

UK's 4th Open Government National Action Plan 2019-2021

Northern Ireland Government End of Term Self-Assessment Report

July 2022

Introduction

The UK's 4th Open Government National Action Plan (NAP4) was published in May 2019, with input from the devolved governments in Northern Ireland (NI), Scotland and Wales. NI's contribution to the UK's 4th National Action Plan was approved by the Northern Ireland Civil Service (NICS) Board in the absence of an NI Executive.

The NI plan included eight ambitious commitments which built upon on the commitments contained in NAP3. They also aligned to the values of the Open Government Partnership:

- Access to relevant and timely information
- Citizen participation and engagement
- Transparency in government contracting and budgeting
- Innovation and technology and public accountability.

Government works better for all citizens when it is transparent, accountable and participatory. Transparency involves opening government data and information in areas such as public spending, government contracts, policy impact and public service performance. Accountability requires rules, laws and mechanisms that ensure government listens, learns, responds and changes when needed. Participation empowers citizens through their involvement in policy and decision making.

During the development of the NI commitments, government officials engaged with NICS departments and their civil society partner, the Open Government Network (OGN), to identify commitments suitable for inclusion in the NAP. A total of 26 proposals were submitted and assessed in relation to their desirability, feasibility and viability. The proposals were then refined to eight commitments with a number of proposals combined as milestone activities, under themed headings.

The two year term of the UK's 4th Open Government National Action Plan concluded in July 2021, and in accordance with Open Government Partnership guidelines, an end of term self-assessment report, setting out the progress made against commitments, must be completed.

Summary of Progress

Northern Ireland published eight commitments in the UK's 4th National Action Plan 2019-21, comprising of 43 milestones activities. Over the period of this action plan, despite the restrictions of the Covid 19 pandemic, solid progress was made, as follows:

	Commitments	Milestone / activities completed	Overall Status*
1.	Transparency in Open Government Contracting	5 of 7	Completed
2.	Access to government Land and Property services Data	3 of 5	Completed
3.	Open Data	5 of 8	Completed
4.	Improved Transparency and Public Accountability	9 of 10	Completed
5.	Citizen Participation and Open Policy Making	3 of 4	Completed
6.	Open Government Skills across the Public Sector	1 of 2	Ongoing
7.	Public Sector Innovation	3 of 3	Completed
8.	Social Innovation	3 of 3	Completed

* Overall status' is deemed 'Completed', when a majority of milestone activities have been accomplished.

Those activities paused or delayed due to resourcing issues caused by the Covid 19 pandemic, will be progressed once resources become available. Full details of work undertaken by responsible departments/those leading on the commitments can be found in Annex A.

National Action Plan Commitment Updates

1. Transparency in Government Contracting	
Commitment	To improve the publication of data on public procurement activity and contract spend managed by Construction & Procurement Delivery (CPD).
Lead department(s)	Department of Finance – Construction & Procurement Delivery Strategic Investment Board
Others involved in implementation to date	Department of Finance – Enterprise Shared Services (ESS), Account NI Department of Finance - Enterprise Shared Services, OpenDataNI Strategic Investment Board (SIB)
Timeline	January 2019 – September 2019
Overall commitment status	Completed
Overall progress against commitment	<p>Comprehensive data on CPD procurements and contracts awarded is routinely published.</p> <p>With regard to publishing information on cumulative contract expenditure, there has been ongoing consultation with ESS regarding linking the Shared Services Division (SSD) contracts data held on eTendersNI with contract spend data held on AccountNI. Unique identifiers have now been added to the AccountNI database to enable linkage between the two data sets and publication of spend data is being progressed</p> <p>The CPD project to further improve the scope and presentation of all procurement related management information and its dissemination has been hampered by lack of staff resource and recent Covid 19 priorities. However, additional staff resource is expected soon which will expedite further development and implementation.</p>

Progress against milestones/activities		
Milestone	Update	Status
Complete a gap analysis of data sharing at each step of the contracting process.	Although significant progress has been made with respect to the publication of information on procurements and awarded contracts, a formal gap analysis has not been able to be completed due to resourcing issues.	Not started
Develop process and publish all contract award information and accumulative spend for contracts over £10k.	Information on contracts awarded is currently publicly available via eTendersNI website for all procurements awarded by CPD. Information on tenders awarded is also currently publicly available via the <u>Department Of Finance's Website</u> and the <u>OpenDataNI website</u> . Details of <u>SSD's</u> and <u>CPD's</u> collaborate contracts are also published on the DoF website.	Completed
Develop process and publish the procurement forward pipeline.	This information is currently available via the <u>Department of Finance's website</u> . <u>CPD also publishes a Collaborative Procurement Pipeline Dashboard</u> on a monthly basis.	Completed
Develop process and publish Invite To Tender	Current tender opportunities are publicly available via the search option on the <u>eTendersNI website</u> . Registered interested suppliers have full online access to all tender information and documentation via the eTendersNI website and can submit bids. Registered suppliers also receive direct mail shots for all new tenders for services they have registered an interest in.	Completed
Develop process and publish eTender datasets by default.	See above	Completed
Use the eTender full functionality to move from 3 star level.	CPD is currently taking forward a project to further improve the scope and presentation of all procurement related management information and its dissemination, including KPIs. Progress is ongoing as far as possible but has been hampered by resourcing issues.	Ongoing
Develop process and publish the major government construction projects over £500k and their associated contracts,	Information has been uploaded to the Open Data website regarding the major government construction projects over £500k and their associated contracts as well as procurement pipeline. Information can be viewed and downloaded at https://www.opendatani.gov.uk/organization/the-strategic-investment-board	Completed

