



New Communities Partnership Annual Activity Report 2018

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Table of Contents

Introduction	2
Mission and Vision	4
Our Services in Ireland and Who They Help.....	5
Our Impact in 2018	9
Migrant Family Support Service (MFSS)	10-19
The Migrant Access Programme (MAP)	20-22
NCP Youth	22-24
The Social Inclusion & Community Activation Programme (SICAP)	24-27
The Citizenship Application Support Service (CASS)	29-35

Introduction

“It is the firm will of the Irish Nation, in harmony and friendship, to unite all the people who share the territory of the island of Ireland, in all the diversity of their identities and traditions, recognising that a united Ireland shall be brought about only by peaceful means with the consent of a majority of the people, democratically expressed, in both jurisdictions in the island.”

Those words begin Article 3 of the Irish Constitution. It is a message and a focus that New Communities Partnership (NCP) wholeheartedly stands behind.

As the largest migrant-led network in Ireland, comprising more than 120 groups, we treasure this country that so many of us have chosen to call home. We have found friendship on her shores, raised families and commenced or continued careers. In the spirit of friendship and community, NCP works to achieve that aim of harmony, improving inclusion and deepening the relationship between Irish-born citizens and the migrants who have been welcomed to this country.

With an apolitical approach, we identify the measures and supports that will enable migrants to continue to strengthen this society and provide the services that will help them to achieve parity and positive inclusion. We provide a platform and opportunities to elevate the voices of migrants living in Ireland; this helps us to preserve and celebrate the diversity of identities and traditions so clearly highlighted in the constitution.

In 2018, we continued to do that, meeting (and often breaking) our targets for migrants who have been helped.

This 2018 Annual Report shows the depth and breadth of our work in detail. We are working to improve upon this work in 2019 and beyond.

New Communities Partnership

Mission and Vision

Sixteen years ago, a small group of community leaders came together to discuss the opportunities, challenges, and landscape for migrants in Ireland. That was the beginning of what would, in 2005, officially become New Communities Partnership (or NCP for short).

When New Communities Partnership launched, our mission was very clear: to provide a voice for migrants in Ireland and to empower and represent migrant and ethnic minority groups in Ireland.

That mission is as important today as it was when we started – particularly given the changing demographics that Ireland has seen since NCP was first launched. Between 2006 and 2011, the number of Irish residents who were born outside Ireland grew by 25% (to a total of 766,770 in 2011).¹ By 2016, that number increased to 810,406. As of April 2016, people born outside of Ireland comprised 17.3% of the population overall.²

Given that strong growth in migrant numbers, we recognise how quickly public services must work to keep apace. That's why, in recent years, NCP has been working to develop, implement, and grow the services we offer to migrants, government bodies, and to other stakeholders in Ireland. We are proud to serve as a bridge between Ireland's new communities and her existing ones; to encourage positive integration; improve employability and educational outcomes for migrants; to provide context on cultural nuances; and to showcase just how much migrant communities have to contribute to Irish society.

To help us achieve those aims, we work in two ways: empowering the migrant groups that we serve as an umbrella network and providing services to migrants in Ireland that tackle and assist with the specific needs of those migrants.

In 2018, NCP continued to grow and build upon those services. In this 2018 Annual Report, we will assess and quantify the output and efficacy of those services, examining each of them in detail.

¹ CSO, *This is Ireland* (2011), pg. 30. See: https://www.cso.ie/en/media/csoie/census/documents/census2011pdr/Census_2011_Highlights_Part_1_web_72dpi.pdf

² CSO, *Census 2016 Summary Results - Part 1*, pg. 46. See: https://www.cso.ie/en/media/csoie/census/documents/census2011pdr/Census_2011_Highlights_Part_1_web_72dpi.pdf

Our Services in Ireland and Who They Help

The activities of NCP would not be possible without the people who put in their time, energy and efforts to improve the lives and opportunities for migrants in Ireland. At the time of publication – September 2019 – NCP employed a staff of fifteen as well as two CE scheme employees. Additionally, a team of volunteers and interns supplements our efforts, particularly when it comes to event management.

With the assistance of that group of people, NCP provides five distinct services that target identified needs of migrants in Ireland.

These are (in no particular order):

1. The **Migrant Family Support Service** (MFSS for short), a service that provides confidential and free advice and support to migrant families with children in care or who are going through child protection interventions. This service also provides training, outreach and assistance to government bodies and social workers (including Tusla), to religious institutions, community groups and to other entities concerned with child protection and welfare in Ireland.
2. The **Migrant Access Programme** (MAP for short), a service that offers free and tailor-made support for migrants seeking to increase their employability. This support is provided through information sessions, employment and education training, and through one-on-one conversations, and Migrant Expo & Job Fair.
3. **NCP Youth**, a service that aims to identify the challenges and issues young people of a migrant background face in Ireland, and which works to ensure migrant students are achieving their full potential in schools and have the same opportunities as their Irish peers.
4. The **Social Inclusion and Community Activation Programme** (SICAP for short), a service that works to increase, encourage, and facilitate social inclusion and positive integration and inclusion of migrants nationally.
5. The **Citizenship Application Support Service** (CASS for short), a paid service that assists migrants who are navigating citizenship and visa application processes, including assisting with visa and passport application and renewals and answering general questions on citizenship, naturalisation, eligibility, immigration status, etc.

These services are designed to enhance the services provided by government, non-profit and private services in existence in Ireland, as well as to and ameliorate the pressures on those services.

Our work acts to complement that of government services and other NGOs. When it comes to providing assistance to enhance the lives of all people in Ireland, such a diversity of people and backgrounds requires a diversity of approaches. As an organisation comprised of a diverse workforce (NCP's paid staff hail from Europe, Africa and South America), and whose member groups span even more countries of origin, New Communities Partnership is well placed to understand and identify best processes for enriching the lives of migrants in Ireland.

We have an acute understanding of the disparate issues migrants face. These issues can relate to language difficulties; lack of knowledge about the services in existence in Ireland; unproductive or even hostile treatment from government and services in other states, leading to distrust or an unwillingness to engage with state agencies; religious or cultural differences and difficulties; and previous negative experiences on the basis of the migrants' race, religion or cultural background.

Difficulties that migrants who use our services face extend to all areas of society and life in Ireland and can be made more difficult by a number of personal and societal challenges: a lack of knowledge in the typical processes for job-seeking and accessing services in Ireland, for example; a lack of family support for those migrants whose close and extended families are living elsewhere; difficulties with traversing official documents and literature in the English language; a lack of education; emotional or mental issues that may have been caused or exasperated by the asylum process; discrimination or bias against migrants; or an inability or unwillingness to integrate fully into Irish society.

This is where NCP steps in to fill the gaps in meeting the needs of migrants in Ireland.

A snapshot of the cultural, ethnic and religious diversity in Ireland today can be seen in the breakdown of the 2016 Census results.

Usually resident population by ethnic or cultural background

Ethnic or Cultural Background	Persons
White Irish	3,854,226
White Irish Traveller	30,987
Other White	446,727
Black or Black Irish	64,639
Asian or Asian Irish	98,720
Other	70,603
Not stated	124,019
Total	4,689,921

1.1 Source: 2016 Census breakdown, taken from <http://census.cso.ie>³

Though White Irish make up the majority of census takers (at 3,854,226 people or a little over 82%), a sizeable population (excluding those "Not Stated") identify in another category. This accounts to 680,689 – or over 14.5% – who self-identify as belonging to another ethnic or cultural group.

³ The quoted tables from 1.1 to 1.4 can all be viewed on the CSO's website at http://census.cso.ie/sapmap2016/Results.aspx?Geog_Type=S&Geog_Code=S#SAPMAP_T2_200

Those who speak foreign languages amount to a similar number, with 612,018 speakers of foreign languages identified by the census. Polish, French and Lithuanian speakers combine to make up a substantial amount of the foreign languages spoken at 226,205 (almost 37%) 63% speaking another, unspecified foreign language.

Speakers of foreign languages by language spoken

Language	Persons
Polish	135,895
French	54,948
Lithuanian	35,362
Other	385,813
Total	612,018

1.2 Source: 2016 Census breakdown, taken from <http://census.cso.ie>

Of these, a majority speak English very well or well (508,016 or 83%), but a large number (86,608 or over 14%) do say that they do not speak English well or not at all.

Speakers of foreign languages by ability to speak English

Ability to speak English	Persons
Very well	328,912
Well	179,104
Not well	72,713
Not at all	13,895
Not stated	17,394
Total	612,018

1.3 Source: 2016 Census breakdown, taken from <http://census.cso.ie>

Finally, the 2016 census shows a diversity of religious beliefs. It is not possible to get an exact snapshot of religious representation from these results, as only a small number of religious beliefs (or lack thereof) is quantified – of those, religious belief is not broken down by nationality – but it is possible to get a general overview of the religious beliefs of the population overall.

