



DUBLIN
NORTH EAST
INNER CITY

“SECURING ROOTS”

Integrating *Minority Ethnic People* into
Local Community Services

in the
North East Inner City

A SMALL SCALE STUDY



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- HSE Summerhill Health Centre
- Inner City Organisations Network (ICON)
- Larkin Community College
- Larkin Unemployed Centre
- LYCS
- Neighbourhood Youth Project 2
- North East Inner City Community Coalition
- New Communities Partnership (NCP)
- North Wall Community Development Programme (NWCDP)
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DEFINITIONS AND GLOSSARY

A8: The eight East European countries that joined the European Union in May 2004 (Czech Republic, Estonia, Hungary, Latvia, Lithuania, Poland, Slovakia, Slovenia). *Synonyms:* Accession 8.

Asylum Applicants / Asylum Seekers / International Protection Applicants: Individuals who come to Ireland to apply for international protection and who are still waiting for a decision on their claim.

EEA: European Union (EU) countries plus Iceland, Liechtenstein and Norway. *Synonyms:* European Economic Area.

EU: Economic and political union of 27 member states. The member states are Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, and United Kingdom for now. *Synonyms:* European Union.

Foreign nationals: In the Irish context, anyone who does not have Irish citizenship.

Foreign-born: Anyone who was born outside of Ireland. This can include naturalised citizens and children born abroad of Irish national parent(s).

Immigration Stamp: (<http://www.inis.gov.ie/en/INIS/Pages/registration-stamps#stamp0>) There are several types of stamp with different names, e.g. Stamp 0, Stamp 1, etc. Each one indicates a type of permission, including the:

- Activities you can - and cannot do - in Ireland
- Time period you are allowed to stay

Stamp 0 indicates permission to stay in Ireland for a temporary period, subject to conditions.

Stamp 1 indicates permission to work or operate a business in Ireland, subject to conditions.

Stamp 1A indicates permission in full time, paid accountancy training (with a named organisation regulated by the IAASA) for a specified period, subject to conditions.

Stamp 1G indicates you have finished your studies in Ireland and have permission to look for employment here under the Third Level Graduate Programme, subject to conditions.

Stamp 2 indicates permission to study a full time course on the official Interim List of Eligible Programmes (ILEP) for a specified period, subject to conditions

Stamp 3 indicates permission to stay in Ireland for a specified period, subject to conditions.

Stamp 4 indicates permission to stay in Ireland for a specified period, subject to conditions.

Stamp 5 indicates permission to stay in Ireland without limits on the time you can remain here, subject to other conditions.

Stamp 6 indicates you are an Irish citizen with dual- citizenship.

Minority Ethnic people:

Term used throughout this report to describe “new” communities of people who were not born in Ireland or those whose parents were not born in Ireland.

New EU countries: Countries that have been members of the EU since 2004. This includes: Bulgaria, Czech Republic, Cyprus (EU part), Estonia, Hungary, Latvia, Lithuania, Malta, Poland, Romania, Slovakia and Slovenia. *See also: Accession countries.*

Refugee: Under the United Nations Convention Relating to the Status of Refugees from 1951, a refugee is a person who, “owing to a well- founded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group, or political opinion, is outside the country of his nationality, and is unable to or, owing to such fear, is unwilling to avail himself of the protection of that country”¹.

¹ Allen, Vaage, Hauff, (2006) *Cambridge Handbook of Acculturation Psychology: Refugees and Asylum Seekers in Society* (p.198- 217) Cambridge University Press

ABBREVIATIONS

ACET	AIDS Care Education & Training
CDETB	City of Dublin Education & Training Board
CDP	Community Development Project
CE	Community Employment
CTC	Community Training Centre
DALC	Dublin Adult Learning Centre
DCC	Dublin City Council
DJE	Department of Justice and Equality
ED	Electoral Division
EEA	European Economic Area
FAS	An Foras Áiseanna Saothair
FETAC	Further Education and Training Awards Council
FGM	Female Genital Mutilation
FRC	Family Resource Centre
GDPR	General Data Protection Regulation
HAP	Housing Assistance Payment
HOPE	Hands On Peer Education
HRC	Habitual Residency Condition
IBEC	Irish Business and Employers' Confederation
ICON	Inner City Organisation Network
IFSC	Irish Financial Services Centre
JRF	Joseph Rowntree Foundation
LYCS	Lourdes Youth and Community Services
MRCI	Migrant Rights Centre Ireland
NCI	National College of Ireland
NCP	New Communities Partnership
NCR	North Circular Rd
NEIC	North East Inner City
NYP	Neighbourhood Youth Project 1
NYP2	Neighbourhood Youth Project 2
PHN	Public Health Nurse
PIB	Programme Implementation Board
PPSN	Personal Public Service Number
SAOL	Seasamhacht Abaltacht Obair Leann
UNSW	University of New South Wales
YPAR	Young People at Risk

EXECUTIVE SUMMARY

The North East Inner City (NEIC) Programme Implementation Board established in the wake of The Mulvey Report – *Dublin North East inner City – Creating a Brighter Future* (2017) with the remit of implementing the priorities as outlined therein. The NEIC Initiative invited tenders for a small- scale scoping research project in relation to new communities (referred to as “Minority Ethnic people” in this report) and to outline the challenges and opportunities for building cross-community cohesion taking cognisance of the goals and objectives of the *Government’s Migrant Integration Strategy*.

This report outlines the findings of the study.

The study concentrated on the integration of Minority Ethnic people in the North East Inner City. However, the specific challenges faced by disadvantaged Minority Ethnic people of those communities were a particular focus, and those challenges, while not identical, are often similar, and causally related to, those of the disadvantaged non- migrant population.

The terms of reference included engaging with Minority Ethnic people directly and through existing community organisations, in an effort to:

- Map current community services
- Initiate a series of community led conversations
- Using the findings from the study for thematic discussion in the development of a plan of action in a consultative forum.

METHODOLOGY

The methodology was mixed and included:

1. A survey was circulated to over 70 local community organisations to map service delivery to Minority Ethnic people in the area.
2. Seven focus groups discussed “**Creating a sense of place and belonging**”².
3. 14 individual interviews were held with local community organisations with the aim of identifying their links with Minority Ethnic people and the barriers to participation.

NORTH EAST INNER CITY (NEIC) OF DUBLIN

Dublin’s city centre area, particularly the north- east inner city, has a diverse population³. Demographic changes in recent decades has seen the NEIC move from being an area inhabited mainly by indigenous communities to an area that has a patchwork of different communities, many of them new to the city. An increase in the number of Minority Ethnic people is a feature of that change.

² Mulvey (2016), *Dublin North Inner City – Creating a Brighter Future*, (p.52)

³ Dublin City Council (2017). *Integration Strategy 2016- 2020*. Community & Social Development Section, Dublin City Council, Wood Quay, Dublin 8. Online at: <http://www.dublincity.ie/sites/default/files/content/Community/SocialInclusion/Documents/DCC%20Integration%20Strategy%20Final%20PDF.pdf>, accessed 1/08/2018

CHALLENGES & OPPORTUNITIES

The challenges and opportunities were identified by the survey, the discussions in the focus groups and the one to one interviews.

Challenges

- There is a general lack of knowledge of existing services among both Migrant Ethnic and indigenous communities participating in the study.
- The many deterrents to participation in community services identified included:
 - Lack of sufficient access to English language supports
 - The fear of racism amongst Minority Ethnic people
 - High level of anxiety and fear caused by increased police presence in response to gangland crime, violence and open drug dealing
 - Inadequate supports to enable people participate in activities outside the home e.g. access to affordable childcare
 - There are separate challenges for specific groups such as the Roma community which will require a unique response.
- There are differing needs across the whole area given current demographics which show that Minority Ethnic people are more likely to live in privately rented accommodation in the west of the NEIC area, whilst some neighbourhoods in the east, are predominantly populated by indigenous communities.
- The majority of social housing is stocked by indigenous people who have lived in the area for a long time with little turnover limiting neighbourhood integration opportunities.
- The increase in homelessness in the city centre is putting unexpected pressure on local community services.
- There is a low level of Minority Ethnic people participating in the governance of community organisations.
- National policy issues can have a detrimental impact on Minority Ethnic people' participation in community services e.g. restricted access to accredited education for asylum seekers/ undocumented.

Opportunities

- There is a high level of positivity amongst the local community service providers in their willingness to engage with Minority Ethnic people at all levels.
- The current positive engagement in community services by Migrant Ethnic individuals can be built on to attract a new cohort of users.
- The broad range of existing adult education service providers in the area are well placed to respond to the informal education needs of Minority Ethnic people with additional resources.
- Existing outreach programmes of work could be expanded to engage Minority Ethnic people face- to- face and to match their needs with existing local services.
- Use existing structures and services to actively design and develop an anti- racism programme for all age groups.

- An Garda Síochána's renewed focus on building positive community relations could include the Migrant Ethnic Community to improve cross-community cohesion.
- Increased Migrant Ethnic Community representation on local community organisations governance structures to appropriately reflect the communities being served.
- Use these findings to ensure the whole community develops a sense of place, ambition and future hope.

NEXT STEPS

It is intended that this Report on the Integration of Minority Ethnic people in the North East Inner City will feed into a proposed seminar being organised by the North East Inner City Initiative where it is recommended that the issues encountered are further explored. Research may be recommended on certain topics.

1. INTRODUCTION

The purpose of this small-scale scoping study is:

1. To ensure the work of the North East Inner City Initiative (NEIC) is fully inclusive of Minority Ethnic people and
2. To better understand the circumstances required to positively build cross- community cohesion.

This report outlines the findings of the study.

The Mulvey Report – *Dublin North East inner City – Creating a Brighter Future* (2017) was commissioned by the Government in response to, “the series of gangland murders in the North East Inner City and beyond arising from the ongoing feud between certain criminal gangs and which are related largely to the drug trade and other related criminal activities within Ireland and abroad.” (ibid, p.6). The Mulvey Report made a series of recommendations in a three- year plan for 2017- 2020 for the overall long-term socio-economic regeneration of the area. The four key priority action areas included tackling crime and drugs; maximising educational/training and employment opportunities; creating an integrated system of social services and improving the physical landscape. A Programme Implementation Board was set up to implement the priorities outlined in the Mulvey report and this programme of work is known as the North East Inner City Initiative.

Dublin’s North East Inner City (NEIC) Initiative invited tenders for a small- scale scoping research project in relation to new communities (referred to as “Minority Ethnic people” in this report) and to make outline the challenges and opportunities for building cross-community cohesion. Their aim was to ensure that the programme of work devised by the NEIC initiative is fully inclusive of Minority Ethnic people while also taking cognisance of the goals and objectives of the *Government’s Migrant Integration Strategy*.

The study concentrated on the integration of Minority Ethnic people in the North East Inner City. However, the specific challenges faced by disadvantaged Minority Ethnic people of those communities were a particular focus, and those challenges, while not identical, are often similar to, and causally related to, those of the disadvantaged non- migrant population. With this in mind, the study aimed to take cognisance of the issues facing the whole community, so that everybody can have the “ability to participate to the extent that a person needs and wishes in all of the major components of society.”⁴

The terms of reference included engaging with Minority Ethnic people directly and through existing community organisations, in an effort to:

- **Map current community services**
- **Initiate a series of community led conversations**
- **Using the findings from the study for thematic discussion in the development of a plan of action in a consultative forum.**

⁴ Department of Justice and Equality (2016). *Migrant Integration Strategy – A Blueprint for the Future*. DJE, 51 St. Stephen’s Green, D2.

Lourdes Youth and Community Services (LYCS) were commissioned to carry out the research through a public tendering procurement process. LYCS is an integrated community-based education, training, recreation and development project which is concerned with giving participants the opportunity to become involved in their own development and the development of their community.

The research project was overseen by an advisory committee comprising representatives from the Department of An Taoiseach, local community and migrant groups. This project was funded by the Department of Rural and Community Development and supported by the Dublin NEIC Initiative.

The NEIC is located in Dublin's north east inner city, which is the heart of Ireland's political, commercial and financial centres. It is one of the most densely populated areas of the State, home to thousands of Dubliners and others, with indigenous communities, Minority Ethnic people, people from all over Ireland and the world living and working in the area. Therefore, it is a place of great diversity, inclusive of great wealth and dynamism, as well as significant poverty and exclusion. The NEIC is one of Dublin's main transport hubs. It contains the Docklands, the harbour, the Customs House, Busáras and Connolly Station, all of which are, and have been entry points for people coming into the country.

Dublin's city centre area, particularly the north-east inner city, has a diverse population⁵. Demographic changes in recent decades has seen the NEIC move from being an area inhabited mainly by indigenous communities to an area that has a patchwork of different communities, many of them new to the city. An increase in the number of Minority Ethnic people is a feature of that change. This change has taken place over a relatively short period of time and poses challenges for the community as a whole which had little recent historical experience of dealing with integration issues.