as well as procurement pipeline through the OpenDataNI portal.		
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2. Access to Government Land and Property Services (LPS) Data		
Commitment	To make comprehensive data on government land and property assets publicly available and create a channel to encourage collaboration and innovation on how assets could be best used. This includes increased free access to LPS Ordnance Survey NI (OSNI) location data.	
Lead department(s)	Department of Finance – Land & Property Services	
Others involved in implementation to date		
Timeline	Ongoing – March 2021	
Overall commitment status	Complete	
Overall progress against commitment	OSNI will continue to progress the remaining milestones / activities and will monitor and report on status.	
Progress against milestones/activities		
Milestone	Update	Status
Develop and implement model to increase the no cost access to current OSNI data	OSNI teams continue to work hard to develop a proposal that will deliver on this commitment and remain in broad alignment with OSGB actions. Competing pressures, however, and acute resourcing issues in this area of OSNI, have meant that other more pressing BAU activity have had to be prioritised over this work.	Ongoing
Make available more components of OSNI historic data on OGL	The OSNI NAP4 Achievement Group has recommended that significant components of OSNI's historic data (digital versions) be published through the OGL. Specifically, the complete 6-inch County Series Edition 1, and the complete 6-inch County Series Edition 2. OSNI currently charges £23.73 for	Completed

	digital copies of each map in the series (circa £13,000 for the complete series). This represents a significant, cohesive, and valuable addition to OSNI's existing open data package. The data passed to the Open Data Team on 3 December 2019.	
Release 98% of all requests for LPS derived data	OSNI will continue to engage positively with departments and organisations who wish to publish through the OGL data that is derived from OSNI data. During this NAP4 period, 95% of received applications have been approved for publication.	Ongoing
Put in place a process to make available existing data relating to Government land and property assets.	OSNI has established a team based in Waterside House in Derry. That team has developed and established the process whereby details of government land and property assets can be made available.	Completed
Using existing LPS datasets, produce, publish and maintain a comprehensive dataset of Government land and property assets.	Two further tranches of Open Data of government land and property assets were released in March 2021 and August 2021. There are now 2843 assets published. The datasets can be downloaded here https://www.opendatani.gov.uk/dataset/public-land-and-property-assets-jan-2020 and can be viewed here https://apps.spatialni.gov.uk/PublicLandandPropertyAssets/ Further datasets are being mapped and will be published as soon as they have been checked by Departments.	Completed

3. Open Data

Commitment	Increase the number and quality of open datasets released. Significantly increasing Open Data publication by using the updated NICS Information Asset Registers as a metric. Continue to improve the quality of data in open data formats including moving where feasible and appropriate towards 5 Star data sets.	
Lead department(s)	Department of Finance – Enterprise Shared Services Northern Ireland Statistics & Research Agency	
Others involved in implementation to date	Department of Finance – Land & Property Services	
Timeline	January 2019 – December 2019	
Overall commitment status	Completed	
Overall progress against commitment	Substantial progress has been made towards fulfilling this commitment. Population data available as 5 Star, with work continuing trying to upload Tourism Data and Infrastructure data	
Progress against milestones/activities		
Milestone	Update	Status
Drive further strength and depth of data access through the release of the first 5 Star dataset through the OpenDataNI portal.	The OpenDataNI portal itself does not provide 5 Star linked data functionality (eg, querying linked data across a Resource Description Framework data cube) but it can point to a platform that does and also harvest its metadata catalogue. A 5 Star open data platform has been created and NISRA have uploaded population data onto this platform – http://linked.nisra.gov.uk	Completed
Increased amount of NISRA data published through open data portal.	NISRA is working closely with Open Data NI to upload further NISRA data onto http://linked.nisra.gov.uk work has commenced on uploading Tourism Data, and data from the Department of Infrastructure. Contact has been made with Economic Statistics and a user manual is in development to make it easier for branches to upload data.	Ongoing

