



NEW COMMUNITIES PARTNERSHIP

Annual Report 2019



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Directors' Foreword

In the past year, we have been able to make real progress in our strategic goals through ensuring representation and participation of migrant communities in matters affecting them, through creating and providing specialised services, targeted training, and through taking an active role in promoting integration and inclusion at the local and national levels. We are proud of the fact that our staff are caring and supportive, able to have such a positive impact by being focused on finding solutions to challenges faced by migrants in Ireland. In 2019, we have continued to help people navigate their way through complicated situations. Seeing our clients move on and thrive from such challenging circumstances is truly inspiration, even if sometimes is a series of small steps.

2019 has also remained a busy year for us at the operational level, from the provision of specialised services in our offices in Dublin and in Cork to the organisation of a range of successful events, including our established annual Intercultural Family Days and Migrant Expo Fair. We also had the help of a new National development and Integration Officer, facilitated through funding provided through the Scheme to Support National Organisations (SSNO). Moreover, we continued to expand and refine on our existing services, such as our Migrant Family Support Service (MFSS), and our Migrant Access Programme (MAP), which reached an even bigger number of service users in 2019. Additionally, through an evidence-based approach, we successfully sought out funding through the European Social Fund (ESF), for the development of an additional project in 2020.

Above all else as we continue to grow our support, we aim to ensure that all areas of our work are underpinned by the values which shape everything we do; first, to work with all new communities in Ireland; second, our determination to create services and opportunities to ensure their full participation in Irish society; and finally our commitment to empower them to influence positive change in all matters affecting their lives. In the year to come, we hope to engage even more voices from within Ireland's migrant communities. Our primary focus once again will be on supporting the network and our services to continue to grow and expand its activities.

We are grateful to all of our staff, volunteers, trustees and to our funders, supporters, members and friends who make this work possible.

NCP Board



New Communities Partnership (NCP) is an independent national network of over 100 immigrant-led groups (including ethnic minority groups) comprising 65 nationalities with two offices in Dublin. In addition to being the largest migrant-led network in Ireland, NCP also offers a number of services that assist migrants with social inclusion, child protection, education, training, employment, cultural understanding, citizenship etc. NCP also provides support to stakeholders and partnering organisations, including NGOs and statutory agencies at both local, National and European levels.

The mission of NCP is to be an effective network, representing and empowering new communities in Ireland, at all levels, in order to influence positive change in policies that impact on their lives. We are working towards an intercultural and inclusive Irish society where immigrant groups are achieving equality in economic, social, political and cultural aspects of Irish life.

Through our services, we support people from new communities, including vulnerable children and families, asylum seekers and refugees, migrant workers and groups, ethnic minority communities, Roma and people who are experiencing homelessness and domestic violence. We are here for people at all stages of their migration and integration process in Ireland.

Strategic Goals 2019 - 2021

- A. Ensure **representation and participation** of ethnic minorities at all levels in Irish society in order to influence positive change and inform policies that impact on migrants' lives.
- B. Deliver **targeted training** that enhances the delivery of better services to people from migrant communities in Ireland and to promote cultural understanding in Irish society.
- C. Promote and sustain effective **economic participation, integration, and social inclusion** initiatives for migrant communities at local, regional and national levels.
- D. Promote awareness of, improve access to, and provide and create bespoke **services for migrants** in the local community in Ireland.

A. Representation and Participation

In 2019, we continued to ensure representation and participation of new communities at all levels in Irish society. To do this, we have increased our ability to influence on local and national integration through:

- Representation in a range of local, national and European forums and networks: CO-OP practitioners' meetings, TUSLA networks, INAR Network, SIRIUS European Policy Network on Migrant Education, Immigrant information Network (IIN), The Migrant Consultative Forum (MCF), among others.
- Collaboration with NGOs and state bodies: The Department of Justice and Equality, The Department of Children and Youth Affairs, The Department of Education and Skills, HSE, TUSLA, Crosscare etc.
- Participation in Conferences and Consultations: The Wheel 2019 Summit (Diversity training), Department of Justice and Equality Stakeholder workshop on Hate Speech; Breakfast Meeting at the Ombudsman for Children Office, Consultation meeting at the Department of Children and Youth Affairs on revision of the Child Care Act 1991, among others.

