

Contents

| | |
|--|-----------|
| Introduction | 4 |
| Integration Vision and Values | 5 |
| Integration Plan Progress: 1/1/2012 - 31/12/2012 | 6 |
| Integration Theme 1: Language and Education | 10 |
| Integration Theme 2: Information and Training | 12 |
| Integration Theme 3: Supporting Communities | 14 |
| Integration Theme 4: Employment | 16 |
| Integration Theme 5: Health and Welfare | 18 |
| Integration Theme 6: Non Discrimination and Justice | 20 |
| Integration Theme 7: Arts, Sports, Interfaith and Inclusion | 22 |
| Glossary of Terms | 24 |
| List of Abbreviations | 25 |
| Acknowledgements | 25 |
| Members of Limerick Integration Working Group | 26 |

Introduction



This is the third and final Annual Report on the implementation of *Integrating Limerick: Limerick City and County Integration Plan 2010-12*. Both the local and national context continues to be extremely challenging, especially in respect of employment. While the previously strong inward migration trends into Ireland have reversed nationally over the three year duration of the integration plan. However, the Census 2011 shows 25,736 non-Irish nationals living in Limerick city and county (13.5% of the population), which is a significant increase from Census 2006 which recorded 16,113 non-Irish nationals in the region (8.9% of the population). Thus, the opportunity and challenge endures beyond the duration of the current integration plan to ensure that all residents, local and migrant, can participate fully in the economic, social and cultural life of Limerick.

As highlighted in previous years the reality for all organisations, statutory and community, is that more has to be done with less. Against this challenging backdrop the Limerick Integration Working Group (IWG) sought to implement the final year of the Integration Plan 2010-12. The 19 statutory, voluntary and community groups in the IWG remain strongly committed to progressing integration measures, celebrating diversity and enhancing social cohesion in Limerick city and county.

Almost all IWG member organisations find themselves squeezed in terms of human and financial resources. The merger of the two local authorities will fundamentally reshape the structure of delivery of many key public services in the region. The Development Boards to which the IWG reports will be reviewed under local government reform. Member organisations including the HSE, West Limerick Resources and Ballyhoura Development and the PAUL Partnership all face substantial changes in the near future. Non-governmental organisations have diminished resources and going forward will not be able to continue their leadership roles in the same way for the next integration plan 2013-15.

Notwithstanding the challenges, in 2012 significant progress was delivered in implementing actions committed to in the current Plan. Specific measurable achievements with outcomes quantified are outlined in this report in each of the priority thematic areas. The Limerick Africa Day 2012 was very successful incorporating innovative and exciting events in the Belltable, City Library, City Arts Gallery, People's Park and the Crescent College Comprehensive Sports Complex. Especially welcome was the availability of public amenities to celebrate the culture and traditions of ethnic minority communities residing in the region.

We would like to express our gratitude to all organisations, groups and residents of Limerick city and county, from both migrant and local communities, who have actively and generously supported integration events and actions during 2012. We look forward to your continued support over the coming years in promoting integration and creating an inclusive and welcoming environment for all people who work, live, visit or study in Limerick.



Eugene Quinn

Karen McHugh

Eugene Quinn, Jesuit Refugee Service and **Karen McHugh**, Doras Luimní
Joint Chairs, Limerick Integration Working Group

Integration Vision and Values

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

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

Respect for Fundamental Rights

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

Equality

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

Participation

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

Integration Plan progress

01/01/2012 - 31/12/2012



Limerick Integration Working Group

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

The IWG is made up of the following organisations: An Garda Síochána; Ballyhoura Development Ltd.; Citizens Information Board; County Limerick VEC; City Community and Voluntary Forum; Department of Social Protection (DSP); Doras Luimní; Employment Services-DSP; Health Service Executive; Integration Centre; Jesuit Refugee Service Ireland; Limerick City AES; Limerick City Council; Limerick County Council; Limerick Filipino Community; Limerick Latvian Activity Centre; Limerick Volunteer Centre; New Communities Partnership; PAUL Partnership; University of Limerick; and West Limerick Resources.

The ongoing role of the Limerick Integration Working Group is to oversee the implementation of the Integration Plan in the years 2010-12. This report outlines the progress that has been made in the delivery of the planned actions in the third and final calendar year of the plan, 2012.

The Limerick Integration Working Group operated without fulltime staff during 2012. Jonathan Moloney was employed as a Job Bridge intern until the end of August 2012. Nevertheless, the IWG relied in the main part on the goodwill and support of member organisations to achieve the objectives set out in the Integration Plan.

During 2012 the Limerick Integration Working Group met monthly to plan and implement actions. It has been a challenge for member organisation with significant restructuring of statutory agencies and community and voluntary organisations facing reduced resources. Despite the difficult context members remained highly committed to attending meetings and fully implementing actions in the Integration Plan.

No new funding was available from the Office for the Promotion of Migrant Integration (OPMI), which is part of the Department of Justice and Equality, to support integration actions in 2012. Limerick City Council received a grant of €10,000 from Irish Aid for Limerick Africa Day 2012 events. A number of additional integration actions were completed during 2012 with support from the outstanding Office for the Minister for Intergration 2011 funds:

- (i) Provision of English Language classes to migrants
- (ii) Publication of an interfaith resource widely disseminated in Limerick City and County to promote intercultural dialogue and awareness
- (iii) Limerick Sixes Sportsfest 2012 held on the grounds of the Crescent Comprehensive on 26 May 2012.

This was the third annual intercultural sports festival in Limerick including a Soccer World Cup, an under 10 football blitz, intercultural soccer tournament, a ladies basketball competition, an African Drumming workshop and face painting all taking place to the Afrobeat sounds of DJ Southside.

Notwithstanding an extremely challenging environment, the IWG oversaw the successful delivery of a significant number of integration activities and actions under each priority thematic area in 2012.

Language and Education

The ESOL Partnership remains one of the enduring successes of *Integrating Limerick: Integration Plan 2010-12*. Building on the work of the previous two years in 2012 the ESOL Partnership continued to coordinate classes and to strive for the best and most efficient delivery of language services in the region. In 2012 demand among migrants for ESOL classes in both Limerick City and County remained extremely high.

During 2012 there were 434 ESOL learners supported by County Limerick VEC, with an additional 60 learners facilitated through the partnership process. In Limerick City 268 learners were registered by the ESOL Partnership through the Common Application Process.

In 2102 Limerick City AES supported 301 learners. In addition, 135 learners availed of Doras Luimní language classes and benefitted from a revised curriculum that supports beginner, upper beginner and pre-intermediate levels.

Innovation continued to be the hallmark of the partnership's work. An exciting new Blended Learning Programme developed by the National Adult Literacy Agency (NALA), mixing traditional and on line language learning dimensions, was piloted by the ESOL Partnership organisations. More than 50 learners participated in this new project. During 2012, the County VEC rolled out an Adult Refugee Programme providing targeted and specialised provision for migrant groups at risk of social isolation. The Limerick City Adult Education Service developed a new conversational pilot programme in partnership with the Crescent College Comprehensive in the final quarter of 2012 with 28 learners benefitting.

The Africa Day celebrations provided an opportunity to highlight Ireland's links with Africa and celebrate the culture and customs of the continent and of African people living in Ireland. A very exciting calendar of events over the weekend of May 25-27 was developed. More than 2,000 people attended the celebrations with highlights including the Voices of Africa Concert in the Belltable, an Africa Day People in the Park event and an Intercultural Family Day in the Daghda Space.

Information and Training

The *Integrating Limerick* Section of Limerick.ie is the central on-line source of information on integration events in Limerick City and County. There was regular update of the content on the site by IVG member organisations. During 2012 there were 4,421 views of the pages on the *Integrating Limerick* Section. Every event in the Integration section is also mirrored to other relevant sections such as Living, Business or Kids so visitors accessing integration events in this way would be additional. Overall, Limerick.ie received more than 280,000 unique visitors to the site throughout the year.

The Citizens Information Services (CIS) provide essential information on rights and entitlements to migrants. In the reporting period 1 January to 31 December 2012 there were over 22,573 callers and almost 29,003 queries to CISs in the Limerick region. The top three categories of query in Limerick City and County during 2010 were social welfare (54%), employment (9%) and health (7%). 13% of all callers to Limerick CISs were migrants, 9% EU and 4% non-EU.