The report follows with:

- An explanation of the research methodology
- An analysis of the concepts of engagement and integration
- A presentation of findings so that a framework for the NEIC can be developed in a future themed forum seminar to address the issues ascertained in the findings

This was a small-scale scoping exercise. The key findings in this report are not specific to the NEIC or new, but because of the density of the migrant ethnic population they are of particular interest. The report contains challenges and opportunities which will contribute to the discussion in a community consultative forum in September 2018.

⁵ Dublin City Council (2017) - *Integration Strategy 2016- 2020*. Community & Social Development Section, Dublin City Council, Wood Quay, Dublin 8. Online at: <http://www.dublincity.ie/sites/default/files/content/Community/SocialInclusion/Documents/DCC%20Integration%20Strategy%20Final%20PDF.pdf>, accessed 1/08/2018

2. METHODOLOGY

LYCS established an Advisory Committee to advise and support this small-scale research study. It included representatives from the NEIC Programme Implementation Board, Minority Ethnic people and local community organisations. It was agreed that the research would employ both qualitative and quantitative methodologies. The Advisory Committee recommended:

1. Circulating a survey to local community organisations to map service delivery to Migrant Ethnic Communities in the area
2. Holding seven focus groups to discuss “**Creating a sense of place and belonging,**” as identified by Kieran Mulvey⁶
3. Engaging with active local community organisations through individual interviews to identify their links with Minority Ethnic people and their barriers to participation

A key aspect of the methodology was to record the voices of Minority Ethnic people (through interviews and focus groups), offering them the opportunity to identify their own needs and the challenges they face.

2.1 INTERVIEWS

14 Interviewees were selected to include:

- Community workers with a background in, and experience of, working directly with Minority Ethnic individuals and/or groups
- Minority Ethnic individuals
- Both Minority Ethnic and indigenous Irish community workers

Efforts were made to ensure a geographical representation to ensure the whole of the NEIC Initiative area was engaged.

The interview objective was to:

- Identify what work has already been carried out
- To name the challenges to the goal of creating a fully integrated cohesive society

An explanation of the research project was circulated to interviewees prior to meeting.

2.2 FOCUS GROUPS

Seven focus groups were organised and hosted by local community organisations in the area, the hosts were, Dublin Adult Learning Centre; Hill Street Family Resource Centre; Larkin Unemployed Centre; LYCS; New Communities Partnership and North Wall CDP.

The objective of the focus groups was to identify the barriers to participation for Minority Ethnic people. The process included discussion on: the meaning of “community” to participants; barriers to participation; and how to build a sense of community.

⁶ Mulvey (2016), *Dublin North Inner City – Creating a Brighter Future*, (p.52)

Three focus groups were held with Minority Ethnic groups, these were hosted by:

- New Communities Partnership
- Dublin Adult Learning Centre
- Hill Street Family Resource Centre

Three focus groups were held with indigenous Irish: these were hosted by:

- North Wall CDP
- Lourdes Youth and Community Services and
- Larkin Unemployed Centre

One was held with a mix of indigenous Irish and Minority Ethnic people in Dublin Adult Learning Centre.

2.3 SURVEY

In an effort to map the services currently being accessed by Minority Ethnic people in the area, a survey was developed using the Survey Monkey tool, and circulated to 56 local community organisations.

The questionnaire (See appendix 1) addressed the following areas:

- Current service delivery
- Representation of Minority Ethnic people in the structure of the organisation (Board, staff, participants)
- Existence of an Equality Policy
- Identified barriers to participation in local community services for Minority Ethnic people
- Resources needed for local community organisations to meet the needs of Minority Ethnic people.

Thirty- three organisations or services (58.9%) responded to the survey which maps the availability of community services and activities across the NEIC.

3. SALIENT POINTS FROM LITERATURE

When you are not a person from the migrant community you can only be assuming what we need, but when we contribute into the discussions, it makes a difference to breaking the barriers.

Interview with Migrant Community Worker

Integration is defined in current Irish policy as the, “ability to participate to the extent that a person needs and wishes in all of the major components of society without having to relinquish his or her own cultural identity. As a two-way process, integration involves change for Irish society and institutions so that the benefits of greater diversity can be fully realized”.

Migrant Integration Strategy: A Blueprint for the Future, Dept. of Justice & Equality

Integration is when a Minority Ethnic group or individual feels part of society without being expected to become the same as the majority. Craig (2015) describes it as a sense of security and stability, where a person has opportunities for connecting with people socially, and can get access to education, employment and health care. He also refers to the need for “sufficient linguistic competence” which in this case means being able to speak adequate English.

This research highlights just how much Minority Ethnic people are already involved in local community organisations and schools, and the benefits to the whole community of being able to effectively respond to their needs. This level of integration is fast becoming highly valued by society as a whole⁷ and thus creating a form of “intercultural capital”. “Thus rather than something that needs to be “fixed” or simplified – often in the name of “efficiency”, “accountability” or “value for money”, such diversity and difference are things to be better understood, accommodated and facilitated”⁸. The mobilisation of immigrant/“new” minority ethnic- led organisations (and the development of their communities) constitutes a crucial link to the development of both social capital - in the form of trust, shared values and effective networks - and integration, as a “two- way process”⁹.

Katz, La Placa, Hunter (2007)¹⁰ describe “successful engagement” as a process by which the services reach out to people and continue to provide a service once they have made contact. For instance, Minority Ethnic people may lack knowledge of a service – creating a barrier to inclusion – and the successful engagement strategy will be to produce user- friendly information and disseminate it in a way which meets the needs of the user. Katz, La Placa, Hunter also stress that the vast majority of barriers to engagement are not of the target group’s making. People generally want to receive help if it is appropriate to their needs. “Consultation with service users and their involvement in planning services has been seen as an effective means of reducing barriers to engagement and advancing social inclusion.”¹¹ Local organisations providing services need to consider how they can adapt their current programmes and procedures to increase engagement of Minority particularly in-service design, planning and management. Otherwise services can unwittingly erect further barriers to participation.

Migrants should be included in services at a number of levels other than as service users: in decision-making within service delivery involvement, in-service evaluation, monitoring, planning and most importantly, in strategic planning. Whilst most community organisations in the NEIC are engaging with

⁷. Feldman, Ladislav Ndakengenwa, Nolan, Frese (2005) *Diversity, Civil Society and Social Change in Ireland - A North-South Comparison of the Role of Immigrant / “New” Minority Ethnic- Led Community and Voluntary Sector Organisations*, Migration & Citizenship Research Initiative, UCD, Dublin.

⁸. As above.

⁹. As above.

¹⁰. Katz, La Placa, Hunter (2007), *Barriers to Inclusion and Successful Engagement of Parents in Mainstream Services*. (Policy Research Bureau) JRF

¹¹. As above

Minority Ethnic people as participants of their work programmes, few have representations on their Board of Management which are primarily responsible for making decisions on strategic planning.

The “**Ladder of Participation**” See figure below. (Arnstein, 1969), a classic conceptualisation of the degree of participation is shown in Figure 5 highlights the consequences of ineffective engagement but also outlines the clear steps required to becoming an active citizen. The bottom rungs of the ladder are (1) Manipulation and (2) Therapy. These two rungs describe levels of “non- participation” that have been contrived by some to substitute for genuine participation. Their real objective is not to enable people to participate in planning or delivering programmes, but to enable powerholders to “educate” or “cure” the participants. Rungs 3 and 4 progress to levels of “tokenism” that allow the have-nots to hear and to have a voice: (3) Informing and (4) Consultation. When they are proffered by powerholders as the total extent of participation, citizens may indeed hear and be heard. But under these conditions they lack the power to ensure that their views will be heeded by the powerful.

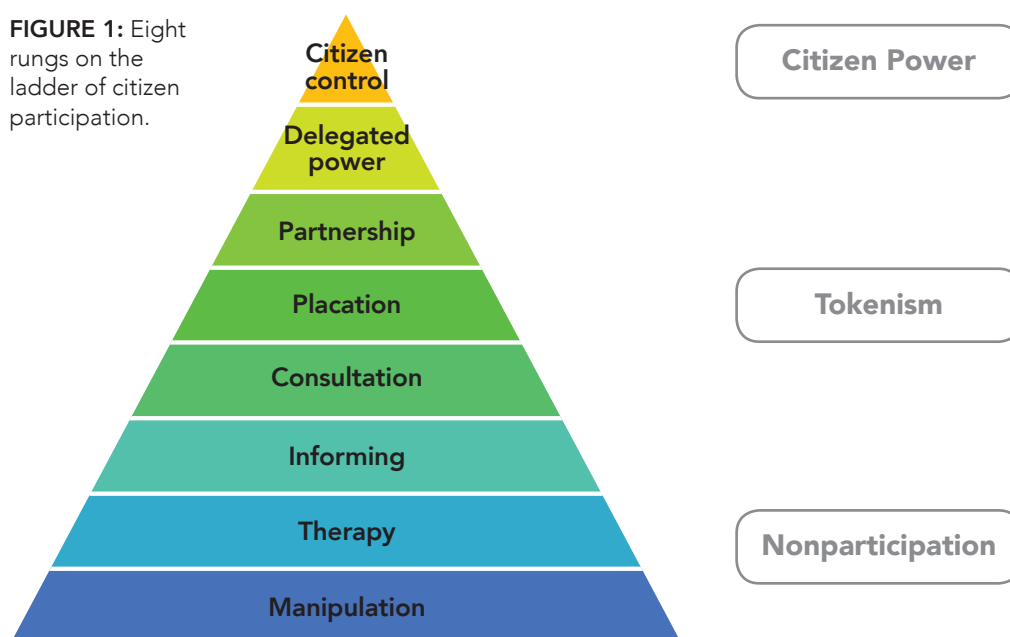
When participation is restricted to these levels, there is no follow- through, no “muscle,” hence no assurance of changing the status quo. Rung (5) Placation is simply a higher- level tokenism because the ground rules allow have- nots to advise, but retain for the powerholders the continued right to decide. (Arnstein, 1969)

We need a place to talk, learn from each other and understand each other better. ”

Migrant in focus group

At ground level it is worth noting that Pillinger (2007) talks about the importance of organisations affecting structural change to ensure that it reflects the diversity in Irish society, and that its leadership understands the necessity of such diversity and takes steps to be more inclusive. This would improve the work of the organisation through a shared learning and development of staff, committees and boards of management. Without this leadership change may be slow to come about.

FIGURE 1: Eight rungs on the ladder of citizen participation.



4. FINDINGS

In reporting the findings of this study, the demographics are presented first and followed by quantitative responses from the mapping of services. The findings and analysis of the qualitative responses from both the focus groups and interviews includes the following themes:

- Access to Services
- Housing
- Education
- Employment
- Legal Status
- Racism & Stereotyping
- Cultural Competency
- A Sense of Place

4.1 DEMOGRAPHICS

The focus of this study is on communities of disadvantage, both Minority Ethnic and indigenous. Social and economic disadvantage can be understood in terms of a range of difficulties that block life opportunities, and which prevent people from participating fully in society. As already stated there remain high levels of concentrated poverty within the NEIC. There are significant issues with poverty and the rise of the working poor. People are living in poverty if their income and resources (material, cultural and social) are so inadequate as to preclude them from having a standard of living which is acceptable by Irish society generally. As a result of inadequate income and resources, people may be excluded and marginalised from participating in activities considered the norm for other people in society.¹² It includes the experiences of disadvantaged people that take account of not only a lack of financial resources, but also a lack of access to key services and a restriction on social contacts and community participation.¹³ All of these issues are exacerbated by being new to the country, possibly with status issues, and with little or no English language skills.

“What is critical to understanding the needs of the NEIC, and in particular the needs of the Migrant is to be aware that due to the dense population and the complexity of the city, the overall statistics and information available masks the deprivation therein and that macro average figures tell us little about the true experiences of the most disadvantaged in our communities. Since the early 1990s Dublin’s inner city has changed from being an area of wide- spread poverty of mainly indigenous communities to a city that has a patchwork of different communities, many of them newer to the city, that range from being affluent to extremely disadvantaged. Therefore, it is not useful to examine the profile of the NEIC using Electoral Districts (ED’s) as the patchwork effect makes the inner city appear to be one community of average to affluent means, where in fact it contains mixed communities of affluence and disadvantage.” Dublin City Community Coop

¹² European Anti-Poverty Network and Government of Ireland/NAPS (1997)

¹³ Saunders, (2008) -Measuring wellbeing using non-monetary indicators: Deprivation & social exclusion. Family Matters, 78, 8–17

For this reason, this study profiled the NEIC using the small area figures¹⁴.