B. Targeted Training

In 2019, we organised and delivered several specialised trainings through our services:

- Migrant Family Support Service (MFSS) conducted training sessions in Emergency and Reception Orientation Centres (EROCS).
- Migrant Access Programme (MAP) conducted MAP Employment Training sessions nationwide.
- NCP Coding Information Session at the Irish Human Rights and Equality Commission (IHREC) offices.
- Mental Health workshops with local communities in Dublin and Lucan.
- SIRIUS European Policy Network's Peer Learning activity in Ireland.

C. Integration and Inclusion

Throughout our services, we continue to support migrants facing a range of barriers throughout their integration trajectories in Ireland. To overcome some of these challenges, we work in collaboration with stakeholders and other NGOs to support migrant communities to deal with structural inequalities which impact upon their integration and inclusion in Ireland. Most worked with populations:

- A significant part of our caseload arises from work with members of the Roma community, who regularly struggle to access social services and who face the largest communication barriers, as well as additional challenges such as child protection interventions.
- Migrants and refugee families experiencing child protection interventions (a significant case load arises from those who also experience homelessness and domestic violence).
- Latin American groups and individuals (mostly through our employability programmes).
- Western African nationals (challenges accessing the labour market in Ireland).
- Ethnic minority groups (support with access to funding, group formation, networking etc.).

D. Services for Migrants

In 2019, NCP provided the following services to migrants at local and national level in Ireland.

Migrant Access Programme (MAP): A nationwide free service supporting migrants to access employment in Ireland. The programme offers training and public information sessions on job seeking skills, basic English and computer skills, CV and Cover letter creations and employment rights and entitlements.

NCP Youth English Homework Club: The programme links volunteer teachers with primary and secondary schools in Dublin to provide weekly English Language and homework support to migrant children from non-English speaking families.

Citizenship Application Support Service (CASS): A multi-lingual, drop-in service, for migrants negotiating the Irish naturalisation process with offices in Dublin and Cork.

Social Inclusion and Community Activation Programme (SICAP): A community programme that promotes social inclusion and equality through services for both individuals and groups, through helpline, drop in clinics, referrals, community support and group formation.

Migrant Family Support Service (MFSS): A nationwide multilingual service supporting migrant and refugee families experiencing child protection interventions. The service provides a telephone helpline, drop-in clinic, outreach, information, advocacy and child protection training

NCP SERVICES IN 2019

1. Migrant Access Programme (MAP)

MAP is Nationwide free service with the aim of empowering migrants and supporting them to overcome barriers and be included as active participants in the Irish labour market. In 2019, MAP continued to offer free and tailor-made trainings for migrants seeking to increase their employability.

Employment Training and Information Sessions

Throughout the year, MAP continued to deliver its programmes and information sessions nationwide. Public information sessions and trainings were delivered in Dublin, Cork, Tralee and Galway. In 2019, MAP also got approval to include people seeking international protection in Ireland, and who have or are in the process of getting a temporary work permit, in its employment training sessions. In 2019 overall six Employment Trainings were organised with 78 participants in Dublin, Cork and Tralee and Information sessions with 127 participants in Dublin, Monaghan, Cork, Tralee, Galway and Carrigtwohill.

In May 2019, MAP also conducted a free information session on computer programming for migrants in Ireland. The session, facilitated by two experts in the area, Dr. Claudia Igrude and Allen Thomas Varghese, covered a strong overview of computer programming, the career paths available in Ireland for coders and programmers, and how to get started in the area. The session was attended by 35 participants which took place in the Irish Human Rights and Equality Commission.

Migrant Expo and Job Fair

In 2019, an estimated 700 participants attended the fair in TU Dublin. On the day, over 24 exhibitors and stand holders were present across different industries. 5 different seminar sessions took place, with 25 participants attending each session. These sessions covered information in relation to the job market, tips for CV preparation, Cover letter, among others.



2. NCP Youth English Homework Club

NCP Youth English Homework Club links volunteer teachers with primary and secondary schools in Dublin to provide weekly English Language and homework support to migrant children from non-English speaking families. The schools involved are providing our project volunteers with the adequate space for the delivery of the programme. In 2019 the project supported a total of 183 students in 4 primary and secondary schools in Dublin Inner City. From January to June 2019: 73 students in St. Mary's Primary School, St. Paul's Primary School and St. Joseph's Secondary School. From September to December 2019: 110 students in St. Mary's Primary School, St. Paul's Primary School and George's Hill Primary School. Additionally, the project also had a total of 27 volunteers in 2019.



All volunteers went through Garda Vetting to ensure that they complied with regulations in safeguarding children (Children First). Additionally, all volunteers also received an NCP Induction training. The programme was a huge benefit to both, the students and the volunteers. We provided the volunteers with an opportunity to gain professional experience working in schools and with students from different cultures and ethnicities.