Intercultural Awareness training was provided to a number of statutory organisations and community service providers. Among organisations who benefited from the training were ADAPT Women's Refuge Services, Citizen Information Centres and the Department of Social Protection.

Integration activities were covered in Limerick local media on average twice a month. The highest

concentration of integration related coverage occurred during Africa Day celebrations (May 25-27, 2012). Doras Luimní continue to provide a monthly e-bulletin that communicate to a wide database of service providers, service users and individuals on integration activities, services and events in Limerick. Each month the bulletin highlights and describes a local migrant-led group or organisation.

Supporting Communities

Strong demand remained throughout the year for drop-in services, outreach and targeted clinics provided to asylum seekers, refugees and migrants throughout Limerick City and county. There were well in excess of the 1,000 migrants, projected in the Integration Plan, who availed of these services. Doras Luimní opened a new Legal Service that will provide specialist advice on complex immigration and asylum issues and will ensure that client's rights are vindicated under the law.

With the support of both local authorities, Doras Luimní, New Communities Partnership and Jesuit Refugee Service (JRS), there was excellent migrant representation at major public events such as St. Patrick's Day, Riverfest and Limerick Africa Day 2012 celebrations. The third annual intercultural sports festival Limerick Sixes Sportsfest 2012 was held in the Crescent Comprehensive on May 26. Residents from Mount Trenchard built a 'Tree of Life' float, with the assistance of County Limerick VEC, which was entered into parade during the Irish Coffee Festival, 1-3 June, held in Foynes.

Supporting communities in Mount Trenchard: Spotlight on County Limerick VEC

"The summer of 2012 also saw a new departure for County Limerick VEC with the design and development of a vocationally themed programme which acted as a bridge to address the long hiatus between May and September for asylum seeking residents of direct provision centres with little or no other supports or activities available to them. The overall programme ran twice a week for 8 weeks and included six weeks Foundation Mechanics & Engineering which was delivered in County Limerick VEC Community Education Centre in Abbeyfeale. The participants, some of whom are experienced in the field of mechanics, completed a number of minor projects working up to the fixing and repair of engines from lawnmowers to motorbikes. The programme was structured in such a way as to include the use of ICT throughout and as such aimed to develop skills in a variety of areas.

One of the most important learning's from this programme was to witness the increased social interaction of groups from different backgrounds. By delivering the programme in an outreach centre it broke down the communication and relationship barriers which can prevail amongst distinct ethnic groups within the asylum centres. The breakdown of barriers was facilitated by integrating team building elements into the programme and the use of learners outings to other VEC centres, use of simple barbecue and picnics for lunch time breaks and a trip to Killarney where participants witnessed an Ireland of old in Muckross Traditional Farm tour which for many residents resonated with their own experience of life in their home country."



Employment

High levels of unemployment persisted locally and nationally in 2012, with non-Irish nationals continuing to experience very high levels of unemployment, especially those previously employed in the construction and hospitality sectors.

In Limerick City the Local Employment Services (LES) continued to experience strong demand among migrants for its Jobs Club activities: training; one-to-one consultation; and drop-in services. Over 1000 migrant workers registered with the LES in 2012. Almost 300 people were referred in Limerick City under the Tús programme, of which 35% of referrals were non-Irish born nationals. Approximately 25% were with host organisations where language difficulties presented the main obstacle to placement.

In County Limerick, West Limerick Resources and Ballyhoura Development Limited also found a significant demand for their services from unemployed migrants. The partnership structure is subject to fundamental review at the present time. The future configuration and resources of West Limerick Resources and Ballyhoura Development is unclear. There remains considerable uncertainty as to the nature and scope of employment services and supports that will be available in Limerick County in the forthcoming years.

Overall, language barriers continued to present significant challenges to individual migrants seeking employment. Of the 99 migrants accessing the West Limerick Resources' Jobs Club and Rural Employment Service 47 were referred to and participated in English language classes.

There continued to be excellent work carried out by a range of service providers to encourage ethnic entrepreneurship. In December 2012 Doras Luimní launched a report on ethnic entrepreneurship following consultation with 44 ethnic entrepreneurs and 61 employment support agencies and institutions in the region.

Health and Welfare

The challenging economic backdrop combined with significant resource constraints has resulted in the National Intercultural Health Strategy continuing to be implemented on a staged, prioritised basis. The Health Service Executive (HSE) is undergoing a process of organisational and structural reform. Against this backdrop nevertheless progress continued in 2012 in implementing the main recommendations particularly in regard to access to health services for migrants.

The HSE promoted *Lost in Translation* as a key resource which provides good practice guidelines for HSE staff around all aspects regarding translation of health related materials. The HSE continue discussions with the National Adult Literacy Association (NALA) to ensure key health service information and health promotion materials are easily understood and available in plain English.

In the Limerick region, the HSE supported specific projects assessing intercultural health needs in the region. In particular the HSE actively supported the employment of a Mediation Health Worker in the Mid-West who during 2012 carried out a needs assessment / research into:

- (i) *Experiences of Health care Professionals and Immigrants in Primary Healthcare* and
- (ii) *Accessing multi lingual health information in the Irish Context.*

With high levels of unemployment in the region the Department of Social Protection continued to provide vital services to many migrants and their families in welfare offices throughout the City and county. In 2012 the Department's on-line resource, *Guide to Social Welfare Services* published in 8 languages, was accessed more than 4,500 times. Interpretation and document translation helped staff to provide accessible information on migrants' rights and entitlements in Limerick City and county.

Once again lack of language skills continues to be the issue that causes the most difficulties for both service providers and users.

Non-Discrimination and Justice

Participation from migrant communities in the Garda Reserve has been supported locally and nationally. In the Limerick Garda Division over 10% of the Garda Reserve are members of ethnic minority communities. All community guards have received intercultural training. In the Limerick region community guards actively participated and supported intercultural events during 2012 including the Limerick Sixes Sportsfest 2012 and the Africa Day Celebration in the People's Park.

A themed open evening entitled, *Connecting Communities*, was held at Henry Street Garda Station on 29 March 2012. The objective of this event was to enhance relationships between An Garda Síochána and Ethnic Communities residing in Limerick City and County. This was achieved by meeting with representatives of ethnic communities residing within Limerick City and its environs.



Subsequently, under the *Connecting Communities* initiative 15 Garda Liaison Officers were assigned to link with designated contact persons from 24 ethnic communities in Limerick. The initiative is vital for building relationships between An Garda Síochána and ethnic communities. It is envisaged that each liaison officer allocated to a particular community will then have the opportunity to develop a closer relationship and respond to the needs of the community in an efficient and effective manner. Breaking down the barriers with regard to communication is vital in ensuring that the policing needs of each ethnic community are met.

Concerns persist that racist incidents and racially-motivated crimes are under-reported. In Limerick there were a small number of racially-motivated incidents reported during 2012. An Garda Síochána have worked with community-based organisations in the rollout of an online facility for third party reporting of racist incidents and retrieval of statistics. A series of seminars raising awareness about and responding to racism are planned by the IWG Justice Sub-Group for delivery in 2013.

Throughout 2012 Doras Luimní was to the forefront in highlighting the issue of human trafficking of migrants for exploitation in the sex industry. This included a major *Turn Off the Red Light* conference and the establishment of an outreach programme in partnership with the Red Ribbon Project. A significant achievement was the passing of *Turn Off the Red Light* motions by both Limerick City and Limerick County Council in December 2012.

Arts, Sports, Interfaith and Inclusion

In addition to the key thematic areas in the Integration Plan 2010-12 a large number of integration activities occurred across a number of other spheres. In line with last year's progress report a new thematic section covers integration initiatives in the areas of arts, sports, interfaith and social inclusion.

A number of innovative integration activities involving theatre groups continued during 2012. Friars Gate Theatre in Kilmallock through its *Shoulder to Shoulder International Youth Theatre*, with the support of Limerick County Council and Doras Luimní, produced the Ciaran Fitzpatrick play, *The Ideal Homes Show*.

The play performed in Scoil Carmel School, 13-14, December 2012, is a journey through the Global South and Global North to examine the concept of 'home'; homes that are torn apart by ill health, wealth or war and homes that created through sharing and kindness.

One of the highlights of the Limerick Africa Day 2012 was the *Voices of Africa* concert in the Belltable, which showcased a fusion of Irish and African music and performances to a full house of almost 250 people. Another very exciting development as part of Africa Day 2012 celebration was the African themed May People in the Park event which was a huge success in the beautiful sunshine.

