Moving Forward Together:

An Anti-Racism and Diversity Plan for
the County of Dún Laoghaire-Rathdown
2007 – 2010

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Contents

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Foreword

The ARD Plan for the County of Dún Laoghaire-Rathdown is guided by a key objective of the Board's Integrated Strategy: "To positively challenge discrimination where it arises and promote greater awareness of equal status for all citizens, acknowledging that discrimination affecting different cultures exists at present."

As the Chairperson of Dún Laoghaire-Rathdown County Development Board, it gives me great pleasure to present the County's first Anti-Racism and Diversity Plan. The publication of this Plan will fulfil one of the main recommendations of the National Action Plan Against Racism 2005 – 2008.

The Anti-Racism and Diversity (ARD) Plan for the County of Dún Laoghaire-Rathdown is guided by a key objective of the Board's Integrated Strategy: *"To positively challenge discrimination where it arises and promote greater awareness of equal status for all citizens, acknowledging that discrimination affecting different cultures exists at present."*

Furthermore, the promotion of an inclusive County in which all citizens are valued, regardless of their nationality, religion, or ethnic background, is central to this Plan. The Actions contained within it build on existing work in the area of interculturalism undertaken by the County Development Board, it's constituent organisations, and those groups operating on a voluntary basis in Dún Laoghaire-Rathdown.

This Plan would not have been completed without the commitment and dedication of those who, through their service on the ARD Steering Committee, took responsibility for compiling the entire plan. I would like to take this opportunity to express my appreciation and gratitude to the Committee and congratulate them on a comprehensive Plan – a job well done.

Over the coming years, I look forward to seeing the difference this Plan will make in welcoming and supporting all newcomers in the County.

Cllr. Aidan Culhane

Chairperson, Dún Laoghaire-Rathdown County Development Board

Background

The National Action Plan Against Racism (NPAR), which covers the period 2005 – 2008, was launched by the Government in January 2005. It represents a structured approach to combat racism and discrimination by creating a more inclusive society where equality for all prevails. The plan has identified a wide range of actions to realise its aims. One of these actions calls on each City and County to develop an Anti-Racism and Diversity (ARD) Plan that will have flexibility to address and accommodate local circumstances. It was anticipated that local plans would be "co-ordinated through broad based steering groups supported/co-ordinated by City and County Development Boards/Social Inclusion." **1** Action B7.5.1 in Dún Laoghaire-Rathdown County Development Board's Strategic Action Implementation Plan (SAIP) 2006-2008 provides for the development of a local ARD Plan led by the Local Authority and is supported by the following organisations:

> An Garda Síochána
> Community Platform
> County Community & Voluntary Forum
> City of Dublin VEC – Equal Transition Supports Project

> Dún Laoghaire-Rathdown County Council
> Dún Laoghaire Refugee Project
> Dún Laoghaire VEC
> FÁS
> Health Service Executive
> Southside Partnership
> Southside Travellers Action Group

Purpose of Plan

The local Steering Committee, comprising representatives from the above named organisations, commenced work on the development of the Plan in May 2006. From the outset, it was recognised that valuable work was already being carried out by the Dún Laoghaire Refugee Project, member organisations of the Unite Network, and through the local Festival of World Cultures. The Committee wanted to build on this work, and the good relationships that had been developed between ethnic minorities and the existing Irish community.

The Steering Committee also recognised the complexity of the issues facing a multi-cultural society, and hence the need to involve in an integrated way a wide range of stakeholders. It was agreed to work in an open and transparent manner and to consult widely with ethnic minorities. Consultation was seen as the fundamental keystone to the production of a meaningful and responsive Plan. Overall the Plan is framed in terms of what is realistic and achievable.

The purpose of the ARD Plan is:

"To promote a more inclusive and inter-cultural society by improving access to services and developing and enhancing participation by ethnic minorities in the social, economic, cultural, and community life in Dún Laoghaire-Rathdown, and further afield."

Core Values of Plan

The members of the Steering Committee identified and committed themselves to a set of core values which they considered necessary to the successful development of the Plan. Furthermore, they recognised that a commitment to these values will also be essential to the successful implementation of the Plan.

The core values are as follows:

Equality: The need to continually strive for, and promote, equal participation and access within all aspects of society, where possible and appropriate.

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1   Planning for Diversity: The National Action Plan Against Racism 2005 – 2008. Dublin:Department of Justice Equality and Law Reform, 81.

Participation: Participation in the process by people who are affected by the outcomes. This will sometimes necessitate empowerment of such groups to enable meaningful participation, and also implies co-responsibility of all.

Inclusion: The need to be proactive in considering the implications of the services provided. Social, economic, and cultural inclusion at all levels and in all areas of the County is seen as a priority by the Committee.

Respect: Mutual respect for individual differences and diverse ways of working.

Scope

Originally, the Plan was to focus on ethnic minorities and members of the Travelling Community, as outlined in the NPAR. However, given the fact that the needs of the Travelling Community were being addressed by a separate initiative, the Plan focuses on the following:

> Asylum seekers

> Migrant Workers (EU)

> Migrant Workers (Non-EU)

> International Students

> Refugees / Persons with Stamp 4 - Leave to Remain

Process

Following a successful funding application to the Department of Justice, Equality and Law Reform, the Committee agreed upon a 14-month process to develop and finalise the ARD Plan.

As part of the necessary research, the Committee undertook an Audit of Service Provision in the County which generated a greatly enhanced understanding of the challenges facing service providers and development organisations alike in light of a changing clientele. Furthermore, this piece of work highlighted the opportunities for a more co-ordinated and integrated approach to better address common concerns.

The Committee also undertook a consultation process that targeted ethnic minorities who lived, worked, studied, and accessed services or leisure facilities in the County. The findings from this process, paired with those from the Audit of Service Provision, enabled the Committee to develop actions which responded to the needs articulated by those with whom we consulted.

Based on the Audit of Service Provision, the comprehensive consultation process, and the Committee's own resources, actions were developed under nine key themes: Education, Employment, Accommodation, Health, Recreation & Community Development, Administration of Justice, Media, Capacity Building, and Information. These key themes are each associated with different objectives of the Intercultural Framework which underpins the NPAR:

Protection: "is concerned with effective protection and redress against racism, including a focus on combating discrimination, assaults, threatening behaviour and incitement to hatred."

Inclusion: "is concerned with economic inclusion and equality of opportunity for cultural and ethnic minorities, including a focus on employment, the workplace, and poverty."

Provision: "is concerned with accommodating cultural diversity in service provision, including a focus on common outcomes related to all forms of service provision and a focus on specific policy areas, including: education; health; social services and childcare; accommodation and the administration of justice."