The area comprises 76 Small Areas¹⁵ within 10 Electoral Districts (ED) areas:

- Ballybough A 16 Small Areas - Includes all Small Areas in the ED
- Ballybough B 7 out of 15 Small Areas
- Mountjoy A 16 Small Areas - Includes all Small Areas in the ED
- Mountjoy B 16 Small Areas - Includes all Small Areas in the ED
- North City 3 out of 19 Small Areas
- North Dock C 8 out of 17 Small Areas
- Rotunda A 10 out of 19 Small Areas

Dublin City Community Coop also state, *“The statistics for the inner city tell a picture of a mixed community, or more correctly, mixed communities. The needs of a community with new apartments, occupied predominately by childless adults who are well educated and local authority estates with a high proportion of lone parents and families with children are clearly not the same. Equally the needs of vulnerable non- Irish individuals and families struggling to make a life in a new country with poor English language skills and living in private apartments, often very over-crowded, require targeted and focused approaches. It is important to note that, because they are residing in private rented accommodation, Minority Ethnic people may be designated as living in a non- disadvantaged area and are therefore living **hidden** disadvantaged and socially excluded lives. This in no way negates their disadvantage and their need for support and assistance.”*

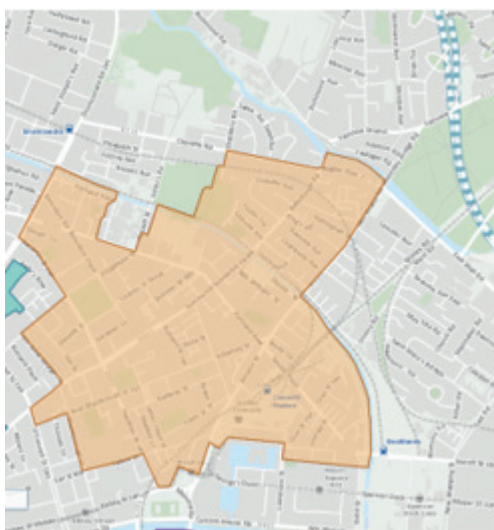


FIGURE 2: Map of North East Inner City EDs (containing NEIC Initiative area of 75 Small Areas)

¹⁴ All of the statistical data presented in this document is collected by the Central Statistics Office (CSO), through the national census. The last Census took place in 2016. Census data is freely available from the CSO website <http://www.cso.ie/en/census/index.html>.

¹⁵ NEIC Mulvey report makes reference to 74 Small Areas, list below. However, it appears there are two omitted which fall within the RAPID NEIC boundary – “268010007 Ballybough B” and “268009006 Ballybough A”. Both of these fall at the edge of the NEIC boundary but also within it.

Dublin City has the highest population densities of Minority Ethnic people in the country. 17.3% of Ireland’s population was born outside Ireland. But in Dublin’s city centre, the population born outside Ireland is 32% (47,873 people). This is almost twice the national average. There are Electoral Districts where circa 40% or more of the population were born outside of Ireland, e.g. in Mountjoy B Electoral District, 61%¹⁶ of people were born outside of Ireland.

Electoral Area	Populations	% Irish Born	% Foreign Born
Ballybough A 15 Small Areas	3,567	77	23
Ballybough B Six Small Areas	1,535	61	39
Mountjoy A 16 Small Areas	4,723	54	46
Mountjoy B 16 Small Areas	3,896	39	61
North City 3 Small Areas	893	48	52
North Dock C 8 Small Areas	1,817	91	9
Rotunda A 10 Small Areas	2,482	52	48
Total	18,910		
% Total		59%	41%

FIGURE 3: Breakdown of NEIC Initiative area by ED/Small Area populations by citizenship and birth

There are 7,796 people who are foreign- born living in the NEIC Initiative area (41.2% of the area’s population).

The Census ethnic breakdown¹⁷ is as follows in the NEIC Initiative area:

- 48% describe themselves as White Irish
- 24% describe themselves as White other
- 11% did not state their ethnic group
- 8% describe themselves as Asian
- 6% describe themselves as other
- 3% describe themselves as Black.

Note: The terms used above are as they are classified in the Census.

The situation in the NEIC Initiative area contrasts markedly with the national picture. A further complexity is the huge amount of variety within some of the Small Areas within the NEIC Initiative area. In the 2016 Census, 82% of people in Ireland described themselves as White Irish whilst in the NEIC Initiative area 48% of residents described themselves as White Irish.

^{16.} CSO figures 2016

^{17.} CSO figures 2016

Dublin City Community Cooperative also identifies that ethnicity varies widely throughout the NEIC area. In the very disadvantaged Small Areas the percentage of White Irish is 94%, much higher than the average for the area. It ranges between 80% in Ballybough A, which is the only very disadvantaged Small Area which is close to the city average, to 99% in five of the Small Areas; Ballybough A, Mountjoy A (Liberty House), Mountjoy B (Matt Talbot / Sean O’Casey), 83% in North Dock C (8 Small Areas within the ED).