There was consistent support for integration during 2012 from arts and cultural institutions such as the Hunt Museum, the Belltable Theatre, the Friars Gate Theatre and the Irish World Academy of Music and Dance to name but a few.

The role of sport in breaking down barriers and promoting integration is very valuable. Limerick City Sports Partnership, County Limerick Sports Partnership, the Football Association of Ireland (FAI) and the Gaelic Athletic Association (GAA) remained in the vanguard in assisting community organisations develop and run a large range of intercultural sports events in Limerick City and County during 2012.

In the area of interfaith dialogue, the Mid-West Interfaith Network continued to meet on a monthly basis to plan and implement activities that promote greater understanding and awareness of different religious and faith traditions. The Network participated in a series of meetings that contributed to the publication, *A Journey Together: A Resource for Christian-Muslim Dialogue*.

JRS Ireland disseminated widely its *Intercultural and Interfaith Calendar 2012*, which aims to raise awareness of diversity in Limerick and Ireland, and each month highlights religious feast days from different faiths, national days, international UN celebrations and public holidays in Ireland.

Integration Theme I: Language and Education

| Strategic Objective | Action | Reporting Agency | Activity |
|--|--|--|---|
| 1. To promote integration in the mainstream education system by raising awareness of intercultural issues and ensuring access to all levels of education | 1. Providing intercultural outreach and training in schools in order to promote integration and inclusion | Doras Luimní/ JRS | Intercultural outreach to schools in Limerick |
| | | PAUL Partnership | Supported community service projects in schools promoting integration through volunteerism |
| | 2. Provide support to the children and parents of newly arrived families to ensure they can fully participate in the education system | JRS/ HSE | Support the provision of crèche and after school services for children residing in Knockalisheen Accommodation Centre |
| | | Doras Luimní | Provision of language classes for migrant parents |
| | | | NCP |
| | 3. Facilitate parents to access information and language support to enable them to actively support their children in the education system | JRS | Dissemination of Guide to Education for Migrant Parents in 8 languages online |
| | | University of Limerick | Supporting migrant community participants in Community Law Programme |
| | | | Doras Luimní |
| 4. Support access initiatives to third level education that will increase participation of all immigrants regardless of status | University of Limerick | Supporting migrant access to third level education by hosting an Open Evening on Mature Student Access to University of Limerick, 21 February 2012 | |
| | | | |
| | | | |
| 2. To support language acquisition as a key driver of integration in Limerick city and county | 5. Support and promote English for Speakers of Other Languages (ESOL) classes provided in Limerick City and County | LCAES/ CountyVEC/ Doras Luimní | Development and strengthening of the ESOL Partnership established in 2010 to ensure the best and most efficient delivery of language services |
| | | CountyVEC | ESOL classes delivered throughout County Limerick in 2012 and classes also delivered through the ESOL Partnership with Doras Luimní |
| | | LCAES | Limerick City AES provided ESOL classes in response to need |
| | | Doras Luimní | Provision of ESOL Classes, for migrant learners, using Doras Curriculum |
| | | CountyVEC | Establishment of an Adult Refugee Programme (ARP) 20 hours per week aimed at improving English language skills and assisting the process of integration into Irish society |
| | 6. Provide voluntary English language classes in Limerick City and County to complement formal provision | LCAES/ CountyVEC/ Doras Luimní / NALA | Supported English language acquisition through NALA Blended Learning programme, which includes an online dimension |
| | | WLR | English language classes provided for migrants in Newcastle West |
| | | NCP | NCP provided weekly language classes for migrants from January to June 2012 |
| | 7. Promote language learning through activity | LCAES/ Crescent Comprehensive | Conversational pilot project to support formal LCAES language provision programmes |
| | | University of Limerick/ Limerick CityVEC | One-to-one educational support provided in collaboration with Limerick CityVEC and Presentation School |
| | WLR | Supported Newcastle West Language and Play Club which promotes language development in pre-school children | |
| 3. To assist Community Education and Development Education initiatives as a means of promoting integration and increased social interaction | 8. Promote integrative dimension of Community Education and Development Education initiatives in Limerick City and County | Doras Luimní | Information sessions facilitated by Doras and delivered by the Limerick Community Education Network (LCEN) with the aim of providing information to migrants on access to local community education |
| | | Irish Aid/ Limerick City Council/ Limerick County Council/ JRS/ NCP/ Doras Luimní/IWG | Irish Aid's flagship Africa Day celebration took place over three days in a variety of locations in Limerick City and its environs from 25-27, May 2012 |

| Quantitative Outcomes | Qualitative Outcomes |
|--|---|
| Outreach to 5 schools provided More than 130 students participated | Increased awareness of other cultures and promotion of intercultural dialogue among students and teachers |
| 3 schools ran projects in which around 120 pupils participated | Increased intercultural awareness among primary and secondary school students |
| 20 pre-school children and toddlers attend the crèche and 37 primary school children avail of after school services weekly Funding provided by the HSE | Supports children residing in Direct Provision who are attending or preparing for primary school |
| 20 migrant parents per week accessed English language classes 8 Migrant parents referred to the VEC Family Literacy Group | Improved language skills and increased migrant parents capacity to support their children in school |
| Around 15 migrant parents per week accessed language support from January to June 2012 | Improvement in English language proficiency within migrant communities |
| Guides were regularly downloaded from JRS website | Providing information on the Irish education system to enable parents assist their children to navigate the system |
| 11 participants from the migrant community | 8 week programme introducing 8 law subjects, available on UL campus to community for free Programme popular with students living in direct provision and year on year the number of migrant students attending the programme has increased |
| 9 young people supported under One Foundation Scholarship | Support separated children and young people in the region through access to education |
| Strong migrant representation at the evening | |
| 3 partners held 6 meetings Over 500 applications registered via the Common Applications Process | Common Application Process refined, leading to a smoother process for assessment and placement The assessment and registration period was extended in Sept 2012 to ensure greater access for learners |
| 434 ESOL learners supported throughout County Limerick 60 new learners were facilitated through this process in addition to returning learners | Throughout County Limerick ESOL provision has increased in 2012 by 13% in 2012 there was an increase of 51 learners over 2011 delivery |
| 264 applicant's English level assessed 301 ESOL learners supported by Limerick City AES | The numbers shown here do not reflect non-Irish learners who availed of non-ESOL mainstream courses or community-based learning. Further 102 learners progressed to other courses in LCAES |
| 3 levels of language provision packs - beginner, upper beginner and pre-intermediate delivered by 10 volunteer tutors twice a week. 135 students attended classes | This delivery has enabled learners to improve their English language ability, aiding integration and ability to access services and communicate with the indigenous population |
| 12 participants on the ARP programme | ARP provides specialised and targeted provision, for example, to address the needs of Muslim women with no or limited English language skills |
| More than 50 learners acquired accredited English language skills through NALA Blended Learning programme | 6 learners got full certificated General Learning Level 2 Accreditation |
| 8 Volunteer tutors provide conversation classes to between 17- 40 students per week | Language classes have also improved access to information on additional local services |
| 20-25 migrants students availed of English language classes on a weekly basis | Improved language skills and ability to participate more fully in the economic, social and cultural life in Limerick |
| 28 learners participated in new conversational pilot programme run in cooperation with 20 Transition Years Students from Crescent College Comprehensive School | Providing additional opportunities for ESOL learners to speak English Promotes integration and intercultural awareness among Crescent transition year students |
| UL students provided one-to-one educational support to migrant students in partner organisation. 3 education organisations collaborated | Provides UL students an opportunity to develop their teaching and learning skills. |
| 18 migrants participated in the Newcastle West Language and Play Club | Improved language skills of children and integration of migrant and local parents Participation in the group has also improved awareness of different services |
| 2 sessions held in August 2012, including 1 in a Direct Provision Hostel | Migrants encouraged and provided with information to access local community education initiatives |
| More than 2,000 people participated in Africa Day celebrations, involving a wide range of music, education, arts and crafts, food, dance and family oriented events Venues for free Africa Day events included City Library, City Art Gallery, People's Park, The Belltable Theatre, Daghda Space and the Crescent Comprehensive Grounds in Dooardoyle More than 30 organisations/ groups in the region participated and assisted in the delivery of Africa Day events | Ireland's links with Africa were highlighted and celebrated along with the culture and customs of the diverse African population living in Limerick Opportunity for the general public to learn more about the Irish Government's development aid programme in Africa Designation of the May People in the Park event as an Africa Day celebration provides a positive model of how public services can be adapted to promote and support integration |

