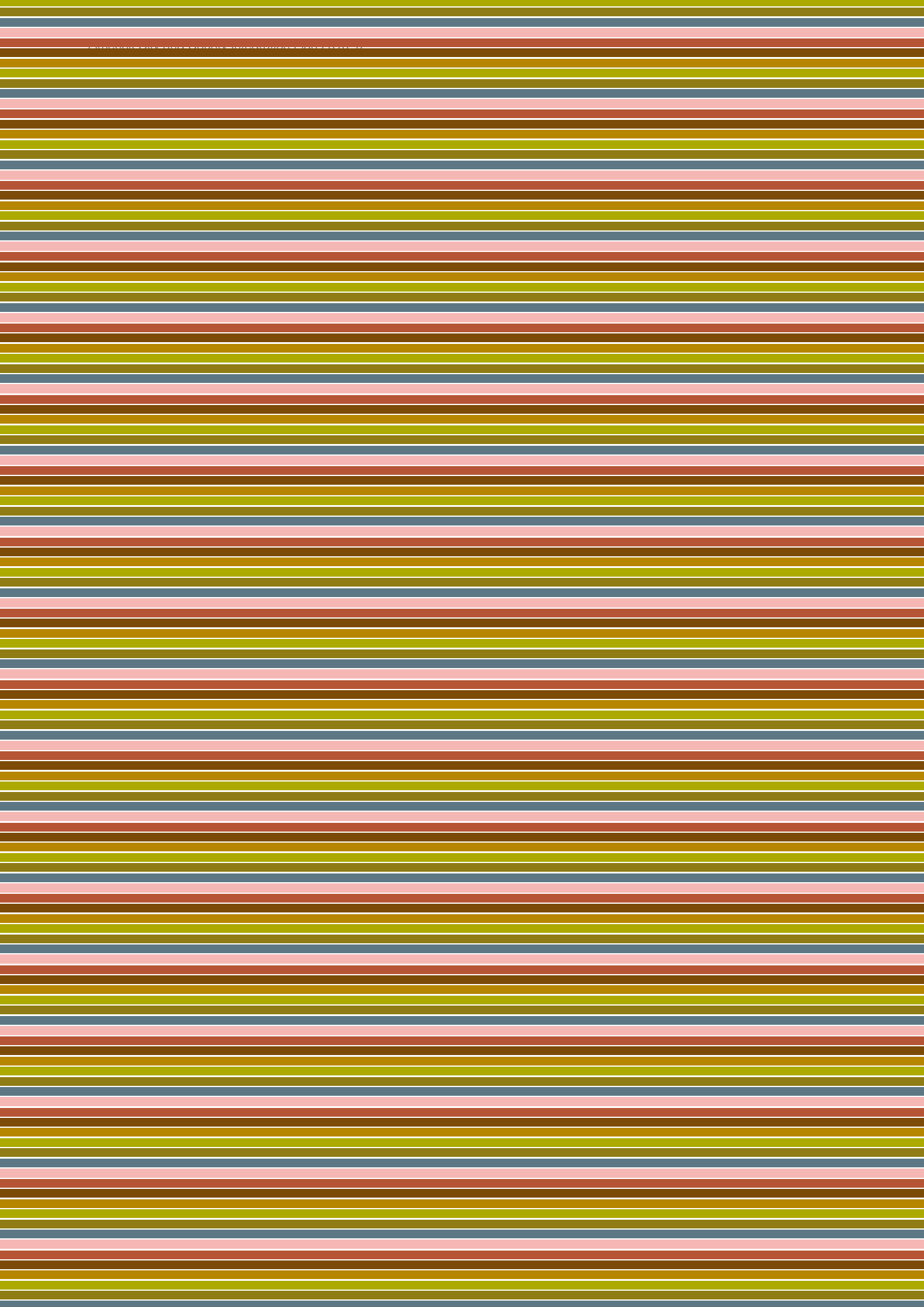




INTEGRATING LIMERICK

Limerick City & County
Integration Plan 2010–2012





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A photograph of a historic stone tower, likely a part of a castle or fortification, situated near a body of water. A red flag flies from a pole on top of the tower. The foreground features a metal railing and a stone wall. The sky is blue with scattered white clouds. The text is overlaid on the image in a white, bold, sans-serif font.

**The aim of the Integration Plan
2010-2012 is to promote a vibrant,
inclusive and dynamic society in
Limerick in which all residents are
valued, regardless of their nationality,
religion or ethnic background.**

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Foreword



Eugene Quinn



Leonie Kerins

The rapidly changing face, and indeed faces, of Limerick City and County present immense opportunities but also significant challenges. The aim of the Integration Plan 2010-12 is to promote a vibrant, inclusive and dynamic society in Limerick in which all residents are valued, regardless of their nationality, religion or ethnic background.

The Integration Plan for Limerick is guided by the commitment in Limerick County Development Board *Strategy for Economic, Social and Cultural Development 2002-11* on equality: “to create a more equitable society by promoting the right to equal opportunities and an understanding of minorities”. Under the Limerick City Development Board *Strategy for Economic, Social and Cultural Development (2002-2012)*, it aims to contribute to the development of Limerick as a ‘City of Equality’. The Integration Plan will promote the strategic objective “to ensure refugees, asylum seekers and ethnic minorities are welcomed, supported and valued in the community”.

The Limerick Integration Working Group (IWG) operates under the Social Inclusion Measures Committees of both Limerick City and County. The IWG was established with the aim of bringing together statutory, community and voluntary bodies to address integration needs of migrant and host communities in Limerick. A key objective of the IWG was to develop an Integration Plan for both local authority areas. This *Integration Plan* would not have been completed without the commitment and dedication of all the people who served on the Integration Working Group over the last three years.

We are grateful to all service users and providers who participated in focus groups and interviews in research commissioned by the IWG to identify gaps in services provided to immigrant communities. Actions are contained in *Integrating Limerick* that seek to address these gaps and build on the existing integration work of many organisations and individuals.

The scope of this Integration Plan is focused on actions supporting the integration of migrants. In a wider context this Integration Plan 2010-2012 for Limerick City and County needs to be considered along with Interagency Initiatives for Travellers and Regeneration Plans to ensure coherence across all integration initiatives.

In the three-year period from 2010 to 2012, we hope the actions contained in *Integrating Limerick* will enhance the lives of all who live and work in Limerick, will challenge discrimination where it occurs and will ultimately celebrate the diversity that is now part of everyday life in the city and county.

Eugene Quinn and Leonie Kerins
Joint Chairs
Limerick Integration Working Group

Introduction

The Limerick Integration Working Group defines integration as:

“Integration is a long-term multidimensional and dynamic process starting from the moment of arrival in Limerick. It aims at ensuring respect for diversity and equal opportunities for the participation of all residents of Limerick irrespective of cultural or religious background, age, gender or nationality. Integration takes place through the interaction of people and implies mutual understanding as well as shared rights and responsibility”.

Limerick Integration Working Group

The Limerick Integration Working Group (IWG) operates under the Social Inclusion Measures (SIM) Committee of both City and County local authorities. The respective SIM Committees are in turn subject to the respective Limerick City Development Board and Limerick County Development Board.

After its formation in 2007, the initial aim of the IWG was to bring together statutory, non-statutory and voluntary bodies to share information and best practice on working with Limerick's culturally diverse population and providing appropriate responses to the integration needs of migrant and local communities.

In late 2008 it was decided that the IWG would be responsible for coordinating the development of a plan for delivery of services and the implementation of activities that promote the integration of migrants in Limerick City and County.

Integrating Limerick is the resultant integration plan developed by the working group for a three year period 2010-12.

The purpose of this plan is to increase awareness of the value of diversity in Limerick's changing environment and to progress the development of integration measures and enhance social cohesion.

The IWG is supported by the following organisations:

- An Garda Síochána
- Ballyhoura Development Ltd.
- Citizens Information Board
- City of Limerick VEC
- County Limerick VEC
- Community and Voluntary Forum
- Department of Education and Science
- Department of Social and Family Affairs
- Doras Luimní
- FÁS
- Health Service Executive
- Integration and Social Inclusion Centre of Ireland
- Jesuit Refugee Service Ireland
- Limerick County Council
- Limerick City Council
- Limerick Latvian Activity Centre
- New Communities Partnership
- PAUL Partnership
- University of Limerick
- West Limerick Resources

Integration Vision and Values

Integration is a challenge for all people who reside in Limerick and a measure of the ability of all residents to live in and maintain a peaceful co-existence in a diversified, open and just Limerick based on the principle of equal opportunities for everyone.