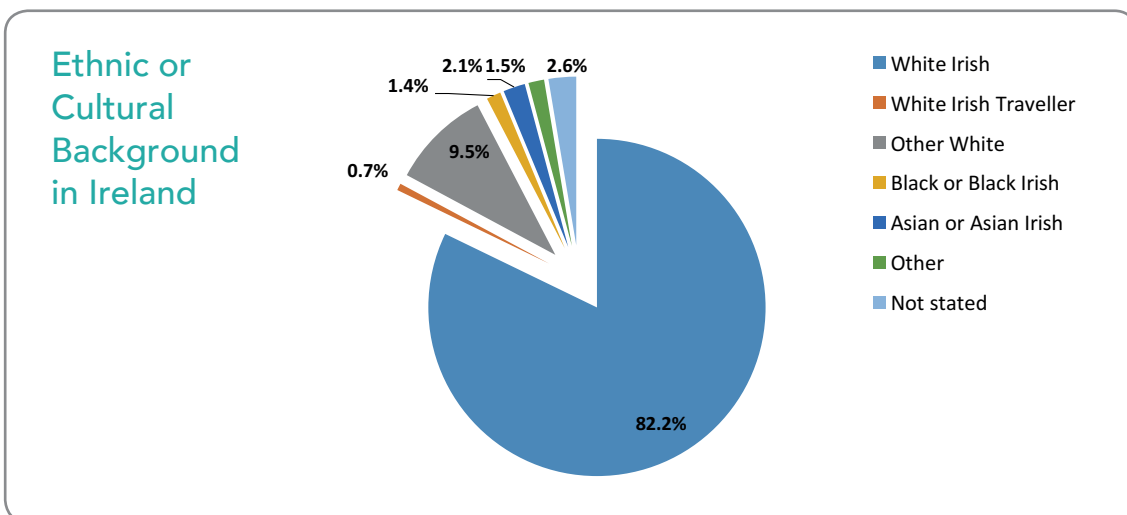


FIGURE 4: Ethnic / Cultural Background in Ireland

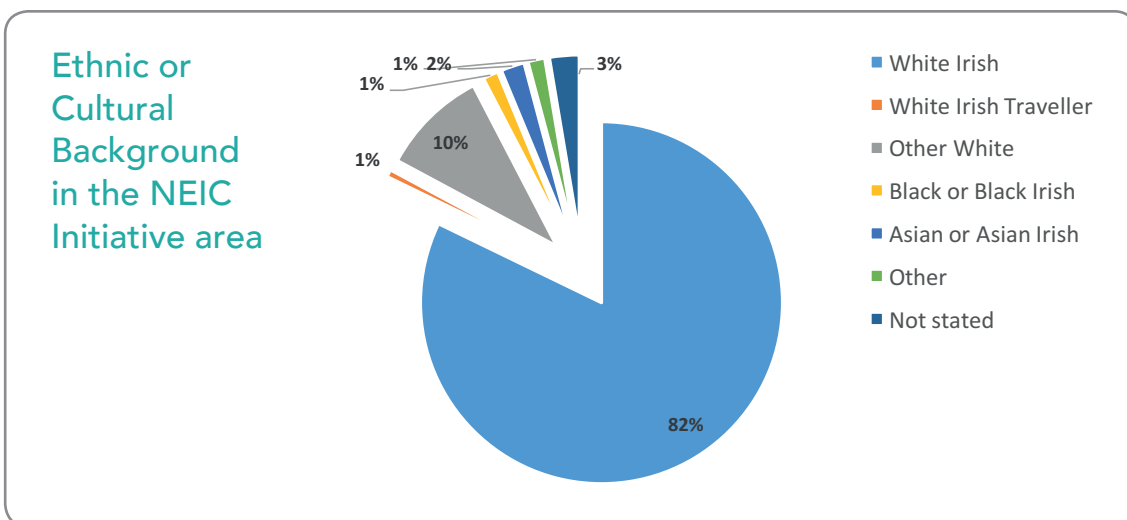


FIGURE 5: Ethnic / Cultural Background in the NEIC Initiative area

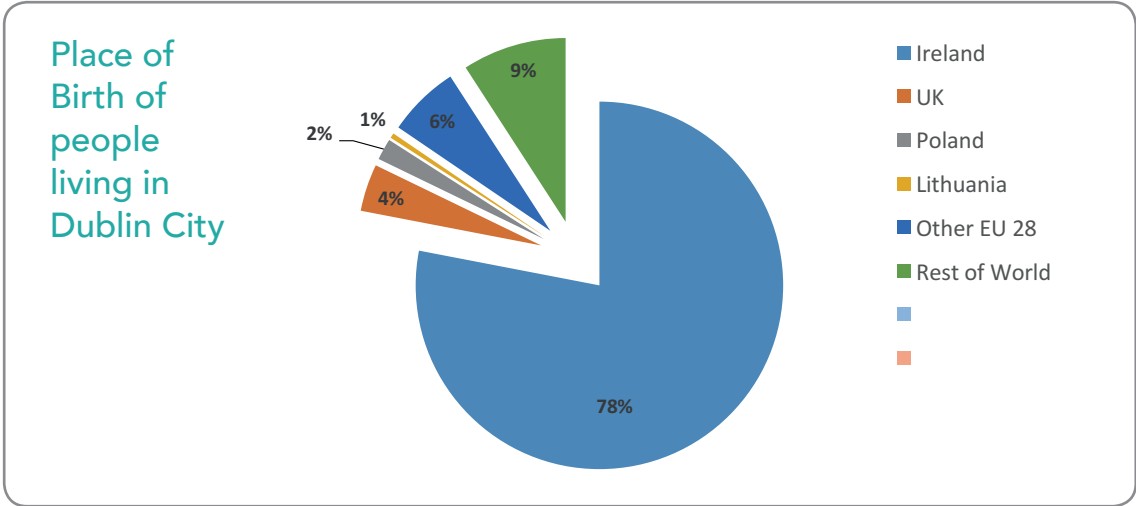


FIGURE 6: Place of Birth of people living in Dublin City

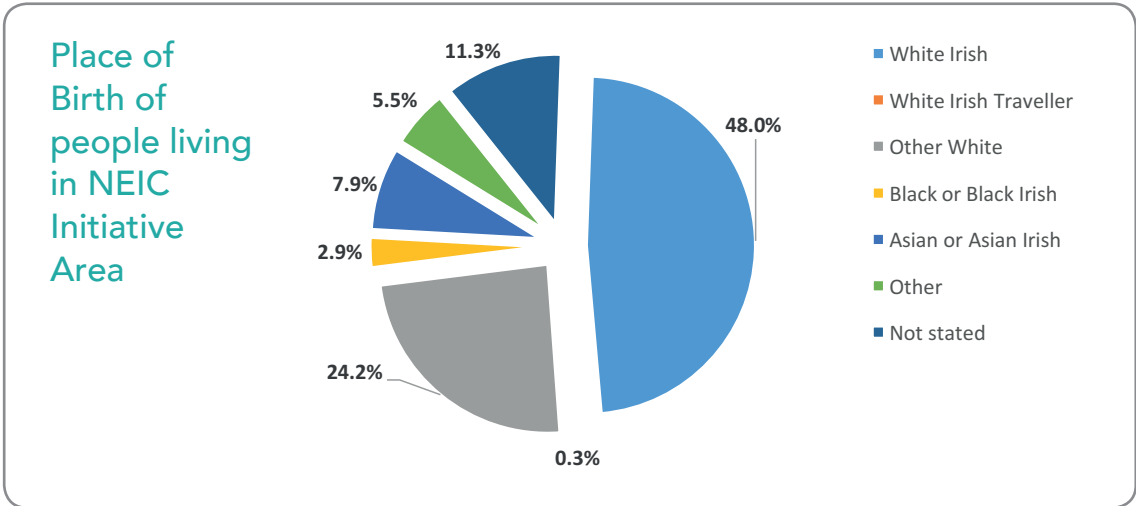


FIGURE 8: Place of Birth of residents living in NEIC Initiative Area

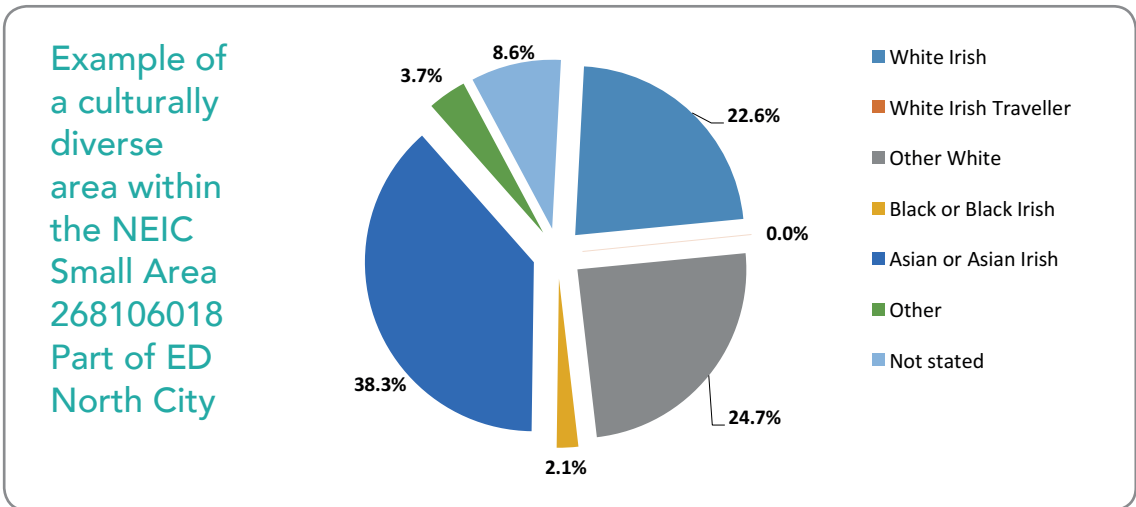


FIGURE 9: Culturally diverse area within the NEIC

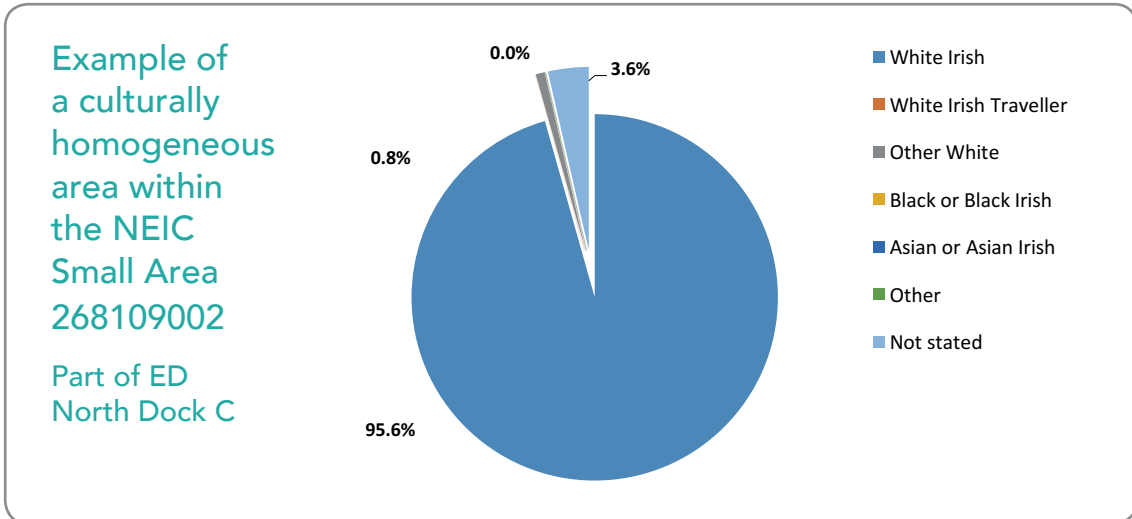


FIGURE 10: Culturally homogeneous area within the NEIC

For those non- Irish who arrived into Ireland in 2015 (CSO 2016: Profile 7 Migration and Diversity):

- 44% spoke English very well
- 19% could not speak English well or at all.

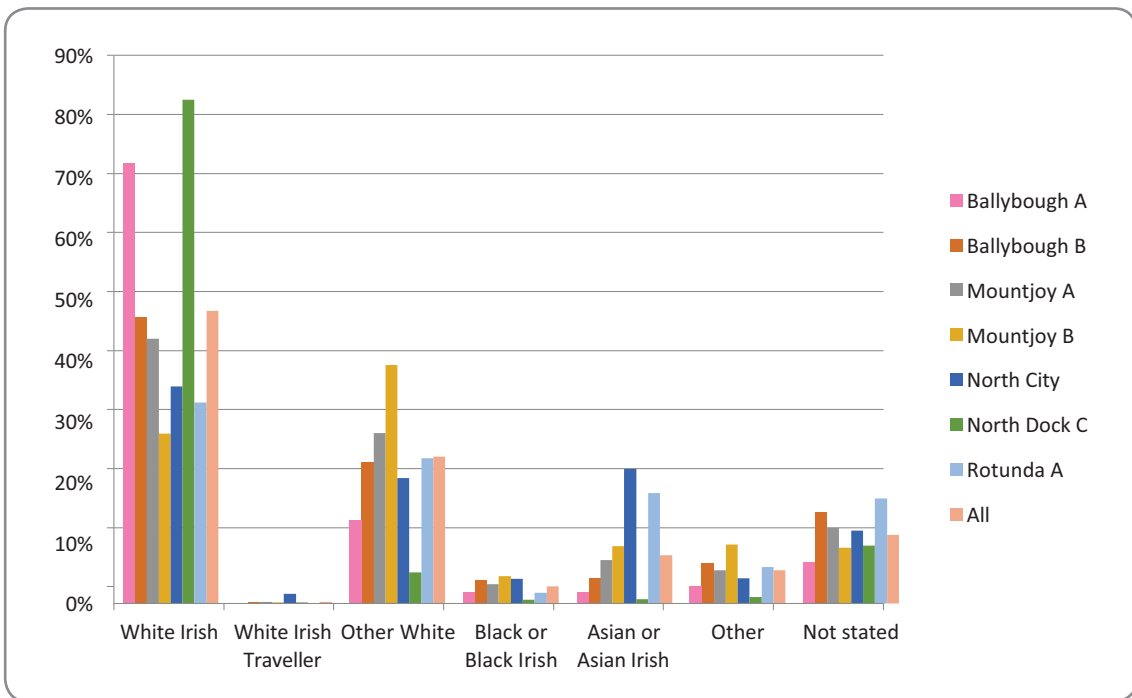


FIGURE 11: Ethnic percentage in each District Electoral Division in NEIC Initiative area 2016

Dublin City Community Co-Op notes the following:

- The NEIC population has increased significantly in the last 20 years
- The area is characterised by pockets of both high levels of disadvantage and high levels of affluence
- There has been significant development, around the Docklands and the IFSC, with both commercial and large- scale accommodation developments
- The NEIC has a high proportion of Minority Ethnic people compared with the rest of Ireland. Migrant Ethnic community populations in Small Areas around O’Connell St and Dorset St. are at over 50% of the population.
- The area has also been the centre of significant levels of gangland crime

Roma Community: There are 1,500 Roma people living in the Dublin region with many living in homeless accommodation.¹⁸ There is no record of how many live in the NEIC.

In conclusion, demographic analysis shows the following findings:

- Demographics of the NEIC are markedly different from the national picture
- Within the NEIC itself, there are extremely diverse findings in terms of disadvantage and numbers of Migrant Ethnic community individuals spread across the area
- Certain areas of the NEIC have a very high percentage of Migrant Ethnic community members in their population e.g. Parnell Street, whilst other areas have a very low population belonging to Minority Ethnic people e.g. Ballybough
- Largest proportions living in social housing complexes are White Irish
- The Migrant Ethnic community population are more likely to live in insecure privately rented accommodation

Dublin City Community Coop summarise stating, *“what is clear is that the NEIC is not coherent socially, and is made up of small communities, of differing levels of disadvantage, social inclusion/exclusion and affluence, living side by side. In many instances, although these communities are physically very close, they have very little social, cultural or economic interaction. In some places the communities are separated, literally by gates and railings, while in others the separation is less obvious, but the juxtaposed communities do not have any meaningful interaction or cohesion.”*

¹⁸. DJE and Pavee Point (2018) *Roma In Ireland – A National Needs Assessment*, Dublin

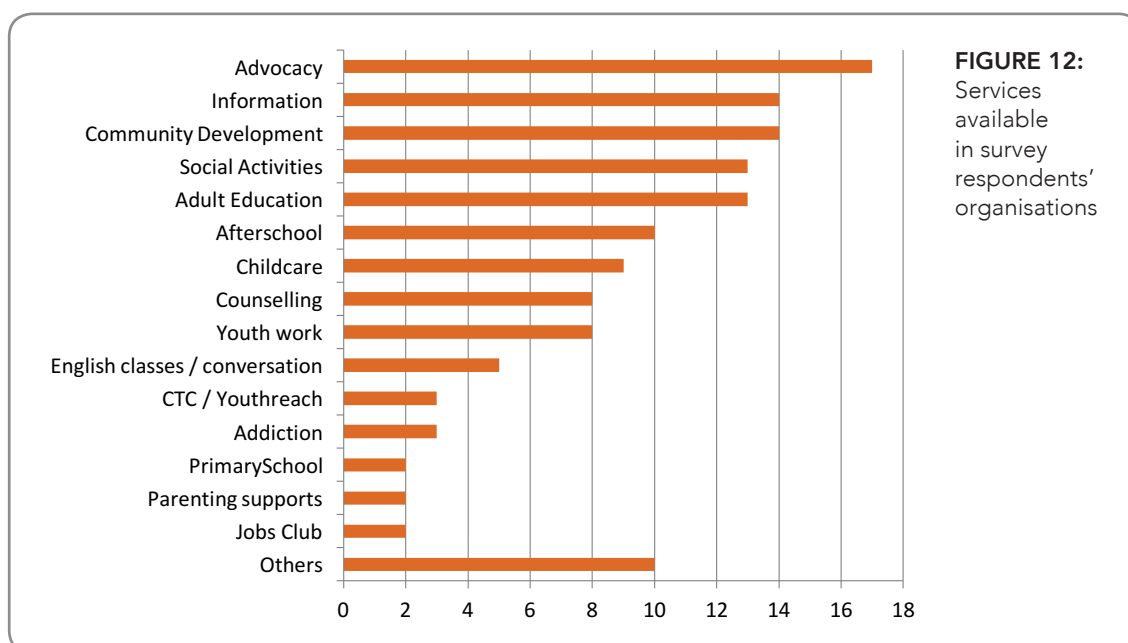
4.2 OVERVIEW OF FINDINGS

This section analyses the feedback from 33 **organisations/services** (58.9%) who responded to the Survey Monkey questionnaire which addressed the following areas:

- Current service delivery
- Identified barriers to participation in local community services for Minority Ethnic people
- Representation of Minority Ethnic people in the structure of the organisation (participants, staff, Board)
- Existence of an Equality Policy
- Resources needed for local community organisations to meet the needs of Minority Ethnic people.

4.2.1 (I) Types of Service Available

Summary of the services provided by survey respondents who gave multiple answers:



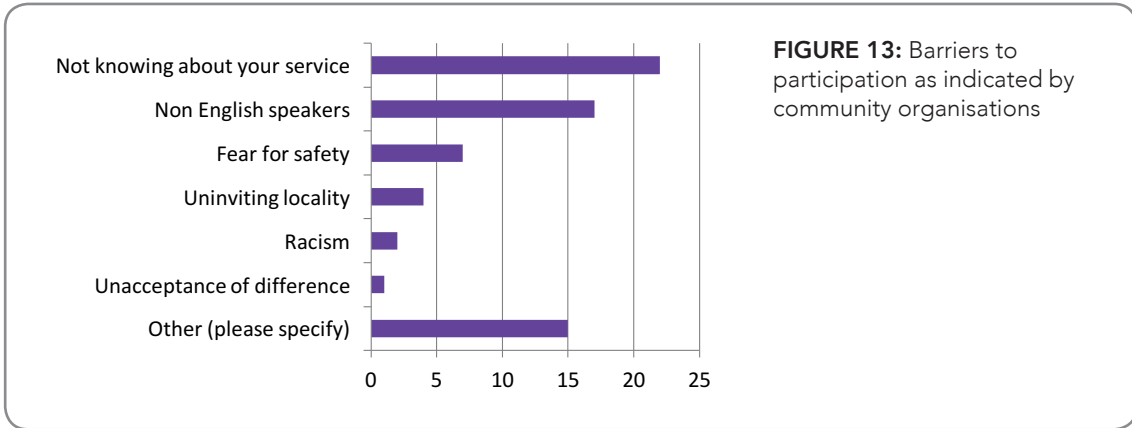
The "Other" services referred to in the graph are:

- Care Leavers Service
- Career Development
- Home visiting
- Home based family support service
- Meeting Space for groups in the area
- Migrant access programme (CDET Services for Migrant and Refugees)
- Money advice and budgeting
- Outdoor activities
- Pre- school
- Self-Employment Support

The services provided are in response to the needs of the wider community and are not specific to the Migrant Ethnic Community; rather they are available to everyone.