Integration Theme 2: Information and Training

| Strategic Objective | Action | Reporting Agency | Activity | |
|--|--|--|--|---|
| 1. To make information about services, facilities, rights, entitlements, responsibilities, and opportunities more accessible to all members of immigrant communities | 1. Design and develop a Limerick Integration Working Group website, to be used as a central source of information on integration issues in Limerick City and County | IWG | Development of a website as a central source of information on integration and intercultural issues and services in Limerick | |
| | 2. Compile a Guide to information resources on migrants rights and entitlement | IWG | Developing a guide <i>Migrant Rights, Entitlements and Services in the Limerick Region</i> | |
| | 3. Promote the Citizen's Information Board services: Limerick City and County Citizens Information Service; the national citizens information phone numbers and public information websites as source of information for all residents, both local and migrant | CIB | Provide information on rights and entitlements to migrants through Limerick Citizen Information Centres, national phone lines and websites | |
| | 4. Use local media sources to disseminate information on news and events which promote integration | | IWG | Launch of <i>Integrating Limerick: Progress Report 2011</i> by the Minister of State, Environment, Community and Local Government with special responsibility for Housing and Planning, Jan O'Sullivan TD, 30 March 2012 in the Hunt Museum |
| | | | IWG/ Limerick City Council | Launch of Limerick Africa Day 2012 celebrations in the People's Park, 17 May 2012 |
| | | | Doras Luimní | Widespread promotion and dissemination of integration activities and intercultural events through local media |
| | | | Integration Centre | Launch of <i>Roadmap to Integration 2012</i> on 11 December 2012, mapping progress nationally on a range of key integration indicators |
| | 2. To support service providers to access information in relation to immigrant communities | 5. Use existing outreach and information services of community, voluntary and statutory agencies to disseminate information to immigrant communities | IWG | Information sharing between service providers in Limerick city and county |
| Integration Centre | | | Sharing information of Limerick integration activities and encouraging participation from the Southwest region | |
| Doras Luimní | | | Publication of monthly e-bulletin, containing information on integration series and activities | |
| Doras Luimní | | | Launch of Ethnic Entrepreneurs report with Limerick Chamber of Commerce in December 2012 | |
| 3. To support service providers to access information in relation to migrant communities | 6. Promote the IWG website as a source of information on integration issues for service providers | IWG Website Sub-Group | Updated information on migrants services available in Limerick region on the Integrating Limerick section of Limerick.ie | |
| | 7. Support for service providers in providing information to migrant communities | Integration Centre | This is a two-way initiative; promoting the work of service providers, and alerting them to the needs of immigrants | |
| | 8. Record the availability of Diversity and Intercultural training sessions for staff of service providers and public services | Doras Luimní | Promotion of Intercultural Awareness and Migrant Rights Training | |
| | 9. Provide Diversity and Intercultural training sessions for Community leaders, front line staff and volunteers | Doras Luimní | Intercultural Awareness training delivered to a variety of individuals in-house and well as organisation wide training | |

Quantitative Outcomes

Qualitative Outcomes

| | |
|--|---|
| <p>Regular update of events and content on the Integrating Limerick Section of the Limerick.ie website During 2012 there were 4,421 views of pages on the Integrating Limerick Section of Limerick.ie Visibility of integration events through other sections is difficult to measure Overall, Limerick.ie received more than 285,921 unique visitors to the site throughout 2012</p> | <p>Limerick.ie is for all residents, including migrants, visitors, students and investors in Limerick Participating in this site recognises migrant communities contribution to a diverse and inclusive Limerick</p> |
| <p>Draft guide completed Launch of guide was deferred until 2013 due to lack of resources</p> | |
| <p>In 2012 there were 22,573 callers and 29,003 queries to the Limerick Citizens Information service; 13% of these were migrants (a 3% decrease on 2011) with 9% EU and 4% non-EU Citizensinformation.ie recorded 537,109 page views on documents in Polish, Romanian and French in 2012</p> | <p>The top 6 categories of query among all callers, in Limerick city and county during 2012 were social welfare (54%), employment (9%), health (7%), Housing (6%); Money & Tax (5%) & Justice (4%).</p> |
| <p>More than 100 people attended the launch 4 speakers on panel discussion Event covered by local media Launch part of the weeklong calendar of events for Limerick Life Long Learning Festival 2012</p> | <p>Active support from both local authorities Provides transparency and accountability in the implementation of the Integration Plan 2010-12</p> |
| <p>Coverage on <i>Limerick Post</i>, <i>Irish Examiner</i> and <i>Live 95FM</i> Promotion of events on Africa Day website</p> | <p>Promoting integration by creating opportunities and spaces for local and migrant communities to connect</p> |
| <p>Integration activities published in local media on a weekly basis Two special feature reports in <i>Limerick Post</i> on Trafficking and Direct Provision</p> | <p>Partnership with <i>ilovelimerick.com</i>, <i>Live 95FM</i>, <i>Limerick Post</i>, <i>Limerick Chronicle</i> and <i>Limerick Leader</i> to promote integration initiatives</p> |
| <p>80 attendees at the report launch 6 participants from Limerick City and County</p> | <p>Roadmap raises public and political awareness of integration issues, alerting public and political service providers to their responsibilities regarding integration Pushes the integration agenda forward</p> |
| <p>10 meetings held in 2012 19 member organisations represented</p> | <p>Ensure greater awareness and support for integration services and activities provided by member organisations</p> |
| <p>Information on integration events, publications and services disseminated widely by email and direct contact</p> | <p>Keeping immigrant communities, service providers and NGOs aware of each other's integration activities, promoting best practice and networking</p> |
| <p>Over 1,000 recipients of monthly E-bulletins disseminated to a wide audience locally and nationally. Each edition features articles on local migrant community group/initiatives</p> | <p>Provide comprehensive information to mainstream and migrant communities on opportunities and services in the region</p> |
| <p>More than 20 people attended launch Attendees included service users, Limerick Chamber representatives and media</p> | <p>Increased awareness of challenges and supports required for migrant entrepreneurship</p> |
| <p>4 partner organisations on sub-group Services for migrants are promoted on the Limerick.ie website under the categories; Education, Language, Community Support, Employment and Training and are updated regularly</p> | <p>Information is readily available online to migrants in Limerick</p> |
| <p>Emails shared within region, and information brought to service providers</p> | <p>Awareness of programmes, events and organisations raised through the sharing of information</p> |
| <p>Training programmes widely advertised on Active Link, Doras social media; monthly e-bulletins; limerick.ie; and widely disseminated to target groups and individuals through established database</p> | <p>Training courses provide valuable support to individuals and organisations working with migrants.</p> |
| <p>4 sessions were run in 2012 Among participant organisations were the Department of Social Protection, CIC and ADAPT</p> | <p>Increase in intercultural awareness and knowledge on migrants rights and entitlements</p> |