3. SIRIUS European Policy Network on Migrant Education

The SIRIUS European Policy Network on Migrant Education is a leading international policy network, which focuses on the challenges within and opportunities to improve outcomes in migrant education. It has been acting as an advisor to the European Commission since 2012. NCP is a member of SIRIUS since January 2014. Our membership of the SIRIUS Network allows us to represent migrants at an EU level and to effect change and better understand how to optimise learning outcomes for migrant people in education system in Ireland.

In 2019 as part of the collaboration with the SIRIUS European Policy network, NCP organised two events in Ireland: **European Peer Learning Activity** on the 6th and 7th of June 2019 in Temple Bar Gallery and Studios and a **National Roundtable** on the 11th of June 2019 in the Teacher's Club, Dublin.

European Peer Learning Activity in Dublin: The main focus of the Peer Learning Activity was to educate other EU countries about the positive results achieved by Ireland and the Department of Education and Skills through our policies, procedures, and through the Delivering Equality of Opportunity in Schools (DEIS) programme. Fifteen network members attended the two-day event, including delegates from the ministries of Education in Sweden and Estonia as well as EU experts from Brussels, the Netherlands,

Croatia, Iceland and Italy. We also had national stakeholders and speakers from Department of Education and Skills, TUSLA, CDET Youth and from the Education Service for Refugees, as well as a representative from Department of Justice and Equality.



The event was an opportunity to showcase Ireland as an authority in the area of migrant education and to highlight Ireland as a progressive, welcoming arena for migrants in this regard. During these two days there were presentations on two programmes delivered by Ireland's Department of Education and Skill (DEIS programme and the Home School Community Liaison Scheme). Participants also learned about the Separated Children's Service, a service provided by the Department of Education and Skills and the Department of Children and Youth Affairs. There was also a visit organised for the participants to a Dublin Inner City Primary school.

National Roundtable: The topic of the Roundtable discussion was Linguistic Diversity in Irish Classrooms. The roundtable was held in the Teacher's Club Dublin on Tuesday 11th of June 2019. Eighteen stakeholders from diverse backgrounds attended the National Roundtable, including school principals, policy makers from TUSLA, Department of Education and Skills, representatives from migrant grassroots organisations and migrant parents.



At the Roundtable, Dr. Francesca La Morgia, Assistant Professor in Clinical Speech and Language Studies at Trinity College Dublin, presented on the linguistic diversity of Irish classrooms, with a focus on the experiences of bilingual children. There was also a focus on the challenges facing teachers in Ireland and the resources available to them. She also discussed the best practices developed in other European countries and how those are implemented.

Themes discussed on the day included: Language diversity in Europe, multilingual schools, and barriers to bilingualism. A presentation by Dr. La Morgia (including on the Mother Tongues project) was followed by interactive group discussions on the topic of multilingualism in Irish classroom. At the end, feedback was sought out of the workshop from all participants.

4. *The Citizenship Application Support Service (CASS)*

In 2019, CASS operated in two support offices in Dublin and in Cork, as well as through telephone lines and email services. CASS continued to provide a ‘second-tier’ advice service for Citizens Information Centres, Gardai, HSE, Social Workers, and for NGO’s. Additionally, CASS also provided citizenship application support training to different agencies and organisations which also included intercultural competency training to support staff who work with clients from different cultural backgrounds.

Overall in 2019:



6.600 Drop-ins



2.663 Visitors



416 Citizenship applications



267 referrals



1.561 Phone calls

5. *The Social Inclusion and Community Activation Programme (SICAP)*

In 2019, the project focused on reducing poverty and promoting social inclusion and equality through regional engagement and collaboration through work with both migrant groups and individuals. Overall in 2019 SICAP supported, built capacity and continuously advocated for 19 new member groups and 61 individuals.

Community Engagement and Events

- Provided space for weekly English classes aimed at women from non-EU backgrounds (the classes were run in collaboration with the Southside Partnership).
- Provided communal space to ethnic minority organisations and migrant groups.
- Organised workshops on Mental Health in NCP Head office and in Lucan attended by 21 people from a range of countries (these workshops were an opportunity to discuss mental health within migrant communities).
- Organised Proposal Writing Training in NCP Head Office
- Organised International Women’s Day Celebration in NCP Head office.
- Organised Intercultural Family Day in Palmerstown Rugby Club.
- NCP Meet and Greet in Dun Laoghaire Rathdown County Council.
- NCP Talent Day Show in Dundrum.
- NCP Intercultural Family Day in Croke Park (few pictures from the event below).