The Limerick Integration Working Group envisages the following values as prerequisites for integration:

Respect for Fundamental Rights

Democratic structures and the rule of law, together with freedom of expression and other fundamental rights outlined in national and international law are to be respected by all people in Limerick.

Equality

Equality requires that all members of Limerick society, especially those at risk of exclusion, be accorded equal treatment. Migrants should therefore be treated in the same way as any other members of the society. Providing equal opportunities requires special measures such as accessibility to rights and services, information and training.

Participation

Participation is the lynchpin of integration – the two are inseparable. There can be no integration without participation and there can be no participation without an integration process taking place. All stakeholders in Limerick should strive to facilitate participation in order to make the economic, social, cultural and physical environment accessible and welcoming to migrants.

Scope of Integration Plan

Scope

The 2006 Census of Population recorded the total population as 181,601 for the Limerick City and County area. Of this population 91.1% indicated Irish nationality, 2.0% UK nationality, 1.8% Polish, 0.4% Lithuanian, 1.4% other EU 25, 2.4% Rest of World which would include those with American, Australian, African, Asian and Russian backgrounds, and 0.8% did not state their nationality.

Table 1: Usually Resident Population of Limerick City and County by Nationality (Local Electoral Areas) 2006

Area	Irish	UK	Polish	Lithuanian	Other EU 25	Rest of World	Not Stated	Total
Limerick City	46,038	713	1,538	241	1,190	1,746	420	51,886
Bruff	31,813	606	858	189	529	1,416	367	35,778
Castleconnell	33,475	735	403	59	389	664	245	35,970
Kilmallock	16,449	519	103	8	106	124	169	17,478
Newcastle	19,306	665	291	135	254	235	164	21,050
Rathkeale	18,408	472	87	44	98	164	166	19,439
Limerick City and County	165,489 91.1%	3,710 2.0%	3,280 1.8%	676 0.4%	2,566 1.4%	4,349 2.4%	1,531 0.8%	181,601 100%

Source: CSO, 2006

Therefore, residing in Limerick County there were 10,264 non-Irish nationals and in Limerick City there were 5,848 non-Irish nationals at the last census.

In the process of developing the Integration Plan it was agreed that the integration needs of the Travelling Community are being addressed by separate initiatives (in Limerick county by the Interagency Group for the Delivery of Service for Travellers and in the city by Limerick City Interagency Group for Traveller Services).

Thus, it was decided that the Integration Plan would focus on the following groups and their families:

- Asylum seekers
- Migrant Workers (EU)
- Migrant Workers (Non-EU)
- International Students
- Refugees / Persons with Leave to Remain

Integration Framework: European Union Common Basic Principles

The Integration Working Group uses the EU Common Basic Principles as a framework to inform the development of the Integration Plan for Limerick City and County. The Principles were agreed by all EU Member States in November 2004 and aim:

“to assist Member States in formulating integration policies by offering them a ... guide of basic principles against which they can judge and assess their own efforts”.

- 1.** Integration is a dynamic, two-way process of mutual accommodation by all immigrants and residents of Member States.
- 2.** Integration implies respect for the basic principles of the European Union.
- 3.** Employment is a key part of the integration process and is central to the participation of immigrants, to the contributions immigrants make to the host society, and to making such contributions visible.
- 4.** Basic knowledge of the host society's language, history, and institutions is indispensable to integration; enabling immigrants to acquire this basic knowledge is essential to successful integration.
- 5.** Efforts in education are critical to preparing immigrants, and particularly their descendants, to be more successful and more active participants in the society.
- 6.** Access for immigrants to institutions, as well as to private goods and services, on a basis equal to national citizens and in a non-discriminatory way is a critical foundation for better integration.
- 7.** Frequent interaction between immigrants and Member States citizens is a fundamental mechanism for integration. Shared forums, intercultural dialogue, education about immigrants and immigrant cultures, and stimulating living conditions in urban environments enhance the interactions between immigrants and Member State citizens.
- 8.** The practice of diverse cultures and religions is guaranteed under the Charter of Fundamental Rights and must be safeguarded, unless practices conflict with other inviolable European rights or with national law.
- 9.** The participation of immigrants in the democratic process and in the formulation of integration policies and measures, especially at the local level, supports their integration.
- 10.** Mainstreaming integration policies and measures in all relevant policy portfolios and levels of government and public services is an important consideration in public policy formation and implementation.
- 11.** Developing clear goals, indicators and evaluation mechanisms are necessary to adjust policy, evaluate progress on integration and to make the exchange of information more effective.

Integration Plan Process

Integration Plan Methodology

The Integration Plan Process aimed to ensure that the plan would address the real integration concerns and needs of people on the ground.

The development of the Integration Plan involved the following stages:

1. Research and Consultation
2. Audit of Service Provision
3. Identification of Key Themes
4. Development of Action Plans under each Key Theme
5. Stakeholder Feedback

A key emphasis in the planning process was participation by people who are affected by the outcomes. The process was designed to enable input from stakeholders not just at the beginning but also after an initial draft plan had been developed.

Integration Research

Following a successful application to the Office of the Minister for Integration in 2008, the Limerick Integration Working Group commissioned research to address the gaps in information concerning both the experiences of ethnic minorities in accessing local services and the experience of service providers in delivering services locally.

The research methodology involved focus group sessions as well as structured and semi-structured interviews. These research tools were designed to ensure the voice and needs of ethnic minorities who access services and the integration experiences of service providers were listened to and heard.

In all, eleven focus groups with an average of 13 attendees each were held with members of minority groups around the City and County. The focus groups included representative groups from:

- Cameroonian Association;
- Filipino Community;
- Latvian Society;
- Nigerian Association of Ireland and Limerick;
- Somali Society;
- Togo Association;
- VEC/Traveller Training Centre;
- VEC/Polish Language Students;
- Limerick Language School (2);
- Group from employer contacts.

This research involved consideration of the needs and challenges faced by service providers, as well as service users. Consultation with service providers involved statutory services, as well as community and voluntary services for ethnic minority groups.

Focus groups, and in a small number of cases individual interviews, were held with staff of a range of statutory and community services, including:

- An Garda Síochána
- FÁS
- Local Employment Service – Limerick City
- Limerick City Council
- Limerick County Council
- Citizens Information Centre
- Adapt House
- Limerick City Library
- Doras Luimní
- VEC – Limerick County
- West Limerick Resources
- Threshold
- Ballyhoura Development Company
- Jobsclub – County Limerick
- New Communities Partnership
- Limerick City Childcare Committee
- Irish–Polish Business Association.

The main outcome of the research was a written report to inform the development of the Integration Plan 2010–12 including:

- A description and analysis of the information gathered and the methodology employed;
- A comprehensive picture of the experiences, issues and challenges in delivering and accessing services;
- A clear set of policy and action based recommendations.

Audit of Service Provision

Following the completion of the IWG Research the next stage of the planning process was to carry out an audit of integration services in Limerick City and County existing Integration services. This audit was conducted with the assistance of the IWG member organisations.

Key Themes and Action Plans

Based on the needs identified in the IWG research and taking into account the findings of an audit of service provision and local expertise, the IWG identified six priority thematic headings to be included in the plan. Thematic Sub Groups identified integration needs and action plans to respond to those needs for 2010–12 under each heading.

The thematic headings chosen are:

- Language and Education;
- Information and Training;
- Support for Communities (Capacity Building);
- Health and Welfare;
- Employment;
- Non-Discrimination and Justice.

There could have been additional themes that have not been included in this Plan. A key criterion in drafting the Plan is that it should be realistic and achievable. Thus, prioritisation of key themes reflected resource constraints under which the plan will operate.

Each of the key themes constitutes an individual section within the Integration Plan, and is linked with one of the EU Common Basic Principles on Integration.

A context for each key theme is provided on the basis of the information gathered during each stage of the planning process. Quotes from focus group participants in the IWG research are used in each of these thematic context to ensure the immigrant voice is heard in the articulation of integration needs and concerns. The integration needs and concerns identified in the thematic contexts are not exhaustive.

The Action Plans reflect steps over a three year period to start to address these identified integration needs.

Stakeholder Feedback

A further process of consultation was undertaken with stakeholders when an a draft Integration Plan was completed. There was a day long workshop which facilitated focus groups, comprised of members of immigrant communities, to

give direct feedback on the Integration needs identified and the actions proposed under each thematic heading in the draft plan. There was also an opportunity to discuss expectations of the integration plan and to clarify limitations in the light of available resources.

Representatives of service providers were also invited to give feedback at this stage of the Plan's development.

Implementation and Monitoring

The ongoing role of the IWG will be to oversee the implementation of the Integration Plan in the years 2010–12.