4.2.1 (ii) Barriers to Participation with Services

Barriers to Minority Ethnic people accessing services as identified by community organisations:



The “Other” barriers referred to in the graph included:

- Insufficient promotional information available in languages other than English
- Lack of affordable childcare
- Families isolated living in the area
- No history of attending local schools so little local connection

Supports identified by community organisations to further enable Minority Ethnic people to participate in services include:

- Promotional material in own language (20)
- Advocacy (18)
- Affordable Childcare (16)
- Accompaniment (hand- holding) “Supports to attend in the first instance” (15)
- English language classes (13)
- Financial supports (9)
- Transport (7)
- Use of kitchen facilities (6)

4.2.1 (iii) Minority Ethnic Peoples’ Participation in Services

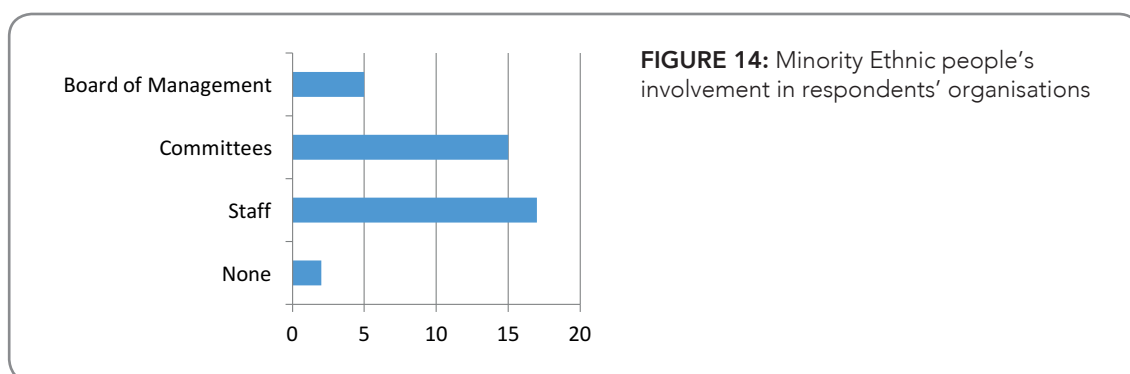
Summary of survey responses to ‘What is the approximate percentage of Migrants’ participation in your services?’ (This also includes evidence gathered through consultative fora):

- Four organisations have **100%** participation of Minority Ethnic people in their service however; this included those whose prime aim is to respond to the needs of the Minority Ethnic community

- Two community organisations have **60% - 80%** Minority Ethnic people in their service
- Four organisations have **50%** Minority Ethnic people in their service
- The three organisations with **zero** Migrant Ethnic Community participation are primarily addiction services. The reasons given for the absence of their participation of included:
 - Fear of identifying substance misuse to family
 - Denial of having a drug problem
 - Not knowing about the services
 - Not feeling safe attending the services
 - Stigma relating to addiction
- Fourteen organisations have members of the Roma community participating in their projects
- There is also evidence that the number of Minority Ethnic people attending local Primary schools is at least **over 30%**. One primary school has over **90%**

4.2.1 (iv) Minority Ethnic People’s Involvement in Service Delivery

Summary of responses to “Does your organisation have Migrants as members of staff, as members of Board of Management and / or as members of committees?”



- 52% of organisations employ Minority Ethnic staff members
- 46% of organisations have Minority Ethnic people on committees
- 15% of organisations have Minority Ethnic people on their board of management
- 6% of organisations had no Migrant Ethnic Community representation on their staff or governance committees

4.2.1 (v) Number of Organisations Recording an Ethnic Identifier for Participant Registrations

An Ethnic identifier records the ethnicity of service participants and is used to determine if the ethnic participation level in a service is reflective of the ethnic mix in the area.

- 14% of organisations reported that they use an ethnic identifier

4.2.1 (vi) Equality Statement and Diversity Training

Summary of responses to “Does your organisation have an equality statement or policy?”

- 88% of organisations have an equality statement
- 6% do not have one
- 6% did not know if they had one

The following summarises responses to, “Does your organisation provide **diversity training** to staff, board members, participants, none and other?”

- 39% provide diversity training to staff
- 3% to members of the board of management
- 33% provide diversity training to participants of their service
- 36% do not have any diversity training

4.3 KEY THEMES – AN OVERVIEW

This section outlines the common themes which emerged from the analysis of transcripts and notes of the interviews of research participants and Focus Groups. The qualitative findings are presented together, and integrate similar themes that emerged from the survey responses as there was a significant overlap in the key issues and themes which emerged from the focus groups, interviews and survey responses. Also many of these themes are linked to the original research questions posed in the Survey Monkey at the outset of the study. In order to preserve the anonymity of the research participants, the exact description of the participants is not necessarily provided for the quotations used.

4.3.1 Knowledge of Local Services

Whilst there is a broad range of statutory, community and voluntary organisations delivering services on the ground for all age groups in the NEIC, the focus groups with Migrant Ethnic individuals highlighted the following issues:

1. A high level of lack of awareness of local services available
2. The need to target service information specifically at Minority Ethnic people
3. That Minority Ethnic people have specific issues e.g. access to English language supports which need to be addressed.

Many community organisations use “word of mouth” to promote events or community activities. However, this method is likely to be less effective for Minority Ethnic people, particularly for those who are new to the area.

Community organisations also highlighted their concern that many Minority Ethnic individuals may be unaware of their services, often using the lack of availability of information in different languages as one reason; and lack of resources or cultural competency to engage with non- English speakers or differing cultures as another reason. This is an international issue¹⁹ for migrants, where in Khanlou, Haque, Sheehan and Jones (2015) have identified that migrant women who do not have links through a case worker find it challenging to access information on services. A Migrant

¹⁹ Khanlou, N., Haque, N., Sheehan, S. et al. J Immigrant Minority Health (2015) 17: 1840. Available on: <https://doi.org/10.1007/s10903-014-0122-8>

Community Worker interviewed highlighted the need for a programme of outreach: “They are sometimes very stressed and they are going through a lot being in a new community, as well as having come through a lot to get here (Ireland) in the first place.”

Community organisations also identified “accompaniment” or outreach as a need. “When people come here the first time, everybody is scared. At first they don’t speak English and they know nothing about what’s going on.”²⁰ For example, one migrant woman said,

I am too shy to ask for help and support. I have two kids, and if one gets sick then I can’t go out anywhere, or work, because I have no family to help here.

To address the issue of engagement the survey asked questions regarding the barriers to participation and, “what is missing with regards to ensuring integration within your organisation?” in interviews. Accessing information about public services was a challenge highlighted by all focus groups. The responses emphasise the challenges in accessing services as follows:

- A limited number of community organisations across the area have developed a variety of different approaches to providing information in other languages but generally have little or no resources for this
- All services stressed the need for their services to be advertised in other languages
- Only 2.5% of respondents surveyed offer English language classes
- Migrants say they depend on family or friends to interpret but this can infringe on their privacy, especially with regard to health and welfare issues.

4.3.2 Housing

As was outlined earlier in this report, there are a large number of social housing complexes managed by both Dublin City Council and a range of Housing Associations in the area. There also exists a wide range of privately rented accommodation, especially some at the lower end of the market. Scarcity of housing is an issue across the country; however, there are increased pressures on a city centre environment which can often attract an influx of people new to the city. Accessing secure accommodation was identified as being the greatest challenge for each group of Minority Ethnic people who participated.

When you come here you have to learn to share your accommodation, to share with people, to speak different languages.

Migrant Ethnic individual

The findings are as follows:

- Minority Ethnic people are primarily living in privately rented accommodation to the east of the NEIC
- The long waiting list of people wishing to access social housing has increased competition for the private rented properties

²⁰ DALC focus group migrant participant

- The difficulties in accessing affordable and secure housing was outlined in each focus group, especially for “large families, specifically if they are Roma” (Focus Group). In an interview, a migrant community worker stated:

When she (Migrant) phones a landlord to see a property for rent, she is invited to visit but then when they see her they change their tone or they cancel the viewing.

- In the private rented sector people can face insecurity of tenure and rent control; increased risk of eviction; and poor quality accommodation in the lower end of the housing market
- In areas of disadvantage, there are pockets of social housing where the majority of inhabitants are White Irish e.g. Liberty House, Killarney Court
- Minority Ethnic people living in insecure privately rented accommodation are continually searching for a more secure home
- Some Minority Ethnic people are living in overcrowded conditions as described in the focus groups and interviews:

We need a house because it is very hard in an overcrowded two bedroomed apartment with two couples and two children.

Migrant Ethnic individuals reported a case of 20 people living in a three bedroomed house in the NEIC area

- There are also many indigenous Irish in poor- quality private rented accommodation
- Added to the experience of insecurity of tenure and the general competition for properties, often tenants do not know their landlord. During the course of the research Minority Ethnic people have said they are subletting, renting through an agency and/or their landlord had a large portfolio of properties.

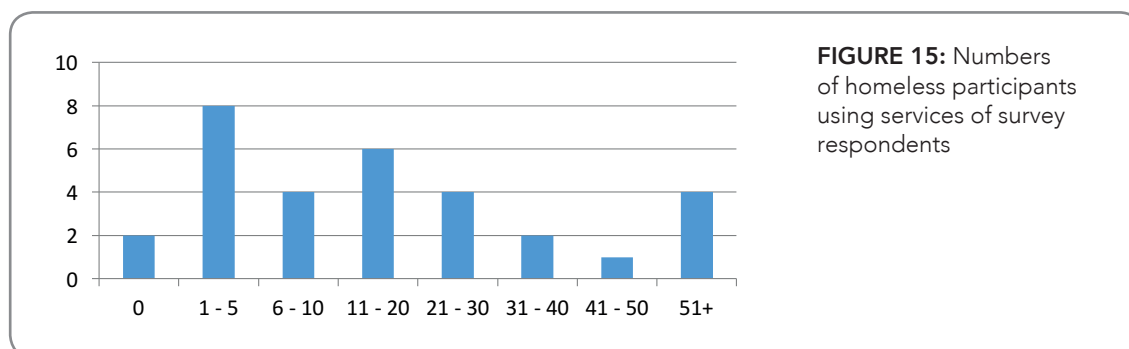
Organising people living in private rented accommodation collectively poses specific challenges namely; they may be dispersed across the community and experience different terms and conditions from individual landlords. A migrant may be undocumented and illegally in Ireland and therefore afraid to challenge by protesting in case it impacts on their housing situation. Due to the precariousness of housing for both Irish and Minority Ethnic people, it is challenging to develop a strategy to promote integration with both communities.

The rise in homelessness in the city centre has put even more pressure on local authority housing stock and increased the difficulties in accessing the more secure social housing. In one week in August 2018 there were 215 requests from families who were in emergency accommodation seeking assistance, advice and support according to Inner City Helping Homeless²¹. For a Migrant Ethnic individual participating in a Focus Group:

²¹. Available on: <https://www.irishtimes.com/news/social-affairs/homeless-mother-rejects-totally-unsuitable-accommodation-1.3594909>

It is the biggest problem, that people don't have a house.

In developing the survey analyses, it became apparent that community organisations were providing services for the homeless in the area as summarised below:



- Of the homeless participants in community organisations, approx. 20% were from Minority Ethnic communities
- Four organisation had over 50 participants who are homeless despite not having a particular remit to work with homeless
- Four organisations had 21 – 30 homeless participants
- Six organisations had 11 – 20 homeless participants
- Four organisations had 6 – 10 homeless participants
- Eight organisations had 1 – 5 homeless participants
- Two organisations had no homeless people as participants.

Working with and delivering services to homeless people has put extra pressure on the city centre community services in the NEIC area.

4.3.3 Education

Minority Ethnic people are not a homogenous group and their educational needs will vary according to their age, sex, prior experiences of learning and country of origin and whether they are documented or not. Their educational needs therefore may not be due primarily to ethnicity but to the differing needs of the individual. However, a key finding of this study is that education has a central role to play in the positive engagement of Minority Ethnic people.