Integration Theme 3: Supporting Communities

| Strategic Objective | Action | Reporting Agency | Activity |
|--|---|---|--|
| 1. To provide a forum for migrants' voices and concerns and to organise activities in response | 1. Provide support to existing and emerging forums for migrant groups and grass-root networks. | Doras Luimní | Established a new Asylum Seeker and Refugee Network in May 2012 |
| | | University of Limerick | Organised <i>Sonator Symposium</i> in University of Limerick on 4 October 2012 |
| | | Limerick City Council | Support for migrant led groups |
| | 2. Assist in building the capacity of migrant-led groups to organise and represent themselves | Doras Luimní | Delivered capacity building / active citizenship programme aimed at migrants and migrant groups |
| | | JRS | Developing a Community Garden in Knockalisheen |
| | 3. Organise seminars that address migrant concerns on the ground | Doras Luimní | Held an information session in November 2012 in conjunction with the Migrant Rights Centre of Ireland for undocumented migrants |
| | | Doras Luimní | Delivered an information session on 'Recognition of Marriages and Divorces for Third Country Nationals' |
| | | JRS/ Doras Luimní | Information Seminar <i>Leave to Remain and Subsidiary Protection: What to do next?</i> held in Mount Trenchard Direct Provision Centre in Foynes on 27 November 2012 |
| | 2. To reach out and provide advice and support to asylum seekers, refugees, people given leave to remain and migrant workers and their families in Limerick City and County | 4. Provide outreach, drop-in services and targeted clinics for 1,000 migrants annually to address issues of concern and enhance their capacity to actively participate in Irish society | Doras Luimní |
| Doras Luimní | | | Established a new dedicated legal service in July 2012 to provide systematic legal advice and to address strategic legal issues facing clients |
| JRS | | | Provides outreach on a regular basis to asylum seekers in Foynes and Knockalisheen |
| NCP | | | Information clinics, advice and support to migrants and migrant- led groups |
| Limerick Social Services/ Doras Luimní/ PAUL Partnership | | | Incredible Years (IY) programme run for migrant parents of pre-school children to support their development and integration |
| 3. To enhance participation of all communities in the social and cultural life of Limerick City and County | 5. Promote integration by enhancing participation of migrant communities in major celebrations and festivals in Limerick City and County. Target one event in the City and one in the County each year. | Limerick City Council/ Doras Luimní | Provided support and assistance to migrant communities to ensure a strong intercultural participation in the St. Patrick's Day Festival |
| | | JRS | Limerick Sixes SportsFest 2012 held on 26 May 2012, as part of Africa Day celebrations, in the grounds of the Crescent College Comprehensive |
| | | County Limerick VEC | Provision of education support and capacity building programmes for people seeking asylum that will assist their integration into Irish society |
| | | County Limerick VEC/JRS | Assisted Mount Trenchard Direct Provision Centre to develop a float to participate in <i>Irish Coffee Festival Parade</i> (1-3 June, 2012) |
| | 6. Host events throughout the year to mark and celebrate the national holidays of some of Limerick's new communities, showcasing their culture and customs. | Doras Luimní/ Hunt Museum | Doras and Hunt Museum facilitated grass-roots groups and mainstream arts and cultural centres to develop intercultural programmes of activities |
| | | Latvian Activities Centre/JRS | Intercultural Football Tournament hosted by Latvian Activities Centre in St. Clements College on 20 October 2012 |
| 4. To support migrants and migrant groups in acquiring suitable accommodation | 7. Compile a list of potential community spaces available for community groups to use and make this information available on the IWG website | Doras Luimní | Information on suitable community spaces available from Doras Luimní office |
| | | NCP | Meeting space provided in NCP office for ethnic minority groups on request |
| | | Doras Luimní | Launch of the " <i>Invisible Children</i> " campaign in association with the Irish Refugee Council to highlight the unsuitability of direct provision for children |

| Quantitative Outcomes | Qualitative Outcomes |
|--|--|
| Monthly meetings with 10 to 15 participants with ad-hoc training/information | Continued building of migrants capacity to represent own concerns locally and nationally |
| Over 50 migrants attended Strong attendance and support from statutory and non-statutory service providers | UL is the Irish partner of EU funded Sonetor project which aims to develop a training platform for cultural mediators |
| Facilities and rooms in City Hall were made available for migrant led groups' integration activities on 3 occasions during 2012 | Ensuring City Hall is a civic amenity available to all residents and communities living in Limerick |
| 2 capacity building sessions held in 2012, including one on how to establish a resident's committee for direct provision residents | Connecting and engaging migrants and migrant groups with local initiatives and enhancing information exchange |
| In consultation with residents developed a design and plan for a Community Garden 10 residents worked in the garden 8 volunteers contributed to the development of the garden | Improved mental and physical health of residents Develop capacities and skills Increased amenities and resource developed for the benefit of wider community |
| Around 40 migrants attended A number of individuals sought legal support from Doras Legal Service subsequently | Address the need for understanding rights and opportunities regarding undocumented migrants |
| 20 participants from local legal and registry offices | Address the need for understanding around issues of recognising marriages and divorce for migrants |
| 30 residents attended the seminar 50 information leaflets were distributed to attendees and other residents in the centre Encouraged residents proactively update information supporting their application | Highlighted the importance of engaging in education or other activities that contribute to the local community Promoted participation in courses provided by County Limerick VEC |
| 539 new service users 1000 individual enquiries and 2000 case meetings 300 visited in direct provision centres 760 people referred to AIC and 600 external referrals by AIC | In 2012 the AIC provided a dedicated drop-in and appointment system focusing on specialised immigration issues with referral to mainstream service providers for general queries |
| 83 cases dealt with by Doras Legal Services | Specialist legal advice on complex immigration matters to enhance understanding and fulfilment of legal rights |
| Accompanied 4-8 residents on a regular basis | Advice, support and confidence building activities for people seeking asylum |
| Outreach to 10-15 people a week Citizenship Application Support Service offered in conjunction with CIS | |
| Programme started with 14 migrant parents 12 graduated in 2012, including 1 father and 11 mothers from different nationalities | Breaking down of barriers through improved understanding among participants of different parenting techniques |
| Doras facilitated the participation of 10 groups representing migrants in the Parade | Facilitated grass roots participation on Ireland's National Holiday promoting integration in Limerick |
| 16 teams participated in a Soccer World Cup 4 teams participated in Ladies Basketball tournament 50 children participated in a soccer blitz 400 people in attendance at the event | 8 partners (JRS; Doras Luimní; FAI; NCP; LCO; County Limerick Sports Partnership; Limerick City Sports Partnership; and Crescent College Comprehensive) In parallel there was an African Drumming Workshop and African rhythms provided by DJ Southside |
| 34 residents availed of a variety course delivered twice weekly 6VEC tutors and staff assisted 8 week summer programme for residents | Building capacities and skills of people in direct provision system Improved integration especially from Summer programme which facilitated interaction with other VEC learners |
| 10 residents with the assistance of the County VEC tutors designed and created a float to participate in festival parade 500 people were in attendance | Active participation in the festival helps connect residents from Mount Trenchard with the local community |
| Participation from migrant groups in the Elemental Arts, Africa Day and Polish Arts Festivals and other events throughout 2012 | Integration and intercultural programmes now more visible and accessible in the region |
| 100 players, supporters and organisers attended a successful 5-a-side tournament for adults and mini league for children | Opportunity to showcase the contribution that diversity can add to the social and cultural life of Limerick |
| Doras Luimní office available to migrant groups and communities on request | Limited 'free' community / public space available |
| 15 meetings held by ethnic minority groups during 2012 in NCP office | Facilitate development of migrant-led groups by providing accommodation for meetings |
| Over 30 people attending the launch on 20 November 2012 Replica room built to highlight direct provision conditions Room hosted in Limerick County hall for 7 days | Raise public awareness around living conditions for asylum seekers. |

Integration Theme 4: Employment

| Strategic Objective | Action | Reporting Agency | Activity | |
|---|--|---------------------------|--|---|
| I. To create and support pathways to employment for immigrant communities | 1. Disseminate information to immigrant groups and communities on seeking employment | BDL | Distribution of Irish National Organisation for the Unemployed (INOUE) publication, <i>Working for Work</i> , 19th edition. | |
| | | Integration Centre | Conducted and launched research <i>Migrants and the Irish Economy</i> (October 2012) exploring the economic case for migration in Ireland | |
| | 2. Continue to compile and circulate a weekly Jobs Bulletin. Distribute the Bulletin to community groups such as libraries and community centres across the city and county | BDL | Online dissemination of employment information via blogs and social media in Ballyhoura area | |
| | | PAUL Partnership | Widespread distribution of free weekly publication by PAUL Partnership <i>Jobs Bulletin</i> in Limerick city and county | |
| | 3. Promote and raise awareness of www.volunteerlimerick.ie , a service aiming to match potential volunteers with local organisations in need of volunteers | Limerick Volunteer Centre | Promoting and supporting volunteerism in Limerick City and County by connecting volunteers with community and voluntary and not for profit organisations | |
| | | University of Limerick | Facilitated volunteer cooperative placements for UL students throughout the Limerick region | |
| | 4. Provide 'English for Business or Employment' classes to improve the proficiency and profile of jobseekers | Doras Luimní | Provision of language classes aimed at migrants seeking new employment to identify learners for referral to Employability Skills Course being delivered by Co. Limerick VEC. | |
| | 5. Provide job-seeking and career guidance supports to immigrant communities | PAUL Partnership | Support to migrant jobseekers through the Local Employment Service (LES), especially the Jobs Club funded by DSP Community Services and Adult Guidance Service | |
| | | Employment Services - DSP | Providing advice, training, support and other employment services for migrants | |
| | | | WLR | Support to job seekers with CV preparation, interview techniques, referral to relevant organisations and information provision on training and other paths to employment |
| | | | BDL | Ballyhoura Rural Employment Service provides one-to-one guidance, careers and job seeking advice and information on education and training courses in the Ballyhoura area |
| | | | County Limerick VEC | Offered Career Preparation and Personal Effectiveness courses and Vocational Workshops to direct provision residents in Mount Trenchard, Foynes |
| | | | PAUL Partnership | Provided intensive pre-enterprise supports by way of one-to-one support and facilitated access onto the Back to Work Enterprise Allowance Scheme |
| | | | WLR | Supporting clients to become self employed through WLR's Enterprise Support Programme |
| | | | BDL | Providing training support and mentoring to those seeking to start their own businesses. |
| | 6. Support self-employment of immigrants | | Doras Luimní | Launch of <i>Ethnic Entrepreneurs Report</i> on 10 December 2012 in association with Kemmy Business School at the University of Limerick |