Annual action plans under each thematic heading for each calendar year will be developed and delivered. Evaluations will be conducted at mid-term and at the end of plan cycle.

The IWG will have a role in securing the necessary human and financial resources to ensure successful implementation of the planned integration actions and services.

“These research tools were designed to ensure the voice and needs of ethnic minorities who access services and the integration experiences of service providers were listened to and heard”.



Integration Theme 1:

Language and Education

EU Common Basic Principle 4: Basic knowledge of the host society's language, history, and institutions is indispensable to integration; enabling immigrants to acquire this knowledge is essential to successful integration.

EU Common Basic Principle 6: Education is critical in enabling migrants to fully and actively participate in society.

“We have come here from the Philippines to work but now our child is nearly ready for university but we can't afford to send him. It's hard to build a life here when you are not entitled to the same as other workers”.

Language

Language acquisition is a key driver of integration. Amongst service providers and users surveyed in the IWG research, language or communication barriers were seen as the principal difficulty encountered in accessing services and delivering services to immigrant communities.

Specific concerns with respect to access to services include:

- Immigrants arriving in Ireland with poor English;
- Immigrants with good spoken English but low level of reading/writing skills;
- Literacy and/or numeracy problems amongst some members of immigrant communities;
- Lack of accessible translation services; and
- Complicated language, rather than plain English, used in official forms.

The IWG research emphasised the need for greater availability of language classes in Limerick. In developing the Integration Plan among the concerns raised about English language provision were:

- The demand for free or subsidised English classes exceeds what is currently available.
- Length of the waiting time for free English classes.
- A lack of clarity regarding the eligibility of asylum seekers to access English classes while their application is being processed.

"I would say invest in English language classes for disadvantaged immigrants. The language is a barrier to many and it's the duty of immigrants to learn the language of the country they live in".

Particularly in light of current funding cuts, it is necessary to ensure that priority is given to the provision of English language classes for immigrant communities to improve their chances of integrating more effectively into Irish society.

The VEC and other community and voluntary groups are providing English language learning opportunities. Ongoing requirements need to be constantly monitored and addressed especially in terms of the availability of accredited language classes that offer a

long term learning progression. Vulnerable categories of migrants, such as aged-out minors, may need targeted support.

Education

Participants in the IWG research found that access to primary and post-primary education system was not an issue for them. However, concerns were raised about the availability of further adult and third level educational opportunities.

"We have come here from the Philippines to work but now our child is nearly ready for university but we can't afford to send him. It's hard to build a life here when you are not entitled to the same as other workers".

A number of barriers to access higher education identified in the course of the research included:

- (i) Application procedure: Applications are made via the CAO system which is designed for resident nationals. In addition the expense of higher education for non-EU citizens ensures it is de-facto inaccessible for the majority of immigrants.
- (ii) Third level institutions fee eligibility criteria are inconsistent, thus creating a barrier for applicants to access preferred course choices.

- (iii) People who are in or have completed the asylum process are particularly affected because third level free fee system is 'status' related.

A report by *Adapting to Diversity: Irish Schools and Newcomer Students* (ESRI, 2009), states that social integration is likely to benefit from the promotion of intercultural awareness within and without schools. In an increasingly difficult economic environment the challenge will be not only to promote the positive aspects of integration in schools but also to combat racist and xenophobic attitudes that may emerge. Furthermore, the ESRI report notes that "lack of language competency is seen as adversely impacting on the achievement of some newcomer students".

Language support needs to extend to migrants parents with no or limited English so that they actively support their children in education and in their interactions with teaching personnel. Active parental involvement assists in maximising educational outcomes for children.

Both service providers and service users interviewed in the IWG research referred to difficulties caused by a lack of information and clarity regarding the educational system and the recognition of educational qualifications.



Above: Cllr John Gallahue, Cathaoirleach Limerick County Council, Prudence and Sondhliwe Sibanda and Mayor John Gilligan at the launch of 'Living in Limerick: Many cultures, One home' booklet at the County Hall in April 2009.



Above: Drumming at an intercultural event in Limerick in 2009.

Integration Theme: Language and Education

Strategic Objective	Action	
1. To promote integration in the mainstream education system by raising awareness of intercultural issues and ensuring access to all levels of education	1. While conducting intercultural outreach and training in schools promote the widespread use of the <i>Intercultural Education Guidelines for Primary and Secondary Schools</i> produced by the National Council for Curriculum and Assessment (NCCA)	
	2. Promote the development of a pilot award scheme that recognises achievement in extending welcome and friendship to all in the school.	
	a) Assess the feasibility of developing and piloting an award scheme for achievement in the areas of anti-bullying, intercultural awareness, global development and special needs in schools	
	b) Subject to feasibility run a pilot award scheme in three schools in Limerick City and two in Limerick County	
	3. Facilitate parents to access information and language support to enable them to actively support their children in the education system	
	a) Assist international parents so that they can actively support their children in school in Limerick	
2. To support language acquisition as a key driver of integration in Limerick City and County	b) Work with schools to provide informational guides and language classes for parents	
	4. Support access initiatives to third level education that will increase participation of all immigrants regardless of status	
	5. Compile a list of language classes operating in Limerick City and County	
	a) Make a directory available on Integration Working Group (IWG) website and websites of member organisations of Limerick City and County IWG	
	b) Support and promote English for Speakers of Other Languages (ESOL) classes provided in Limerick City and County	
	c) Provide voluntary English Language Classes in Limerick City and County to complement formal provision	
3. To assist Community Education and Development Education initiatives as a means of promoting integration and increased social interaction	6. Promote language learning through activity, for example, through Informal Education Classes	
	a) Include in Learn Local directory paragraphs promoting the language and integration benefits of courses and activities, and perhaps translate	
	7. Promote integrative dimension of Community Education and Development Education initiatives in Limerick City and Country	
	a) Promote participation of migrants living in communities in Community Education by reaching out to ethnic minorities	
	b) Run a public event to promote a positive image of Africa and African communities and greater understanding of global development issues and the work of the Irish Aid programme through an Africa Day celebration in Limerick	

	Lead Organisation/ Support Organisations	Indicator	Timeframe/ Frequency
	Lead Agencies: NCP, Doras Luimní, JRS Support Agency: Mid West DES	Number of outreach and training in schools promoting the <i>Intercultural Education Guidelines</i>	Yearly
	Lead Agency: IWG Education Sub-Group Support Agencies: Doras Luimní, JRS, NCP, Mid West DES, UL	Establishment of steering committee	End of 2010
		Completion of award feasibility assessment	
		Number of Schools in Limerick City and County applying for pilot award scheme	Annual from 2011 onwards
	Lead Agencies: Doras Luimní, NCP, JRS	Number of parents availing of services and supports over period of Plan	Ongoing
		Number of informational leaflets, guides, publications on education system disseminated	Ongoing
	Lead Agency: UL	Number of additional immigrant students regardless of status accessing third level education	Annual
	Lead Agency: LCAES, County VEC Support Agencies: NCP, Doras Luimní, JRS	Production of a Directory on English classes provision in Limerick	2010 and updated annually thereafter
		Guide available on IWG website	
	Lead Agency: LCAES, County VEC Support Agencies: NCP, Doras Luimní, JRS	Number of participants in ESOL classes	Annual
	Lead Agencies: Doras Luimní, NCP, JRS	Number and range of English language classes available	Annual
	Lead Agency: LCAES, County VEC Support Agencies: Learn Local, Paul Partnership, Informal Education Providers	Increased participation by ethnic minorities in informal education courses and activities	Annual
	Lead Agency: Limerick Community Education Network	a) Increased participation by ethnic minorities in Community Education Courses	Annual
	Lead Agency: Irish Aid	b) Number of participants in the Africa Day celebration	Annual



Integration Theme 2: Information and Training

EU Common Basic Principle 4: Basic knowledge of the host society's language, history, and institutions is indispensable to integration; enabling immigrants to acquire this basic knowledge is essential to successful integration.

“There is a lot available in Limerick and posters in different languages to help immigrants. But I think there should be more information for people ... and also information about different cultural events and activities”.

Information

Information in relation to education and training opportunities, employment rights and opportunities, social welfare entitlements, opportunities for social interaction and integration, and cultural norms and traditions has been recognised as being essential for successful integration in Irish society (MRCI, 2006).

However, a lack of accessible information has been identified as an issue facing members of immigrant communities living in Ireland, impacting in particular

upon their ability to access services and facilities. Information is not always in a format or language that can be accessed by members of immigrant communities.

The outcome of the IWG research with immigrant communities and service providers in Limerick City and County mirrored these findings and highlighted access to information as a particular problem for those at higher risk of social isolation, such as those who spent a long time in direct provision and women in the home.