6. The Migrant Family Support Service (MFSS)

MFSS is one of the services with the biggest reach in NCP, with the largest number of staff and strong growth since its inception in 2014. The service is made possible through funding from Tusla, The Child and Family Agency, which recognises some of the unique challenges migrant and refugee families face in Ireland. In 2019, the service continued to work towards its objectives through its teams in Dublin and in Cork. It expanded its positive impact on a number of families through providing assistance, cultural support, as well as training and awareness raising about child protection practices in Ireland. Overall in 2019:



355 Drop-ins



108 referrals



159 Family Support



3.990 Phone calls

Trainings

In 2019, MFSS provided 36 Positive Parenting Trainings nationwide: EROC Ballaghadereen in Roscommon, Baleskin Direct Provision Centre, Clondalkin Towers Direct Provision Centre, Nigerian Churches in Dublin, Focus Ireland family hub in Tallaght for Roma families and in Our Lady's Well National School induction day. In 2019 MFSS also continued to conduct monthly training sessions in Baleskin, as well as 6 additional training sessions in EROC centres in Co. Roscommon. These sessions were tailored towards Syrian refugees recently resettled in Ireland. Overall 36 training sessions to 535 participants from January to December.

In 2019 MFSS continued to offer the 'Encouraging Parental Participation' for Social Workers. During the year we delivered Cultural Awareness sessions to social workers in different regions in Ireland including: Co. Mayo, Roscommon, Cork and Dublin. In total we trained 95 Professionals. Our team also provided cultural information to CFA Social workers in relation to supporting clients from the Roma Community and from other migrant backgrounds. We have also conducted further targeted trainings, including staff of the Ombudsman for Children and professionals in training such as UCC social work students. In 2019 MFSS also partnered with the Tallaght Southwest Team Outreach Project and delivered a Cultural Awareness Training to 40 Tusla Social workers.

New Projects in 2019

In 2019, NCP received funding from the Department of Justice and Equality, Ireland's European Structural and Investment Funds Programme and the European Social Fund (ESF) for a new project, Migrant Women Opportunities for Work (Mi-WOW). In 2019 we also received funding through the SSNO (Scheme to Support National Organisations) to recruit a nationwide National development and Integration Officer.

Migrant Women – Opportunities for Work (Mi-WOW)

Mi-WOW is looking to explore, support, and overcome specific barriers that Migrant Women are facing in Ireland during their job-seeking journeys. Mi-WOW is designed to empower Migrant Women to reach their potential, rebuilding their confidence, and upgrading their skills to facilitate their access to the labour market and/or career progression in ways that are linked to their professional goals. Additionally, Mi-WOW aims to provide support and a critical thinking space to enterprises, creating and developing inclusive and equal routes for Migrant Women to participate in any space of the Irish labour market.

National Development and Integration

In 2019, NCP successfully sought out funding through the SSNO (Scheme to Support National Organisations) to recruit a nationwide National development and Integration Officer. The post is funded through Pobal and the Department of Rural and Community development. The role was identified as crucial for growing NCP's outreach to migrants on a national level. NCP's National development & integration officer is responsible for initiating, maintaining and developing a sustainable working relationship with key groups and individuals engaged with NCP, actively promoting awareness of social inclusion, integration and anti-poverty issues in the new communities.

SNAPSHOT of 2019



78 participants in
6 MAP Employment Trainings



127 Participants in MAP Information Sessions
Nationwide



416 Citizenship applications



1.561 Citizenship Application phone queries
3.990 Migrant Family Support phone queries



61 individuals and 20 new groups
supported through SICAP



183 migrant students supported through NCP Youth
English Homework Club



64 Community events
and workshops organised nationwide



+700 participants in our MAP Job and Expo Fair
+150 participants in our End of Year Family day



114 new referrals to our Migrant Family
Support Service (MFSS)
355 Drop-in clinics with families
in Dublin and in Cork



36 MFSS training sessions Nationwide
353 Participants of over 32 Nationalities

NCP Funders 2019

NCP would like to thank all of our funders during 2019 for supporting our organisation and helping us work toward an inclusive and multicultural Irish society:

- **TUSLA**
- **Pobal**
- **Dublin City Council**
- **Department of Justice and Equality**
- **Department of Rural and Community Development**
- **Ireland's European Structural and Investment Funds Programmes 2014-2020**