Population by religion

Religion	Persons
Catholic	3,729,115
Other stated religion	439,055
No religion	468,421
Not stated	125,274
Total	4,761,865

1.4 Source: 2016 Census breakdown, taken from <http://census.cso.ie>

A vast majority (3,729,115 or in excess of 78%) identify as Catholic. “No religion” makes up the next most common response at 468,421 people or 9.8%. “Other religions” make up the next largest category at 439,055 or 9.2%.

We work with and assist people across the spectrum of migrant communities in Ireland through our five services.



Our Impact in 2018

Across our five main services, New Communities Partnership experienced a busy year in 2018. This section will break down the impact of these services in detail, beginning with the Migrant Family Support Service.

Family Support Service (MFSS)

Stats in a Nutshell (2018):

- Continuous support of over 70 Families (of 28 nationalities) in 2018
- 93 referrals received in 2018, with 44 coming from TUSLA
- 508 drop-in clinics in both Dublin and Cork Offices
- 5,186 phone calls in 2018
- 218 outreach meetings (including court appointments, Child in Care review meetings, etc.)
- 32 training sessions, impacting 524 participants of over 47 nationalities, including those in Direct provision
- MFSS workers reached 15 different counties last year
- The team now has 6 people.

The Migrant Family Support Service (MFSS) is one of the services with the biggest reach in New Communities Partnership, with the largest number of staff and strong growth since its inception in 2014. The service is made possible through funding from Tusla Child and Family Agency, which recognises some of the unique challenges migrant families face in Ireland.

The sensitivity of MFSS's work is reflected in the training and qualifications of its staff. All MFSS staff and volunteers are Garda vetted and Children First trained. Two MFSS staff are DLP trained by TUSLA and 2 MFSS staff are TUSLA Meitheal Model trained.

The MFSS project workers are all tasked with undertaking work that improves the outcomes of migrant families, including those who are facing child welfare intervention from the state. There are some unique challenges that make this a vital service for migrants in Ireland, particularly those from the African continent and those who are at risk of or experiencing poverty.



MFSS Objectives:

1. Assistance for migrant families with children in care or currently experiencing child protection interventions:

2. Cultural support to front line professionals (TUSLA- Child and Family staff):

3. Training and awareness raising about Child Protection practices in Ireland for migrant parents and religious/ community leaders and migrant NGOs:

Impact of MFSS Objective 1: Assistance for Migrant Families with Children in Care or Currently Experiencing Child Protection Interventions

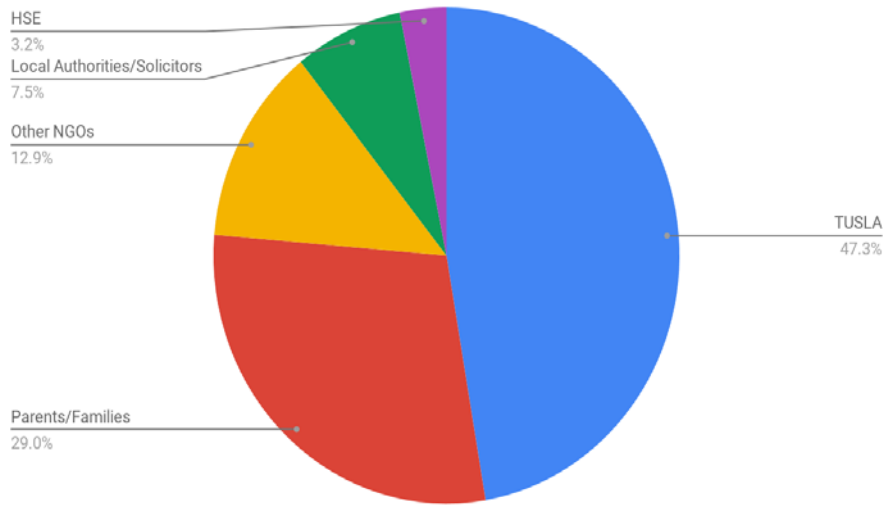
Assisting migrant families who are experiencing child protection interventions continues to be at the forefront of our daily activities in MFSS. In the four years to the end of 2018 since this service was created, the numbers of families and children assisted continues to grow at a rapid clip. These families are assisted and supported in a variety of ways, including the provision of drop-in clinics, outreach, advocacy, phone calls and referrals.

In 2018, MFSS assisted **70** families of over **29** nationalities. Of these, at the end of the 2018 calendar year, **57** family cases were still ongoing and open for further support in 2019, as families have remained in need of our information and advocacy services.

Referrals

In 2018, MFSS received a total of **93** Referrals. **44** Referrals were made by TUSLA social workers.

MFSS Referrals



Graph 2.1

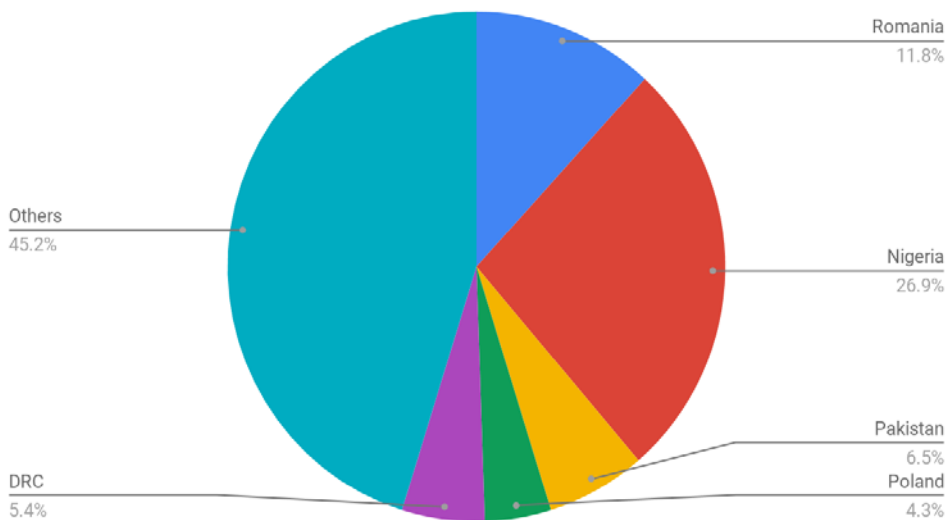
We have continued to see an increase in the number of self-referrals made by parents. The reasons for this can be accounted for in two ways:

1. Word of mouth from communities previously or continuously engaged with NCP and its services
2. The introduction and implementation of new GDPR regulations in May 2018

Other NGOs who have referred clients to MFSS have included: Crosscare, Cairde, The Immigrant Council of Ireland, CARI, EPIC, The Islamic Foundation of Ireland and Enable Ireland. Local Authorities have included Garda stations located in Dublin and other DCC departments.

The majority of referred cases in 2018 have come from the following nationalities:

MFSS 2018: Nationalities of referrals



Graph 2.2

As noted in the chart above, MFSS has continued to receive referrals from clients from a wide variety of nationalities. Other countries of origin referred have included: Afghanistan, Iraq, Cameroon, China, Mauritius, Sudan, Latvia and Zimbabwe.

In 2018, we have continued to receive a worrying number of referrals from families of Western African origin. Moreover, we have also noted an increase in referrals in relation to Muslim families living in Ireland, including those recently settled in the country.

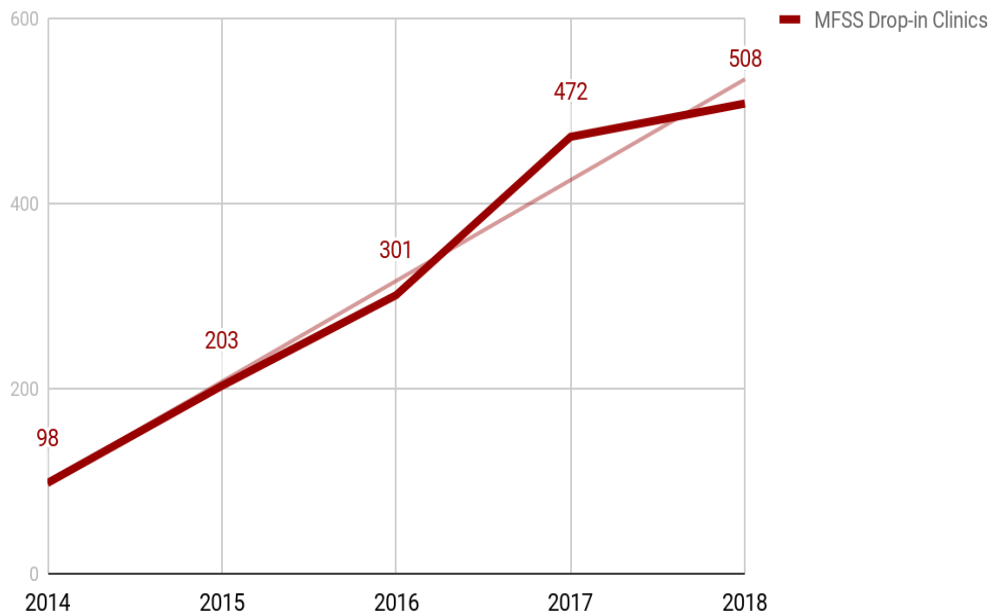
Drop-ins

In 2018, the MFSS staff provided support through **508** Drop-in clinic meetings. These meetings have continued to represent:

1. One to one support and information provision for migrant families,
2. Support and advocacy for meetings between families, their allocated social worker and/or Guardian ad litem.