Recognition: "is concerned with recognition and awareness of cultural diversity and racism including a focus on awareness raising; the media; and arts, sports, and tourism."

Participation: "is concerned with full participation in Irish society including a focus on the political level, the policy level, and the community level."

Implementation and Monitoring

The ARD Steering Committee established for the preparation of this Plan will be succeeded, in the implementation phase, by an 'ARD Co-ordination Committee' responsible for monitoring the delivery of Actions. The Co-ordination Committee will consist of representatives from each lead organisation, as designated in the Plan, who will provide regular updates on the Actions for which they are responsible. The Chairperson of the Co-ordination Committee will update the Social Inclusion Measures (SIM) Committee and the County Development Board (CDB) as appropriate. Additional activities and procedures will be agreed by the ARD Co-ordination Committee at its inaugural meeting. As outlined within the Action Plan, the Unite Network will support organisations delivering actions within the Plan, and update the Co-ordination Committee as appropriate.

Framework

Each of the key themes constitutes an individual section within the Plan, and is linked with one of the five objectives of the NPAR's Intercultural Framework: Protection, Inclusion, Provision, Recognition, and Participation. A context is provided on the basis of the information gathered during the audit research and the consultation process referred to above. The plan only addresses issues and difficulties that come within the remit and resources of County governance. Regional and national issues, while relevant, are outside the framework of the Plan. Furthermore, it is anticipated that as the Plan is implemented, a flexible approach must be taken to how actions are carried out, in order to reflect changing demographics.

ARD Theme: Information
NPAR Objective: Provision

"I'd say most of the information I get, I get it from my workplace, from the people I work with. I don't mix with people from work, I just go home to my place and there is no one to talk to, but when I am at work I get all my information...."

It is commonly accepted that easy access to information is a key enabler to inclusion and integration. However, participants in the consultation process overwhelmingly indicated that there is not enough easily accessible information for ethnic minorities living in Ireland. Many participants in the focus groups spoke about their difficulties in accessing information on various services such as:

- English language classes
- Visa and immigration issues
- Motor taxation
- Irish education system
- Healthcare
- Citizens' rights
- Legal Aid
- Employment

Those who did overcome difficulties in accessing information primarily used the following means: the workplace, Citizen's Information Centres, tourist information offices, Irish and ethnic newspapers, the Internet, and libraries.

> *"I'd say most of the information I get, I get it from my workplace, from the people I work with. I don't mix with people from work, I just go home to my place and there is no one to talk to, but when I am at work I get all my information...."*

In addition to these channels, it was suggested that the following would be useful methods of disseminating information locally to new communities:

Advertise the location of Citizen's Information Offices and other relevant information on billboards, bus shelters, train and Luas stations	Develop information leaflets or a handbook in different languages with relevant information at frequented locations such as schools, churches and cultural centres
Provide drop-in centres for ethnic minorities	Provide interpreters and employ ethnic minorities in Citizen's Information Offices

It was agreed by the Steering Committee that there was an abundance of information available that has been translated, 'Plain English Proofed', or compiled into directories. Therefore, actions around this topic focus very much on highlighting in prominent places around the County the availability of the wide range of information that can assist ethnic minorities.

The actions build upon existing means of disseminating information locally which were cited as particularly effective by those we consulted. Furthermore, they reflect suggestions by ethnic minorities on new and innovative means of providing information.

INFORMATION

AIM: To make public documents more accessible to everybody. ACTION: Plain English proofing of at least one key public document per member organisation of Social Inclusion Measures (SIM) Committee.	LEAD ORGANISATION DLRCC – SIU SUPPORT ORGANISATIONS: Dún Laoghaire VEC (Adult Learning Centre), County Dublin VEC	DEADLINE October 2008
AIM: To enable organisations to easily locate interpreters and appropriate contact information. ACTION: Develop and disseminate a database of interpreters/contact details for use by local organisations and service providers.	LEAD ORGANISATION CIS	DEADLINE February 2008
AIM: To make information readily available via the Internet. ACTION: Develop and regularly update a website that includes the full ARD Plan, as well as supplementary information on local groups with an inter-cultural/ diversity remit.	LEAD ORGANISATION DLRCC- C&E SUPPORT ORGANISATIONS ARD Steering Committee Member Organisations	DEADLINE October 2007
AIM: To ascertain how information is currently disseminated to ethnic minority groups, and develop creative mechanisms to fill information gaps. ACTION: Develop links with primary and secondary school resource teachers and collaborate with them to disseminate key information on service provision/learning opportunities/etc. for parents of ethnic minority children.	LEAD ORGANISATION CIS SUPPORT ORGANISATIONS Those who have relevant information / contacts / structures: HSE, Dún Laoghaire VEC, County Dublin VEC, DLRCC, and Department of Education & Science Regional Office	DEADLINE Ongoing
AIM: To identify an appropriate advocacy mechanism for Travellers and ethnic minorities in the County. ACTION: Establish a dedicated information and advocacy service to ethnic minorities in Dún Laoghaire Rathdown. This action will build on the experience and learning gained from the Advocacy Worker for Travellers as part of the Interagency Plan to Support the Travelling Community.	LEAD ORGANISATION: STAG SUPPORT ORGANISATIONS: CIS, DRP, SSP, LES	DEADLINE December 2008

ARD Theme: Health
NPAR Objective: Provision

"In [my home country] you have to pay, you have to give people money even if you are dying...If people have an accident on the road, and they rush you to hospital and you have the last minute before you die, nothing will happen to you if you don't have any money. So that aspect of the Irish healthcare system is very very good... I applaud it."

The importance of identifying and addressing special health needs of ethnic minorities has been recognised at local level for some time. The Healthy County Forum and the HSE's Health Promotion Unit have undertaken a number of measures, including the implementation of health-related outreach programmes in Kilmarnock House, to influence the health status of ethnic minorities. Their special needs were considered at a seminar held in 2005 which targeted service providers involved in the delivery of health services.

Concerns for the healthcare of ethnic minorities is also reflected in the NPAR which highlights the fact that ethnic minorities may be more likely to experience increased illness and mortality rates compared to the general population.