A lack of sufficient information on the background to decisions of service providers, particularly in relation to welfare rights and entitlements was also found to be a problem, sometimes resulting in false perceptions of discrimination by the service provider.

Service providers who participated in the IWG research noted that there is a lack of information on the rights and entitlements associated with different immigration status categories.

It also emerged that much of the information sought by immigrant communities is already available but people are not always aware of its existence. This highlights a need to raise awareness of existing information resources, rather than producing new information resources.

Translation services are considered to be critical for effective service delivery but are not always available for front-line or drop-in services. The IWG research revealed that front-line staff may not always be aware of available translation services, or that a concern exists about the quality of translation services. It is recommended that information on available and reputable translation services in the area could be collated and shared amongst the services involved.

“There is a lot available in Limerick and posters in different languages to help immigrants. But I think there should be more information for people ... and also information about different cultural events and activities”.

Training

Practical equality and diversity training should be provided to front-line staff in Limerick City and County, and this training should be reviewed on a regular basis. Furthermore, the IWG research suggested that diversity training should include interaction with members of immigrant communities to develop communication skills and understanding amongst front-line staff. The rationale for such diversity awareness and training should also be outlined to all relevant employees so that they understand why such provision is necessary and that a commitment to the concept is achieved.

Finally, the IWG research highlighted that some service providers in Limerick indicated that they have difficulties understanding the various legal status arrangements that immigrants might have and, by extension, their entitlements to public services. Therefore, it was indicated that training and resources on entitlements, as well as more general cultural awareness and integration issues, would be beneficial.



Top Left: The Congolese team who won the barbeque competition at the Limerick Riverfest, May Bank holiday weekend, 2008

Centre & Below Left: Participants enjoying Africa Day celebration in Limerick May 2009

Top Right: Ann Scully (Doras Chairperson) receiving an award at the Refugee Day Awards Ceremony held in Dublin City Council offices in June 2008

Bottom Right: 'Gandhijayanti (Gandhi Day) in the University of Limerick on 3rd October 2009

Integration Theme: Information and Training

Strategic Objective	Action	
1. To make information about services, facilities, rights, entitlements, responsibilities, and opportunities more accessible to all members of immigrant communities	1. Design and develop a Limerick Integration Working Group website, to be used as a central source of information on integration issues in Limerick City and County	
	2. Compile a Guide to Information Resources on Immigrants Rights and Entitlements a) Make the guide available on Integration Group website and websites of member organisations of Limerick City and County Integration Group b) Review and update the Guide on an annual basis	
	3. Promote the Citizens Information Board (CIB) services, namely: Limerick City and County Citizens Information Service; the national lo-call citizens information phone service, 1890 777 121 and the public information websites www.citizensinformation.ie and www.losingyourjob.ie as a central source of information for all residents, including members of immigrant communities	
	4. Use local media sources to disseminate information on news and events which promote integration	
	5. Use existing outreach and information services of community, voluntary and statutory agencies to disseminate information to immigrant communities	
2. To support service providers to improve accessibility to information	6. Compile a list of interpretation and translation services operating in Limerick City and County. Make list available on Integration Group website and websites of member organisations of Limerick City and County Integration Group	
	7. Secure a commitment from all member organisations to produce information documents in 'plain' English. Distribute widely the National Adult Literacy Agency guidelines and supports booklet, Plain English, and the Citizens Information Board's publication, <i>Access to Information for All: guidelines on removing barriers and improving access to information for everyone</i> .	
3. To support service providers to access information in relation to immigrant communities	8. Promote the IWG website as a source of information on integration issues for service providers	
4. To support and promote the provision of Diversity and Intercultural Training	9. Support Diversity and Intercultural Training for VEC tutors	
	10. Record the availability of Diversity and Intercultural training sessions for staff of service providers and public services	
	11. Provide Diversity and Intercultural training sessions for Community leaders, front line staff and volunteers	

	Lead Organisation/Support Organisations	Indicator	Timeframe/ Frequency
	Lead Agency: IWG Website Sub-Group	Website specified and built Number of unique users accessing website	End of 2010
	Lead Agency: Citizens Information Board	Guide is developed and available to download Guide reviewed and updated	Summer 2010 Annual thereafter
	Lead Agency: Citizens Information Board Supported by: All IWG member organisations	CIB public information web sites linked to community & voluntary and local statutory agency websites in Limerick city and county.	Autumn 2010
	Lead Agencies: Integration and Social Inclusion Centre of Ireland	Increased public awareness of integration issues	Ongoing
	Lead Agencies: Integration and Social Inclusion Centre of Ireland	Information in relation to integration is disseminated by member organisations	Ongoing
	Lead Agency: IWG Information Sub-Group	Number of times list of translators downloaded from the IWG website or requested from member organisations	End of 2010 with subsequent annual reviews
	Lead Agency: Citizens Information Board Supported by: All IWG member organisations	Commitment secured and number of information resources distributed or downloaded from the IWG group website.	Summer 2010
	Lead Agency: IWG Website Sub-Group	Number of visits to the IWG website in each year of the plan	Annually from 2011 onwards
	Lead Agencies: LCAES, County VEC, Doras Luimní	Number who completed Diversity and Intercultural Training module in each year of the plan	Annual
	Lead Agency: IWG Information Sub Group Supporting Agencies: Doras Luimní, NCP, JRS, UL	Number of Diversity and Intercultural Trainers available	Annual
	Lead Agencies: Doras Luimní, NCP	Number of Community Leaders who receive training in each year of the plan	Annual



Integration Theme 3: Supporting Communities

EU Common Basic Principle 7: Frequent interaction between immigrants and Member State citizens is a fundamental mechanism for integration.

EU Common Basic Principle 7: The participation of immigrants in the democratic process and in the formulation of integration policies and measures, especially at the local level, supports their integration.

“There is a need to listen more to minorities and understand the problems facing us”.

Migrant Networks

Migrants have sought to establish their own organisations in the service of their own national groups and constituencies. There is a need to develop their own voices and position within the Irish political and policy spheres and structures (ICI, 2008).

“There is a need to listen more to minorities and understand the problems facing us”.

To ensure that migrant concerns in Limerick City and County are heard in the development of policies and structures that impact on their lives, migrant networks and organisations should be supported. An identification of issues reflecting the actual experiences of new migrant communities is necessary if

services and activities developed for their benefit are to be effective.

A major barrier to migrant-led groups organising themselves is finding suitable accommodation. The high cost of property, despite the downturn, means that renting suitable accommodation often is beyond the means of fledgling migrant groups and associations. The identification of appropriate and affordable accommodation in Limerick City and County would be a significant contribution to assisting their development.

In addition, specific training and advice on governance, boards of management, administration and finance are key to ensuring the long term survival and sustainability of these groups and organisations.

Outreach

The need for locally based community services, combining an outreach element was highlighted in the IWG Research. It was suggested that as the most isolated individuals are likely to be affected by language difficulties and that outreach work needs to involve members of the immigrant communities that can speak the language and build trust with the individuals.

In Limerick county outreach programmes have been developed by service providers, for example, FÁS, VEC and An Garda Síochána, to facilitate accessibility for immigrant communities. This is believed to have been effective in improving the participation of these groups but does place extra demands on the service providers resources.

People and families seeking asylum, residing in four centres in Limerick, are a particular vulnerable category of migrant. The research found evidence that the length of the asylum process combined with the policies of direct provision and dispersal can have significant human costs, with concerns raised about the long term institutional effects which may lead to social isolation.

Furthermore, when a person is granted refugee status and leaves direct provision, they are faced with the challenges of living

independently, securing accommodation, finding employment, and accessing social services. The IWG research indicated that one-to-one personal supports were required at this time.

Intercultural Interaction

IWG research participants highlighted the effect that social isolation can have on the ability of immigrants to access mainstream services. It was emphasised that increasing awareness of multi-cultural and inclusion issues was required amongst the majority community as well as the immigrant communities. It was also suggested that more promotion is needed of the positive nature of Limerick City and County's multi-cultural identity. The Riverfest and the St. Patrick's Day Parade in Limerick were praised by participants.

"A big intercultural festival and open information for new comers would be good".

Many of the groups indicated concerns relating to social isolation either for individuals or for collective groups including, for example, those living in direct provision, women in the home, and those working anti-social hours. In this context, a number of groups referred to the need for a social space to hold events and provide a focal point for integration activities in Limerick.

An Immigrant Council of Ireland report in 2008 pointed out, “while there is a notable amount of migrant participation in Irish civic life, as noted in the survey findings, respondents and interviewees reported low levels of participation in civic/community organisations and activities”.