Quantitative Outcomes

Qualitative Outcomes

| | |
|--|---|
| <p>Distributed to Migrant Network for the unemployed and other Ballyhoura clinics throughout County Limerick</p> | |
| <p>70 people attended the launch 5 participants from Limerick Disseminated widely among service providers and employers in the region</p> | <p>Provides an evidence base to policy makers and employers in respect of the positive contribution migrants make to the Irish economy</p> |
| <p>Dissemination of information on employment and training opportunities in the Ballyhoura Area.</p> | <p>Important resources providing online information for the unemployed</p> |
| <p>Disseminated to community groups, libraries and community centres across Limerick</p> | |
| <p>Collaboration between PAUL Partnership (Limerick City), West Limerick Resources (West Limerick) and Ballyhoura Development (East Limerick) In 2012 almost 700 volunteers registered, of which 230 were placed Migrants comprised around 11% of volunteers</p> | <p>Increased involvement of migrants in their local communities and improved integration</p> |
| <p>Over 40 UL students doing volunteer cooperative placements in community/voluntary organisations in Limerick city and county</p> | |
| <p>Up to 45 jobseekers per week accessing Doras English language classes</p> | <p>Classes help participants maintain language skills to aid re-employment</p> |
| <p>LES provided information, guidance, and job mediation to over 500 migrant job seekers in 2012 of which 260 were new registrants Almost 300 people were referred in Limerick under the Tús programme 35% of referrals were non Irish Nationals, with almost a quarter placed with host organisations</p> | <p>Improved CV writing and interview skills for migrant jobseekers Signposting to local services and training Improved job seeking skills and awareness of other services Main challenge for Tús placements are significant language difficulties</p> |
| <p>Over 700 migrant workers registered with Employment Services in 2012 Information on Employment Services translated into a number of languages Translation Services available in each Employment Services Office</p> | <p>Information on employment services available in different languages</p> |
| <p>99 migrants were supported by WLRs Jobs Club and Rural Employment Service in 2012 Of these 47 were referred to English language classes.</p> | <p>Language barriers continued to present significant challenges to individual migrants seeking employment</p> |
| <p>19 members of migrant communities availed of the Ballyhoura Jobs Club Jobs Skills training and one-to-one supports 72 migrants accessed the Rural Employment Clinics and Services across the Ballyhoura area 1 migrant received full time employment as a carer</p> | <p>Lack of language skills inhibits the capacity of migrants to take advantage of re-training opportunities</p> |
| <p>More than 20 residents availed of Career Preparation and Personal Effectiveness modules that aimed to prepare them for employment 24 participants in Summer Vocational Workshops, which focused on very practical skills such as: Sport, Servicing Motor Engines, Stone Carving, and Outdoor Pursuits</p> | <p>Practical and targeted support for asylum seekers that enhance their capacities and provide long term employability and life skills</p> |
| <p>574 clients received one-to-one enterprise support, 20% were migrants 46 migrant clients started a new business via the Back to Work Enterprise Allowance Scheme</p> | <p>Access to Back to Work Enterprise Allowance Scheme facilitated in partnership with the Department of Social Protection</p> |
| <p>18 migrants benefitted from WLRs Back to Work Enterprise Allowance supports</p> | <p>Improved awareness of the Irish business environment, and relevant tax, insurance and other business related issues</p> |
| <p>14 individual migrants received supports in basic business planning, compliance and business mentoring</p> | |
| <p>Consultation with 44 entrepreneurs and 61 government support agencies, third level institutions and private support agencies in development of report.</p> | <p>Report highlights key barriers to entrepreneurship for migrants providing improved understanding of ways to promote entrepreneurship</p> |

Integration Theme 5: Health and Welfare

| Strategic Objective | Action | Reporting Agency | Activity |
|--|---|-------------------|---|
| 1. Access to health information is improved | 1. Develop and disseminate culturally appropriate information and health promotion materials on access to services, rights and entitlements | HSE | The HSE continues to expand its 'Language Centre' on its website and has supported the development of key health information |
| | 2. Develop key information in various formats with language choices | HSE | A range of health-related information has been translated into a number of languages and is available online |
| | 3. Continue to support organisations and local groups to implement outreach activities including cultural mediation and peer-led approaches | HSE | The HSE continues to support a wide range of national and local community organisations in adopting a partnership approach to the implementation of the National Intercultural Health Strategy |
| | | Doras Luimní/ HSE | Launched publication into the health needs of migrant women in the Limerick region in partnership with HSE |
| | | HSE | Supported specific projects assessing intercultural health needs in the region |
| 2. Availability of interpretation and translation services | 4. In consultation with the HSE National Subgroup on the Ethnic Minorities, carry out an audit (quality and standards) of existing interpretation service | HSE | The HSE has published <i>Lost in Translation</i> as a key resource which provides good practice guidelines for HSE staff |
| | 5. Develop a protocol for HSE staff in relation to the use of interpreters | HSE | The Emergency Multi lingual Aid Box (EMA) which is designed to assist frontline staff in communicating with patients who are not proficient in English |
| 3. Communication and language diversity of health information materials is improved | 6. Make key health service information and health promotion materials available and easily accessible in relevant languages | HSE | A range of core health related information has been translated and is available on the HSE website www.hse.ie in the Language Hub section and is currently being reviewed |
| | 7. Make key health service information and health promotion materials available and easily accessible in plain English | HSE | Discussions are on going with NALA at national level to ensure all published health materials and information is easily understood |
| 4. Access to health services improved by focusing on the design and delivery of services | 8. Engage with primary care teams and general practitioners to elicit views and experiences in identifying needs specific to immigrant communities | HSE | An evaluation of Uptake and Experience of a Pilot Interpreting Service in General Practice has been recently published |
| | | HSE | An assessment of the challenges and opportunities experienced by primary health care providers and immigrant service users in Clare has recently being completed |
| | 9. Explore the possibility of the roll out and piloting of the Ethnic Minority Identifier in a PCCC setting | HSE | The inclusion of an Ethnic Identifier into core data sets is a key priority of the NIHS and is currently being explored for roll out in other parts of the country |
| 5. Enhance services of the Department of Social Protection (DSP) by providing accessible information on rights and entitlements and translation in certain circumstances | 10. Translate the <i>Guide to Social Welfare Services</i> into 8 languages including Polish, Russian, Chinese and Arabic | DSP | <i>Guide to Social Welfare Services</i> published in 8 languages. Distributed to local welfare offices and can be downloaded from the Department's website |
| | 11. Provide access to a translation service for Social Welfare inspectors to help conduct interviews | DSP | Interpretation services to assist Department of Social Protection staff to provide their services |
| | 12. Provide a document translation service where necessary | DSP | Department of Social Protection provided a document translation service |
| 6. Diversity and intercultural training to enhance cultural competence of HSE and DSP staff | 13. Continue to support and expand delivery of cultural competency training to managers and frontline staff in line with the National Intercultural Health Project | HSE / DSP | Budget constraints and the non- availability of front line staff has presented a serious challenge to the ongoing delivery of cultural competency training |
| | 14. Ensuring diversity awareness training is available to staff in welfare organisations including training on effective communication with speakers of other languages | DSP | Developed Health Services Intercultural Guide to provide information in delivering care to people from diverse religious traditions and cultures |