In response to these emerging findings and the growing number of foreign-nationals, the HSE undertook the preparation of a national Intercultural Strategy in Health that is at present being finalised. The Steering Committee made a submission to the HSE during the course of the consultation process for the development of the Strategy. The submission included two key responses which surfaced during the course of the local consultation with ethnic minorities. On the one hand, the HSE were informed that there was a general favourable impression of the Irish healthcare system particularly when compared to the services available in their 'home countries'.
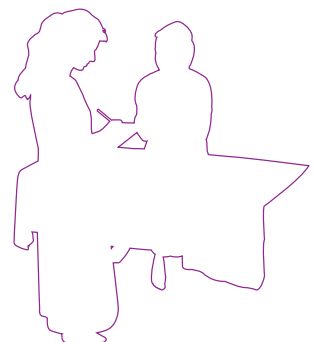
"In [my home country] you have to pay, you have to give people money even if you are dying...If people have an accident on the road, and they rush you to hospital and you have the last minute before you die, nothing will happen to you if you don't have any

money. So that aspect of the Irish healthcare system is very very good... I applaud it."

On the other hand, some respondents found, mainly from their experiences of maternity hospitals, that the Irish healthcare system was slow, expensive, unwelcoming of ethnic minorities using the service, and culturally insensitive.

The Steering Committee acknowledged that the future provision of health services for ethnic minorities would be largely shaped by the new Intercultural Strategy. On this basis, it was agreed that the local ARD Plan would incorporate, where appropriate, local actions that will arise from the Strategy.

As a generic and also very useful action, and one which would not pre-empt that outcome of the Strategy, it was agreed to provide information to new communities on the workings of the HSE and particularly how to best access its services. A focus on maternity services would certainly be a fitting response to the issues raised during the consultation process.

HEALTH

AIM: To support the implementation of the HSE Intercultural Strategy in the County. **ACTION:** Implement the HSE Intercultural Strategy at local level.	**LEAD ORGANISATION** HSE	**DEADLINE** Ongoing
AIM: To support ethnic minorities by providing information on how the HSE works, which will facilitate them to advocate around health issues which concern them. **ACTION:** Run an awareness session focused on the healthcare structure in Ireland.	**LEAD ORGANISATION** Healthy County Forum	**DEADLINE** May 2009

"If you need to go to hospital for example, I had a problem with my finger but I was not able to communicate…so it would be a great help if there was an interpreter because you never know whether it is a fracture or something else, so it is definitely a problem."

ARD Theme: Employment
NPAR Objective: Inclusion

"The principal was lovely and they had no problem with people from different nationalities integrating into their school and they were really inclusive and everything."

"The lack of information about rights, entitlements and documentation is the single most important issue facing both employers and migrant workers." - Improving Government Service Delivery to Minority Ethnic Groups (NCCRI)

Some positive steps have been taken at a national level to provide ethnic minorities with adequate information on rights and entitlements to employment. The Department of Enterprise, Trade, & Employment has a selection of material on employment rights available in a range of languages including Chinese, Czech, English, Hungarian, Irish, Latvian, Lithuanian, Polish, Portuguese, Romanian, and Russian. Similarly, FÁS developed the "Know Before You Go" campaign where information about life in Ireland, including relevant details on employment was made available in twelve different languages to those considering immigrating to Ireland.

Provision of information on rights and entitlements of employees can only go so far to address racist behaviour in the workplace. Equally important is the education of employers on rights and obligations. In the context of employment the main concerns expressed by ethnic minorities revolved around accessing work. Examples of discrimination encountered as part of a standard job search included the following:

"My friend applied for a job and she is from Ghana and she has a really Irish name and they said 'Come and start tomorrow...and we will have your uniform for you – what size are you and all that.' She said the next day she went to the hotel and they said, 'Sorry, we have no space anymore."
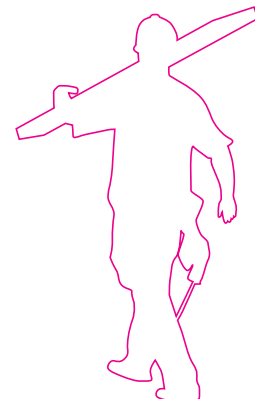
Often experiences of discrimination included gender bias – women are seen to be more likely to gain employment than men. The lack of English language skills surfaced as a significant impediment to obtaining employment. Increased competition arising from the enlargement of the EU in 2005 poses increased difficulties for non-EU nationals:

"Nowadays, it is very hard because of the Eastern European countries. The more countries are joining the EU, the more difficult it is to get a job because they don't need a work permit and they can come here whenever they want."

Once in employment, the experiences reported by ethnic minorities were quite positive. Employers were seen as respectful of individual employees and the cultural differences that they presented. Work entitlements including pay and benefits were perceived to be of a high order. Fellow Irish employees were happy to socialise with their foreign-national colleagues outside work. The Committee acknowledged that anecdotal evidence indicated that only a small number of employers discriminate on grounds of race. As noted by an Irish Muslim teacher:

"The principal was lovely and they had no problem with people from different nationalities integrating into their school and they were really inclusive and everything."

The key actions identified to eliminate racism in the context of employment focus on enhancing access to information and encouraging employers to adopt NCCRI's "Whole Organisation Approach to Anti-Racism" in an attempt to promote inclusion and equality for all in the workplace.

EMPLOYMENT

	LEAD ORGANISATION	DEADLINE
AIM: To promote adoption of "Whole Organisation Approach to Anti-Racism" to local employers. **ACTION:** Work with local employers to promote whole organisation approach to anti-racism by continuing the work of Intercultural sub-group of SIM.	**LEAD ORGANISATION** DLRCC – C&E **SUPPORT ORGANISATIONS** FÁS, DLRCC, County Dublin VEC, Dún Laoghaire VEC, Southside LES	**DEADLINE** August 2009
AIM: To promote an understanding of the National Qualifications Framework and the system of recognition of qualifications. **ACTION:** Dissemination of information in relation to the National Qualifications Framework.	**LEAD ORGANISATION** Dún Laoghaire VEC/County Dublin – Adult Guidance Service **SUPPORT ORGANISATIONS** CIS, FÁS, Southside LES, DLR County Enterprise Board, DSFA	**DEADLINE** March 2008
AIM: To improve access to information on employment rights for minority ethnic groups. **ACTION:** Dissemination of materials on employment rights and ensuring such information is stocked in all key public areas.	**LEAD ORGANISATION** CIS **SUPPORT ORGANISATIONS** Southside LES, DLR County Enterprise Board, DSFA	**DEADLINE** Ongoing

"Give [asylum seekers] a chance. Let us go out there and look for a job. Look after ourselves. Look for a good life for ourselves. That would actually stop everything. Then the Irish people wouldn't have to be thinking then 'Oh, they stole our money. They did not pay taxes.' Then we would be able to say 'Listen, we did not come here to take your money. We are working at labour to get this money just the same as other people and paying our tax'."

ARD Theme: **Education**
NPAR Objective: Provision

"I think the only way to integrate is to improve your English...When I came here I was forced to learn English because I didn't have anybody else to speak to. So now, after six years, I can see that it was my luck."