There are a growing number of local governance and community structures such as Local Sports Councils, Tidy Town Committees, and School Boards. It is a long term challenge to Limerick society to ensure that these groups are truly representative of all the peoples who reside in the community.



Above Left: Choir made up of migrant women and members of the Traveller community in Abbeyfeale, recording a song for RTE's Nationwide, Sept 2007.

Above Right: A Limerick based intercultural group of musicians performing at an event in 2009

Below left: Mount Trenchard residents volunteering to Paint a local Community Hall in Kilfinny, West Limerick, Summer 2009. (A Volunteer Limerick initiative)

Below Right: Doras team participating in the Sports Against Racism Initiative (SARI) cup finals in Phoenix Park in September 2008.

Integration Theme: Supporting Communities

Strategic Objective	Action	
1. To provide a forum for migrant voices and concerns and to organise activities in response	1. Provide support to existing and emerging forums for migrant groups and grass-root networks.	
	2. Develop specific activities, events and training in response to needs articulated by migrant forums and grass-root networks a) Assist in building the capacity of migrant-led groups to organise and represent themselves b) Organise seminars that address migrant concerns	
2. To reach out and provide advice and support to asylum seekers, refugees, people given leave to remain and migrant workers and their families in Limerick City and County	3. Compile a guide to outreach, drop-in services and clinics provided to migrant communities in Limerick City and County a) Services Guide to be made available on Integration Group website and websites of member organisations of Limerick City and County Integration Group b) Guide to be reviewed and updated on an annual basis	
	4. Provide outreach, drop-in services and targeted clinics for 1,000 migrants annually to address issues of concern and enhance their capacity to actively participate in Irish society	
3. To enhance participation of all communities in the social and cultural life of Limerick City and County	5. Promote integration by enhancing participation of migrant communities in major celebrations and festivals in Limerick City and County. Target 1 event in the City and 1 in the County each year.	
	6. Both the Community and Voluntary Fair in Limerick City and the County Volunteer Fair will provide an opportunity to contribute to integration through active participation of migrant community groups.	
	7. Host events throughout the year to mark and celebrate the national holidays of some of Limerick's new communities, showcasing their culture and customs	
4. To improve representation of minority communities in local governance and representative groups	8. Target a specific local representative group in communities e.g. Tidy Towns Committee to look at encouraging new communities to engage in their activities	
5. To support migrants and migrant groups in acquiring suitable accommodation	9. Compile a list of potential community spaces available for community groups to use and make this information available on the Integration website.	
	10. Support the existing services provided by both Doras Luimní and the NCP which facilitates individuals in finding suitable accommodation.	

	Lead Organisation/Support Organisations	Indicator	Timeframe/Frequency
	Lead Agencies: NCP, Doras Luimní, Integration and Social Inclusion Centre of Ireland	Number of meetings of migrant forum(s)	Annual
	Lead Agencies: NCP, Doras Luimní	Number of capacity build activities for migrant-led groups undertaken	Annual
	Lead Agencies: NCP, Doras Luimní	Number of seminars addressing migrant concerns held	Annual
	Lead Agency: Doras Luimní	Guide compiled by Spring 2010 and available for download by Summer 2010	Summer 2010
	Support Agencies: All IWG member organisations	Guide reviewed and updated annually	Annual thereafter
	Lead Agencies: NCP, Doras Luimní, JRS	Number of migrants annually assisted by these services	Annual
	Lead Agency: IWG Community Support Sub-Group	Number of public celebrations organised annually with migrant communities participation	Annual
	Lead Agencies: PAUL Partnership, WLR	Number of migrant groups participating in Community and Voluntary Fair	Annual
	Lead Agencies: Doras Luimní, NCP	Number of events hosted in each year of the plan	Annual
	Lead Agency: IWG Community Support Sub-Group	Number of local representative groups encouraging migrant participation	Annual
	Lead Agency: Doras Luimní	Information on suitable community spaces available on website by summer 2010	Summer 2010
	Lead Agencies: Doras Luimní, NCP	Number of migrants who benefit from Doras Luimní and NCP information services	Ongoing



Integration Theme 4: Employment

EU Common Basic Principle 3: Employment is a key part of the integration process and is central to the participation of immigrants, to the contributions immigrants make to the host society, and to making such contributions visible.

“Those in authority should ensure that employers are aware that minority ethnic people have the same rights and privileges as the Irish in this society. A well structured programme should be put in place to educate the Irish society to be tolerant of migrants. The migrants will one day contribute immensely to this society”.

Access to Employment

Labour market and economic inclusion has been widely recognised as being a central component of the integration process (MRCI, 2006). The ability to work, earn a living, develop skills, build relations with co-workers, and contribute to the economic development of the economy as both tax payers and consumers, help to create positive conditions for successful integration.

While a person's ability to access the labour market is linked to their immigration status, the IWG research also identified a number of barriers which can adversely

affect the ability to access meaningful employment.

Research carried out in Limerick in 2008 (O'Grady, 2008) showed that language posed the greatest difficulty when attempting to secure employment, in particular when attending interviews. This particular issue has been highlighted in a number of studies. “Despite fluency in language, even a slight accent suggesting that the candidate was from an immigrant community, made it less likely that they would be called for interview according to the findings of the International Labour Organisation” (Noonan, 2007).

The IWG research highlighted that many immigrants in Limerick are working at levels below their skills and qualifications. The non recognition of qualifications for non-European Economic Area nationals poses a significant barrier to employment.

“Third level certificates are not recognised from outside the EU. There are people here who have masters qualifications from Africa but they are not recognised”.

The lack of an Irish reference also constitutes a barrier to accessing the labour market. Participation in voluntary work can enhance employability by giving an opportunity to add to CVs, obtain a reference, help integrate with the indigenous community and make contacts. However, there are limited outlets for this type of work, as well as issues with insurance that prohibit some organisations from recruiting volunteers which highlights a need to remove barriers to volunteering opportunities in Limerick.

Initiatives to enable immigrants to participate in the labour market need to focus on the specific challenges for this cohort of people whose needs differ from those of the indigenous community.

Accepting the wide-ranging needs of immigrants in other countries such as Netherlands, Sweden, and Finland, their governments have taken a holistic approach to the needs of immigrants with permanent residency. Immigrants are

supported in addressing all their needs, for up to three years, to enable them to prepare for entry into the labour market (Healy 2007).

Employment Rights

A lack of accurate and up-to-date information about employment rights and entitlements, employment support services, appropriate job-seeking strategies, and current job opportunities emerged during the IWG's research process as a key barrier to labour market inclusion.

“Those in authority should ensure that employers are aware that minority ethnic people have the same rights and privileges as the Irish in this society”.

Some IWG research participants spoke of difficulties accessing employment. They suggested that this is related to discrimination, and sometimes to the non-recognition of qualifications.

Employment services acknowledged the difficulties faced by immigrant and suggested that while many complete courses, gaining the necessary work experience can be a challenge for them.

In relation to interaction between statutory agencies and the target group, the IWG research in Limerick found that a need exists for more training directed at front-line staff who deal, on a daily basis, with the target group so that common points of conflict can be avoided.

Integration Theme: Employment

Strategic Objective	Action	Lead Organisation/ Support Organisations	Indicator	Timeframe/ Frequency
1. To create and support pathways to employment for immigrant communities	1. Host a twice yearly one-stop shop information event, bringing together statutory agencies and employment support providers, to give information on employment rights, entitlements, and supports.	Lead Agencies: Doras Luimní, FÁS, NCP, Ballyhoura, WLR	Number of events hosted each year in Limerick County and City	Annual
	2. Produce a plain-English booklet entitled: ' <i>Step-by-Step Guide to Job-Seeking in Limerick City and County</i> '.	Lead Agencies: NCP, FÁS, Ballyhoura, WLR Support Agencies: PAUL Partnership/LES; CIC	Number of booklets distributed among immigrant groups in the city and county	End of 2010
	3. Continue to compile and circulate a weekly <i>Jobs Bulletin</i> . Distribute the Bulletin to community groups such as libraries and community centres across the city and county	Lead Agencies: PAUL Partnership, Support Agency: NCP, Ballyhoura, WLR	Continuation of distribution of weekly <i>Jobs Bulletin</i> in Limerick city and county.	Ongoing
	4. Continue to share information on employment issues with member organisations of the Limerick Integration Working Group, (including policy-makers, and statutory and community-based front-line service providers)	Lead Agency: IWG Employment Sub-Group	Service providers and policy-makers informed of changing employment rights on an ongoing basis.	Ongoing
	5. Promote and raise awareness of www.volunteerlimerick.com , a service aiming to match potential volunteers with local organisations in need of volunteers.	Lead Agency: WLR	Increasing numbers of immigrants availing of the web service.	Ongoing
	6. Provide 'English for Business or Employment' classes to improve the proficiency and profile of jobseekers	Lead Agency: Doras Luimní	Number of immigrants who complete the classes	Annual
	7. Provide job-seeking and career guidance supports to immigrant communities	Lead Agencies: PAUL Partnership, Ballyhoura, WLR	Increasing numbers of immigrants accessing job-seeking supports	Ongoing
	8. Support self employment of immigrants	Lead Agencies: PAUL Partnership, Limerick Enterprise Board, Doras Luimní, WLR, Ballyhoura	Numbers of supported businesses established by immigrant communities in Limerick	Annual



Integration Theme 5: Health and Welfare

EU Common Basic Principle 3: Mainstreaming integration policies and measures in all relevant policy portfolios and levels of government and public services is an important consideration in public policy formation and implementation.