| Quantitative Outcomes | Qualitative Outcomes |
|---|---|
| A range of key health information is easily accessible and available in a number of different languages | A central point for health service information that is available for people who are new to Ireland or whose first language is not English |
| Key health information is available in a number of languages including Arabic, Mandarin, Czech, French, Lithuanian, Latvian, Polish, Russian and Spanish | Access to key health information in various languages is now available on the HSE website Better healthcare provision for Ethnic Communities |
| HSE has also been involved in supporting a number of projects initiated and led by other agencies engaged in enhancing aspects of intercultural health | Assisting the development of dedicated resourced infrastructure for ethnic communities |
| A research report, <i>Migrant Women's Awareness, Experiences and Perceptions of Health Services in Limerick</i> , was published in November 2012 Key recommendations to be examined by HSE and Doras | Report provides clearer understanding of health needs of migrants in the region. |
| Supported the employment of a Mediation Health Worker in the Mid-West who carried out a needs assessment / research into: (1) <i>Experiences of Health care Professionals and Immigrants in Primary Healthcare</i> and (2) <i>Accessing multi lingual health information in the Irish Context</i> | Findings / recommendations of both reports currently being examined with a view to implementation where resources |
| <i>Lost In Translation</i> is available online | Good Practice Guidelines developed to support staff in good practice around all aspects of effecting translation of health related materials |
| The EMA toolkit continues to be widely promoted across the hospitals network | This aid enables staff to make an initial assessment while awaiting the services of an interpreter |
| A range of key health information is easily accessible and available in a number of different languages | Provision of better healthcare for ethnic communities |
| Report findings being reviewed | Offers a series of recommendations around improving communication between GP's and service users who are not proficient in English |
| Report findings being considered | Improved access and utilisation of GP and Primary Care Services by immigrant communities |
| A number of sites in both Community and Acute settings are being considered | Availability of ethnic data to support evidence based planning and facilitate better planning and delivery of healthcare to diverse communities |
| During 2012 the <i>Guide to Social Welfare Services</i> was viewed around 4500 times on the www.welfare.ie website | |
| The interpretation service was used 75 times during 2012; the main languages being Polish and Russian. | |
| Document translation service was used 37 times during 2012 The majority of translations were for Polish documents | |
| | A culturally competent work force |
| | Improved the capacity of staff to provide better care to patients from diverse religious communities and cultures |

Integration Theme 6: Non Discrimination and Justice

| Strategic Objective | Action | Reporting Agency | Activity |
|--|---|--|---|
| 1. Positive migrant participation in and interface with the criminal justice system. | 1. Strengthening the links between An Garda Síochána and leaders and representatives of ethnic minority communities in Limerick city and county | An Garda Síochána | Developing the <i>Connecting Communities</i> programme which links Garda liaison officers with designated contact people from ethnic minority communities present in Limerick |
| | 2. Encourage voluntary participation in the Garda reserve and when the embargo is lifted on joining the force | An Garda Síochána | Raising awareness of the Garda Reserve and encouraging participation by members of ethnic minority groups |
| | 3. Improve the relationship between members of the immigrant community and criminal justice agencies | An Garda Síochána | Intercultural training completed by Community Gardaí and active participation in intercultural events |
| | | Doras Luimní | Visitation programme for migrants in Limerick prison |
| An Garda Síochána | | Treatment of immigrant detainees in accordance with Custody of Person Regulations and Human Rights Charter | |
| | | IWG Justice Sub-Group | Organising a justice seminar exploring immigrant issues with representation from each part of the criminal justice system |
| 2. To ensure the needs of migrants are met to allow equal access to the law and to combat racism | 4. Develop a structure for third party reporting of racist incidents. | An Garda Síochána | Racist Crimes Reporting structure implemented in accordance with Organisational Policy Statistics procedures |
| | | Doras Luimní | Development of on-line reporting of racist incidents procedure |
| | 5. Establish a Women's Forum for female members of migrant communities, representatives from support NGOs and representatives from statutory agencies to discuss gender issues particularly but not confined to issues around domestic violence such as protections and supports as well as legal protections for spouses | Doras Luimní | Weekly women's group held to support migrant women integration |
| | | Doras Luimní | <i>Turn Off the Red Light</i> (TORL) local campaign to highlight the issue of human trafficking for the sex industry and the plight of victims. |
| | | Doras Luimní/Red Ribbon Project | <i>Turn Off the Red Light</i> outreach programme |
| | | Doras Luimní | Submission and consultation at Dáil hearing on Anti-trafficking legislation |
| | 6. Develop and promote a local integration and anti-racism campaign for Limerick City and County | JRS | Providing support and advice to schools seeking to develop and implement anti-racism policy and procedures |
| | | Doras Luimní | Developed streamlined internal reporting procedure for identification & reporting of racist incidents |
| | | IWG Justice-Sub Group | Developing and supporting seminars, awareness raising initiatives and campaigns that challenge racism and racist attitudes in all forms in the Limerick region |
| | | FAI/ SRTRC | Promoting education against racism in primary schools using Show Racism the Red Card resources and materials |

Quantitative Outcomes

Qualitative Outcomes

| | |
|--|---|
| <p>15 Garda liaison officers were linked with designated contact persons from 24 ethnic communities in Limerick as part of the Connect Communities initiative Information on contacts available on www.limerick.ie</p> | <p>Build better relationships between An Garda Síochána and ethnic communities in Limerick Providing a mechanism for ethnic communities to discuss and receive advice from An Garda Síochána on issues of concern without having to initiate formal proceedings</p> |
| <p>In 2012 over 10% of the Garda Reserve force in the Limerick Garda Division consist of people from ethnic minority groups</p> | <p>Presence of ethnic members in the Garda Reserve will enhance co-operation and confidence in migrant communities</p> |
| <p>All Community Gardaí have received intercultural training</p> | <p>Community Guards were present at various intercultural events including Limerick Sixes Sportsfest 2012 in Dooradoyle and the Africa Day Celebration event in the People's Park</p> |
| <p>4 migrants visited in 2012</p> | <p>Specialist immigration advice and support provided Ensuring that immigrant detainees receive fair and equal treatment</p> |
| <p>All detainees treated in line with Custody of Person Regulations and Human Rights Charter No immigrant detainees availed of after-care services</p> | |
| <p>IWG Justice Sub-Group met on 6 occasions during 2012 Planning for anti-racism seminar advanced significantly, event and poster campaign will be delivered during 2013</p> | <p>IWG Justice Sub-Group members include JRS, NCP, Doras Luimní and An Garda Síochána</p> |
| <p>A small number of racially motivated incidents reported in Limerick during 2012 Feedback from migrant communities suggest significant under reporting of racist incidents with some victims afraid that official reporting will make their situation worse</p> | <p>A reliable reporting mechanism established within the organisation in relation to racially motivated incidents.</p> |
| <p>Throughout 2012 Doras Luimní in partnership with ENAR offered an online mechanism for anonymous reporting by victims</p> | <p>Collaborative development of Third Party Reporting to lead to more streamlined process in 2013</p> |
| <p>Two 10 week programmes delivered 9 participants Jan-Mar 2012 10 women attended Oct-Dec 2012</p> | <p>Provide a space for networking and exchanges on negotiating life in Ireland</p> |
| <p>Over 80 people attended conference highlighting trafficking issues and promoting TORL at a local and regional level. Limerick City and County Councils passed TORL motion in December 2012</p> | <p>During 2012 further awareness created of the issue of human trafficking of migrants for exploitation in the sex industry Supported the progress of local legislative change to address human trafficking</p> |
| <p>12 volunteers participating in street outreach project</p> | <p>Provide support for victims of trafficking</p> |
| <p>2 Doras representatives made a statement to Dáil Anti-trafficking hearings Doras made submission on the future direction of prostitution legislation in Ireland in August 2012</p> | <p>Provide expert advice based on experience in support of positive legislative change</p> |
| <p>Assisted in the development of an anti-racism policy to be adopted by a primary school in Limerick Identified training to be provided to the teaching staff and the Board of Management</p> | <p>Schools serve an important gatekeeper role in communities to challenge racist and discriminatory attitudes from its pupils both in the school and outside</p> |
| <p>Internal reporting introduced in September 2012 led to the reporting of 5 racially motivated incidents through third party reporting</p> | <p>Raise awareness of the availability of third party reporting of racist incidents</p> |
| <p>Planning for a series of seminars challenging racism and discrimination and promoting inclusion in sport, in education, in business and in the community were advanced significantly in 2012 A number of other stakeholders are participating in the planning and design process for these events</p> | <p>Reaching out to and engaging with a wide range of stakeholders across different spheres of influence to challenge racism and discrimination on base of ethnicity in all forms</p> |
| <p>Presentations challenging racism through sport in Limerick schools by FAI Development Officers 120 schools participated in the <i>Show Racism the Red Card Creative Competition 2012</i> 450 young people came from schools across the country, including Limerick, to attend the awards ceremony in the Aviva Stadium, 21 April 2012 Salesian Secondary School Pallaskenry won a merit award</p> | <p>Harnessing the profile of sports stars to challenge racism and xenophobic attitudes</p> |

