBERS' NEEDS

Other Forms of Support	
2008	2015
<ul style="list-style-type: none"> • Work on other interfaces outside Belfast (regional organisation). • Develop practical materials with other relevant agencies e.g. UPC, PSNI for improving practice e.g. on 4.5.9 above. • Comprehensive database of potential funders' and other groups involved in interface work. • More work around dissemination of research database including NIO Interface mapping. • Organising seminars / workshops to talk about the experiences of people from different cultural backgrounds living/working in interface areas. • Dissemination of contact sheets and information. • Improve the process for making information available to members. 	<ul style="list-style-type: none"> • Envisioning what could replace the walls in different areas. Begin to work on this with interface partners. • To be a hub for interface / groups organisations across Belfast. • Money for areas to do some cross community work with in the communities and reach out to others.
Areas of Good Practice	
<ul style="list-style-type: none"> • Trademark's training on discrimination and prejudice. • Ballynafeigh's approach to issues around social cohesion in a mixed area. • SLIG – 'has made real in-roads in recent years about interface issues facing a lot of other areas with similar problems/issues e.g. housing, health, young people, elderly. • White City / Whitewell – education work as well as general approach. • Markets Development Association's work on men's health. • 'Legislative Theatre' by Augusto Boal. • The Detached/Outreach provision in Forthspring was historically the only organisation permitted by the Protestant community to engage young people from both traditions. When the Detached/Outreach provision was fully operational it, along with other providers, significantly reduced interface violence across the Springfield/Woodvale interface. 	<ul style="list-style-type: none"> • BIP Labour Mobility Project. • Inner East Outer West Project.

PART TWO: MEMBERS' NEEDS

Members were asked what other types of support they use for building capacity in intra-community relations, within the community, in their own area.

2004		2008		2015	
	Comment		Comment		Comment
Support Used	<ul style="list-style-type: none"> Financial support e.g.. from BRO. Training from the Ulster Peoples College in community development and community relations. Education courses from the WEA. Support from their own communities. The Equality Commission. 	Support Used	<ul style="list-style-type: none"> UPC WEA UUJ Intercomm BCRC Martin Snodden Community Dialogue Youth Action BELB TIDES WRDA NICVA Interaction Ballynafeigh Community Association Partisan Productions Challenge for Youth 	Support Used	<ul style="list-style-type: none"> The arts. Other, smaller community groups. Cultural Understanding Together Project. Various programmes / Education and Youth. Build them with in our own work / BCC.
Support Needed	<ul style="list-style-type: none"> Most groups cited additional funding support, increased staffing and training opportunities as desirable additional support. 	Support Needed	<ul style="list-style-type: none"> Possible sources funding for projects and Information and / on resources (these were the two most commonly recurring types of support identified as needed for this). Capacity building. Ways for getting people more involved. Moral support. More BIP projects. 	Support Needed	<ul style="list-style-type: none"> Work with the leadership in the community. Resources and Funding. Support and money would help breaks away / parents and toddlers /children / cross community work.

PART TWO: MEMBERS' NEEDS

Linking with the previous questions members were then asked what other types of support do you use for building capacity in terms of inter-community relations, between communities.

2004		2008		2015	
	Comment		Comment		Comment
Support Used	<ul style="list-style-type: none"> • Belfast Interface Project. • Greater Shankill Community Council. • Mediation NI. • NICVA. • Workers Educational Association. • Ulster Peoples College. 	Support Used	<ul style="list-style-type: none"> • Local / other community organisations • BCRC • Schools • Churches • Belfast City Council • Ulster People's College • UUJ • Community Dialogue • Youth Action • BELB • Interaction • North Belfast (Interface) Monitoring Group • Community Relations Council • CEP • Ashton Centre's Community Relations Officer • Peace Funding • TWN • Proteus • WEA • Ballynafeigh Community Association's • Youth Justice Agency • PSNI. 	Support Used	<ul style="list-style-type: none"> • Small, youth led projects. • Facilitation and Mediation. • Whatever help is out there we use / shared space on the Springfield Road / support / help / chat / meet.
Support Needed	<ul style="list-style-type: none"> • Community Relations training and funding. • Information from statutory agencies on policy development. 	Support Needed	<ul style="list-style-type: none"> • Information and resources (especially funding sources) - this was mentioned by several members in one form or another . • Staff • Networking • Training • Training materials • Facilities 	Support Needed	<ul style="list-style-type: none"> • Longer term funding. • Political encouragement, statutory ad public resourcing, strategic visioning and minimum 5 year funding. • Outside influence and guidance.