As the chart below demonstrates, demand for our drop-in clinics has continued to grow as we ensure the sustainability of our service.

MFSS Drop-in Clinics



Graph 2.3

Advocacy

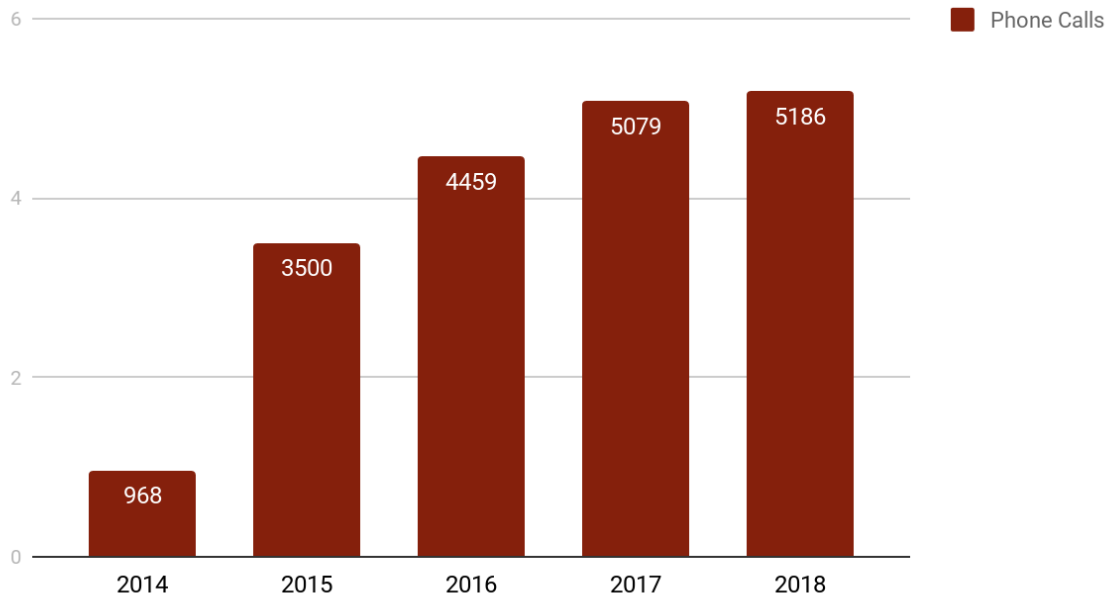
MFSS’s court advocacy work also saw the team attend dozens of court appointments in 2018, amounting to **44** full days spent in District Courts around the country, as well as dozens of meetings with state agencies. Including “Child in Care” review meetings and case conferences in

social work departments, MFSS were present at **67 meetings** between our Dublin and Cork offices in 2018.

Information Provision

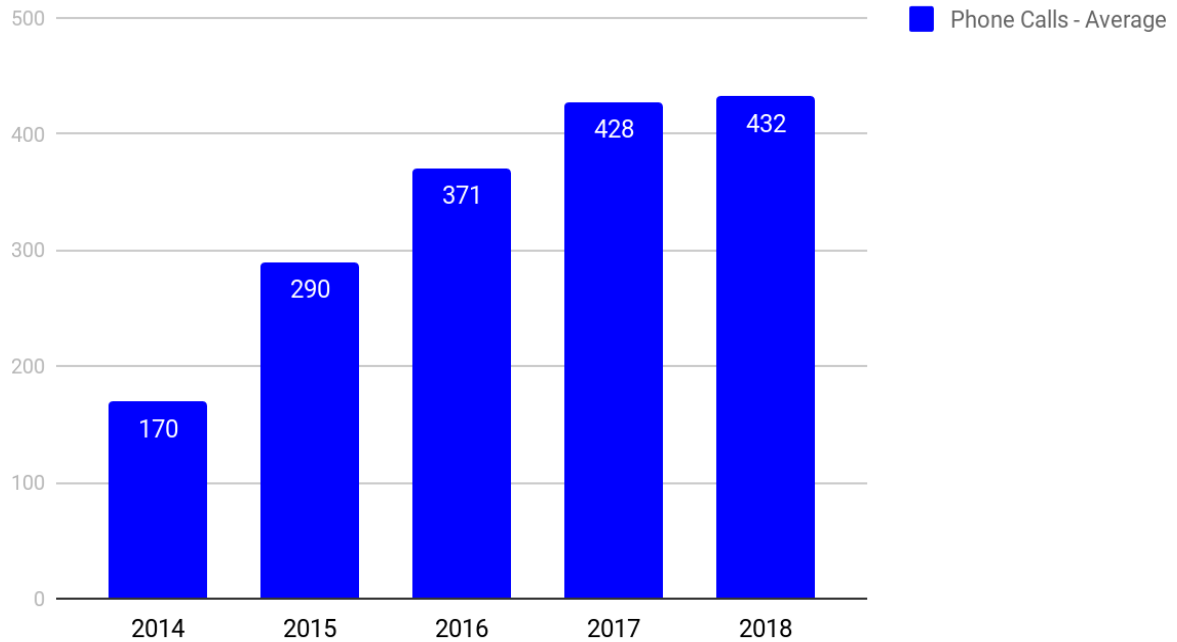
In 2018, MFSS received **5,186** phone calls through its Dublin and Cork offices, constituting an increase each year since the service was initiated. The growth of the service since 2014 breaks down as such:

MFSS Helpline Phone Calls



Graph 2.4

MFSS - Average calls per Month -Year by year



Graph 2.5

National Outreach and Training

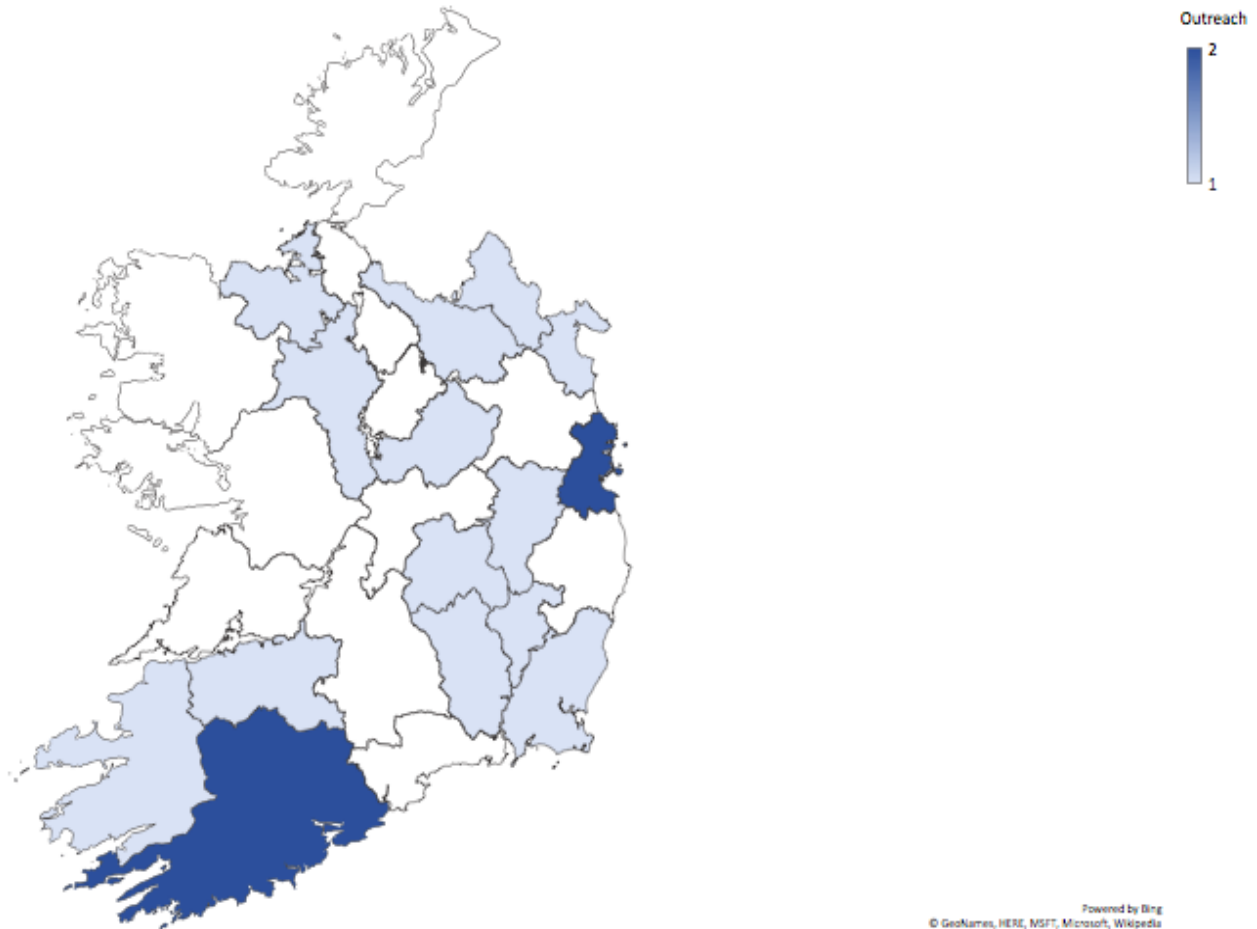
Our outreach services also remained stable throughout the year. In 2018, the MFSS team provided **218 outreach meetings** through both our Dublin and Cork offices. These relate to:

- Meetings with migrant parents and social workers
- Accompanying families to court or/and other services
- Assistance to social work teams to conduct assessments/put safety plans in place
- Participation and support in case conferences and Child in Care review meetings

This outreach, and MFSS's output overall, extends throughout the country as shown in the map below.