<p>Baseline and significantly increase number of open datasets published through the OpenDataNI portal.</p>	<p>As of May 2020, the baseline publication status on OpenDataNI is as follows:</p> <ul style="list-style-type: none"> • 71 Publishers • 502 Datasets • 1960 dataset resources <p>As of September 2021, the baseline publication status on OpenDataNI is as follows:</p> <ul style="list-style-type: none"> • 82 Publishers • 701 Datasets • 2223 Dataset Resources 	<p>Completed</p>
<p>Develop and publish the NI Open Data Strategy by April 2019</p>	<p>The Open Data Strategy for Northern Ireland 2020-23 was published on 14 October 2019</p>	<p>Completed</p>
<p>Publish NICS Departmental Information Asset registers (IAR) as open datasets on the OpenDataNI portal and update annually</p>	<p>All nine departments have published a version of their IAR on the Open Data Portal</p>	<p>Completed</p>
<p>Produce and publish an annual performance dashboard for the central government office estate, accessible through the OpenDataNI portal.</p>	<p>Work ongoing. IT Assist is in the process of progressing publication of this information.</p>	<p>Ongoing</p>
<p>Produce and publish monthly paper reduction figures across NICS through OpenDataNI portal</p>	<p>DoF currently reports on key property metrics in its annual Departmental Asset Management Plan. The development and implementation of the Asset Management System known as AMPS (Asset Management and Property Services) will facilitate data driven, informed strategic and day-to-day decision</p>	<p>Ongoing</p>

<p>to evidence drive to Digital First</p>	<p>making in Properties Division. Properties Division staff will be able to use the application in order to produce annual performance metrics for the Central Government Office Estate (buildings owned or leased by DoF) which can subsequently be published on the OpenDataNI portal.</p> <p>AMPS was initially to go live in April 2020, with annual data reporting available from April 2021. This was postponed by the project Senior Reporting Officer in Property Services Division - CPD, due to events surrounding the Covid-19 pandemic. CPD continued with preparations for implementing AMPS and the 1st phase Planned Preventative Maintenance (PPM) went live for the Central Government Office Estate (buildings owned or leased by DoF) on 1st July 2021 with Lot 2 (South) areas of the Property Maintenance Pan Government Collaborative Framework and 1st August 2021 for Lot 1 (North) areas.</p> <p>The Helpdesk module went live for the Properties Division estate on 13th September 2021. It is envisaged that the Asset Management module from which Properties Division will extract performance metrics will go live in April 2022, with annual data allowing reporting, available from April 2023. A full financial year's data is required to enable annual performance metrics to be extracted and reported for the Properties Division estate. Production of reports relies on the availability of appropriately competent staff, which is dependent on delivery of resourcing in line with proposals made by the Reform of Property Management.</p>	
<p>Increase publication of LPS datasets over and above those already available via OpenDataNI portal including:</p>	<p>Datasets for FOIs, Environmental Information Regulations (EIRs) & Subject Access Requests (SARs) 2016-17 to 2018-19 published October 2019 https://www.opendatani.gov.uk/datasetThe latest version of the FOI and Data Protection Act data sets have now been published and are available from 1st November 2021.</p> <p>Datasets for 2015/16 to 2018/19 published October 2019</p>	<p>Completed</p> <p>Completed</p>

<ul style="list-style-type: none"> • Customer complaints and correspondence 	<p>https://www.opendatani.gov.uk/datasetThe latest version of the Customer complaints and correspondence data sets have now been published and are available from 1st November 2021.</p>	
<ul style="list-style-type: none"> • Customer information Centre Transaction Activity 	<p>Datasets relating to inbound call volumes and Customer Information Centre transactions have been published since August 2019, covering the period from April 2018 onwards https://www.opendatani.gov.uk/dataset/lps-call-handling-stats The inbound call volumes and CIC transactions have been updated to cover the period up to 31 March 2021. Please note that CICs have been closed since March 2020.</p>	Completed
<ul style="list-style-type: none"> • Call handling- Channel Shift/Web Statistics 	<p>As above, datasets relating to inbound call volumes and Customer Information Centre transactions have been published since August 2019, covering the period from April 2018 onwards https://www.opendatani.gov.uk/dataset/lps-call-handling-stats The inbound call volumes and CIC transactions have been updated to cover the period up to 31 March 2021. Please note that CICs have been closed since March 2020.</p>	Completed
<ul style="list-style-type: none"> • Registration cases in support of conveyancing 	<p>The latest version of the Land Registry data sets have now been published and are available from 1 November 2021.</p>	Completed
<ul style="list-style-type: none"> • Registration of online transactions in support of conveyancing 	<p>The latest version of the Land Registry data sets have now been published and are available from 1 November 2021.</p>	Completed
<ul style="list-style-type: none"> • Revenues and Benefits – annual rate collection and end of year debt position to include 	<p>The 2020 accounts will not be published until early Autumn and data will be uploaded after that. Data sets are being reviewed and will be brought up to date before the end of the year.</p>	Ongoing

<p>domestic and non-domestic profile</p> <ul style="list-style-type: none"> Valuation cases – number of rating cases to include New Builds, altered Domestic properties, Challenges and Appeals by council area. 	<p>Appropriate valuation datasets for publication are under review.</p>	<p>Ongoing</p>
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4. Improved Transparency and Public Accountability	
Commitment	<p>To identify, develop and implement sustainable and ambitious open government actions to drive the open government agenda across the NI departments, in the areas of transparency and public accountability.</p>
Lead department(s)	<p>Department of Finance – Public Spending Directorate (PSD) Department of Finance – Public Sector Reform Division (PSRD) Department of Agriculture, Environment and Rural Affairs (DAERA) Department for Communities (DfC)</p>
Others involved in implementation to date	<p>All Northern Ireland Civil Service (NICS) Departments</p>
Timeline	<p>January 2019 – June 2020</p>
Overall commitment status	<p>Complete</p>