This section considers two areas of interest related to education: the experiences of ethnic minorities in varying educational settings, and the role the primary, second-level, and adult education system plays in addressing racism.

One of the key findings from the consultations was the integrative element of English language learning and the benefits accruing to those individuals who participated in this type of education. Many participants enrolled in English language classes indicated that they had expanded their social network through the course and developed friendships with other learners. Others indicated that learning English was the first and most fundamental step towards full and equal participation in Irish society:

> *"I think the only way to integrate is to improve your English... When I came here I was forced to learn English because I didn't have anybody else to speak to. So now, after six years, I can see that it was my luck."*

For those focus group participants with limited English skills, their language abilities proved a significant barrier to accessing public services, gaining employment, and developing relationships with Irish people:

> *"The main barrier is the language. Irish people are very nice but I cannot communicate with them. I have friends that are Irish but we can't really have a chat."*
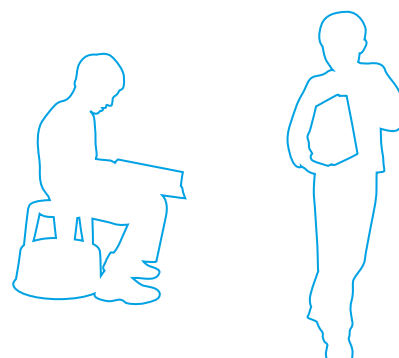
As part of the consultation process, parents of ethnic minority children currently enrolled in the Irish education system offered mixed reports of their experiences. Some respondents noted that it was difficult for their children to make friends, and cited incidents of racist bullying. Others indicated that there was a need for additional resource teachers to be put in place to support children whose first language is not English and who may struggle to integrate into the Irish educational system.

On a more positive note, the valuable role the education system can potentially play in combating racism featured prominently in discussions within the focus groups:

> *"With this generation there is no racism, just ignorance...they are taking it from their parents so maybe education and raising awareness might change something."*

Many participants offered suggestions on how to educate young people and teachers, and address information gaps on culture or religion within the existing curricula. These suggestions ranged from organising cultural awareness workshops, celebration of different feast days, peer education, and enhancing the curriculum to include additional information on cultural and religious identity.

In response to the research, actions were developed which aim to bolster the existing English for Speakers of Other Languages (ESOL) provision in the County and provide other supports intended to develop an intercultural approach within community education in Dún Laoghaire-Rathdown. Furthermore, it is intended to increase provision of existing intercultural information programmes within local secondary schools and adult learning environments through collaborative, multi-agency initiatives.

EDUCATION

AIM / ACTION	LEAD ORGANISATION / SUPPORT ORGANISATIONS	DEADLINE
AIM: To raise awareness of racism and diversity in second-level students in the County. **ACTION:** Organise and provide an awareness-raising programme for Transition Year students in the County which focuses on anti-racism and diversity. Review learning from Action K (Inter-agency Traveller Plan) and adapt programme, where necessary.	**LEAD ORGANISATION:** An Garda Síochána – Community Policing **SUPPORT ORGANISATIONS:** DRP, SSP	**DEADLINE** Ongoing
AIM: To support the inclusion and participation of foreign national learners within existing locally based education programmes and services. **ACTION:** Use appropriately based ESOL classroom materials relevant to learner's context. Build capacity of teachers to work in an intercultural context through training and other supports.	**LEAD ORGANISATION** Dún Laoghaire VEC / County Dublin VEC **SUPPORT ORGANISATIONS:** CIS	**DEADLINE** August 2008
AIM: To encourage and support the intercultural dimension within Community Education. **ACTION:** Ensure that the intercultural context of learners is adequately reflected within relevant community education plans. Support Intercultural Education within Community Education as appropriate.	**LEAD ORGANISATION:** Dún Laoghaire VEC / County Dublin VEC **SUPPORT ORGANISATIONS:** Community groups, Home School Liaison Cluster, Southside Partnership	**DEADLINE** Ongoing
AIM: To develop an "embedded learning" curriculum. **ACTION:** Development of "embedded learning" night-training classes, e.g.: English for Construction, English for the Hospitality Sector, English for Medical Staff.	**LEAD ORGANISATION:** FÁS **SUPPORT ORGANISATIONS:** Dún Laoghaire VEC, County Dublin VEC, HSE, Fáilte Ireland	**DEADLINE** August 2008
AIM: To promote a County-wide ESOL Strategy which reflects current needs and changing demographics. **ACTION:** Convene Steering Group to examine and develop responses to local ESOL as appropriate.	**LEAD ORGANISATION:** Dún Laoghaire VEC /County Dublin VEC **SUPPORT ORGANISATIONS:** Dún Laoghaire VEC, Department of Education & Science Regional Office	**DEADLINE** February 2008

ARD Theme: Capacity Building
NPAR Objective: Provision

"Getting the message across to the target groups that we are here to offer assistance to is sometimes difficult as they have come from countries where 'authority' is corrupted and feared."

The increasing diversity of Irish society has introduced new challenges for service providers and those delivering projects and programmes within the community. These challenges have created an awareness that the planning, provision and delivery of services must embrace the principles of social inclusion and that services must be accessible to all.

The Audit of Service Provision research undertaken by the ARD Steering Committee indicated that ethnic minorities were viewed by many as a 'hidden population'. Refugees and asylum seekers specifically were seen to be difficult to develop links with. This point was particularly emphasised by community-based groups who were making efforts to include them in various programmes or activities. It was not sufficient to assume that foreign nationals have the capacity to seek out, on their own, access to employment and services generally. Neither was it sufficient to assume that ethnic minorities, either within their own groups or together with other minority groups, would have the capacity to make their way in what was for them an unfamiliar environment. Respondents noted the importance of including ethnic minorities in mainstream events where there is an opportunity to mix with many different nationalities, including native Irish persons.