MFSS PRESENCE NATIONWIDE



*Chart 2.6. MFSS Nationwide presence
(Dark blue - NCP offices, Light blue - Counties where MFSS conducted outreach in 2018)*

In 2018, outreach was conducted in:

- Fifteen Different counties (Dublin, Cork, Monaghan, Kerry, Limerick, Wexford, Sligo, Kilkenny, Cavan, Carlow, Kildare, Laois, Roscommon, Louth, Westmeath)
- Six direct provision/EROC Centres
- Churches and mosques

We have also continued to engage and provide outreach services to Direct Provision (and other) RIA centres in 2018, including through the provision of our tested child protection awareness training sessions.

Centres where outreach has been provided included:

- Baleskin reception centre – Dublin (monthly training sessions and ongoing support)
- Hatch Hall – Dublin
- The Montague Hotel, Emo, Co. Laois
- Clondalkin Towers – Dublin
- Ballaghaderreen EROC – Co. Roscommon
- EROC – Kilkenny

Outreach has been provided in relation to asylum-seeking and refugee families but also RIA staff located in these centres/staff working at a management level. As a result of the success of our training sessions, RIA has requested that we expand on the delivery of these sessions throughout 2019.

2018 was also a busy year for MFSS in relation to engagement with migrant communities through forums, local networks and others. This included 9 meetings with religious communities, as well as a new training conducted with members from the Roma community in Ireland, external consultations (with bodies such as the Irish Human Rights and Equality Commission) on matters related to migrant families and others. The MFSS team also took an active part in NCP's family day events in June and December. Our December event happened in Clondalkin Towers, a direct provision centre in Dublin. This event proved important for engaging at-risk families; since the event, we have been engaged in cases with some of the families living in the centre.

These meetings have also been facilitated by our engagement with over 120 ethnic minority groups under the NCP umbrella, these which are also regularly involved through NCP meetings and events.

Impact of MFSS Objective 2: Support for Social Workers and Other Front-Line Professionals

MFSS, and NCP overall, has since our inception held to the belief that truly positive outcomes for the migrants we assist are only achievable if we work closely with others. We wish to act as a bridge between the new communities and existing communities in Ireland. As such, we ensure that we engage positively with not just the migrants affected by child protection interventions but with the social workers, foster parents, and other front-line professionals involved in such cases.

That is reflected in our interactions with those workers: In 2018, a large proportion of the phone calls received from the MFSS team in both Dublin and Cork offices continued to come from TUSLA – Child and Family social workers.

Our specific supports to those social workers (and other front-line professionals) continue to include and centre on:

- Advice and guidance in cultural planning for children in care
- Mediating care plans and access arrangements
- Identifying support networks for clients in their own communities
- Identifying specialised ethnic-focused services, such as counsellors, parenting, clinical psychologists, interpreters, domestic violence shelters, cooking facilities during Ramadan month, among others.

In 2018, those front-line workers we have assisted and provided support and training to included:

- **St. Helena's Family Resource Centre, Finglas - Dublin, January 2018:** Presentation of MFSS services to nine service providers in the local area.
- **Trinity College Dublin, Child Protection and Welfare Postgraduate course:** The MFSS team delivered a presentation to students and other professionals attending the

course, to raise awareness of supports provided and challenges faced by migrant families experiencing child protection interventions in Ireland.

- **Tusla Fostering Meetings (January-April 2018):** Strategic consultation meeting in Dartmouth House, Dublin, regarding engagement of TUSLA with migrant communities
- **YPAR Homeless Working group - Information day (April 2018):** The MFSS team provided information about our services to organisations, public health nurses and school staff attending the information day
- **UCD, Masters in Social Work students, April 2018:** The MFSS team delivered a presentation to students and practitioners attending the course to raise awareness of MFSS and challenges affecting migrant families. The team further provided information on Islam and on working with Muslim families. Sixty participants were in attendance
- **Friends of the Centre event at Hatch Hall May 2018 (Direct Provision centre):** Presentation of MFSS services to residents, management, RIA officials and other NGOs attending on MFSS services
- **St Vincent's Boys School, Dublin 1, May 2018:** Delivery of information and presentation to the school principal and 17 teachers on Roma culture and specific child welfare supports available, as well as supports available through the MFSS
- **Kilkenny City Hall, May 2018:** Delivery of child protection information to Syrian families in Ireland
- **TUSLA PPFS team, Co. Mayo, June 2018:** Presentation and awareness-raising of services provided by MFSS and challenges faced by migrant families in Ireland. The team provided information to 28 participants, all Tusla PPFS staff and management
- **Sligo Family Resource Centre, June 2018:** Presentation and awareness-raising of MFSS and challenges faced by migrant families in Ireland, given to 32 participants and practitioners working with migrant families. This included the family resource centre staff, refugee support workers and local pastors.
- **Interagency meeting - HSE and Department of Justice, July 2018:** The MFSS national coordinator met with a Baleskin HSE nurse and a Child Protection Manager from the Department of Justice (working at RIA) to discuss supports and possible solutions for migrant parents living in direct provision in relation to male circumcision. Human rights and child protection concerns were discussed.
- **Garda College Templemore, Co. Tipperary, August 2018:** The MFSS National coordinator gave a presentation on MFSS services and child protection challenges facing migrant families in Ireland to Gardaí and Gardaí in training in Co. Tipperary.
- **St. Vincent's School Presentation, Dublin, September 2018:** This was a similar presentation to that which took place in March but with new participants including practitioners and parents.
- **Tullow Family Resource Centre, September 2018:** Child protection and welfare training
- **Dundalk Institute of Technology, October 2018:** The MFSS team delivered a presentation to students and practitioners attending the Dundalk Institute of Technology to raise awareness of MFSS and challenges affecting migrant families.
- **Tusla Office, Castleblayney, Co. Monaghan, October 2018:** Child protection training
- **NCP Groups training:** The MFSS team has also provided information through training in child protection in Ireland to some of NCP's member groups

Impact of MFSS Objective 3: Training and Support for Migrant Communities and Religious leaders

In 2018, we significantly expanded the provision of our awareness-raising regarding child protection practices in Ireland, Children First legislation and also parents' and caregivers' duty of care under Irish law. We have done so on a national level, conducting an average of two training sessions per month.

These break down as follows:

- NCP MFSS facilitated **32** training sessions in 2018, with **524** participants from over **47** nationalities in attendance. Attendants have included pastors, imams, Sunday school teachers, secondary school teachers, youth leaders, Quran teachers, the Children's Ministry, direct provision residents, RIA staff, family resource centres, and others.
- Following the successful design and implementation in 2017 of MFSS training titled "Encouraging parental participation with members of new communities", in 2018 we again delivered the sessions in different regions across the country, including Co. Mayo, Co. Sligo, Co. Kerry and Dublin. In these, we delivered the training to **113** "parenting support champions."
- We have also introduced a new parental participation training session focused on supporting and raising awareness among members of the Roma community. This session was successfully introduced in May 2018 and had 31 participants in attendance.
- The workshops provided participants with hands-on knowledge about culturally sensitive care planning, hands-on supports available in migrant communities in Ireland and also practical knowledge about religion, celebrations, traditional cooking recipes, hair care and skincare for foster carers looking after children from a different ethnic background.
- We continue to include, in our presentations, slides/handouts and leaflets, information about the Parenting24seven website (an online resource for parents and caregivers created by Tusla), family resource centres and the Meitheal Model in order to promote the message of early intervention and prevention, and to encourage migrant communities and others involved with these communities to seek support from TUSLA when needed.
- Additionally, we have strengthened our ongoing support and guidance for community leaders as regards to writing their own Child Protection policy, planning for Garda vetting and screening their volunteers, as well as support for their Designated Liaison person.
- Child Protection Awareness Training Sessions to Syrian Communities living in Ireland: Out of our 32 training sessions delivered in 2018, three were delivered specifically to communities of Syrian refugees recently resettled in Ireland through the Irish Refugee Protection Programme. Through these three sessions, we reached 34 Syrian participants (with a majority being young mothers) in Carlow, Roscommon and Kilkenny. Beyond the training, the MFSS team provided these communities with information and referral services to local authorities and others in the area, including TUSLA social workers.