<p>Overall progress against commitment</p>	<p>FOI procedures and processes have been reviewed and updated. Additional processes have been developed and reminders built in to ensure timely compliance. Awareness and role specific training has been rolled out to 175 staff across the department.</p> <p>The planned Participatory Budgeting (PB) events and PB iLab follow up events were postponed due to the Covid19 restrictions and will be rescheduled for the most appropriate time following the lifting of the restrictions. The recommendations of the iLab will be used to help decide next steps.</p>	
<p>Progress against milestones/activities</p>		
<p>Milestone</p>	<p>Update</p>	<p>Status</p>
<p>Review and standardise all publication schemes, disclosure logs and bring forward recommendations for standardisation across departments.</p>	<p>Review of DoF FOI procedures and processes has been undertaken. A new timeframe for responses and alert/reminder process has been introduced throughout the department.</p> <p>DoF FOI Disclosure Logs are published and updated regularly.</p> <p>An FOI dashboard has been developed and is produced monthly for Departmental Board highlighting numbers received, outcomes, exemptions applied and timeliness.</p> <p>Communications and Engagement Division (CAED) continues to meet with the Information Commissioner’s Office (ICO) to discuss current practices and ensure compliance with legislation and timeframes.</p>	<p>Completed</p>
<p>To present the budget material with more infographics to help aid citizen understanding and to improve the presentation in a more user friendly way.</p>	<p>As part of the 2020-21 Budget process, DoF produced a user-friendly summary document to accompany the main publication. This summary document presents details of the budgetary challenges in a way that is accessible.</p> <p>It was also intended to produce an interactive online budget analyser tool to allow citizens to record how they might distribute funding to public services. However this was compromised due to the Covid emergency pressures on</p>	<p>Completed</p> <p>Behind schedule – progress limited by COVID emergency</p>

	budget and the associated planning and allocation of finances. This will be kept under review and consideration for further opportunities in the future.	
Mapping of draft Programme for Government Indicators against UN Sustainable Development Goals (SDGs) and publication.	Original mapping of Programme for Government (PfG) Outcomes and Indicators against Sustainable Development Goals (SDGs) was carried out by the Climate Change Unit. The initial draft was shared with all PfG Senior Responsible Officers. Following departmental feedback, a final mapping spreadsheet was uploaded to DAERA website. See below: https://www.daera-ni.gov.uk/publications/united-nations-sustainable-development-goals-mapped-programme-government-outcomes-and-indicators	Completed
Identify and implement opportunities for further Participatory Budgeting.	<p>An Innovation Lab was held on 4-5 November 2019. A follow up event to rationalise and prioritise the strategic recommendations that flowed from this event was scheduled for April 20, this will be rearranged at a suitable time following the lifting of the Covid19 restrictions.</p> <p>The Innovation Lab has had several meetings with Participatory Budgeting Works (PBWorks) during 2021 on how to further promote PB. Discussion is now looking at wider opportunities (beyond Local Government and Community Planning.)</p> <p>Internally, the iLab has taken opportunities to raise awareness of participatory budgeting with officials across the department in presentations to Departmental Board, intranet articles (two in 2021) and meetings with relevant officials.</p> <p>Work has already commenced within the department to start to build the foundations needed to grow and scale community wealth building approaches. The Department's focus for the remainder of the year will be to build the foundations through supporting a period of initial community and government understanding and capacity building.</p>	Ongoing
Showcase learning from previous and existing	A number of community planning partnerships have held PB events or are planning to do so. These events have been very successful in engaging local	Completed