“There needs to be more information available in ethnic minority languages and service providers need to better understand minorities, especially cultural differences”.

Intercultural Health Needs

In 2008, the Health Services Executive (HSE) Mid-West Region published an assessment of the health and personal social needs of immigrant communities living in the region. The findings and recommendations of the *Multicultural Health: An Assessment of Health and Personal Social Service Needs relating to Ethnic Minority Groups within the Mid-West 2008* are in line with several research documents produced recently including the National Health Intercultural Strategy. The results of the IWG research mirrored these findings.

As part of the consultation process for the National Intercultural Health Strategy and the HSE Mid West's *Multicultural Health Assessment*, input from service users and providers, together with HSE staff, was gathered on accessing, using and providing health services. The process of consultation highlighted many issues that were felt to pose problems for immigrant communities in the health care system.

Language and communication barriers were found to be significant factors which hindered access to services. It is perceived in the findings that there is not adequate health related literature available in languages other than English.

Lack of accessible information was a particular problem for those at higher risk of social isolation.

“There needs to be more information available in ethnic minority languages and service providers need to better understand minorities, especially cultural differences”.

Other language and communication barriers identified in the *Multicultural Health Assessment* included the lack of affordable and accessible English language courses and the lack of professional interpreters for non-English speaking patients. Many of the service providers stated that communication difficulties created problems in terms of lengthening consultations as well as the understanding of advice and instructions.

Basic information on health services for the immigrant community is necessary. There is a lack of understanding of the Irish health system and the roles of service providers require training for both service providers and immigrants to cultivate mutual understanding and appreciation.

Insufficient information on the background to decisions of service providers particularly in relation to waiting lists for specialist services, welfare rights and entitlements was also found to be a problem.

Simple multi-lingual promotional literature and information is essential. A language appropriate information pack on health (and other) services and health related entitlements in the form of a welcome booklet should be developed and translated into key languages. A more proactive approach to information outreach for immigrant communities is required, particularly for those most isolated.

In the Multicultural Health Assessment report, it was recommended that the HSE take up more opportunities for partnership and develop greater links between itself and organisations working with immigrant communities.

Throughout the research conducted by the HSE across Ireland both service users and providers have stated there is a need for cultural awareness, in particular, awareness of health practices and beliefs which often are not understood or appreciated by health professionals. Health professionals acknowledged their need to better understand the cultural differences and needs of immigrant service users in order to be able to more effectively meet their health needs. Cultural competence training programmes should be provided for all frontline staff of the HSE.



Top Left: Limerick County Hall

Top Right: A view of Lough Gur,
Co. Limerick

Centre: Intercultural football tournament,
Limerick City, September 2009

Bottom: Kilfinane, Co. Limerick

Integration Theme: Health and Welfare

Strategic Objective	Action
1. Access to health information is improved	<ol style="list-style-type: none"> 1. Develop and disseminate culturally appropriate information and health promotion materials on access to services, rights and entitlements. 2. Develop key information in various formats with language choices 3. Continue to support organisations and local groups to implement outreach activities including cultural mediation and peer-led approaches 4. Engage with primary care and general practitioners to ensure information for immigrant communities is available at various health settings. <ol style="list-style-type: none"> a) Information stands in waiting rooms b) Improved signage
2. Availability of interpretation and translation services.	<ol style="list-style-type: none"> 5. In consultation with the HSE National Subgroup on the Ethnic Minorities, carry out an audit (quality and standards) of existing interpretation service. 6. Develop a protocol for HSE staff in relation to the use of interpreters
3. Communication and language diversity of health information materials is improved	<ol style="list-style-type: none"> 7. Provide key health service information and health promotion materials are available and easily accessible in relevant languages 8. Provide key health service information and health promotion materials are available and easily accessible in plain English
4. Access to health services is improved by increased user involvement and input into the development of initiatives.	<ol style="list-style-type: none"> 9. Enhance capacity of Multicultural Health Forum for the mid west to improve access to services. 10. Promote active participation of ethnic minority communities in the development of initiatives <ol style="list-style-type: none"> a) Support ethnic minority communities to identify and address their care needs b) Support local organisations as part of forum membership to ensure adequate communication with ethnic minority communities. c) Strengthen links with community organisations and provide support to ensure involvement in the design of services.
5. Access to health services improved by focusing on the design and delivery of services.	<ol style="list-style-type: none"> 11. Engage with primary care teams and general practitioners to elicit views and experiences in identifying needs specific to immigrant communities. 12. Explore the possibility of the roll out and piloting of the Ethnic Minority Identifier in a PCCC setting. 13. Initiate the Primary Care Strategy in line with the recommendations of Multicultural Health Assessment. 14. Strengthen links between Primary Care Teams and Voluntary Agencies.
6. Enhance services of the Department of Social and Family Affairs (DSFA) by providing accessible information on rights and entitlements and translation in certain circumstances	<ol style="list-style-type: none"> 15. Translate the "Guide to Social Welfare Services" into 8 languages including Polish, Russian, Chinese and Arabic. 16. Provide an information leaflet which translates the questions on the PPSN application form into a number of languages. 17. Provide access to a translation service for Social Welfare Inspectors to help conduct interviews. 18. Provide a document translation service where necessary.
7. Diversity and Intercultural Training to enhance cultural competence of HSE and DSFA staff	<ol style="list-style-type: none"> 19. Continue to engage in developing a whole system approach to intercultural competency in line with the National Intercultural Strategy 20. Continue to support and expand delivery of cultural competency training to managers and frontline staff in line with the National Intercultural Health Project 21. Ensuring diversity awareness training is available to DSFA staff including training on effective communication with speakers of other languages. 22. Training of Ethnic Minority/voluntary organisations to act as cultural intermediaries and assist in enhancing the cultural competency of HSE staff.

	Lead Organisation/ Support Organisations	Indicator	Timeframe/ Frequency
	Lead Agency: HSE West	<ul style="list-style-type: none"> User friendly information produced providing information on the Irish Health System Information is disseminated in relevant languages A number of organisations providing targeted outreach A number of outreach sessions providing information on rights and entitlements regarding health and personal social services provided in immigrant communities. Number of GPs/local health centres using information stands; Availability of information brochures in a wide variety of languages Signage in Health Centres is updated 	2010-2012
	Lead Agency: HSE West	<ul style="list-style-type: none"> List of translators and interpreters is available. Protocol in the use of interpretation services is available and disseminated through the HSE Social Inclusion/Community Development Service. Training provided for HSE providers on the use of interpreters. 	2010-2012
	Lead Agency: HSE West	<ul style="list-style-type: none"> List of translated materials available and disseminated Guide for staff available on best practice in translating materials into plain English and other languages. 	2010-2012
	Lead Agency: HSE West	<ul style="list-style-type: none"> Immigrant led organisations represented on Multicultural Health Forum. Support provided to members of the forum to ensure active participation. A number of information exchange sessions that occur through the Forum Input of communities incorporated and needs responded to in the design and delivery of services Peer support programmes are implemented and community groups assisted in providing input to the development of initiatives. Outreach programmes running regular sessions with groups Capacity building programmes and integration/intercultural programmes providing support to initiatives. 	2010-2012
	Lead Agency: HSE West	<ul style="list-style-type: none"> Professional support needs of GPs and Primary Care Teams identified Mechanisms for collecting information on minority ethnic health in place to inform service design and delivery Tracking system between relevant agencies developed Reliable and effective referral system in place between HSE and relevant voluntary agencies 	2010-2012
	Lead Agency: DSFA	<ul style="list-style-type: none"> Number of guides distributed and downloaded Number of information leaflets disseminated Number of times translation service used 	2010-2012
	Lead Agency: HSE West	Number HSE staff who completed Intercultural Training module	2010-2012
	Lead Agency: HSE West	Number of immigrant organisations/individuals trained and providing support to HSE staff	
	Lead Agency: DSFA	Number of DSFA staff who avail of training	
	Lead Agency: HSE West	Number of organisations trained as cultural intermediaries	



Integration Theme 6: Non-Discrimination and Justice

EU Common Basic Principle 6: Access for immigrants to institutions, as well as to private goods and services, on a basis equal to national citizens and in a non-discriminatory way is a critical foundation for better integration.