Some service providers also indicated that it can be difficult to overcome pre-existing ideas held by ethnic minorities about the nature of service they provide.
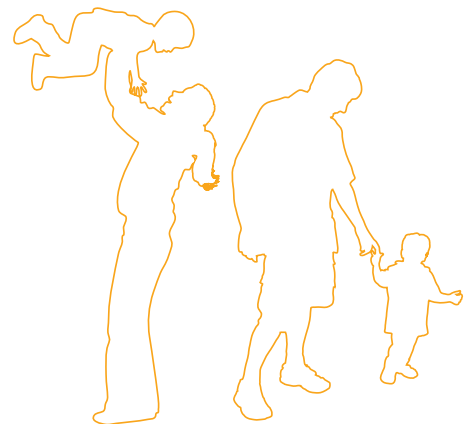
> *"Getting the message across to the target groups that we are here to offer assistance to is sometimes difficult as they have come from countries where 'authority' is corrupted and feared."*

As a result, many participants in the Audit research offered possible solutions for improving relationships between service deliverers and ethnic minority communities. Examples offered include the provision of intercultural training for staff, identifying the needs of ethnic minority groups in business-planning processes, and designing informational materials which are useful and appropriate for ethnic minority clients. Furthermore, it was noted by both service deliverers and community-based organisations involved with ethnic minorities that networking for the purposes of maximising and sharing resources would be very beneficial. In the words of one respondent:

> *"Communication between the various agencies is most welcome."*

The three actions in this section have drawn upon the suggestions outlined above and detailed in the Audit of Service Provision report. It is envisaged that successful implementation will significantly contribute to the capacity building of staff of both statutory and voluntary sector organisations in a way that will ultimately benefit the new communities of Dún Laoghaire-Rathdown.

CAPACITY BUILDING

AIM: To run cultural communication and awareness training programmes. **ACTION:** All front-line staff in DLRCC to be offered training in cultural communications and awareness, with staff in Housing Department given priority in view of their frequent interaction with newcomers.	**LEAD ORGANISATION** DLRCC - HR (Training)	**DEADLINE** Ongoing, with completion target date of December 2008
AIM: To provide regular networking opportunities for local organisations to respond to existing and emerging needs of new communities and to enable them to access information, services etc. in a user-friendly way. **ACTION:** Organisations involved in carrying out the ARD actions to use the Unite Network of Service Providers as a mechanism for networking, sharing information, co-ordinating responses for the needs of ethnic minority persons, and serve as a referral network for members of new communities to existing services.	**LEAD ORGANISATION** Unite Network **SUPPORT ORGANISATIONS** All lead and support organisations, as appropriate.	**DEADLINE** Ongoing
AIM: To encourage community leaders and organisations to be more inclusive of ethnic minority persons in their work. **ACTION:** Develop and provide training programmes which would use creative methods to encourage community leaders and organisations to be more inclusive of ethnic minority persons in their work.	**LEAD ORGANISATION** SSP – Southside Community Training Network **SUPPORT ORGANISATIONS** DLRCC - CCDA, Unite Network, Resource Centres	**DEADLINE** November 2007 (pilot complete) Ongoing following review of pilot.

ARD Theme: Administration of Justice
NPAR Objective: Protection, Provision

"This thing of being slow to respond to the incidents suggests that they are not taking seriously the racism and discrimination in this country."

The sometimes-strained relationship between some ethnic minorities and the Gardaí was one of the key themes emerging from the consultation process. Some respondents raised the issue of institutional racism within the Gardaí, and their comments reflected a general mistrust of those responsible for policing the community:

> *"...Most of us believe that some of the Guards are racist and you don't know which ones and you don't want to fall into the wrong hands."*

Other respondents' perceptions of the Gardaí being racist were based on negative experiences such as inaction or slow responses in relation to the reporting of racist incidents, inaction in relation to the reporting of crime and the perception that ethnic minorities are treated differently by the Gardaí. The consequence of this perception appears to be a feeling of frustration and a lack of trust and confidence in some Gardaí. This in turn may give rise to an under-reporting of racist crimes.[1]

> *"This thing of being slow to respond to the incidents suggests that they are not taking seriously the racism and discrimination in this country."*

In contrast to some of the negative experiences reported by participants in the consultation, there was also very strong support for Garda initiatives such as the active recruitment of ethnic minorities into the Garda Reserve and the education of the Gardaí on different religions and cultures.

Respondents felt such initiatives were very positive, and demonstrated a commitment on behalf of the Gardaí to engage with ethnic minority communities in a constructive manner. Furthermore, the local Garda Ethnic Liaison Officers (ELO) have demonstrated ongoing support to the Dún Laoghaire Refugee Project and the Dún Laoghaire Town Football Club, and this positive working relationship has clearly broken down barriers between young ethnic minorities living in the Dún Laoghaire area and the Gardaí.

The role of the ELO involves liaising with leaders of ethnic communities and ensuring these communities have access to Garda services and protection. There are approximately 280 trained ELOs around the Country, and 12 working in the Dún Laoghaire-Rathdown area.

Through the support of Community Policing initiatives and ELOs, the Gardaí aim to respond to the above concerns, and build on the positive initiatives, through progressing five actions related to awareness raising within a variety of arenas including: schools, communities (both indigenous Irish and new communities), and within the police force itself.

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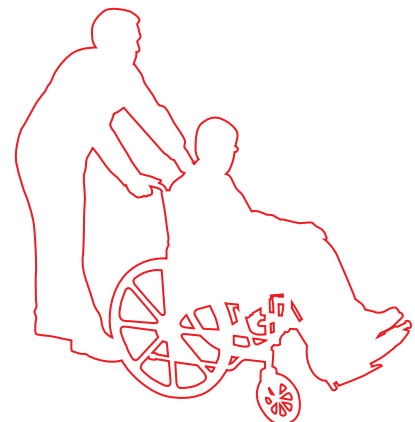
1   A racist incident is any incident which is perceived to be racist by the victim or any other person.

ADMINISTRATION OF JUSTICE

AIM: To continue the delivery of An Garda Síochána's "Get Wise" training programme. **ACTION:** Finalise "Get Wise" Training Manual and deliver the programme to relevant groups in the County with the goal of exporting the learning to other An Garda Síochána jurisdictions.	**LEAD ORGANISATION:** An Garda Síochána – Community Policing **SUPPORT ORGANISATIONS:** HSE, DLRCC, SSP, SAVE	**DEADLINE** Manual planned to be published December 2007, programme ongoing after (target of 3 per annum)
AIM: To encourage and inform ethnic minorities about joining the Garda Reserve and/or An Garda Síochána. **ACTION:** Undertake a minimum of one recruitment event per year in the County.	**LEAD ORGANISATION:** An Garda Síochána **SUPPORT ORGANISATIONS:** Cultural Diversity Committee, Unite Network, DRP	**DEADLINE** One per annum.
AIM: To incorporate information on anti-racism and interculturalism into An Garda Síochána's section of DLRCC's pre-tenancy courses. **ACTION:** Develop an anti-racism/interculturalism module for An Garda Síochána's input into the Council's pre-tenancy training programme.	**LEAD ORGANISATION:** An Garda Síochána **SUPPORT ORGANISATIONS:** DLRCC - Housing & CCDA Departments	**DEADLINE** Ongoing
AIM: To facilitate inter-agency inputs on intercultural best practices into An Garda Síochána's Continuous Professional Development Training (CPD). **ACTION:** Develop inter-agency inputs into An Garda Síochána's Continuous Professional Development Training (CPD).	**LEAD ORGANISATION:** An Garda Síochána	**DEADLINE** Ongoing

ARD Theme: Accommodation
NPAR Objective: Provision

"I was looking for a two-bedroom house and I rang up, 'How many people?' After speaking, 'Yes, take a look tomorrow.' 'Where are you from?' 'Slovakia' ' Oh sorry, no, it's gone!'"