- Linguistic Confidence:** Language is a core element to the promotion of integration and social cohesion. Developing proficiency is central to building a life in the Migrant Ethnic Community's new country. It is important for social integration and participation. The research found that while there are some opportunities to learn through local adult education providers, there is a need for systemic supports to organisations to increase language supports. Certain ethnic groups have specific needs to learn English while others have more intensive educational needs, including those who have had no history of formal education.

- b) **Accessing Accredited Courses:** Undocumented Migrants spoke about the difficulty in accessing accredited education/training courses with a view to upskilling, and their need to have a PPSN in order to access third level courses. Some presumed wrongly that their status would militate against them participating in community-based adult education programmes and did not even make enquiries about access.
- c) **Informal education (community based non accredited):** Other asylum seekers and refugees, and their undocumented accompanying family members, who have not been able to work or engage with formal education, have used informal education as a way of developing skills and engaging culturally.
- d) **Low external expectations of the Community:** Focus group participants expressed a concern that they and their children are not expected to do well academically. There was consensus between both Migrants and indigenous people for a need to promote a sense of ambition amongst children in the NEIC. Both communities felt that they are often stereotyped as having lower expectations in terms of educational and career attainment. Many expressed concern that their children’s futures will be stymied unless there is a pro-active campaign to raise the expectations of those delivering services to children in the area.

4.3.4 Employment

Accessing secure employment is an ambition for most people of working age. It offers stability and provides an opportunity for individuals and families to plan for their future. It is an important component in measuring quality of life and the well-being of citizens. Being unemployed or working in insecure employment can decrease an individual’s confidence and well-being, making them vulnerable to market forces and dependent on welfare benefits.

A Community Worker noted in an interview that Minority Ethnic people, “*come here to work and if they are not working, they are looking for work*”. According to the Migrant Rights Centre of Ireland (MRCI) 89% of migrants are currently employed, of which:

- 32% work in the food and accommodation industry
- 29% work in care and domestic work and
- 13% work in cleaning and maintenance.

Issues raised in the focus groups and interviews included:

- a) **Dependency on Exploitative Work:** They cannot “*easily leave exploitative jobs due to the constraints of the Work Permit System*”, from MRCI.

”

We have to make money because everything is so expensive. We don't have time to think about how our children are coping with our life. How we have to work, have to go get money to have this, have to do that.

Migrant Ethnic individual in Focus Group

b) **Recognition of Qualifications:**

Some of our qualifications are not recognised through QQI

Migrant Ethnic individual in Focus Group

The Quality and Qualifications Ireland (QQI) website states that the *“Implementation of the Policy and Criteria for Recognising Professional Awards within the National Framework of Qualifications has been suspended pending resolution of the uncertainty about the extent of QQI’s legal power to recognise awards within the Framework.”*²² The lack of recognition of Migrants’ qualifications often results in them depending on low income jobs (in the areas listed above) rather than accessing employment in their field of expertise. One Migrant (refugee) interviewed **described having a qualification in marketing which is not recognised in Ireland “but marketing is marketing, and is transferable.”** Another refugee with a stamp 4 visa could not acquire employment without first completing a Certificate level course equivalent to his existing Bachelor degree (ENAR iReport).

- c) **Perceptions within the Community:** In a community such as the NEIC, where there are pockets of disadvantage and unemployment, the White Irish can perceive that the Minority Ethnic community are getting more opportunities than their own family. The perception of one local resident in a Focus Group was, *“Foreigners work in all of the shops, and none of our children got a job in them.”* In an interview with a Migrant Ethnic Community Worker it was suggested that there **is a need to “raise awareness of Migrants and their issues, we can make existing communities feel secure, that no one is coming to take your jobs or destroy your community”.**

The indigenous Irish in the focus groups were mostly from disadvantaged areas within the NEIC. They also described their own challenges in accessing employment stating that if they use their home address they are immediately discriminated against. Their frustration was compounded due to their lack of awareness of the experiences of their Migrant Ethnic Community neighbours.

4.3.5 Legal Status

For those born outside the EEA²³ (see Definitions and Glossary), eligibility for employment, and some education courses, depends on ‘*status and stamps*’. To be eligible to work in Ireland, all Migrant Ethnic individuals from outside the EU need permission and must be granted the Habitual Residency Condition (HCR)²⁴ to satisfy social welfare payment requirements. There are specific factors to be met to grant the HRC:

- Satisfying the right to reside
- Length of time spent in the Republic of Ireland
- Continuity of residence
- General nature of residence

Once residents have the right to work, qualify for social welfare payments and have been unemployed for a year, they can apply for programmes such as Community Employment (CE), Long Term Training Initiative (LTI) and Community Training Centres.

²² Available on: <https://www.qqi.ie/Articles/Pages/Qualifications-Recognition.aspx>

²³ **EEA:** European Union (EU) countries plus Iceland, Liechtenstein and Norway.

²⁴ Available on: <http://www.welfare.ie/en/downloads/sw108.pdf>

The lack of financial resources and being unable to provide for their families was of huge concern for Minority Ethnic people interviewed and in the focus group meetings. According to one Community Worker, *“Lots of families are illegal but we don’t talk about it unless they want to, unless they raise it, and then we support them.”*

MRCI reports that one third of their drop-in service users are undocumented workers who face challenges in their efforts to source a Personal Public Service Number (PPSN²⁵) especially as they fear the threat of being reported to immigration services. MRCI also says there is a need for a firewall for those seeking work to protect them from the risk of deportation, they also need support as they strive for regularisation. It is difficult to underestimate the impact of a regularisation scheme in aiding social cohesion and addressing barriers to integration²⁶. One Community Worker reported *“If they [migrants] don’t have a job, they are out looking for a job. Very often taking on work that nobody wants, for very little pay”*. Being undocumented means having no entitlements to social welfare, medical cards or child benefit.

Roma individuals attending the focus groups spoke of their difficulty in accessing social welfare entitlements or child benefit because they cannot fulfil the Habitual Residency Condition. The homeless Roma families living in the NEIC, *“have no place to access or cook food, sending children to school hungry, difficulty getting books and uniforms, no medical cards or access to health services but services in the area are sympathetic and try to overcome restrictions due to ineligibility.”* (Service Provider in Interview)

Without regularisation, and despite the recent changes in the regularisation of undocumented migrants, the challenges of integration are impeded not least due to the energy used by individuals just surviving, e.g. not getting sick, finding an affordable home, accessing employment and furthering education as an adult. Ineligibility to access certified training and Community Employment Schemes was a consistent frustration for local service providers which often have the infrastructure to meet the needs of Minority Ethnic people but are not allowed to recruit people who are undocumented.

For local community services there are difficulties working with people who have complex legal issues. Minority Ethnic people often need experts to support them in dealing with the complex issues they face, especially in relation to eligibility and immigration status. Services within the community are not equipped to address these legal matters.

4.3.6 Cultural Competency

Cultural competency is demonstrated when local and statutory organisations have the knowledge and skills necessary to manage multi-cultural relationships effectively. It is an ongoing learning process. The following points regarding cultural competency, or lack thereof, were identified in the responses to the interviews, focus groups and link to the survey responses.

- a. **Use of Language/terminology:** The NEIC is culturally diverse with many differing ethnic groups living alongside each other. There is no consensus about any terminology used to describe people who were not born in Ireland or those whose parents were not born in Ireland e.g. “migrant” is interchangeable with “new community”. The issue of terminology was discussed in all focus groups and interviews. It drew a diverse range of comments including:
 - ***“People should be described as they would like to be described themselves, if it felt good.”*** - Migrant Ethnic individual.

²⁵ Available on: <https://www.welfare.ie/en/Pages/Personal-Public-Service-Number-How-to-Apply.aspx>

²⁶ Available on: <https://www.mrci.ie/wp-content/uploads/2014/11/Regularisation-recommendation-and-rationale.pdf>

- **“New Communities” is a concept. That tells you that they are not exactly from this culture. They have different challenges and we have to address that.** – Migrant Ethnic individual.
- **“There is a lot of racism around, given that, there’s some discomfort about not knowing what language to use.”** Indigenous Irish person.

b. Integration: Key barriers to integration identified in focus groups and interviews included:

- An inability to speak English can create real barriers to engagement. *“When people come here the first time, everybody is scared. At first, they don’t speak English and they know nothing about what’s going on.”*²⁷ (Migrant Ethnic Community Focus Group).
- Ireland does not have as strong a culture of being bilingual as many other cultures. Few service providers have staff who can communicate through a non- English language which can lead to misunderstandings about the needs of migrants.
- Some unwelcoming attitudes, experienced by Minority Ethnic people, such as **“they just don’t attend to us or are uninterested in attending to us because we can’t speak English,”** were expressed in an interview with one migrant and also by a focus group with Minority Ethnic people.

4.3.7 Racism & Stereotyping

Racism is the belief in the superiority of one race over another, which often results in discrimination and prejudice towards people based on their race or ethnicity. As of the 2000s, the use of the term “racism” does not easily fall under a single definition²⁸.

According to ENAR Ireland (European Network Against Racism Ireland), “Racism today is a complex and multi- faceted phenomenon. The face of racism has evolved over the last decades and has taken many different forms”. The United Nations Convention on the Elimination of All Forms of Racial Discrimination, say there is no distinction between the terms “racial” and “ethnic” discrimination. *“the term “racial discrimination” shall mean any distinction, exclusion, restriction or preference based on race, colour, descent, or national or ethnic origin which has the purpose or effect of nullifying or impairing the recognition, enjoyment or exercise, on an equal footing, of human rights and fundamental freedoms in the political, economic, social, cultural or any other field of public life.”* The UN convention further concludes that superiority based on racial differentiation is scientifically false, morally condemnable, socially unjust and dangerous, and there is no justification for racial discrimination, anywhere, in theory or in practice²⁹.

Racism and **“fear of racial abuse”** were cited in 16% of responses to the survey as barriers to participation. Migrant Ethnic participants in focus groups agreed that the attitude they face from staff in some statutory agencies can be challenging. Participants expressed a general sense of anxiety, justified or not, when having to inter- face with front line services. Their fear of experiencing discrimination cannot be underestimated and can be a cause for non- engagement.

One Migrant Ethnic individual articulated it saying:

People feel prejudged and stereotyped. There is a need for cultural training for most of the staff.

Migrant Ethnic individual

²⁷. DALC focus group migrant participant

²⁸. Garner, Steve (2009). *Racisms: An Introduction*. Sage

²⁹. *“International Convention on the Elimination of All Forms of Racial Discrimination”*. Office of the United Nations High Commissioner for Human Rights.

They especially highlighted the difficulty in interacting with front-line service providers saying:

The person doesn't know what you are trying to find out but can't even be bothered to help.

However, another migrant stated:

If we don't mix they may call us names but if we mix in clubs, they will get used to you.

Members of the three focus groups with Minority Ethnic people recounted their experiences of racism, including stones having been thrown at them and young children saying “**nasty things**” while their parents ignored them. Many focus groups participants had witnessed or experienced racism:

I've seen them being abused by local people particularly by local children on the street. It's difficult. It's 7 or 8 year olds throwing stones at them.

Community Service Provider in interview

Migrants get an awful time of it around here. I live around the corner facing the park and apartments. The people in the apartments get the life tortured out of them.

Participant in an indigenous Irish only Focus Group

Participants stated that racism was a constant cause of anxiety, especially for parents who worry about their children’s wellbeing. As stated above, Migrant Ethnic individuals expressed a fear of racism especially if they have experienced racism previously, or micro- aggressions such as looks, tones or comments. The fear that it might happen can limit personal freedom and behaviour. The fear is based on everyday micro- aggressions, which are, “*the casual degradation of individuals belonging to any marginalized group by persons outside that group.*”³⁰ Interestingly, indigenous Irish people stated in two of the Focus Groups that they experienced micro- aggressions also,

When going through difficulties, there is a lack of humanity, where you are seen as a number, there's no empathy and you are not seen as a person.

Indigenous Irish individual

³⁰ Available on: <https://en.wikipedia.org/wiki/Microaggression>

If looking for IT jobs, it is so easy because you don't need to understand the culture of Irish society, but it is hard to get a job in Ireland as a Chinese person.

Migrant Ethnic individual

You see racism when applying for jobs.

Migrant Ethnic individual

The European Network Against Racism's *iReport* Jan – Jun 2017 stated that there is psychological impact on those targeted (by racism), with an impact on their social connectedness, and economic impacts through, for example, increased costs or lost income.³¹

4.3.8 Promotion of a Sense of Place

"In this sense both in terms of people and place there is a sense of very separate 'communities' within the area which tends to accentuate people's sense and awareness of inequality"³².