Beyond these training sessions and supports, in 2018, we continued to play advisory roles through the following networks:

- AkiDwA: FGM National Action Plan steering committee
- YPAR: Homelessness Working Group - Regular attendance at meetings
- Support for TUSLA's Children First team
- Participation in the Child Care Act 1991 open policy debate; participation in debate workshops and submissions made to the DCYA
- Participation and advice in meetings with TUSLA in relation to PPFS

The MFSS team also continued to engage in consultation, planning and policy discussions in relation to issues affecting migrant families, especially in relation to Child Protection and care concerns. For instance, we took an active part in the following in 2018:

- South Dublin Migrant Integration Forum 2018 – throughout the year
- Meeting with North Lee Social work department, Cork, 2018 – throughout the year
- Participation at Cork Sanctuary city meetings in 2018
- TUSLA CYPSC meeting – March 2018
- Strategic meeting with Parentline – May 2018
- Participation at IHREC consultation – May 2018
- Meeting with HSE working group in Cork on health and wellbeing of migrant families – May 2018
- TUSLA strategic stakeholders meeting – May 2018
- Child and Family Support network meeting – October 2018
- Participation at PPFS Regional launch from Research and Evaluation, Westmeath – November 2018
- Participation at European Migration Network conference on “Approaches to unaccompanied minors following status determination”, Dublin – December 2018
- Participation at Migrant Information Day, Dublin (AkiDwA and IOM organising) – December 2018. An information session was delivered to 23 participants who attended on the day.





The Migrant Access Programme (MAP)

In 2018, the Migrant Access Programme (MAP) continued to offer free and tailor-made support for migrants seeking to increase their employability. Migrants can face a number of individual challenges when it comes to attaining suitable and well-paying employment in Ireland.

That can include a lack of knowledge about how the job market, interview process and CV expectations in Ireland; the challenge of gaining recognition for qualifications achieved outside Ireland; language barriers that may limit how easily an otherwise qualified candidate can communicate with potential employers or clients; limitations based on visa type; and unfortunately, as highlighted in the Economic and Social Research Institute (ESRI)'s 2018 *Monitoring Report on Integration*.⁴ This wide-reaching research by the ESRI found that, for a variety of reasons, specific groups of migrants had higher unemployment rates despite similar levels of education as the native population. Groups likely to be particularly disadvantaged and experiencing higher levels of unemployment included Muslim women and Black African people.

⁴ See: <https://www.esri.ie/publications/monitoring-report-on-integration-2018>

In that context, the work of the Migrant Access Programme has proven extremely valuable to those migrants that it has reached.

Started in 2017, this service, staffed by one full-time NCP coordinator and assisted by two migrant tutors, provides migrant-specific employment training and information sessions on a nationwide level.

In 2018, the programme achieved strong numbers and results from its activities throughout the year, despite some challenges. Currently, though there is just one staff member in this area, MAP delivers its programme and information sessions nationwide. Demand far outstrips capacity in this regard with requests from migrant groups and organisations coming from all parts of Ireland. The provision of the service has to be carefully balanced to ensure that the service is delivered in the areas where there is the greatest need.

Additionally, a lot of outreach is required to reach those people who most need those services, especially those who do not speak English, who are not based around a city, who are parents or caregivers for dependent children, or for those who may benefit from travel but who may not have adequate access to transport. (MAP does provide a stipend towards travel but some interested participants may not have ready access to public transport). This requires frequent and targeted networking on the part of the coordinator. This enables MAP to identify and invite participants who may not be reachable by traditional advertising means (posters, social media, advertisements, etc.).

Increasingly, word-of-mouth recommendations from past participants are reaching new potential participants. Those potential participants are in turn reaching out to enquire as to upcoming training sessions.

The benefit and advantages of MAP and what it offers continued to grow in 2018 with some notable results:

- In 2018, MAP organised six information sessions up to the beginning of November 2018, with over **120** participants in attendance. Sessions took place in Dublin, Sligo, Tralee, Cork and Waterford. The sessions focus on employment rights, qualification recognition, the Irish labour market, and volunteering, training and education opportunities. In addition, MAP attended a number of networking meetings to raise awareness of the service among migrant communities and relevant organisations.
- Additionally, MAP impacted **59** participants through five employment training sessions in 2018. Participants found employment, engaged in volunteer opportunities or enrolled in further education and training through these training sessions.
- The reach of MAP grew in 2018 outside of one-to-one or group training and information sessions. This was the year that MAP partnered with Business in the Community Ireland (BITCI)'s EPIC programme to host the Migrant Expo and Job Fair on the 04 October 2018. The event, held in DIT Aungier Street, exceeded all expectations in terms of attendance. Though initial targets for the event were to engage 400 participants, 1,000 people registered to attend on Eventbrite's online registration facility. On the day, in excess of **700** people attended.

The fair's objective was to help migrants find good quality employment and to help

employers access talented people they might otherwise miss.

In 2019, MAP will hold the second event of this type, again together with BITCI, with a target of even greater attendee numbers this year as well as more employers and recruiters in attendance.

MAP continues to target the migrants who will benefit strongly from employment information and training. 2019 will see it increase its reach even further: MAP has received clearance from its funders to include people seeking International Protection in Ireland (and who hold a valid temporary employment permit) on its employment sessions. This will enable MAP to provide training to some of the most vulnerable migrants living in Ireland.

NCP Youth

The outcomes for migrant youths and second-generation children of migrants in Ireland continues to form an important part of NCP's work. The impact of a lack of intervention to support migrant youths was highlighted in a speech by the then European Commissioner for Home Affairs Cecilia Malmström (now European Commissioner for Trade) in a speech at the 9th European Integration Forum in June 2013.

“Data show that young people with a migrant background are 70% more likely to become NEETS (not in employment, education or training) compared to nationals and, despite the fact that a large portion of this group of people has been socialised or born in their country of residence, they face disadvantages in education, on the labour market and in the transition from education to the labour market.”⁵

In the face of such challenges, the work that NCP Youth's project does is vital. This service is dedicated to improving learning and inclusion success for migrant children and young people. Through this work, NCP Youth is attempting to tackle and prevent at source early school leaving and to ensure that migrant youths in Ireland achieve the same successes, and have access to the same opportunities, as their Irish peers.

One of the major activities of NCP Youth is its English Homework Club. Managed by one coordinator and assisted by volunteers (largely of a teaching background), this club provides support to migrant school pupils from non-English speaking families in Dublin's inner city in the form of English language and homework support.

The volunteers and coordinator come to the schools of the migrant students to meet after normal school lessons have been completed for the day. The children are brought to a space within the school to complete their homework and necessary study and are helped in a nurturing and non-judgemental way.

Currently, this activity is conducted in primary schools in Dublin (and was conducted as such in 2018).

The outcome of the English Homework Club in 2018 is as follows:

⁵ 9th European Integration Forum Brussels, 4-5 June 2013 'Integration of migrant youth in the European society' Speeches. See: <https://ec.europa.eu/migrant-integration/?action=media.download&uuid=F3804598-00F9-F3DF-58AD15A448BD0D03>

- During 2018, NCP Youth worked together with three schools in Dublin Inner City and supported a total of **145** students with the help of several different volunteers.

In addition to its activities with the English Homework Club, NCP Youth also works at a European level to influence and improve policy and educational outcomes for migrants across Europe. It does this through its work with the SIRIUS network – the European Policy Network on Migrant Education – of which NCP has been a member since 2014.

The SIRIUS Network is an international organisation whose purpose is to bring together key stakeholders in migration and education from around Europe, including policymakers, researchers, practitioners and representatives of migrant communities. SIRIUS, which was initiated by the European Commission in 2012, works to transfer knowledge and to influence policy developments in Europe in order to help pupils from migrant backgrounds achieve the same educational standards as their native peers.

The value of this collaboration, and the exposure given to NCP’s work as a result of this collaboration, cannot be overstated. SIRIUS currently counts 38 members from 21 European countries, including a number of key stakeholders across universities, NGOs and policy groups. (For a full list of members and affiliated members and observers, see: <http://www.sirius-migrationeducation.org/members/our-members>). As part of the collaboration with SIRIUS, NCP Youth’s project coordinator represents NCP at conferences and events across Europe.

In 2018, the coordinator remained actively engaged with SIRIUS including with representing NCP and collaboration with SIRIUS on policy workshop on “Enriching the Irish Education Experience.” This workshop was facilitated in the Irish Human Rights and Equality Commission and entailed an international roundtable.

Moving forward, SIRIUS will continue to be an important outlet to better the education outcomes of children from a migrant background in Ireland. In 2019, NCP was tasked with hosting the network in Ireland for a conference examining the impact of the Department of Education and Skills’ Delivering Equality of Opportunity in Schools (DEIS) programme as well as a roundtable meeting of policymakers and influencers from across Europe.