<p>Participatory Budgeting exercises and opportunities in support of Community Planning</p>	<p>people to bring their ideas for local projects and actions to improve their community:</p> <ul style="list-style-type: none"> • Causeway Coast & Glens Community Planning Partnership “The Big Dish Out” held participatory budgeting events in Harpurs Hill and Cushendall. Garvagh People’s Forest PB schools event. • Fermanagh and Omagh District Council “Community Cash’ participatory budgeting event was delivered in the Lisnaskea area with the Department in partnership with Fermanagh and Omagh council, DfC and the PSNI. • Newry, Mourne & Down are continuing to develop Participatory Budgeting as a delivery tool through their <u>Communities Leading Change</u> thematic action from the Community Plan. Events have already been held in Mourne and also in Kilkeel. Two more are scheduled but these have been affected by the Covid19 restrictions. The council are partnering with DfC, two Health trusts, PSNI, PCSP Northern Ireland Housing Executive (NIHE) and Community sector groups. • Armagh Banbridge & Craigavon Community Planning Partnership district were planning PB events to improve collaborative impact of the community plan, unfortunately these have been affected by the Covid19 restrictions • Derry City & Strabane are holding a PB event as part of the Youth 19 programme to promote the voices, needs, priorities and rights of children and young people. <p>All of the events have or were intended to involve a number of different partners in providing funding and defining themes but most importantly they have increased community participation and involvement.</p> <p>DfC organised an Innovation Lab which addressed the challenge question of “How can we develop Participatory Budgeting to help transform and empower people’s lives?’ This took place in November 2019 and delivered a large</p>	
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	<p>number of strategic recommendations. A follow on event to streamline these recommendations which was planned for April 2020 has unfortunately been affected by the Covid19 restrictions.</p> <p>Local Government Policy Division remains committed to support Participatory Budgeting (PB) as a tool for community engagement. PB has helped the Department fulfil its commitments under the UK Open Government partnership to 1. Develop and trial effective open policy-making and public engagement methods and 2. Promote greater levels of public sector engagement.</p> <p>The iLab made a commitment in our departmental Business Plan to promote and develop participatory PB as a public engagement tool to support community planning policy. To that end:</p> <ul style="list-style-type: none"> • They have been involved in several of the PB projects which Community Planning partnerships have convened across NI, including, for example, the Armagh, Banbridge and Craigavon (ABC) 'Take 500' project. • Officials also participated in a roundtable in November 2021 hosted by ABC Council to inform how the Council can take PB forward. • We also continue to encourage the use of PB by Community Planning partnerships in our liaison with the partnerships and the Community Planning Officers Network. • PB is also being proposed as part of work with other partners to address issues in the Holyland and surrounding areas. 	
To publish Permanent Secretary Expenses.	All Permanent Secretary Expenses are now published quarterly on the OpenDataNI portal.	Completed
To publish Permanent Secretary Gifts and Hospitality registers	All Permanent Secretary Gifts and Hospitality registers are now published quarterly on the OpenDataNI portal.	Completed

To publish Minister/Special Adviser Gifts and Hospitality	Procedures have been put in place to capture this information with guidance and templates having been issued. This information is now published quarterly on the OpenDataNI portal.	Completed
To Publish Minister/Special adviser meetings with external organisations or individuals	As above	Completed
To publish Ministers' travel overseas	As above	Completed

5. Citizen Participation and Open Policy Making

Commitment	Develop and trial effective open policy-making and public engagement methods.	
Lead department(s)	Department of Health (DoH) Department of Finance (DoF)	
Others involved in implementation to date	Department of Health, Public Health Agency (PHA) and Health and Social Care (HSC) Trusts HSC service users and carers, voluntary and community sectors	
Timeline	January 2019 – December 2019	
Overall commitment status	Complete	
Overall progress against commitment	The Covid 19 pandemic continues to have a significant impact on the work of the Department of Health. The precise nature and duration of the impact cannot be known at this time, but is likely to be reflected in the Department's ability to progress this work during this NAP.	
Progress against milestones/activities		
Milestone	Update	Status

<p>Support the work of the PPI Forum in the implementation, embedding and delivery of PPI within the Health and Social Care System. Support research and experimentation to create new tools or utilise existing tools and platforms that empower users to be fully active in the government policy making process.</p>	<p>The department works on an ongoing basis with Public Health Agency (PHA) colleagues to ensure Health and Social Care in Northern Ireland (HSCNI) continue to meet their statutory duties under Personal and Public Involvement (PPI) and to support the implementation of the Department's Co-production Guide "Connecting and Realising value Through People". Work also remains ongoing to further embed partnership working as the standard approach within and across health and social care. Through the final allocation of transformation funding, the Department also continued to fund a range of organisations, including the PHA and the Patient Client Council (PCC) to further develop the underpinning infrastructure and capacity required for partnership working within the HSC system here. Transformation funding came to an end at March 2021. An exercise was completed to determine which projects would continue and what would be funded from the mainstream programme budget. This has been completed and approved.</p> <p>The department's Commissioning Plan Direction (CPD) 2019/200/2021 for Trusts stipulated that Trusts should ensure that: <i>"Regional Co-production has been progressively implemented and embedded across all programmes of care, this will include integrating PPI, Co-Production and patient experience into a single organisational plan" by March 2020.</i> This has been expanded in the CPD for 2020/21 to: <i>"By March 2021 the HSC will have increased level of partnership working across every programme of care in line with their Co-Production organisational plan. HSC is expected to demonstrate increases in the numbers of people who use their services, their families and front line staff in the co-design of care and services. HSC service will also be expected to expand community engagement approaches and provide clear evidence of the impact of partnership working on the delivery of care, including providing evidence of a stepped change in the numbers of expert patients and peers involved in the co-delivery of existing and new service models/pathways".</i> During the Covid-19 pandemic, Trusts have reprioritised resources to address the impact of the pandemic on citizens and on HSCNI infrastructure and</p>	<p>Completed</p>
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	<p>service provision. The expectation of the department is that Trusts will pick up work to expand coproduction activity as envisaged in the CPD during 2021-24.</p> <p>The department continues to adhere to its own statutory responsibilities in relation to PPI and to the policy position set out in the regional Co-production Guide to identify and harness the different skills, experience and expertise residing within individuals and the communities they live in. This will build the truly representative networks to enable the department's ongoing work to transfigure health and social care provision here and will also inform the difficult choices that entails, such as how to balance demand and prioritise services in the midst of financial constraints and how to balance local accessibility with the quality of care that can be provided.</p> <p>Co-production is integrated into all planning for transformation of hospital services, for example, the Review of Urgent and Emergency Care and Day Case Elective Care Centres that is now being taken forward as part of the No More Silos Key Actions and work to rebuild HSC services post Covid19. Other key strategic work, such as The Cancer Strategy and the work to reform adult social care continue to be taken forward through co-production. The nature of this work is ongoing.</p> <p>The Department's work to obtain a regional on-line feedback service for Northern Ireland is complete. Due to the emerging and significant impact of the Covid19 pandemic for health and social care providers in Northern Ireland, the planned launch of Care Opinion was postponed from the 1 April 2020 until August 2020.</p> <p>At the request of the Department of Health, the Public Health Agency is responsible for the implementation and monitoring of the system across the</p>	<p>Completed</p> <p>Ongoing – continuing in the next NAP</p> <p>Completed</p> <p>Ongoing – continuing in the next NAP</p>
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whole region and receives departmental funding to do so. The nature of this work is ongoing.