PART TWO: MEMBERS' NEEDS

The following reflects members' responses when asked if they thought there was anything else BIP could deliver to assist their organisation.

Other BIP Support Could Provide to Members		
2004	2008	2015
<ul style="list-style-type: none"> The view of BIP as a lobbying body speaking on behalf of its membership to effect policy decisions and implementation by government and statutory agencies emerged as the key role identified by the groups surveyed. It is viewed as important that BIP continues to have a more engaged role with its membership through the Membership Communications and Support Project to complement the lobbying role with government. Groups particularly see BIP having a major role in acting as facilitators in intercommunity dialogue programmes. A number of groups said BIP should employ more staff for this specific purpose. In between these functions the membership clearly expressed their desire that BIP "keep doing what you're doing" in the other services we provide to member groups. 	<ul style="list-style-type: none"> 'Nothing more they could do with the current staffing level'. 'Keep focussed on its strategic plan'. 'Organise seminar on youth work'. 'Increase its staff pool – the Development Worker post should be more focussed on groups – there's too much in the job description that makes it office bound. Another Outreach Worker or two Development Workers with one outreach and the other involved more in office based support'. 'If possible make more contact with groups'. 'Be more active in the areas of lobbying for change'. 'Seek and promote real practical non-violence methods to address interface tensions and /or activity'. 	<ul style="list-style-type: none"> BIP needs to become the city wide hub for information exchange and networking opportunities.

The 2015 survey indicated that BIP could become the 'go to' community hub or groups, organisations and individuals seeking information and support regarding interfaces issues. Whether this is through direct service delivery or effective signposting to quality assured, specialist support organisations.

Interestingly, the 2004 and 2008 surveys indicated the need for BIP to provide a voice for interface related work and organisations. Additionally, it was a common theme regarding the need to resource BIP effectively with adequate staff and personnel to allow adequate capacity to meet demand for support and services.

CONCLUSION

BIP has conducted an extensive survey of its members on three separate occasions since 2004. This has resulted in the generation of a range of rich and very valuable information to influence and shape its delivery to groups who have an interface related remit.. This report has outlined a comparative analysis of the findings across each of the three surveys with the aim of charting change in key interface issues / themes as well as gaining a detailed understanding of BIP member's needs.

A number of key conclusions can be drawn from this information:

- BIP's work clearly remains very relevant to many groups and organisations operating at interfaces or attempting to address interface issues at a local level.
- There appears a strong desire for BIP to become a community hub for those seeking support to address interface issues through effective work. Whether this is a direct service delivered through BIP or signposting to other specialist organisations the findings suggest BIP should maximise current opportunities to develop this community hub provision.
- There is a growing need to continue to develop and deliver programmes that address wider socio-economic issues as a means of positively impacting interface issues, particularly those targeting young people.
- Whilst there is greater usage of, and access to social media as a means of communicating, engaging and interacting with members, the findings suggest the BIP website currently outweighs the popularity of social media in its engagement with members. This may be explained by the extremely valuable tools located online – the interactive interface map and the extensive range of publications available.
- Many of the issues experienced at interfaces since 2004 have not changed noticeably, particularly related to social and community activity, economic activity, freedom of movement, and ethnic diversity.
- Interestingly, members indicate a number of key areas have improved including, policing of interface areas, physical attractiveness, and inter-community tension and violence.