Some of the highlights of the year 2018 for NCP Youth are as follows:

- Coordinating a trip to the National Gallery of Ireland with children from the English Homework Club (April 18 & 27, 2018)
- Receiving a European Language Label Award 2018
- Attending and participating in the SIRIUS Peer Learning Activity in Lisbon, Portugal (May 3-5, 2018)
- Attending and participating in the SIRIUS Policy Conference in The Irish Human Rights and Equality Commission
- Organising and coordinating the NCP Intercultural Family Festival, July, 21st 2018, in St. Mary’s Primary School

The Social Inclusion and Community Activation Programme

Greater social inclusion and integration of at-risk and vulnerable communities is one of the key activities of New Communities Partnership, with a large part of this work carried out through our Social Inclusion and Community Activation Programme (SICAP). This work was commenced due to NCP's membership of the Dublin City Co-Operative, an innovative model that brought together a group of local and community groups to work together with mutual understanding and areas of speciality within its operational area. In 2017, NCP began working through the Co-Op to implement the Social Inclusion and Community Activation Programme (SICAP).

SICAP focuses on reducing poverty and promoting social inclusion and equality through regional engagement and collaboration through work with both migrant groups and individuals in Dublin and nationally.

In 2018, we met and exceeded the targets for working continuously with groups and individuals as set by our funding and expect to do the same in 2019. In 2018:

- SICAP supported, built capacity and continuously advocated for **19** new member groups and **61** individuals in 2018;
- SICAP project coordinators took part in over **60** consultations with state agencies, NGOs, local authorities and member groups.

Overwhelmingly, the results of SICAP's work have been positive and well-rounded, targeting different nationalities, needs and genders in its work.

2018 was not without its challenges, however. Language barriers, as seen elsewhere in NCP's activities, continued to exist with both groups and individuals, as some have very little English. This was particularly difficult when there was no access to interpreters or other support language services.

It also remains challenging to reach some communities (and individuals therein) in communities that have traditionally been hard to reach (such as the Roma community and undocumented migrants). Consistent outreach and networking efforts have been and continue to be made to increase our engagement with these hard-to-reach groups. We have seen some success in this as individuals from those communities have begun to engage with our services. As we build our reputation with those who have engaged, we expect to extend our reach through word of mouth.

Furthermore, we encountered difficulties in engaging with social welfare services while providing information and advocacy to individuals. We believe that lack of training in relation to what members of new communities might be entitled to (or not) may have caused this. This means that some of our supported individuals faced delays in accessing services.

Lastly, engaging the groups SICAP assists to remain active continued to be a challenge through 2018. This can be accounted for by specific difficulties that groups are experiencing. Some of our registered groups reported difficulties in accessing funding or space for some of their events. While we supported them to apply for funding and to book spaces, barriers nevertheless arose due to:

1. Lack of availability for spaces and
2. Lack of financial capacity within groups, and funding available to them.

Understanding how best to communicate with the groups (and individuals) has also been a learning curve. Groups and individuals typically do not respond to email communication; phone numbers often change too, which can make sustained contact a challenge.

Additionally, staffing capacity within NCP provided challenges of its own in what could be achieved on a practical basis. NCP had two part-time project coordinators in 2018. As busy as these coordinators were, demand for assistance and services exceeded the working hours in each week, meaning that difficult cases could be hard to manage effectively.

With all that said, SICAP had some major successes in 2018, including through the provision and support of migrant training and events. These included:

- **Organising and developing Community Events and Festivals, such as the Big Scream Halloween Festival.** We efficiently engaged with volunteers during the Festival while involving our community groups and individuals in the cultural activities which were happening throughout that week.
- **NCP also successfully organised two Intercultural Family days (July 2018 and December 2018).** We held weekly meetings two months ahead of each event in order to prepare for the same. We involved and engaged with groups, individuals and stakeholders (such as The Reception and Integration Agency) in order to do so. We created and developed a communication strategy in both of these events, targeting new communities. We achieved the target of having 150-200 participants on both occasions.

Our July 2018 intercultural family day was held in St. Mary's Primary School. Over 160 people from NCP groups and their families attended. The Lord Mayor of Dublin opened the event. Our guest list included representatives from OPMI and from the Gardaí.

Our December 2018 family day took place in an RIA Direct Provision Centre (Clondalkin Towers) and was similarly well attended. Over 150 people from new communities (including lone parents, children and people in disadvantaged conditions) attended. Activities on the day included cultural performances and art exhibitions.

Engaging our groups in the planning and organisation of our intercultural family day events is a key example of good practice happening throughout 2018. For instance, one of our November 2018 registered groups (Wave Culture) performed a cultural activity at our December 2018 event. We are hoping to continue to do this in the implementation of future events and plans, making sure we involve our groups from the planning process until implementation.

These events also provided opportunities to engage new individuals and groups. We have since supported a number of individuals who we met on the day.

- **Helping groups to organise events and providing communal space for community engagement, including through collaboration.** These included providing space for weekly English classes aimed at women from non-EU backgrounds (third-country nationals). These classes are run in collaboration with the Southside Partnership and will carry on throughout 2019. These weekly English classes have also proven to be an important point of first contact with communities and individuals. A significant number of participants have attended these classes and we have used the opportunity to engage them in further opportunities.
- **Networking, providing information and conducting outreach with groups.** As stated previously, networking is an important activity for SICAP, one that enables us to extend our reach in migrant communities in Ireland. In 2018, we connected with new and recurring groups by taking part in events such as Africa Day, Blanchardstown Integration/Information Day, Ireland Festival of Nations.

We have also utilised our intercultural family events (amongst others) to engage with communities not targeted previously. This includes engaging with communities (including lone parents) residing in direct provision centres, as well as those from the Roma community.

We also continued to use NCP offices as a strategy to engage both groups and individuals. Our office space allowed us to provide a space to give drop-in support and also to provide local communal space (e.g.: English classes, group meetings, consultations). Throughout the year, individuals and groups have continued to come to our office every day to receive information, support and training not only from SICAP coordinators but also from all of our services, to which we have referred some of our clients. With limited space in our offices, this has sometimes meant juggling available space. The need for a new premises is once again highlighted by these difficulties/limitations.

Throughout 2018 we continued to receive a significant number of referrals and calls from support from agencies looking for cultural support. These included referrals from:

- An Garda Siochana
- HSE
- National Advocacy Service Ireland
- TUSLA
- Crosscare
- Hillstreet Family Resource Centre.

Client referrals usually related to the following issues: social welfare, accommodation, language support, lifelong learning opportunities, homelessness, as well as the provision of cultural and information support.

NCP has contributed to several consultations in order to promote an equality framework in line of SICAP horizontal themes. We have also raised awareness through networks, public events, conferences and other vehicles. These have included:

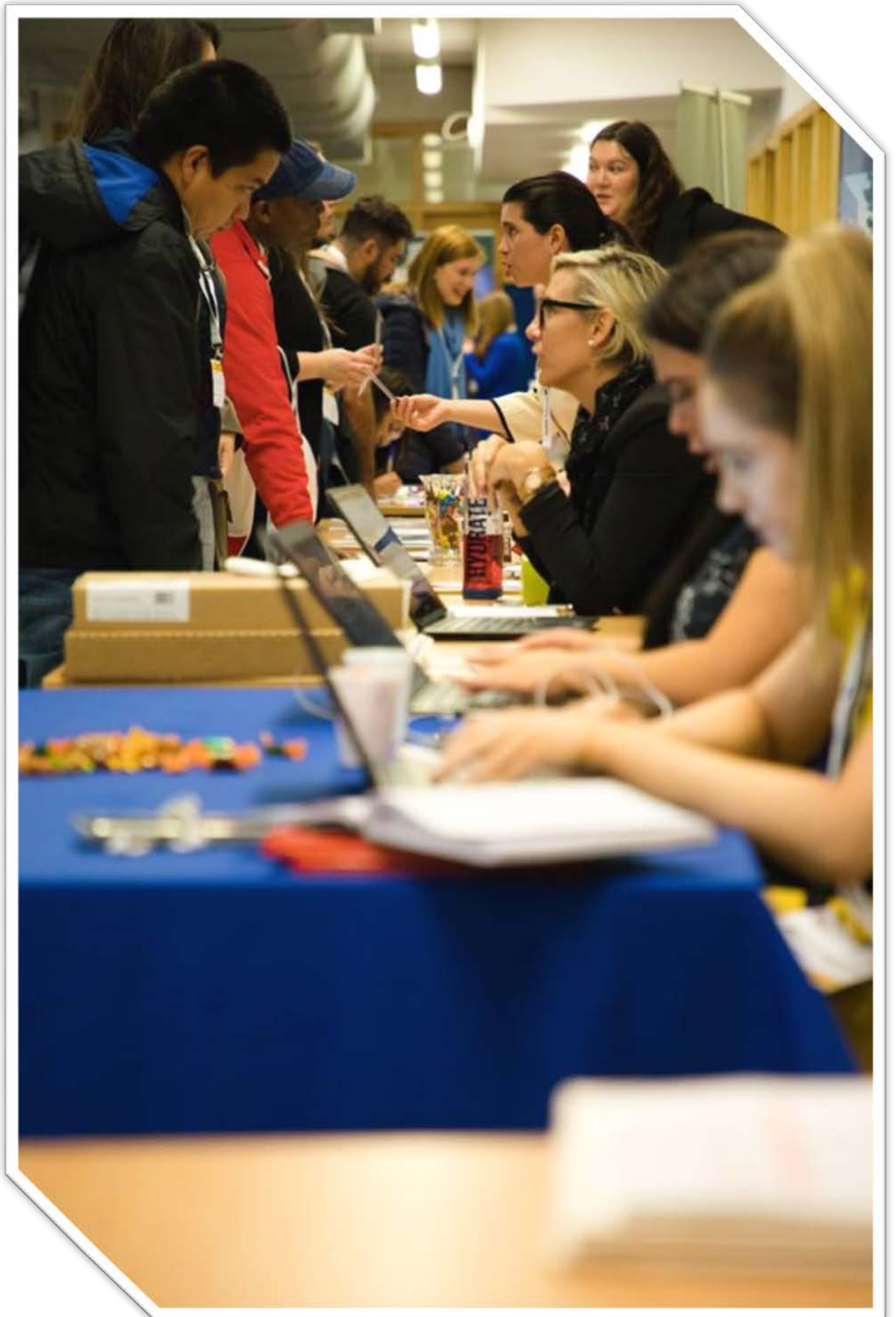
- Input in the Department of Justice's Migrant Integration Strategy through our participation in its Migrant Consultative Forum⁶
- Participation in community festivals and engagement in meetings ahead of the same to ensure the inclusion and visibility of new communities in the planning of events in the local community
- Regular attendance at CO-OP Practitioners Meetings
- Input in the Department of Employment Affairs and Social Protection's consultation in relation to representation
- Regular networking events/meetings, including participation in the following networks: ENAR; NEIC, ICCSP; YPAR; DCC, ICI (Migrant Political mobilisation) among others.