Integration Theme 7: Arts, Sports, Interfaith and Inclusion

| Strategic Objective | Action | Reporting Agency | Activity |
|--|---|--|--|
| 1. To support integration and to celebrate diversity through arts and sports | 1. Use art, film and other visual medium to raise awareness of migrants experience and issues and to support integration in Limerick city and county | Limerick County Council/Friars Gate Theatre / Doras Luimní | <i>Shoulder to Shoulder International Youth Theatre</i> provides a space for young people from different cultural backgrounds exchange stories, learn about different traditions and create exciting and inclusive art |
| | 2. Engage with art and cultural institutions to promote integration and raise awareness among the general public | Belltable Theatre | Hosted the 'Voices of Africa' a public charitable concert in the Belltable Theatre |
| | | City Library/ City Gallery | Hosted Africa Day events with Drumming and Art Workshops |
| | | The People's Park/ NCP | May People in the Park was designated for Africa Day celebrations |
| | 3. Run and develop sporting initiatives that will break down barriers between communities and support integration | FAI/ Doras Luimní | Developed a weekly Limerick Intercultural FUTSAL league in the Factory Community Centre, Southill |
| | | JRS | Supporting asylum seekers to play for teams participating in Limerick District Soccer Leagues |
| | | JRS | Promoting physical and mental health of asylum seekers through running |
| | | Doras Luimní/ CLSP | Organised trials and selected 10 players to represent Doras Luimní in SARI Cup in September 2012 |
| | | Limerick Sixes Steering Group | Organised third Limerick Sixes Sports fest in May 2012. |
| | | NCP | Martial arts training organised for children living in direct provision |
| 2. To support interfaith dialogue and to foster greater understanding of other faith traditions in the Limerick region | 4. Create and develop an Interfaith Network for the Limerick region | Doras Luimní/ Mid West Interfaith Network | Facilitating the development of the Mid West Interfaith Network as an independent organisation |
| | 5. Develop activities, events and publications that raise awareness of different faith traditions and create opportunities for dialogue and greater understanding and knowledge | Mid West Interfaith Network | Events and activities in the Limerick region that promoted interfaith dialogue and created greater understanding and awareness of different faith traditions |
| | | JRS | Dissemination of the JRS Ireland 2012 Intercultural and Interfaith Calendar |
| | | Integration Centre/ Mid- West Interfaith Network | To promote the importance and understanding of interfaith dialogue, particularly to promote interaction between Muslims and Christians |
| 3. To work for integration within the wider social inclusion framework and strategies | 6. Ensure that integration activities are coherent and within the wider social inclusion framework in Limerick city and county | IWG/ Limerick County Council/ Limerick City Council | Supporting the commitment of both local authorities to promoting integration and celebrating diversity |
| | | IWG | Running events and actively participating and supporting Limerick Lifelong Learning Festival 2012 (March 26-31) |

| Quantitative Outcomes | Qualitative Outcomes |
|--|--|
| 20 international young people living in Limerick performed in the Ciaran Fitzpatrick play, <i>The Ideal Homes Show</i> in Scoil Carmel School, 13-14, December 2012 More than 100 people attended each performance | The play is a journey through the Global South and Global North to examine the concept of 'home; homes that are torn apart by ill health, wealth or war and homes that created through sharing and kindness Displayed the Doras Luimní replica room, from <i>Invisible Children</i> campaign, during the play |
| 250 people attended the event 15 intercultural groups performed Donations raised for Somali refugees in the Kakuma Camp in Kenya | Opportunity to celebrate cultural diversity and to engage with wider general public |
| 6 schools attended drumming and art workshops Almost 200 students participated | Young people introduced to diverse art and music traditions |
| 10 international acts and more than 100 performers participated in the May People in the Park 300 people attended music, dance and zumba performances | Public amenities being made available for intercultural events |
| 10 teams participated 50% of teams from local communities and 50% from migrant communities, which facilitates active integration between communities | League provides a space for local communities and migrants to mix in support of integration |
| 2 asylum seekers from Knockalisheen supported to play and train with Parkville FC 1 asylum seeker completed FAI Kick Start 1 and 2 training | Contributing to integration by facilitating migrant participation in mainstream soccer leagues in Limerick |
| 6 asylum seekers completed the Great Limerick Run 10K race 5 asylum seekers from Limerick participated in Race Series Half Marathon on 15 September in the Phoenix Park (Dublin) | Running improves asylum seekers mental and physical health Building self confidence and motivation to complete their training autonomously |
| 10 players from Limerick's new communities reached the semi finals | An opportunity for migrants in direct provision to participate in a tournament representing the region while raising local awareness of integration issues and racism |
| 16 teams participated in soccer 11 international and 5 local teams comprising nearly 150 players 50 boys and girls participated in an u10 blitz 4 female teams participated in the basketball tournament with 20 players 30 volunteers from Crescent College Comprehensive | 8 partners (JRS; Doras Luimní, FAI; NCP, Limerick Coordination Office; Limerick City Sports Partnership, County Limerick Sports Partnership and Crescent College) |
| 10 children participate in 'Karate Kid' club in Knockalisheen each week | Participating in sport helps overcome boredom and isolation of life in a direct provision centre and promotes integration |
| Doras Luimni provided space for monthly meetings of the network Seminar held in 2012 on understanding diverse faiths | Network encourages dialogue between leadership and members of the diverse local faith communities |
| Mid-West Interfaith Network has 20 members 8 faith traditions are represented on the network and developing links with others. Monthly meetings were held in 2012 | |
| More than 200 calendars distributed in the Limerick area | Raises awareness of diversity in Ireland, each month highlights religious feast days, national days and gives a brief guide to the teachings of the main religious traditions |
| 3 preparatory meetings with the Mid-West Interfaith Network at Doras Luimni, with 10-12 attendees each 27 participants at facilitated workshop Contributed to the publication, <i>A Journey Together: A Resource for Christian-Muslim Dialogue</i> | Important to engage in interreligious dialogue to promote greater understanding and awareness of different religious traditions |
| Both local authorities supported a weekend of events devoted to promoting integration of migrants in Limerick city and county as part of Limerick Africa Day 2012 celebrations 25-27 May | Marking the contribution that migrants are making to the social, cultural and economic life of Limerick while promoting integration, challenging discrimination and celebrating diversity |
| 3 events during Limerick Lifelong Learning Festival 2012 organised by IWG members IWG representative on Festival Steering Committee | |

Glossary of Terms



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

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

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

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

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

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

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

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

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

Trafficking: Trafficking in persons shall mean the recruitment, transportation, transfer, harbouring or receipt of persons, by means of the threat or use of force or other forms of coercion, of abduction, of fraud, of deception, or of the abuse of power, for the purpose of sexual exploitation or forced labour.

List of Abbreviations

| | |
|-------------|---|
| AES | Adult Education Service |
| BDL | Ballyhoura Development Limited |
| CIB | Citizens Information Board |
| CIC | Citizens Information Centre |
| DSP | Department of Social Protection |
| ESOL | English for Speakers of Other Languages |
| EU | European Union |
| HSE | Health Service Executive |
| IWG | Integration Working Group |
| JRS | Jesuit Refugee Service |
| LCO | Limerick Coordination Office |
| LIT | Limerick Institute of Technology |
| NCCA | National Council for Curriculum and Assessment (NCCA) |
| NCP | New Communities Partnership |
| SARI | Sports Against Racism Ireland |
| SIM | Social Inclusion Measures |
| UL | University of Limerick |
| VEC | Vocational Education Committee |
| WLR | West Limerick Resources |

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