The system seeks to gather high volume of feedback from people who engage with services and to demonstrate learning and change from the experiences shared. As an accessible online platform, Care Opinion embraces an open and transparent culture supporting service users (patients, carers and relatives) to share feedback and positively impact upon service improvement; from local level changes within trusts to commissioning, design and delivery of high quality services across the region.

The system is moderated by Care Opinion to ensure a safe and robust method to share feedback and also to support services to respond to the feedback on an individual basis. Implementation in each Trust is led by a nominated operational lead, with the support of Care Opinion facilitator to drive promotion, training and support to all services to embed Care Opinion at a local level.

In addition, the platform is being used by the Department to support the following regional work through development of specific campaign promotion:

- Regional Diabetic Footcare Pathway
- District Nursing
- Enhanced Clinical Care Framework to Care Homes
- Intermediate Care Services

At a regional level reports from the current database are being used to inform a number of strategic developments:

- Population Health needs analysis for Maternity and Neonatal.
- Development of vaccination Centres.
- Evaluation of the Regional Nightingale Rehabilitation Service.

The use of Care Opinion will continue to be developed and explored during 2021-24 for example, as a campaign for supporting key strategic actions under

	<p>No More Silos. This is addition to the underpinning co-production structures built into the overarching project structure and other ongoing engagement activity at local and regional level relating to its work. The No More Silos Action Plan builds on learning during the Covid-19 pandemic and focusses on 10 key regional actions that will be rapidly implemented to:</p> <ul style="list-style-type: none"> • ensure that urgent and emergency care services across primary and secondary care can be maintained and improved in an environment that is safe for people using and providing those services and • develop an enhanced range of safe elective and unscheduled care services to patients which does not rely on patients presenting to an emergency <p>The concept and stories are also being integrated into the Undergraduate Programme for Allied Health Professionals (AHP) and Nursing in collaboration with Ulster University.</p>	
<p>Develop the knowledge and skill base of service users and carers to enable them to fully participate in policy and service developments.</p>	<p>The department continues to fund to PHA and PCC to develop a range of initiatives to broaden the participative base of service users and carers and to support service users and carers to build their knowledge and skills. A bespoke training package to enable their participation at strategic level is available. The nature of this work is ongoing and the department will continue to explore further methods of supporting citizens to be involved in decisions made about the health and social care provided to them.</p>	<p>Ongoing</p>
<p>Increase awareness in user centred design, research and experimentation, through project delivery and engagement with policy makers.</p>	<p>The Innovation Lab has established tools and methodologies to enable public engagement and a user centred approach in support of open policy making, such as:</p> <ul style="list-style-type: none"> • delivering Symposium and TRIBE events; • speaking at internal and external conferences • the Creativity and Innovation training course; • knowledge transfer - passing on skills and tools during the course of project work; and • ad-hoc events with external speakers. 	<p>Completed</p>

	<p>The iLab has put in place the following measures to promote user-centred service design –</p> <ul style="list-style-type: none"> • Putting user research and engagement at the centre of our design process and projects • Delivering Innovation Symposium open to all civil servants, promoting good innovation practice • Engaging with a group of 150 civil servants (The Tribe) on learning more about innovation • Speaking at internal and external conferences, such as NICS Live and the Service Design Conference in Edinburgh, • Sharing knowledge by passing on skills and tools during the course of our project work; and • Hosting ad-hoc events with external speakers, including hosting the Head of the Singapore Innovation Lab, Alex Lau. <p>This is further evidenced by the fact that Open Government NAP4 commitments five and six feature in the Innovations Lab’s 2020/21 business plan with the following outcome measures –</p> <ul style="list-style-type: none"> • Partnership agreed with Community Foundation (NI) (CFNI) to support the iLab to effectively engage with the public • Principle of public engagement as a central tenet of innovation methods embedded in new Centre for Applied Learning (CAL) courses • CFNI engaged to speak about public engagement at Lab events • Projects emerging from the CFNI led Civic Innovation and the Community Innovators Programmes supported 	
<p>Showcase best practice and innovative examples of public engagement in policy development across Executive departments.</p>	<p>The Lab has established methods, open to the NICS, to showcase innovation and these continued in 2020/21 as set out in the business plan –</p> <ul style="list-style-type: none"> • Four Innovation Tribe events delivered • Four Innovation Symposia delivered 	<p>Completed</p>