This section focuses on two areas related to the experiences of ethnic minorities in accessing accommodation in Dún Laoghaire-Rathdown:

1. Local Authority accommodation

2. Private accommodation, both rented and owner-purchased.

To complement this commentary, feedback from some service providers responsible for providing housing services within the County is included.

Local Authority Housing

Based on the findings from consultations, there is a perception that an applicant for local authority housing from an ethnic minority background may be treated differently to an Irish person:

> *"People who are on the housing lists for the County Council – they have one list for Irish people and one list for foreigners. I mean, what's that all about? Someone on a housing list is just as entitled as the next. There should be one list for everybody."*

Assessments by the local authority are based upon a fair and equitable Scheme of Letting Priorities which is prepared by the County Manager and approved by the Council. However, the feedback does indicate that further communication measures need to be applied if the current perceptions held by ethnic minorities are to be altered. Staff working within the Housing Department noted that there were increasing numbers of foreign nationals calling to the public counter, and many expressed interest in undertaking training to allow them to more easily engage with such individuals. This is a very positive step and it is welcomed.

It is also important to note the changes made to the monitoring system developed by DLRCC's Housing Department's Anti-Social Behaviour Unit. The database now records anti-social behaviour incidents involving racism separately, which will allow for a more targeted approach.

Private Rented Accommodation

While some participants in the consultation indicated that sourcing private rented accommodation was a straightforward process, others highlighted significant barriers to accessing this type of housing. Some landlords require foreign nationals to produce a wide range of documentation, often including references from resident Irish nationals. Furthermore, some estate agents are perceived to be reluctant to engage with foreign nationals in some instances.

> *"I was looking for a two-bedroom house and I rang up, 'How many people?' After speaking, 'Yes, take a look tomorrow.' 'Where are you from?' 'Slovakia' ' Oh sorry, no, it's gone!'"*

Such difficulties are compounded by the fact that private rented accommodation is very expensive within the County, placing a significant financial burden not only on individuals from ethnic minorities but also on the local Irish population.

Owner Purchased Accommodation

For those individuals interested in buying a home in the County, accessing credit proved out of reach:

> *"Here it is very hard to get a mortgage if you are not a couple with two salaries. I tried to get a mortgage two years ago, but I couldn't because my wages were too low."*

Clearly, this is an experience which affects many people living in Dublin today, but what is interesting about such comments is that they contradict the commonly held perception that many migrant workers are not interested in settling in Ireland. It is positive to note that a variety of financial institutions and mortgage providers are offering information on their services in multiple languages.

The actions developed by the Steering Committee focus on enhancing existing information on all types of accommodation within the County, facilitating staff development opportunities for those in front-line service positions, and piloting anti-racism practices and protocols within one of the local estate management programmes.

ACCOMMODATION

AIM: To make the RAS and the Affordable Housing Schemes processes easier to understand. **ACTION:** Develop "Frequently Asked Questions / Explanatory Leaflet" for the RAS and Affordable Housing Schemes using Plain English. This project will be undertaken on a pilot basis, and may be replicated once the new Scheme of Letting Priorities is agreed nationally and at Council level.	**LEAD ORGANISATION** DLRCC - Housing Department **SUPPORT ORGANISATIONS** Dún Laoghaire VEC – Adult Learning Centre, County Dublin VEC	**DEADLINE** October 2008
AIM: To provide information on housing options. **ACTION:** Organise a one-day Housing Information Day on Local Authority housing options and private rented options, as part of the Social Inclusion Week 2008 Programme.	**LEAD ORGANISATION** DLRCC - Housing Department **SUPPORT ORGANISATIONS** DLRCC – SIU Potential exhibitors include: Threshold, PRTB, Estate Agents, Mortgage Providers	**DEADLINE** June 2008
AIM: To help encourage anti-racist and inclusive practices. **ACTION:** Develop a training module within an existing Estate Management Fora around encouraging anti-racist and inclusive practices. A pilot will be undertaken in an area in which there are ongoing and/or increasing numbers of complaints of racism, as recorded in the Anti-Social Unit's database.	**LEAD ORGANISATION:** DLRCC – CCDA (Estate Management Team) **SUPPORT ORGANISATIONS:** DLRCC – Housing (Anti-Social Unit), DLRCC –SIU	**DEADLINE** June 2008
AIM: To distribute information on private rented accommodation (i.e. rights and responsibilities of tenants and landlords). **ACTION:** Relevant literature regarding legislation around private rented sector to be available in public spaces in the County.	**LEAD ORGANISATION** ARD Co-ordination Committee **SUPPORT ORGANISATIONS** Organisations who have developed literature: Threshold, PRTB, Crosscare	**DEADLINE** Ongoing

ARD Theme: Media
NPAR Objective: Recognition

"When I came here first I was doing a course and first time I went no one would talk to me...because it was just after the 11th of September... I found for most of them the problem is they don't know anything about it [Islam] and the ideas they have [are] what they are hearing from the news not from education."

As Ireland becomes increasingly diverse, we have seen a growth of new media outlets catering for ethnic minorities. Furthermore, we see regular coverage of ethnic minorities in mainstream media. As part of the consultation process, participants were questioned on their perception of the Irish media, its inclusiveness in terms of fair and accurate representations of people of varying backgrounds, and what people would like to see in Irish media.

Not surprisingly, respondents felt it was important in respect of integration and improving relations between different sections of society that the media should offer a more balanced, positive representation of ethnic minority groups and their issues:

> *"In 2004, I can see on the television every night and every day the news about asylum seekers, asylum seekers, asylum seekers. I think that makes some Irish people to be racist."*
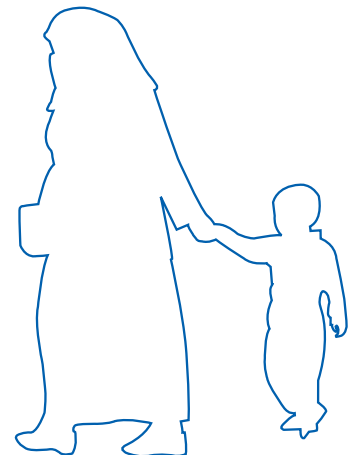
Some respondents indicated that particular slants within media coverage on an issue can directly or indirectly lead to racism:

> *"When I came here first I was doing a course and first time I went no one would talk to me...because it was just after the 11th of September... I found for most of them the problem is they don't know anything about it [Islam] and the ideas they have [are] what they are hearing from the news not from education."*

Such comments cannot, and do not, reflect the entirety of the Irish media, and it is recognised that there is a growing number of journalists covering issues around migration in an inclusive and fair manner. Rather than focusing on the media itself, the Committee took the view that a better option would be to encourage ethnic minorities to address the media issues themselves.