In all focus groups and interviews, many Minority Ethnic people described their sense of trepidation of living in the NEIC, an area of disadvantage in places, and just how much this was a barrier to positive integration. Yet some Minority Ethnic people said they feel safer in Dublin than in their home country.

It is better for me and my family here.

Migrant Ethnic individual

a) **Lack of safety:** The feeling of lack of safety was highlighted in several focus groups for the following reasons:

- **Crime/Drugs:** Every focus group cited crime as having a major impact on their quality of life and sense of security. All four focus groups held with Minority Ethnic people representatives experienced theft of phones which usually happened around areas noted for the trade of drugs. This creates a sense of fear and is one of the barriers to accessing services. One Community Worker said, *"We have had families say they won't come here because they don't feel safe with the open drug dealing on the streets."*
- **Police presence:** Each of the focus groups highlighted the negative impact of the increased police presence, notably the Armed Response Unit, on the streets in the past number of years due to the gangland feud. This has increased anxiety amongst all residents and especially amongst children. There was support for increased community policing and more positive engagement with An Garda Síochána.

³¹. Available on: http://enarireland.org/wp-content/uploads/2018/01/iReport_1516_jan-jun2017.pdf

³². Mulvey, Kieran Dublin: North East Inner City – Creating a Brighter Future

- b) Undocumented Workers:** Minority Ethnic, who did not have residency status, were in constant fear of being “found out” and were hesitant to make connections with new people (even within their own community) for fear of being reported to authorities and being deported. In case of deportation, the MRCI policy paper, *Ireland is a Home*, states that migrants fear the authorities, in particular the Gardaí, and are reluctant to report crimes if they experience domestic violence, theft and racist incidents.
- c) Peer support:** There is academic evidence of how Minority Ethnic communities use their social networks³³ in single ethnic groups by congregating positively in an area for family support and cultural or economic reasons. For example the Chinese community have gathered around the Parnell Street vicinity. “*Chinese people stay with Chinese people, Mongolian people stay with Mongolian people*”³⁴. In responding to the question asked in the focus groups “*what does community mean to you?*” a migrant respondent said, “*It is being part of a group, but your own ethnic group, and then being part of a group in the wider community.*” All focus groups highlighted the need for supports to enable the organisation of more social events, especially mixed gatherings of indigenous people and migrants, where cultures can be shared and celebrated together. Four focus groups and seven interviewees identified the need for a large community space which would be easily accessible thereby helping migrants, “*use diverse resources to cope with the challenges of settlement and adjustment to a new culture.*”³⁵.
- d) Environment:** The poor conditions of parts of the physical environment of the NEIC, such as visible drug paraphernalia, boarded up houses, derelict sites, and the absence of trees and flowers were highlighted by both Migrant Ethnic and indigenous communities as creating a less pleasant place to live and raise children. One of the EU Quality of Life Indicators³⁶ is the natural and living environment. It states that there is a link between a risk of poverty and exposure to environmental conditions such as noise pollution and lack of city cleanliness. In one focus group and an interview, tangible ideas such as gardening were identified as beneficial for the community and individuals involved. Thompson (2014) states that the use of community gardens not only provides: “*culturally appropriate fresh fruit and vegetables*”, but “*nurtures relationships too.*”

Summarising, the fears reported relate to discrimination and the need for regularisation³⁷ of immigration status for those who are undocumented, to allow them access to work and services. The visible use of drugs on the streets and the extra policing of the area due to the gangland feud add to their sense of insecurity. There is further apprehension about the possibility of being stereotyped when meeting new people and interfacing with statutory and community services, especially for some, who fear the possibility of being reported to immigration services. Coming to a new country, often having to learn English for the first time, with no family supports around them and having to learn how to adjust to new systems in every area of their life presents particular challenges.

³³. Chand, M., Ghorbai, M. (2011) “*National Culture, networks and ethnic entrepreneurship: A Comparison of the Indian and Chinese immigrants in the US*” *International Business Review* Vol. 20, Issue 6. December 2011 (p. 539 - 606).

³⁴. Hill St. FRC focus group

³⁵. Available on: <http://www.ecu.edu/cs-cas/anth/upload/avenarius-anthropology-of-work-review.pdf>

³⁶. Available on: http://ec.europa.eu/eurostat/statistics-explained/index.php/Quality_of_life_indicators

³⁷. Available on: <https://www.mrci.ie/wp-content/uploads/2014/11/Regularisation-recommendation-and-rationale.pdf>

5. CHALLENGES & OPPORTUNITIES

This is a brief summary of the challenges and opportunities identified by the survey, the discussions in the focus groups and the one to one interviews.

5.1 CHALLENGES

- There is a general lack of knowledge of existing services among both Migrant Ethnic and indigenous communities participating in the study.
- The many deterrents to participation in community services identified included:
 - Lack of sufficient access to English language supports
 - The fear of racism amongst Minority Ethnic people
 - High level of anxiety and fear caused by increased police presence in response to gangland crime, violence and open drug dealing
 - Inadequate supports to enable people participate in activities outside the home e.g. access to affordable childcare
 - There are separate challenges for specific groups such as the Roma community which will require a unique response.
- There are differing needs across the whole area given current demographics which show that Minority Ethnic people are more likely to live in privately rented accommodation in the west of the NEIC area, whilst some neighbourhoods in the east, are predominantly populated by indigenous communities.
- The majority of social housing is stocked by indigenous people who have lived in the area for a long time with little turnover limiting neighbourhood integration opportunities.
- The increase in homelessness in the city centre is putting unexpected pressure on local community services.
- There is a low level of Minority Ethnic people participating in the governance of community organisations.
- National policy issues can have a detrimental impact on Minority Ethnic people's participation in community services e.g. restricted access to accredited education for asylum seekers/undocumented.

5.2 OPPORTUNITIES

- There is a high level of positivity amongst the local community service providers in their willingness to engage with Minority Ethnic people at all levels.
- The current positive engagement in community services by Migrant Ethnic individuals can be built on to attract a new cohort of users.
- The broad range of existing adult education service providers in the area are well placed to respond to the informal education needs of Minority Ethnic people with additional resources.
- Existing outreach programmes of work could be expanded to engage Minority Ethnic people face- to- face and to match their needs with existing local services.

- Use existing structures and services to actively design and develop an anti- racism programme for all age groups.
- An Garda Síochána's renewed focus on building positive community relations could include the Migrant Ethnic Community to improve cross- community cohesion.
- Increased Migrant Ethnic Community representation on local community organisations governance structures to appropriately reflect the communities being served.
- Use these findings to ensure the whole community develops a sense of place, ambition and future hope.

5.3 NEXT STEPS

It is intended that this Report on the Integration of Minority Ethnic people in the North East Inner City will feed into a proposed seminar being organised by the North East Inner City Initiative where it is recommended that the issues encountered are further explored. Research may be recommended on certain topics.

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APPENDIX 1 - SURVEY QUESTIONNAIRE

NEIC / New Communities Research

Organisation Details

* 1. Address

Name

Company

Address

Address 2

Email Address

Phone Number

* 2. How many participants attend your service?

0 - 50

300 - 500

51 - 100

501 - 1000

101 - 200

1000 +

201 - 300

* 3. What age group does your service cater for?

0 - 5 years

6 - 10 years

11 - 18 years

19 - 24 years

25 - 54

55 - 64

65+

4. Which gender uses your service?

Male

Female

* 5. What services does your organisation provide?

- | | |
|---|---|
| <input type="checkbox"/> Childcare | <input type="checkbox"/> Social Activities |
| <input type="checkbox"/> Afterschool | <input type="checkbox"/> Counselling |
| <input type="checkbox"/> Youth work | <input type="checkbox"/> Information |
| <input type="checkbox"/> CTC/Youthreach | <input type="checkbox"/> Advocacy |
| <input type="checkbox"/> Adult Education | <input type="checkbox"/> English classes/conversation |
| <input type="checkbox"/> Community Development | <input type="checkbox"/> Jobs Club |
| <input type="checkbox"/> Other (please specify) | |

* 6. Which services do new communities/migrants use?

- | | |
|---|---|
| <input type="checkbox"/> Childcare | <input type="checkbox"/> Social Activities |
| <input type="checkbox"/> Afterschool | <input type="checkbox"/> Counselling |
| <input type="checkbox"/> Youth work | <input type="checkbox"/> Information |
| <input type="checkbox"/> CTC/Youthreach | <input type="checkbox"/> Advocacy |
| <input type="checkbox"/> Adult Education | <input type="checkbox"/> English classes/conversation |
| <input type="checkbox"/> Community Development | <input type="checkbox"/> Jobs club |
| <input type="checkbox"/> Other (please specify) | |

* 7. Does your organisation have new communities/migrants

- As members of staff?
- As members of board of management?
- As members of committees?

* 8. Does your organisation provide diversity training to

- Staff
- Members of the board of management
- Participants
- None
- Other (please specify)

* 9. Does your organisation have an equality statement or policy

- Yes
 No
 Don't know

* 10. Do you have an ethnic identifier for participant registration?

- Yes
 No

* 11. If yes, which ethnic groups attend?

- | | |
|---|---|
| <input type="checkbox"/> White Irish | <input type="checkbox"/> Black African |
| <input type="checkbox"/> White Irish Traveller | <input type="checkbox"/> Black other |
| <input type="checkbox"/> White EU or other | <input type="checkbox"/> Asian Irish |
| <input type="checkbox"/> Roma | <input type="checkbox"/> Chinese |
| <input type="checkbox"/> Black Irish | <input type="checkbox"/> Any other Asian background |
| <input type="checkbox"/> Other (please specify) | |

* 12. What is the approximate percentage of new communities participation in your services?

- | | |
|----------------------------|----------------------------|
| <input type="radio"/> None | <input type="radio"/> 50% |
| <input type="radio"/> 5% | <input type="radio"/> 60% |
| <input type="radio"/> 10% | <input type="radio"/> 70% |
| <input type="radio"/> 20% | <input type="radio"/> 80% |
| <input type="radio"/> 30% | <input type="radio"/> 90% |
| <input type="radio"/> 40% | <input type="radio"/> 100% |

* 13. If none, why do you think people who are new to the community do not participate in your service?

* 14. Do you think there are barriers to accessing your service for new communities?

- Yes
- No
- Don't know

* 15. If yes, what do you think the barriers to accessing your services by members of new communities or migrants

- | | |
|---|---|
| <input type="checkbox"/> Non English speakers | <input type="checkbox"/> Unacceptance of difference |
| <input type="checkbox"/> Feeling of safety | <input type="checkbox"/> Racism |
| <input type="checkbox"/> Uninviting locality | <input type="checkbox"/> Not knowing about your service |
| <input type="checkbox"/> Other (please specify) | |

* 16. What supports do people who are new to the community need to access the services you provide?

- | | |
|---|---|
| <input type="checkbox"/> English language class | <input type="checkbox"/> Financial |
| <input type="checkbox"/> Leaflets in their own language | <input type="checkbox"/> Advocacy |
| <input type="checkbox"/> Childcare | <input type="checkbox"/> Accompaniment (hand holding) |
| <input type="checkbox"/> Transport | <input type="checkbox"/> Use of kitchen facilities |
| <input type="checkbox"/> Other (please specify) | |

* 17. What does your organisation do to build cross-community collaboration between different cultures in the community?

* 18. What supports does your organisation need to provide services to new communities?

* 19. How many people attending your service are homeless?

- None 21 - 30
- 0 - 5 31 - 40
- 6 - 10 41 - 50
- 11 - 20 51+
- Other (please specify)

* 20. What type of accommodation are they in?