	<ul style="list-style-type: none"> • Four Lunch Time sessions on innovation-specific subjects delivered • Maintain visibility of iLab and its projects within the public sector and beyond by: <ul style="list-style-type: none"> • Developing intranet /internet content • Increasing use of Twitter/ LinkedIn • Presenting at events (e.g. NICS Live) • Writing/publishing an iLab Blog 	
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6. Open Government Skills across the Public Sector	
Commitment	Develop Open Government Skills across the Public Sector to enable staff to deliver the Open Government Agenda. Integrate an openness mind-set into day-to-day business activities.
Lead department(s)	Department of Finance – Enterprise Shared Services Department of Finance – Strategic Policy and Reform Division
Others involved in implementation to date	Open Data Advisory Panel
Timeline	January 2019 – June 2020
Overall commitment status	Completed
Overall progress against commitment	<p>Substantial progress has in raising awareness of Open Data (OD) and reviewing the skills required for staff to advance the transparency/open data agenda.</p> <p>Open Data Innovation and outreach Fund launched. Initial intention was for the seven successful applicants to complete their project by 30 June 2020. However, with COVID 19 lockdown measures the Fund was postponed until September 2020. One project has continued with their work despite the lockdown.</p>

	<p>To continue development of general Open Data (OD)/Open Government (OG) introductory course. Meeting with Open Data Institute to discuss repurposing of their online training content in an NICS context. TBA following postponement.</p> <p>The first round of the Open Data Innovation an Outreach Find was completed successfully despite the COVID restrictions.</p> <p>The second round was launched in November 2020 with seven successful applicants, who are currently working on their projects, announced in May 2021.</p> <p>The Open Data training modules, developed in conjunction with the Open Data Institute, have been completed and were launched on the NICS Learning Platform LINKS in Nov 2021.</p>	
Progress against milestones/activities		
Milestone	Update	Status
Review and define the best approach to raise awareness and skills in Open Government/Open Data and implement approaches to increase staff ability to deliver the open government agenda.	<p>We have been in contact with colleagues in the Open Data Institute (ODI) to discuss how to replicate their online Open Data training course for the NICS. Further discussions will take place to finalise this plan before we work with CAL to make such a course available to staff.</p> <p>A series of meetings have been organised for the OD team to speak to Departmental Boards about the OD strategy and the departments' commitments. Two meetings, with DfC and Department of Education (DE) boards, have taken place; however with COVID 19 the others have been postponed. The OD team will examine the options for attending future digital Departmental boards, when possible.</p> <p>Another series of meetings was organised for the OD team to speak to Departmental Information Managers (DIMs)/Information Asset Owners (IAOs) to promote Open Data Strategy objectives/open government.</p>	Completed

	<p>The Open Data Strategy winners were announced in February 2020, with seven successful applicants. The range of subjects covered by the winners included community based data science projects, innovation in design of data science related products and hosting of data related hackathons.</p> <p>The second round of the Open Data Innovation and Outreach Fund ran during 2021, despite the restriction imposed by the COVID 19 pandemic, with again seven successful applicants. However, this time an additional category was added to the Fund exploring the impact of COVID here, with three of the applications successful. These applications focussed on the impact of COVID on Belfast Bikes, a series of infographics aimed at tackling COVID disinformation and the use of medication in relation to COVID.</p> <p>The work with ODI is drawing to a close with the finalisation of the Open Data Training modules that have been developed in conjunction with our staff in the Open Data Team. This will also include a webinar for senior staff promoting the course.</p>	
<p>To develop skills and capacity in creativity and innovation across the public sector in NI through practical training.</p>	<p>The following objectives have been included in the iLab 2020/21 business plan - Training course on Service Design developed and delivered in 2020/21 Research options identified for in-depth Service Design training that offers a formal qualification</p>	<p>Behind schedule – progress limited by COVID emergency</p>

7. Public Sector Innovation		
Commitment	To significantly improve the adoption and use of open innovation approaches within the public sector. Encouraging greater use of the Small Business Research Initiative (SBRI) by NI public sector bodies as a way of encouraging greater public sector innovation and also innovation in the economy.	
Lead department(s)	Department for the Economy – Innovation and Specialisation Branch	
Others involved in implementation to date	All NI Departments, with scope for collaboration with other UK and ROI public sector bodies Private Sector Academia	
Timeline	January 2019 – October 2019	
Overall commitment status	Completed	
Overall progress against commitment	<p>2019/20 was a record year for SBRI activity across the NICS with 10 new projects, bringing the total number of SBRI's up to 34.</p> <p>A call for Expressions of Interests issued February 2019. A webinar to explain the benefits of SBRI took place on 10 February for the public sector. This included a panel Q and A session with some existing challenge owners outlining their projects, why they applied, and what the projects have achieved – and why others should consider the programme.</p>	
Progress against milestones/activities		
Milestone	Update	Status
In line with the NI Innovation Strategy run a SBRI Challenge Fund call each year to encourage NI public bodies to run SBRI projects.	<p>2019/20 was a record year for SBRI activity across the NICS with 10 new projects commencing. In 2021/22, a total of 17 projects were progressed, four of which were new.</p> <p>Evidence of what has been achieved to date may be found on the website below: https://matrixni.org/sbri/</p>	Completed