The approach is to focus on improving the situation for ethnic minorities by using learning from media-awareness projects already developed both nationally and abroad. While only one action has been included under this heading, the Steering Committee is satisfied that, if successfully developed, it will be both innovative and effective.

MEDIA

AIM:
To highlight the positive local initiatives focused on promoting diversity and interculturalism.

ACTION:
Establish a culturally representative media group focused on highlighting positive local initiatives with a diversity element, developing a "media-friendly" information pack. Group to undergo training to build capacity when engaging with the media.

LEAD ORGANISATION
Unite Network

SUPPORT ORGANISATION
Cultural Diversity Committee, DRP, IADT, STAG, SSP – Southside Community Training Network, SSP

DEADLINE
Established by December 2007, ongoing after.

"I think the youth that is coming now and getting their university education, they are branching into different fields and...you will find them in the media and the newspapers like in the UK. I think it will come to Ireland, but it just needs time."

ARD Theme:
Recreation & Community Development
NPAR Objective: Recognition, Participation

"There is a community swimming club and fitness club where we socialise with other people – Irish and from other countries."

As articulated in the Audit of Service Provision, local service providers and community organisations alike demonstrated a keen interest and awareness of the importance of engaging with new communities. However, it was emphasised that these organisations were unsure of how to attract members of ethnic minority groups living in the community to projects or events. There was a concern that they might 'say the wrong thing' or offend someone in an effort to welcome newcomers.

There was also a lack of awareness both by service providers and community-based groups of where ethnic minorities were living within the County. This is a significant challenge both to groups operating locally and at a national level:

> *"The relative absence of data in intercensal periods presents an ongoing difficulty. While accurate data exists in the case of work permit, work visa, and work authorisation holders, as well as asylum seekers, refugees and persons with leave to remain, we know little about their social conditions, economic circumstances, access to services, and experiences of racism and discrimination."*
> *– Improving Government Service Delivery to Ethnic Minority Groups, NCCRI*

It is anticipated that the results of the 2006 Census will alleviate some of this uncertainty, and allow community organisations, resource centres, and service providers to develop more targeted programmes depending on the individual make-up of their community.

From the perspective of ethnic minorities themselves, participants in the consultation process felt that participating in recreational activities was a good way in which they could meet new people and develop a stronger network:

> *"There is a community swimming club and fitness club where we socialise with other people – Irish and from other countries."*

However, their experiences of accessing and availing of recreational opportunities (both formal, as in leisure centres or informal, such as a clubs) were mixed. For some, there appeared to be an underlying concern around how they, as an ethnic minority, would be perceived and this fear prevented them from actively seeking opportunities to integrate into the community:

> *"...speaking for myself, I am not sure how people are going to take me. Are they going to accept me? I don't know, so I say 'Maybe I will just stay at home.'"*

There was some indication of racism as a barrier to integrating and engaging with the community, which indicates that a welcome in all arenas of Irish life cannot be taken for granted:

> *"We went to a night club when we were living in Dún Laoghaire and the bouncer on the door said 'It is not for black people...not allowed to get in.' ... We live in the community but we are not allowed to get into a night club or have fun in the community."*

More positively, ethnic minorities who were successfully integrating into the community cited children, work, and sport as the key enablers to integration.

Integration through children was particularly noticeable by mothers who had children of school-going age who were meeting the parents of their children's Irish friends. Sporting programmes, both organised in schools and by clubs, also proved successful in terms of integrating young people into Irish society:

> *"My boys are all into the Gaelic, hurling, soccer, all the different sports... In the school there is such a demand for them to be on the team. They have integrated as part of the local club teams as well..."*

Work appeared to offer the most significant opportunities for integration. Through their job, people developed social networks and friendships with Irish people, achieved a sense of belonging and respect as a member of Irish society, and were facilitated to afford a good quality of life and have access to financial services (i.e. a mortgage).

The four actions developed by the Steering Committee on the theme of Recreation & Community Development challenge the barriers to integration and build on the enablers.

RECREATION & COMMUNITY DEVELOPMENT

AIM: To encourage greater inclusion of marginalised groups, including ethnic minorities, in community-based initiatives. **ACTION:** Actively encourage local funding bodies, which have not already done so, to include a diversity element to their funding applications.	**LEAD ORGANISATION** DLRCC – C&E	**DEADLINE** March 2008
AIM: To create a multicultural volunteering culture. **ACTION:** Actively recruit ethnic minorities to participate in volunteering activities in the County through the Dún Laoghaire-Rathdown Volunteer Centre.	**LEAD ORGANISATION** Dún Laoghaire-Rathdown Volunteer Centre **SUPPORT ORGANISATIONS** CIS, DLR Community & Voluntary Forum, SSP	**DEADLINE** Ongoing
AIM: To support the inclusion of all persons living in the County in the member groups of the Forum. **ACTION:** To develop through the Community and Voluntary Forum Networks an information pack/booklet, to assist all persons in the County, and particularly ethnic minorities, to access community and voluntary groups in the County.	**LEAD ORGANISATION** DLR Community & Voluntary Forum	**DEADLINE** June 2008
AIM: To document the learning from the DRP's Drop-in Centre for young people. **ACTION:** Carry out the research and publish the report, which will be distributed nationally and used as a best practice model.	**Lead** DRP **Support** SSP	**DEADLINE** January 2008
AIM: To provide accessible locations for new communities to obtain advice and information. **ACTION:** Pilot drop-in programmes in local resource centres and other community facilities for new communities that will include information and advice on relevant issues, cultural education on Ireland, interpreters, language exchanges, English classes, and somewhere to socialise.	**LEAD ORGANISATION** SSP **SUPPORT ORGANISATIONS** CIS, Southside LES, DLRCC – Libraries, DLRCC – CCDA, Parish Centres	**DEADLINE** June 2008 (pilot complete)

Glossary of Terms

The whole area of Anti Racism & Diversity has a variety of terms that are regularly used and a glossary of some has been outlined below. Please be aware however that there are often different interpretations as to what these terms mean and so the list below is intended as a brief description for users as opposed to a comprehensive explanation.