- Temporary
- Emergency
- Hostel
- Direct Provision
- Don't know
- Other (please specify)

21. How many of the homeless attending are non-Irish?

22. If you have any other comments, please add

APPENDIX 2 – RESULTS OF SURVEY

OBJECTIVE: To map services and integration

The survey was designed on Survey Monkey and was circulated by email to 56 organisations provided by DCC local area office. Of the 56 there were 33 respondents, 58.9%. (see attached excel Sheet with list of organisations and their responses)

BARRIERS TO PARTICIPATION FOR Minority Ethnic people AS PERCEIVED BY LOCAL ORGANISATIONS:

1. Now knowing about the service (20)
2. Non- English speakers (14)
3. Feeling of unsafety (5)
4. Uninviting locality (5)
5. Fear of racial abuse (3)
6. Fear of coming into the area which has high drug use and police presence (3)
7. Not seeing the service for themselves (3)
8. Referrals (3)
9. Cuts to services due to austerity (2)
10. Housing and its effects on community (2)
11. Eligibility and HRC (2)
12. Stigma relating to addiction (2)
13. Distance from Dublin (2, The Cavan Centre and CDET B Services for Refugee and Migrants)
14. Sole focus of some organisations on White Irish in Social Housing flat complexes (2)
15. Class divide
16. Financial Resources
17. Time
18. Family Commitments
19. Childcare
20. Lack of confidence in walking into a centre on their own
21. Lack of understanding
22. Lack of information in other languages
23. Little history of attending school
24. Some people getting paid for the work and others are voluntary
25. Lack of information on services
26. Lack of safe meeting spaces for churches to meet e.g. broken down shed in industrial estates

SUPPORTS NEEDED FOR MIGRANTS TO PARTICIPATE IN SERVICES:

1. Leaflets in own language (20)
2. Advocacy (18)
3. Childcare (16)
4. Accompaniment (hand- holding) "Supports to attend in the first instance"(15)
5. English language classes (13)
6. Financial supports (9)
7. Transport (7)
8. Use of kitchen facilities* (6)
9. Information on services (2)
10. Trust
11. Parental/guardian/community consent
12. "Letting them know that they are welcome"

SUPPORTS NEEDED FOR ORGANISATIONS TO ENSURE FULL PARTICIPATION

1. Access to interpreters and translation service (8)
2. Increased resources to provide deep and meaningful outreach work (6)
3. Networking/information sharing and a relationship between groups to prevent duplication of work (5)
4. More funding (4)
5. Childcare supports for families(4)
6. Additional staff and development worker (3)
7. Provision of intercultural classes for migrants (3)
8. Supports from schools to promote young peoples' attendance youth services (2)
9. Tutor costs and language supports (2)
10. Advocacy by other services on substance use effects on family (2)
11. Funds to print leaflets in other languages (2)
12. Diversity training for community, staff, committees, Boards of management and participants (2)
13. Supportive response to ineligibility
14. Extra funding for non- biased and inclusive toys and games for all children
15. More publicity about the service we offer
16. Home school liaison for schools
17. Information on how different cultures deal with bereavement
18. Broad commitment to dealing with integration
19. To identify needs of the indigenous community so that the organisation can continue to provide services to meet their needs (to prevent conflict of interests and barriers)

APPENDIX 3 – ORGANISATIONS AND SERVICES AS RESPONDED TO SURVEY

Organisation	Address	Services
ACET Ireland	50 Lower Gardiner St	Community Development; Social activities; counselling; Youth work; Information; Advocacy; Training and mentoring
Barnardos Children's Bereavement Service	23/24 Buckingham St	Bereavement Support Service
Cáirde – challenging ethnic minorities health inequalities	10 Belvedere Place	Counselling; Information and Advocacy
The Cavan Centre	Ballyjamesduff, Co. Cavan 1 Portland Row	Youth work; Adult Education; Community Development; Childcare; Afterschool; Social Activities.
CDETB	1 Parnell Square	Afterschool; Youth work; Social Activities; Information; Advocacy and English language classes/conversation
CDETB Youth and Education Services for Refugees and Migrants	CDU, Marlborough Road, Dublin 4	Migrant Access Programme; Afterschool; Youth Work; Information; Advocacy; Social Activities; English language classes/conversation
Central Model Senior School	Marlborough Street	Schooling
Community Afterschool Project (CASPr)	1 Portland Square	Childcare; Afterschool; Adult Education; Information and Advocacy
Community Policing Forum	Unit 3, Killarney Court, Buckingham St	Community Development, Information and Advocacy
Crosscare – Ballybough Youth Service	49 Ballybough Community Centre	Youth Work
Dublin Adult Learning Centre	3 Mountjoy Square	Adult Education; English language classes/conversation; Childcare
Dublin City Community Coop	1 Killarney Court, Buckingham St	Community Development; Information; Advocacy; Education Guidance; Urban Planning advice; Guidance to Residents Associations
Dublin North City MABS	53 Upper Dorset St	Information and Advocacy; Money advice budgeting

Organisation	Address	Services
Early Learning Initiative	NCI, Mayor St, IFSC	Afterschool; Adult Education; Community Development; Social Activities; Home visiting; Parenting Support Programmes
Hill Street Family Resource Centre	Hill Street	Childcare; Afterschool; Adult Education; Community Development; Social Activities; Information; Advocacy; Counselling; English Language Classes/Conversation ; Parenting Supports and classes; Community Celebrations and Multicultural events
Holy Child Preschool	Seam McDermott St	Pre-school
HOPE	Killarney Court, Buckingham Street	Community Development; Adult Education; Advocacy; Counselling; Addiction recovery
ICON (Inner City Organisation Network)	22 Lower Buckingham St	Community Development; Information; Advocacy
Larkin Unemployed Centre	57 – 58 North Strand Road, Dublin 3	Childcare; Adult Education; Community Development; Advocacy; Jobs Club; Self Employment Support; Meeting space for groups in the area.
Lourdes Youth and Community Services (LYCS)	Lower Sean McDermott St	Childcare; CTC/Youthreach; Youth work; Adult Education; Community Development; Social Activities; Advocacy; Information; Development Education; English language classes depending on funding and availability of tutors
NCCAP-CTC	9 – 11 Lower Buckingham St	CTC/Youthreach; Advocacy; Counselling; Social activities; English language classes
NYP1 TUSLA Child & Family Agency	Rutland Street School on Stilts	Afterschool; Youth work; Social Activities; Community Development; Counselling, Advocacy
Neighbourhood Youth Project (2) – TUSLA	19 Bridgewater Hall, Summerhill Parade	Youth work; Community Development; Social Activities; Information and Advocacy
New Communities Partnership	53 Dorset St	Community Development; Information and Advocacy; English language classes (as a pilot on Saturdays); Employment support; Citizenship support
North Wall CDP	Lower Sherriff St	Childcare; Adult Education; Community Development; Social Activities; Advocacy
Ozanam House	53 Mountjoy Sq	Childcare; Afterschool; Youth work; Adult Education; (other services include social activities; active retirement group and men's group which do not include NC).

Organisation	Address	Services
SAOL Project	58 Amiens St	Childcare; Adult Education; Community Development; Addiction Rehabilitation and Recovery; Advocacy support in one to one sessions and occasional CE
St. Mary's Primary School	St. Mary's Place	Primary and Afterschool
Swan Youth Service	Dunne St.	Youth work; community development; social activities; information; advocacy; Career development; Street work; Referral; Informal Education
Talbot Centre HSE – Addiction Services	29 Upper Buckingham St	Information; Advocacy; Counselling;
TUSLA	49 Ballybough Community Centre	Home-based family service; Childcare; Afterschool; Adult Education; Social Activities; Information ; Advocacy; Counselling; English language classes/conversation
The Wellington Centre (Crosscare)	Wellington St, Dublin 7	Afterschool; Adult Education; Community Development; Social Activities; Counselling; Information and Advocacy; English Language classes and conversation
YPAR	Ballybough Community Centre, 49 Ballybough Rd	Work of members of the network include: Childcare; Afterschool; Youth work; CTC/ Youthreach; Counselling; English language and classes

*BOM – Board of Management

APPENDIX 4 – INTERVIEW QUESTIONS

Letter for Interviewees.

Dear

Thank you for agreeing to meet me for interview as part of the research process on the integration of Migrants and other ethnic groups in the North East Inner City.

The objective of the interview process is to identify what has been done in the area, what worked well, what the community needs and how best to achieve fully integrated cohesive community.

The questions I wish to ask are:

1. Describe the work of your organisation/service.
2. What area does it service?
3. How does/has your organisation/service ensure(d) that migrants are integrated fully in your service?
4. How does your organisation ensure that migrants are integrated into the community?
5. What other services/organisation can you refer migrants and other ethnic groups to?
6. What is missing (supports wise) in the NEIC with regards to ensuring integration within your organisation?
7. What is missing with regards to the wider community to ensure full participation in the community?

Or

8. What does the community need to create a fully cohesive society?
9. To reach the goal of a fully inclusive and equal integrated community what can your service do to improve?
10. What language is used by you and your service/organisation to describe people who are not White Irish?

Thank you again for agreeing to meet with me.

Yours faithfully,

Colette Spears

APPENDIX 5 – PARTICIPANT INFORMATION SHEET

1. INTRODUCTION TO THE RESEARCH STUDY

The working title of this research study is:

The Integration of Minority Ethnic people in the North East Inner City Research Project.

The research is being carried out by Colette Spears, on behalf of Lourdes Youth and Community Services for the North East Inner City Coalition. Colette can be contacted by email address on: spearscolette@gmail.com The LYCS and the NEIC's interest lies in building cross- community cohesion and ensuring that the NEIC initiative is fully inclusive of Minority Ethnic people. In relation to people from Minority Ethnic people, a greater understanding is required of the barriers face in relation to accessing education, training and employment.

The objectives of the research project are to:

- Map current services, programmes and links to the range of Minority Ethnic people in the area including the extent of representation on local structures. English language services and language appropriate signage and information.
- Initiate a series of community led conversations on creating a sense of belonging celebrating culture and building cross- community cohesion culminating in a cross- community event to share and discuss finding.
- Report on the above, making a small number of recommendations to ensure the NEIC work is inclusive of Minority Ethnic people, promotes cross- community interaction and understanding and might most effectively deliver on the three specific actions in the Mulvey Report:

Action 2.8 The language needs of those with poor English proficiency will be specifically considered in education and training programmes.

Action 3.14 Local structures will work to include representatives of Minority Ethnic people in the area and community support funds will be sought under the relevant programmes to promote the integration and inclusion of migrants.

Action 3.15 In line with national policy, local services will give specific consideration to ensuring language appropriate formats and signage are in place.

2. DETAILS OF WHAT YOUR INVOLVEMENT IN THE RESEARCH STUDY WILL REQUIRE

2.1 For those being interviewed:

You will be required to be available for a one- to- one interview with the researcher. Interviews should last no longer than one hour. You may be contacted by phone for clarification if there is a need to get a clearer understanding of some things discussed in the first interview. Interviews will be taped to allow the researcher concentrate on the questions being asked and not to be distracted by writing. The recording will be deleted as soon as it is transcribed.

2.2 For those filling out the Survey:

You will be required to fill out a survey about your organisation and the integration of Minority Ethnic people. This should take no longer than 15 minutes. You will need to write your name and organisation on the questionnaire so that you can be contacted for clarification purposes. No other person other than the researcher will read your form.

2.3 For those participating in a focus group

You will be asked to agree ground rules within the group which will include an agreement on confidentiality. The group will be exploring the meaning of community, barriers to participating in the community and how to build a sense of belonging. The focus group should last about one hour and 30 minutes. It will be recorded but disposed of as soon as the session is transcribed.

3. POTENTIAL RISKS TO PARTICIPANTS FROM INVOLVEMENT IN THE RESEARCH STUDY

It is acknowledged that there may be a number of small risks to be considered such as revelations about your organisation. If you have any issues please contact Sarah Kelleher, LYCS to discuss.

4. BENEFITS (DIRECT OR INDIRECT) TO PARTICIPANTS

It is intended that the outcome of this study will help to inform the NEIC how best to create a more inclusive community for all living in the area. It is hoped that this research will build on a sense of belonging in the NEIC.

5. ADVICE AS TO ARRANGEMENTS TO BE MADE TO PROTECT CONFIDENTIALITY OF DATA.

Your confidentiality will be protected by the use of pseudonyms and all interview transcripts will be held in locked cabinets. Only the researcher will have access to this information. The Researcher's Supervisor will have access to relevant data from the transcripts. Your name and details will not be used to identify you and your anonymity will be prioritised throughout the research process. Interviews will be carried out at a location agreed by you.

6. DATA DESTRUCTION

All data collected as part of this research study will be destroyed within one year of completion of the project.

7. VOLUNTARY INVOLVEMENT IN THE RESEARCH STUDY

You may withdraw from this Research Study at any point and there will be no penalty for withdrawing before all stages of the Research Study have been completed.

Thank you for agreeing to participate in this research

APPENDIX 6 – FOCUS GROUP FORMAT

Aim: To identify the barriers to full participation in the NEIC particularly for Migrants in Education and Training Services.

Objectives:

- To identify the meaning of community
- To identify barriers to participating in the community
- To identify how to build a sense of belonging and ownership of the NEIC

Workshop/Focus Group:

Time	Action
11.00	Welcome and Introduction to the project Introductions
11.15	In pairs discuss what the NEIC looks like for 2 minutes Place on the wall without further discussion Read the comments
11.30	In groups of 4 discuss what community means Write points on the card Place on the floor/table in a circle
11.50	In the same groups discuss the barriers in the NEIC you experience to participating in the wider community Place around the petal shaped card on the floor/table
12.05	What would help to give you a sense of ownership the community and services in it?
12.15	Review what shared and thank for coming

Finish at 12.30



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