“I don’t think we need special services but we need to get rid of the prejudice of local people towards minority groups. I think this should be done by education from an early age”.

Administration of Justice

Migrants interact with the justice system from the moment of their arrival. Legal entry to the state will be through either the asylum system (asylum seeker, refugee status, leave to remain or family reunification) or the immigration system (student, work permit, family reunification, citizenship or naturalisation).

Interaction with the criminal justice system may arise from asylum, immigration or criminal issues. For migrants’ rights to be vindicated they need to understand and cooperate with justice bodies including the Irish Naturalisation and Immigration Service, Office of the Refugee Applications Commissioner, the Refugee Appeals Tribunal, An Garda Síochána and the

Courts. It is important that migrants have access to information on the various aspects of the criminal justice system and their rights in a language they can understand. Outreach by organisations such as An Garda Síochána through the development of best practice models such as the Ethnic Liaison Officer schemes are welcomed.

The Irish Prison Service Annual Report for 2008 states that an increasing number of prisoners are non-Irish nationals. In 2008 almost 30% of the 10,928 committals to Irish prisons were for non-Irish nationals, of which 961 were detained for immigration reasons while 2,386 were detained under criminal legislation.

Aftercare for prisoners is a serious concern to prevent the risk of reoffending.

Many immigrants may be reluctant to contact An Garda Síochána when they are encountering racism or criminal acts against them because of previous 'bad' experiences in their homeland. Cultural factors may also lead to difficulties in combating gender based violence.

Anti-Racism

The recent economic difficulties have undoubtedly created a more hostile environment for migrants. The ending of the National Action Plan Against Racism and the closure of the National Consultative Committee on Racism and Interculturalism (NCCRI) at the end of 2008 created a gap in the anti-racism institutional structures.

There is a strong contention from migrant organisations that racist incidents are significantly under-reported. Often this is because migrants are reluctant to make complaints in Garda stations. The NCCRI's role in recording incidents of racism could be taken up by other service providers.

The Economic and Social Research Institute (ESRI) study, Migrants' Experiences of Racism and Xenophobia in Ireland presented the findings of the first large-scale survey in Ireland of migrants' subjective experiences of racism and discrimination and of their sense of belonging in Ireland.

The survey, conducted in 2005, covered two groups of immigrants: work permit holders and asylum seekers. It found that over one-

third of respondents had experienced racism in public places, including public transport. Of work permit holders, over 30 per cent had experienced insults or harassment in the workplace.

"Over the last few years, anti-foreign sentiments are creeping in ... Generally if the foreigner has good English, anti-foreign sentiments decrease".

Noting that migration is a recent phenomenon in Ireland, the authors of the study raise the question whether racism will increase or decrease as migrant communities become more established. They point out that the fact that the Irish experience of migration coincided with rapid economic growth and vastly increased employment opportunities, which may have had an important bearing on the survey's findings. "It is possible that the economic boom has created an auspicious context for the reception of migrants in Ireland".

In the course of the IWG research there were also suggestions of racism or discrimination by some public servants with, for example, a focus group member indicating that when they had sought a specific public service they had been told that they should 'go home', other research participants indicated that they had had similar experiences. While this may reflect difficulties with only a minority of staff, it nonetheless indicates a need for equality training.

"I don't think we need special services but we need to get rid of the prejudice of local people towards minority groups. I think this should be done by education from an early age".

Integration Theme: Non-Discrimination and Justice

Strategic Objective	Action	Lead Organisation/ Support Organisations	Indicator	Timeframe/ Frequency
1. Positive migrant participation in the criminal justice system	1. Broaden the membership of Ethnic Policing Forum to ensure a two-way dialogue between service users and service providers.	Lead Agency: Garda Síochána	Number of meetings held each year	Ongoing
	2. Encourage voluntary participation in the Garda reserve and when the embargo is lifted on joining the force.	Lead Agencies: Doras Luimní, JRS, NCP, Community & Voluntary Forum	Number of new volunteers from the immigrant community joining the Garda Force in each year of the plan	Ongoing
	3. Enable positive interaction with the criminal justice system	Lead Agency: An Garda Síochána	Number of open days held in designated Garda stations in Limerick City and County	Ongoing
	a) Open Days in Garda Stations			
	b) Aftercare for prisoners	Lead Agencies: Bedford Row Family Support Project, Doras Luimní	Number of immigrant detainees availing of after care services	Ongoing
	c) Organise a justice seminar with each section of the justice system represented	Lead Agency: IWG Justice Sub-Group	Number of participants at justice seminar	Autumn 2010
2. To ensure the needs of migrants are met to allow equal access to the law and to combat racism	4. Assist the accurate reporting of racist incidents	Lead Agencies: Doras Luimní, JRS, NCP	Agreed structure with an Garda Síochána for third party reporting of racist incidents	Autumn 2010
	a) Develop a structure for third party reporting of racist incidents.	Support Agency: An Garda Síochána		
	b) Develop recording and reporting procedures for racist incidents and attacks, which will enable quarterly statistics to be compiled.	Lead Agencies: Doras Luimní, JRS, NCP Support Agency: An Garda Síochána	Quarterly statistics compiled for third party reporting of racist incidents	Annual
	5. Establish a Women's Forum for female members of migrant communities, representatives from support NGOs and representatives from statutory agencies to discuss gender issues – particularly but not confined to issues around domestic violence such as protections and supports as well as legal protections for spouses	Lead Agencies: Doras Luimní, JRS, NCP Support Agencies: ADAPT, RCC, Parent Support Programme, LINK, GROW, ICPS, Ethnic Liaison Garda.	Steering Committee established to develop remit and role of the Forum Number of meetings of Forum held	Summer 2010 Annual thereafter
	6. Develop and promote a local integration and anti-racism campaign for Limerick City and County	Lead Agencies: Doras Luimní, JRS, NCP, Ballyhoura, WLR	Number of campaign posters distributed publicly	2010-12

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Glossary of Terms

Direct Provision: Support system for asylum-seekers whereby all accommodation costs, together with the cost of meals and snacks, heat, light, laundry, and maintenance are paid directly by the State. Asylum seekers in receipt of direct provision do not have a right to work and are currently in receipt of an allowance of €19.10 per adult and €9.60 per child per week.

Ethnicity: Shared characteristics amongst a group of individuals based on common geography, culture, language, religion, traditions and ancestry which contribute to a person's identity. Ethnic groups are not easy to define – people can, and usually do, come from a number of different ethnic groups.

Discrimination: Unfair treatment of a person or group based on prejudice, bias, favouritism, bigotry, intolerance.

Interculturalism: Creating the conditions for interaction, equality of opportunity, understanding and respect between cultures and ethnicities, and equality and opportunity.

Multiculturalism: Different ethnic, racial, religious or cultural groups existing in the same society but distinct from each other.

Nationality: The status of belonging to a particular nation by birth, origin or naturalisation.

Racism: A particular form of exclusion faced by minority ethnic groups based on the false belief that some 'races' are inherently superior to others because of their skin colour, nationality, ethnic or cultural background.

Refugee: A person who has been granted the legal right to stay in Ireland by the Department of Justice, Equality and Law Reform because they or their family would face serious threat if they returned to their own country.

Asylum Seekers: A person who seeks to be recognised as a refugee by Ireland's Department of Justice, Equality and Law Reform under the 1951 Geneva Convention.

Migrant Worker: A person from another country who lives and works in Ireland and who is legally allowed to do so.

Social Exclusion: Social exclusion is defined as the 'marginalisation from production (unemployment), from consumption (poverty), from social networks (community, family, neighbours), from decision making, and from an adequate quality of life.