Promoting and aiding the positive inclusion of integration of migrants in Ireland is key to the aims of New Communities Partnership as an organisation. The continuous support of vulnerable migrant and ethnic minority people and groups in Dublin and throughout Ireland is greatly buoyed by the work of SICAP.

In 2019, the role has been taken over by one single coordinator (full-time), which should help to promote greater oversight of all contacts with groups and individuals. This coordinator is on track to once again meeting – and potentially exceeding – all targets as set by funders for 2019.

⁶ See:

http://www.justice.ie/en/JELR/Migrant_Integration_Strategy_English.pdf/Files/Migrant_Integration_Strategy_English.pdf



The Citizenship Application Support Service

One of the key issues facing migrants in any country, as one might expect, is citizenship and residency rights. This is why New Communities Partnership created the Citizenship Application Support Service (CASS) – to assist migrants in Ireland with their applications and questions surrounding the visa and immigration process in Ireland.

The statistics and behaviours of the immigrant population in Ireland is changing, as per the ESRI's *Monitoring Report on Integration 2018*:

“Around 3,700 non-EEA adults acquired Irish citizenship in 2017, which represents just under 3 per cent of the adult non-EEA population at end-2017. Taking a longer-term perspective, between 2005 and end-2017, a total of 102,735 non-EEA nationals aged 16 and over acquired Irish citizenship. The number naturalised represents 45 per cent of the estimated population of non-EEA origin resident at end 2017, assuming that those naturalised in this period did not leave Ireland, so it is likely to be an upper bound estimate.

“While the numbers of non-EEA nationals acquiring citizenship through naturalisation has [sic] fallen sharply since the 2012 peak, naturalisation is rising rapidly among EEA nationals. In fact, in 2017, 45 per cent of naturalisations were to residents of EEA origin, and the top nationality acquiring Irish citizenship was Polish. While rising rapidly, the naturalisation rate for EEA nationals is very low.

“Ireland does not have a statutory long-term residence immigration status with clear rights and entitlements attached. The share of non-EEA nationals holding long-term residence permits, under the current administrative scheme, was estimated to be 1.2 per cent at year-end 2017.”⁷

Though it notes that processing time is increasing year on year (from three months in 2014 to five months in 2017), there is a particular bright spot in the ESRI's report: as time progresses, the ratio of rejections to applications has fallen massively.

“Recent years have seen the number of applications stabilising: naturalisation applications numbered 12,651 in 2015, 13,018 in 2016 and 11,770 in 2017. Refusals were also stable in the period, numbering 482 in 2016 and 531 in 2017. As noted in the previous *Monitoring Report on Integration*, the ratio of applications rejected to certificates issued has decreased significantly in recent years, from 20 per cent in 2010 to 5 per cent in 2016 and 6 per cent in 2017.”⁸

CASS works with migrants to compile citizenship applications as well as visa and passport applications. Originally a free service, funded by the government of Ireland, CASS began in October 2017 to charge for its services after it lost its funding. This was a challenging moment in CASS's history, necessitating it to change to a social enterprise that charged a small fee for its services.

⁷ *Monitoring Report*, ESRI, pg. xiv: <https://www.esri.ie/system/files/media/file-uploads/2018-11/BKMNEXT364.pdf>

⁸ *Ibid*, Chapter 5, pgs. 64 and 67

This social enterprise model has been working well and is helping to continue the operations of CASS.

Premises and language issues are again of note in CASS (the service occupies another office on Gardiner Street, Dublin 1), though the challenge of language issues is helped by the broad selection of nationalities of people operating in CASS. Clients who avail of the service are assisted by a multilingual team who are trained to ensure that applicants meet the legal requirements, have the necessary documents, and fulfil the criteria to become Irish citizens.

In 2018, the CASS team was staffed by one full-time employee, one CE scheme staff member (who in this year became an official, paid NCP employee), and a variety of interns and volunteers. This presented its own challenges in the collation of adequate information and statistics. (As an example of this, statistics on the success rate of the service or the timing for processing of applications sent through CASS were difficult to quantify at time of writing.) Training and processes should help to tackle this in 2019.

An overview of 2018 CASS in numbers:

- Through our CASS service, we provided support and information to over 4,000 people in 2018
- CASS impacted upon its clients' integration trajectories in Ireland by sending out an average of **59** applications for citizenship each month during 2018
- CASS had an average of **170** clients engaging with our Dublin office each month during 2018; **49** different nationalities were impacted.
- CASS remained actively engaged in consultation with INIS/GNIB through its ININ membership. Meetings happen on a quarterly basis
- Nine interns and volunteers were trained.

If current trends continue, the necessity for a service like CASS's will remain a constant through 2019 and far beyond.

At the time of writing, 2,400 new citizens from 90 different nationalities had just been conferred with Irish citizenship at a ceremony in Killarney, Co. Kerry. That brings the number of new citizens conferred since the ceremony was started in 2011, to over 122,000.⁹

Case Studies from Our Work

This activity and impact report highlights the challenges, achievements and output of NCP in numbers and statistics. To conclude this report, however, we will turn to some of NCP's staff to highlight the impact of NCP's work on an individual level.

Note: All names and relevant details of service users, as well as their caseworkers, have been changed to protect individual's identities.

⁹ See: <https://www.irishtimes.com/news/crime-and-law/people-from-over-90-countries-to-be-conferred-with-irish-citizenship-1.3874368>

CASE STUDY 1: Single Mother Engaged with MFSS

Around the middle of November 2018, a client was referred by Tusla to MFSS. The client, a single mother of four children who has very poor English, was experiencing domestic violence and financial abuse. The client was totally financially dependent on her husband.

After Tusla got involved, the husband left the family home and returned indefinitely to the family's county of origin. Soon after this the mother and the four children were facing eviction as she discovered the rent hadn't been paid by the abusive partner since June 2018. The date of the eviction was the 10th of December 2018 with total rent arrears of €10,000. Without her husband's assistance, the woman had no financial means. She, of course, was in distress. She was isolated and uncertain where they would live, how she would provide for her children, and what her rights were.

The MFSS allocated worker offered support and advocacy for the mother. The worker had to move things quickly because the Christmas holidays were approaching, which meant everything would be closed for two weeks with the result that the family might end up on the street. The MFSS worker supported and advocated this woman to assist with the following:

- Communicated with the housing charity Threshold, where it was confirmed that the landlord's letter of eviction was invalid in relation to her tenancy rights. Further to this, the mother – in discussion with the landlord – remained temporarily at the property.
- Supported in person the mother's Supplementary Welfare Allowance application
- Advocated and supported the mother's Single Parent Payment application
- Supported the mother to obtain an Affidavit of Separation from her husband (necessary for the single parent payment)
- Advocated and supported in person the mother's application to a Community Welfare Officer for financial assistance with rent arrears. Consequently, the mother received €5,000 in December 2018 and €4,950 in January 2019, which has been paid to the landlord and meant that she didn't have to vacate the property
- Advocated and supported in person the mother application for rent allowance and for the HAP (Housing Support Scheme)
- Linked and introduced the mother to MABS
- Linked and introduced the mother with St. Vincent de Paul and arranged a family evaluation visit; as a result, the mother received food vouchers
- In addition to this practical support, the MFSS worker also gave and continues to give the mother moral support to deal with the pressure and distress of the family situation.