Target key technologies and approaches which can be developed through SBRI which will improve public sector accountability and openness	2020/21 call for SBRI projects has specifically encouraged proposals including artificial intelligence, cyber security and circular economy. A thematic approach will be adopted for the 2022/23 call which will link projects with PfG/Executive Strategic aims including 10X, Green Growth, Energy, Environment and Housing etc.	Completed
Explore and drive forward with opportunities for exemplar projects using digital technologies to address voluntary, community, social enterprise, public and private sector needs	<p>NI SBRI Projects in 2019/20 are addressing a wide range of needs including helping with careers support for young people with Anti-Social Disorder (ASD), assisting with medicines adherence for prisoners, improving the support for children with special needs and application of predictive analytics for highway maintenance.</p> <p>Current NI SBRI projects are addressing a wide range of needs including real-time soil health monitoring, decarbonisation within homes and remote monitoring of flood defences.</p>	Completed

8. Social Innovation	
Commitment	Promote and encourage the use of social innovation by the local public sector, in collaboration with other sectors, to help address social challenges whilst delivering on economic impact.
Lead department(s)	Department for Communities – Policy and Innovation Branch, Voluntary and Community Division
Others involved in implementation to date	Other NI Departments, Wider Public Sector Voluntary and Community Sector Private Sector Academia
Timeline	January 2019 – June 2020

Overall commitment status		
Overall progress against commitment		
Progress against milestones/activities		
Milestone	Update	Status
Quarterly meetings of the 'Social Innovation Working Group' to be attended by public, third and private sectors. Purpose of which will be to promote the concept of social innovation and bring together key policy makers and practitioners to scope the current activity/ interest in social innovation developments, identify future opportunities and collaborations, to promote the concept across the public, private and third sectors and to pilot social innovation actions.	<p>The group held an innovation lab in May 2018 which considered factors that could contribute to future growth of social innovation in Northern Ireland. This included consideration of models of best practice, cross-sector collaboration plus effective and sustainable ways to fund social innovations, moving away from reliance on grant funding.</p> <p>In taking these themes forward, we:</p> <ul style="list-style-type: none"> • Re-established the Social Innovation Working Group as a Cross-Sector Innovation Forum and developed the Business Match programme, a digital platform and full-service programme to match the skills and expertise of the business sector to work with the Voluntary and Community (VC) sector in areas where they need specialist and professional input but do not have the resources to pay for it. • The Department for Communities (NI) contributed funding towards a new Philanthropy Fund administered by Community Foundation NI (CFNI), designed to test whether a public sector contribution to such a fund will stimulate private donors to provide match funding. • Private philanthropy is recognised as an important resource to tackle some of society's issues that traditional grant funding has failed to address and this fund has provided important learning for future practice. 	Completed

	<ul style="list-style-type: none"> • A number of innovative cross-sectoral projects were delivered as a response to the Covid-19 crisis. This included a multi-agency approach to supplying food to the vulnerable. These projects were mobilised quickly and are excellent examples of effective cross-sectoral responses to social problems. • The work described above (philanthropy and Skills Match) is considered complete. They were funded through a 'change fund' which closed at the end of FY 21/22. The skills match platform continues to be operated by Business in the Community NI. 	
<p>Sponsorship of relevant programmes/events, which aim to promote Social Innovation regionally within Northern Ireland. This will:</p> <ul style="list-style-type: none"> - Further embed and promote the concept of social innovation across sectors. - Provide opportunities for learning. - Provide opportunities for cross-sectoral collaborations 	<p>Annual sponsorship of 'Social Innovation' award in Young Enterprise Northern Ireland (YENI) Company Programme is ongoing. The Company Programme is run by over 85 secondary level schools throughout Northern Ireland and sees over 1,000 young people aged 15-19 setting up and running their own company.</p> <p>The introduction of the 'social innovation' award encourages the young people participating to consider ideas with a socially innovative theme/slant and this has provided an opportunity to embed the concept of Social Innovation from an early age with many of our young people across NI. This is a hugely effective way to influence a change in culture and presents a valuable opportunity to pave the way for the social innovators of the future.</p> <p>Due to the fact that YENI's company programme is so well established in NI, sponsorship of the Social Innovation Award provides a good opportunity to raise awareness with our stakeholders including other departments and Members of the Local Assembly (MLAs). Sponsorship was provided for the Young Enterprise Social Innovation award until end of Financial Year 2019/2020.</p> <p>The department has also sponsored CO3's (Chief Officers third sector) 'leading forward on social innovation' Award for a number of years.</p>	<p>Completed</p>

Encourage the growth of Social Innovation within the Northern Ireland economy	As above	Completed
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