Our understanding is that the Irish Government has indicated a preference for pursuing a policy of interculturalism as opposed to multiculturalism. There are a number of definitions outlined below, however these are intended to act as a guide to the meaning and usage of the term and do not necessarily reflect a definitive interpretation of national policies.

Asylum seeker: "An asylum seeker is a person seeking to be recognised as a refugee under the 1951 Geneva Convention. An asylum seeker has a legal entitlement to stay in the State while his or her application for asylum is being processed". [1]

Black: "People can describe themselves as Black for a number of reasons for example, in relation to their physical appearance, their ancestry, as a political term, or all of the above. Black is not generally considered to be a derogatory term and in Ireland, the term 'Black and minority ethnic group(s)' is often used". [2]

Coloured: "The word 'coloured' is now considered to be a derogatory term in Ireland and many other countries. 'People of Colour' is an accepted term in some countries but it is not commonly used or understood in Ireland". [3]

Ethnicity: "Shared characteristics such as culture, language, religion, and traditions, which contribute to a person or group's identity". [4]

Integration: "The term 'integration' is widely used in a policy context at both national and European level. Integration is commonly understood to be a two way process that places duties and obligations on both cultural and ethnic minorities and the State to create a more inclusive society. In the context of this Plan 'integration' simply means a range of targeted strategies for the inclusion of groups such as Travellers, refugees and migrants as part of the overall aim of developing a more inclusive and intercultural society". [5]

Interculturalism: "Interculturalism is essentially about interaction, understanding and respect. It is about ensuring that cultural diversity is acknowledged and catered for, and including minority ethnic groups by design and planning, not as a default or add-on". [6]

Leave to Remain / Stamp 4: "Also known as 'permission to remain'. The main grounds upon which further permission to remain can be obtained are: for the purposes of employment, to study, to operate a business or as a dependant family member of an Irish or EEA citizen residing in the State". [7]

If an application for 'leave to remain' is successful, the Garda National Immigration Bureau (GNIB) issues a Registration Card with the person's picture and stamp number 4 on it. [8]

Migrant Worker: "The term migrant worker refers to a person who is to be engaged, is engaged or has been engaged in a remunerated activity in a State of which he or she is not a national". [9]

Minority Ethnic Group(s): "Sometimes also described as 'Black and minority ethnic group(s)', this means a group whose ethnicity is distinct from that of the majority of the population". [10]

Multiculturalism: "The status of several different ethnic, racial, religious or cultural groups co-existing in harmony in the same society". [11]

Race: "The term 'race' is a social construct used to classify people. In Irish equality legislation, the 'race' ground is described as "race, colour, nationality, or ethnic or national origins. [12]

Racism: "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". [13]

Refugee: As defined by the 1951 Geneva Convention, "A refugee is a person who is forced to leave his/her country due to a well-founded fear of persecution, and who is unable to return to his/her home country for reasons related to their race, religion, nationality, membership of a particular social group or political opinion. Once a person is recognised as a refugee he/she has virtually the same rights as an Irish citizen". [14]

Separated children / unaccompanied minors: "Children under 18 years of age who are outside their country of origin and separated from both parents and from their previous legal / customary primary caregivers. In Ireland the term unaccompanied minors has often been used for this group of people". [15]

1   *Myths and Misinformation about Asylum Seekers:* NCCRI and the UNHCR in Partnership with 'Know Racism' the government's national public awareness programme to address racism.

2   *Useful Terminology for Service Providers – Improving Government Services to Minority Ethnic groups:* National Consultative Committee on Racism and Interculturalism (NCCRI).

3   Ibid.

4   Ibid.

5   *Planning for Diversity – The National Action Plan Against Racism 2005-2008,* Dublin: The Department of Justice Equality & Law Reform.

6   *Guidelines for Developing a 'Whole Organisation' Approach to Address Racism and Support Interculturalism 2003,* Dublin: National Consultative Committee on Racism and Interculturalism (NCCRI).

7   *Useful Terminology for Service Providers – Improving Government Services to Minority Ethnic groups:* National Consultative Committee on Racism and Interculturalism (NCCRI).

8   Citizens Information website: http://www.citizensinformation.ie/

9   Article 2, United Nations International Convention on the Protection of the Rights of All Migrant Workers and Members of Their Families, as cited in *Useful Terminology for Service Providers – Improving Government Services to Minority Ethnic groups:* National Consultative Committee on Racism and Interculturalism (NCCRI).

10 *Useful Terminology for Service Providers – Improving Government Services to Minority Ethnic groups:* National Consultative Committee on Racism and Interculturalism (NCCRI).

11 Combat Poverty Agency website: http://www.cpa.ie/povertyinireland/glossary.htm#M

12 *Useful Terminology for Service Providers – Improving Government Services to Minority Ethnic groups:* National Consultative Committee on Racism and Interculturalism (NCCRI).

13 The International Convention on the Elimination of all Forms of Racial Discrimination, Article One as cited in *Planning for Diversity – The National Action Plan Against Racism 2005-2008,* Dublin: The Department of Justice Equality & Law Reform.

14 *Myths and Misinformation about Asylum Seekers:* NCCRI and the UNHCR in Partnership with 'Know Racism' the government's national public awareness programme to address racism.

15 The Irish Refugee Council website: http://www.irishrefugeecouncil.ie/

List of Abbreviations

The area of Anti-Racism & Diversity comes with its own selection of abbreviations, acronyms and initialisms. For clarification purposes, some of the most common ones that you will come across in this Plan have been outlined below.

ARD	Anti Racism and Diversity Plan(s)
C&E	Community & Enterprise Department
CCDA	Culture, Community Development & Amenities
CDB	County Development Board
CIS	Citizens Information Service
DLR	Dún Laoghaire Rathdown
DLRCC	Dún Laoghaire-Rathdown County Council
DRP	Dún Laoghaire Refugee Project
DSFA	Department of Social & Family Affairs
EEA	European Economic Area
ELO	Garda Ethnic Liaison Officer
ESOL	English for Speakers of Other Languages
FÁS	Foras Áiseanna Saothair: Training & Employment Authority
GNIB	Garda National Immigration Bureau
HR Training	Human Resources Department, Training Unit
HSE	Health Service Executive
IADT	Institute of Art, Design & Technology
LES	Local Employment Service
NPAR	National Action Plan Against Racism 2005 - 2008
PRTB	Private Residential Tenancies Board
RAS	Rental Accommodation Scheme
SAVE	Southside Addressing Violence Effectively
SIM	Social Inclusion Measures Committee
SIU	Social Inclusion Unit
SSP	Southside Partnership
STAG	Southside Travellers Action Group
TBC	To be confirmed
VEC	Vocational Education Committee

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