Working with this mother and children allowed MFSS to make a real change to this family's life: they now have secure accommodation, a secure income, and the mother has built up her self-confidence. When the MFSS worker met her, the mother faced many challenges and barriers – language, culture, religion. The work of MFSS empowered her to take control of her life for the benefit of herself and her children.

CASE STUDY 2: Migrants Who Have Found Employment

I am the coordinator for the Migrant Access Programme (MAP), a project co-funded by the Government of Ireland and the European Social Fund as part of the ESF programme for Employability, Inclusion and Learning 2014-2020. Through this work, I support migrants who are

work-ready but who are finding it difficult to get employment in Ireland. Through eight sessions of employment training and public information sessions, group work and one to one personalised, I helped to support dozens of participants in 2018 to identify their skills, write a successful CV and cover letter, understand the equivalent of their qualification in Ireland or progress into further education.

Most importantly I support participants to identify and overcome cultural and communications barriers inhibiting their progression.

There were some incredible success stories on the back of the MAP programme in 2018. Three participants who stand out in my mind were highly qualified and experienced. They each found it difficult getting a foot in the door in their fields of study. They were all unemployed when they registered and participated in the MAP programme in 2018. These participants got jobs in the fields they wanted, are happy and came back to share their good news. Two of the emails are shared below.

“I am delighted to let everybody knowing that I got the job as a Content Reviewer in Portuguese. Thank you all for your help; the course from April to May helped me a lot.”—Participant A

“I wanted to let you know that I finally found a job! I will be working as an engineer in a busy environment. It was a difficult time, when I didn’t have interviews at first, and also when I had some but thought I’d never be able to prove that I was the best candidate. But well... you know... it eventually happens.

“I’m very happy I joined you back in April. Thank you.”—Participant B

Getting news from participants on their success stories of getting a job that reflects their skills, experience, qualification and are happy, when I reflect on it, I am happy to know that the work I am doing in MAP contributed to a participant’s success story; more so, when ex-participants are happy to support MAP by referring participants and willingness to act as mentors and support network for other participants. This is indicative of the value and appreciation of the work I do in MAP.

CASE STUDY 3: Children Reunited

A couple, who are not from Ireland, were referred to our services by a social worker over four years ago. Three of the couple’s children at that point were in the care of the state due to domestic violence, emotional abuse and physical abuse.

To support this family, we attended Child in Care review meetings, child protection meetings, and meetings with other professionals where we helped to address any cultural concerns, attended court with the family and more.

After two years of our involvement, one of the children was reunited with his parents in 2017 while the remaining two children were reunited with their biological parents early in 2019.

This case was very challenging, but in the end, all the support paid off. Our support continues with this family as long as the family continues to engage with our service.

CASE STUDY 4: Success of One SICAP Group

For this case study, we'll look at the effect of NCP's work on just one of our groups: Tress Brazilian Cultural Centre.

Tres Brazil is a cultural group that registered with NCP in July 2016. Since then, we have provided them (through SICAP and other means) with consistent support.

Their objectives include:

- Showcasing and promoting Brazilian culture and heritage
- Supporting, promoting and acknowledge the thriving Brazilian community in Ireland
- Promoting the integration of Brazilians into Irish society

In 2018, we supported them in a number of their events and activities, including:

1. *February 9th 2018* – Artists in Conversation – an exhibition wherein artists talked about their work in a discussion panel. This was a unique chance for the group to meet some of the Brazilian artists at the Signal Arts Centre in Bray, County Wicklow.
2. *February 11th 2018* – Facets of Brazil – an exhibition showcasing the artwork from 10 Brazilian artists. This was the first Brazilian group exhibition in Ireland and, through their work, the artists involved were helping to support Tress Brazilian Cultural Centre.
3. *August 25th – 27th 2018* – 3rd Brazil Meets Bray Festival (a two-day festival at the Mermaid Arts Centre and the Harbour Bar, on the Bray seafront.) As Brazilians are the largest migrant population in Bray, this was a chance to celebrate Brazilian culture and support Brazilian migrants' integration.

During this festival, Tres Brazil invited a well know Brazilian photographer based in London, Paulo Pimentel, to showcase his black-and-white images through a powerful project of images called “Canavieiros”.

They also hosted a Brazil Meets Bray Short Film Competition

4. *27th August 2018* - Movie Screening – TRASH, a movie about two trash-picking boys from Rio's slums who find an important wallet in amongst the daily detritus of their local dump.
5. *12th October 2018* - Book presentation – Brazilian researcher Ana Maria Clark Peres made a presentation about her book “Chico Buarque.” Following the presentation, the documentary film “Chico - Artista Brasileiro”, by Miguel Faria Jr, was screened.

Tres Brazil also supported NCP in the July Intercultural festival. They have a Facebook page which they use to promote their events and activities

https://www.facebook.com/pg/TresBrazilianCC/events/?ref=page_internal

CASE STUDY 5: The Tears of Happiness in Parents' Eyes

It was and it always is incredible when I see the tears of happiness in parents' eyes when they know they are uniting back with their children. This reward is what keeps me looking forward to returning to work every day and differentiates the value of this job to me than any other opportunity.

One amazing success story MFSS celebrated this year is that one of the families we work with have reunited with their children after five years of going through a tough process. The family started to feel highly empowered in the past year and they commented on numerous visits to our drop-in clinics at NCP that the main reason they continued to involve MFSS in their meetings with Tusla social workers and going through family court is that they felt that no one understood them and that we helped to build a bridge of effective communication and clarity between them and the professionals involved.

Another success story is a mother who attended our drop-in clinics was able to open up and talk about her difficulties and was able to come to learn a lot about her inner strength. The parent's confidence increased over a number of weeks of consultation meetings in front of my eyes. The mother today is empowered enough to do all the steps she must take to reunite with her child. She has thanked her MFSS advocate for this and says that this would not have been possible if she was to struggle in this process on her own.

CASE STUDY 5: A Different Type of Family

We supported a family that consisted of one woman, her child, and her two nieces (whose mother had passed away in 2015).

The aunt was in a precarious situation – she and her child were undocumented migrants to Ireland. She feared that the children would be taken into care and that her nieces' father would come to request custody of the children. She also feared that the family would be made homeless as the council house they lived in was in her nieces' deceased mother's name.

MFSS advocates liaised with the social worker involved in the case to let them know about the concerns of the woman.

We were also able to support her to attain rent allowance and a weekly allowance for the children that would help them to avoid homelessness. Crucially, we also supported the woman to approach her embassy and to get her passport. She went to court and won full custody of the children. She also got permanent residence and back payment of child benefit for her own child.

She calls from time to time just to say hello and thanks for the invaluable support she received from NCP and MFSS.

Personal Testimonials for the Citizenship Application Support Service (CASS)

CASS Testimonies – 2018

The testimonies below reveal a quick glimpse at the range of people the CASS team has supported throughout 2018. These testimonies were captured at the Dublin office.

- 1. The team in NCP is amazing, very helpful and professional. The best team to work with. Thank you so much for the help with my application and with all of the process for citizenship. Wishing all the best to all the staff – great experts! – Female, 50s, Bulgaria, May 2018.*
- 2. I want to thank you so much for your exciting and your great job. I am very delighted I came to you. May God bless you. I wouldn't have made it without you. I am very thankful to you, Ludmila. Thanks also to all NCP team members – Male, 25-35, Nigeria – October 2018*
- 3. I came to NCP and I found their service to be very professional, helpful and with a detailed focus. Me and my sister got our Irish Citizenship in December 2018 – Spain, 30-40, Female, December 2018*
- 4. When I came to NCP they helped me with my application for Irish citizenship. I was approved and NCP did the follow-up for me. I got my Irish passport within 6 months. I was very happy. My friends call me 'Turkish Paddy' now. – Male, 25-35, Turkey - December 2018*

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New Communities Partnership (NCP) CLG
(A Company Limited by Guarantee and not having a Share Capital)

Income and Expenditure Account
for the year ended 31 December 2018

	Continuing operations	
	2018	2017
Income	508,598	491,148
Expenditure	(482,350)	(502,438)
Surplus on ordinary activities before taxation	26,248	(11,290)
Tax on surplus on ordinary activities	-	-
Surplus on ordinary activities after taxation	26,248	(11,290)
Retained surplus for the year	26,248	(11,290)
The turnover and surplus relate to continuing operations as no business were acquired or disposed of in the above two financial years.		
A separate statement of Total Recognised Gains or Losses is not required as there are no recognised gains or losses other than the surplus or deficit for the above two financial years.		