List of Abbreviations

ADAPT	ADAPT House, Women's Refuge, Limerick
CAO	Central Applications Office
CIB	Citizens Information Board
CIC	Citizens Information Centre
CV	Curriculum Vitae
DSFA	Department of Social and Family Affairs
ESRI	Economic and Social Research Institute
ESOL	English for Speakers of Other Languages
EU	European Union
FÁS	Foras Áiseanna Saothair: Training & Employment Authority
GP	General Practitioner
GROW	Mental Health Organisation
HSE	Health Service Executive
ICI	Immigrant Council of Ireland
IWG	Integration Working Group
ISICI	Integration and Social Inclusion Centre of Ireland
JRS	Jesuit Refugee Service
LCEN	Limerick Community Education Network
LCAES	Limerick City Adult Education Service (part of City of Limerick VEC)
Mid-West DES	Mid-West Department of Education and Science
MRCI	Migrant Rights Centre Ireland
NCCA	National Council for Curriculum and Assessment
NCCRI	National Consultative Committee on Racism and Interculturalism
NCP	New Communities Partnership
NGO	Non-Governmental Organisation
PPSN	Personal Public Service Number
RCC	Rape Crisis Centre
SIM	Social Inclusion Measures Working Group
UL	University of Limerick
VEC	Vocational Education Committee
WLR	West Limerick Resources

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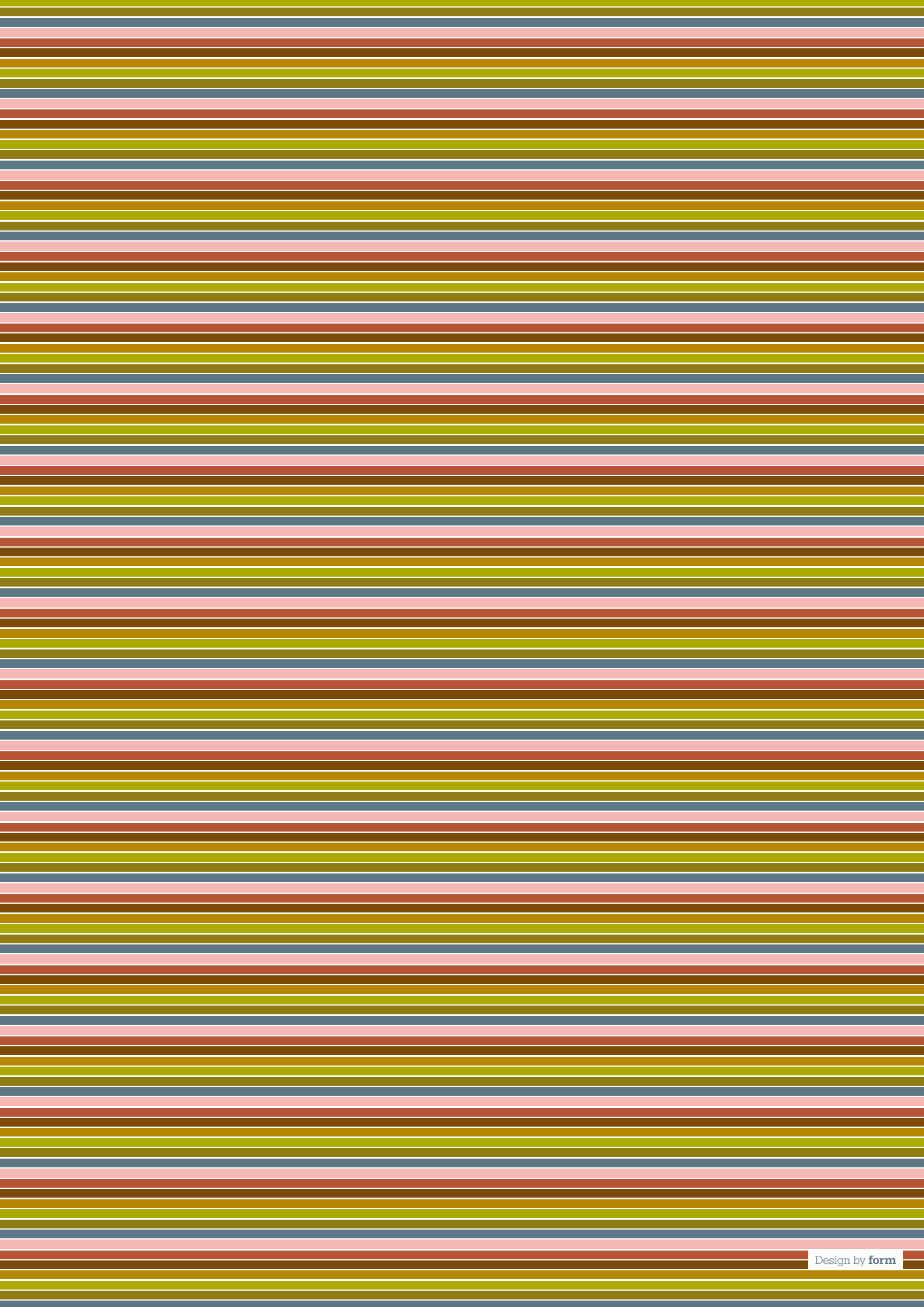
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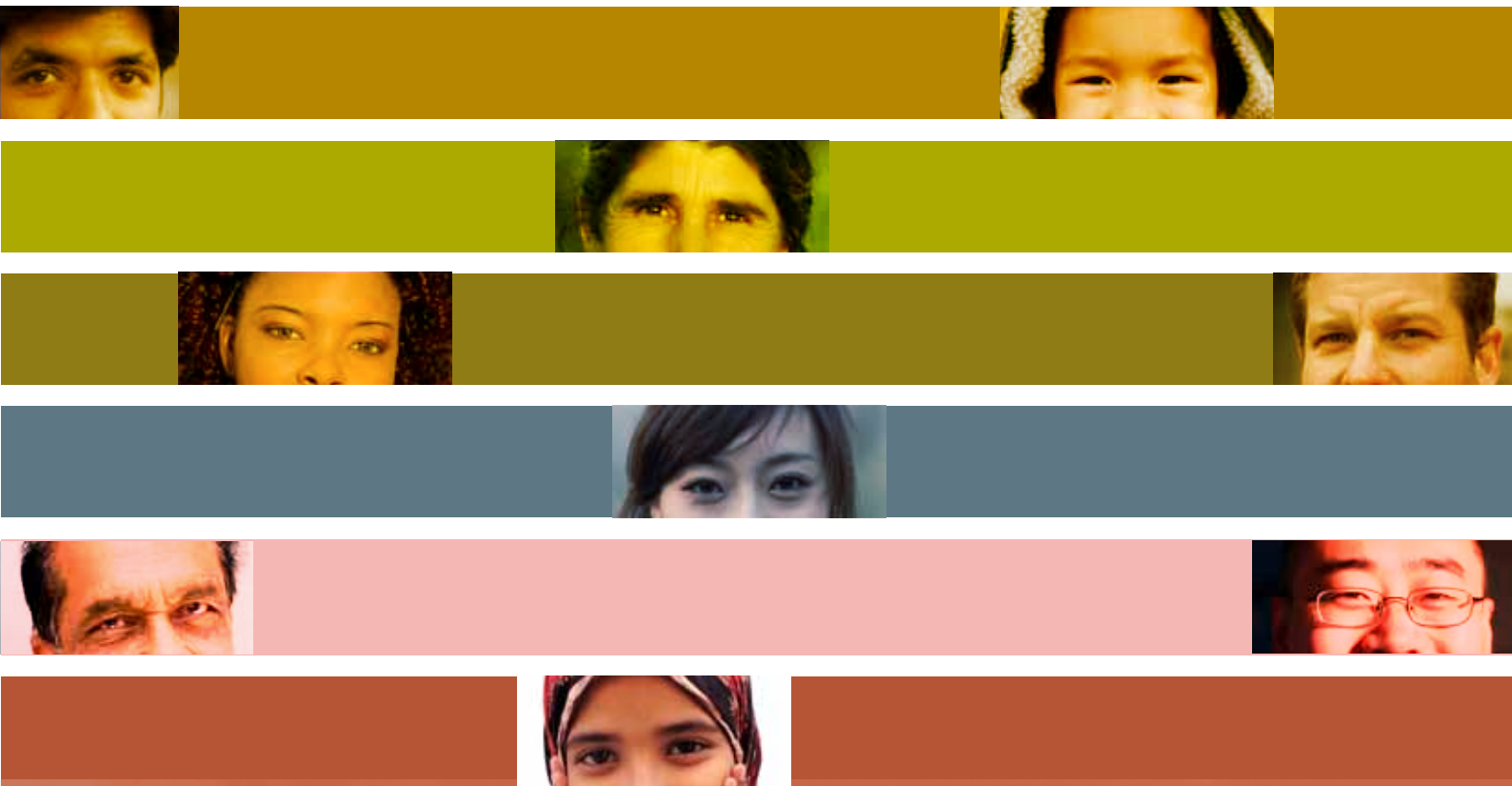
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