Comhairle Cathrach
Bhaile Átha Cliath
Dublin City Council

Dublin City Council
Integration Strategy 2016-2020

Table of Contents

Foreword

I am delighted to introduce the Dublin City Council Integration Strategy 2016-2020. The publication of this document is particularly important in the context of changing global migration patterns, and in light of the recent introduction of a public sector equality and human rights duty.

Dublin City Council is committed to developing the City as a place where those from all nationalities and ethnic backgrounds have a sense of belonging and pride, and the opportunity to contribute to every aspect of City life. This commitment is underpinned in our Corporate Plan 2015-2019, draft Dublin City Development Plan 2016-2022 and Local Economic and Community Plan 2016-2021.

This is an action focused City strategy and it clearly sets out how we intend to meet the identified needs of the City over the next five years. We acknowledge the valuable work already achieved with our partners through our last strategy – Towards Integration, and this has laid down a solid foundation for our work going forward.

Dublin City Council intends to take the lead with this strategy, while we look forward to exploring opportunities for working on multi-agency initiatives with our many partner organisations in the City. We will endeavour to co-ordinate the actions necessary to deliver an inclusive and intercultural City, which champions diversity, and where all citizens are valued equally.

Brendan Kenny

Deputy Chief Executive,
Dublin City Council

Diversity in Dublin

The political, cultural and economic capital of Ireland – Dublin City is home to over 500,000 people (Census 2011), and host to many additional workers, students and visitors on a daily basis. Dublin City Council is the largest local authority in Ireland. It covers an area that stretches from Donaghmede in the north-east, to Terenure in the south, and is bordered by the Phoenix Park to the west, and Dublin Bay to the east.

The City and migration

Significant numbers of migrants reside in Ireland. During Ireland's last national Census of Population in 2011, 12% of the population self-identified as 'other than Irish'.

In Dublin City, 17% of residents were of non-Irish nationality in 2011, and most of these came from EU Member States. In some parts of the City the migrant population was as high as 65%.

The age profile of migrants living in Dublin City is different to the profile of the Irish-born population living in the City. While 46% (40,772), of the non-Irish population are aged between 25 and 34 years, just 18% (72,756) of the Irish national population fall within this age bracket. Likewise, 25% (104,270) of Irish-born people are over the age of 55 years. Only 5% (3,764) of migrants are to be found in the same age group. This suggests that the non-national population fits with a classic pattern of labour migration.

Table 1: The proportion of non-Irish population in the City and the State in 2006 and in 2011

Region	Census 2006 Percentage of non-Irish nationals	Census 2011 Percentage of non-Irish nationals
Ireland	10%	12%
Dublin City	15%	17%

Nationalities

The Census shows that, of the 88,038 migrants living in the Dublin City Council area in 2011, 51,014 (58%) were EU citizens. This population can be divided into two groups: old European EU-15 (21,337 excluding Irish) and accession EU-12 (29,677). Two of the most significant population groups in Dublin City are people from Poland (13,438) and the United Kingdom (7,962). The city centre area, particularly the north-east has a predominately diverse population.

Figure 1: The age profile of the Irish and non-Irish populations in Dublin City (CSO, 2011)
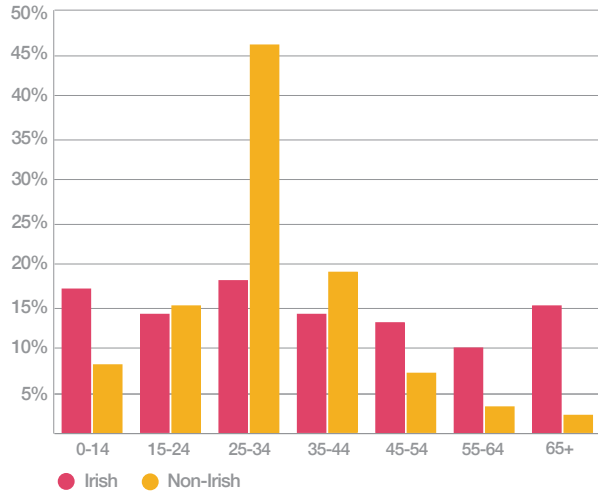
Irish ● Non-Irish ●

In Dublin City, 17% of the residents were of non-Irish nationality

- Census 2011

Figure 2: Dublin City residents of non-Irish nationality
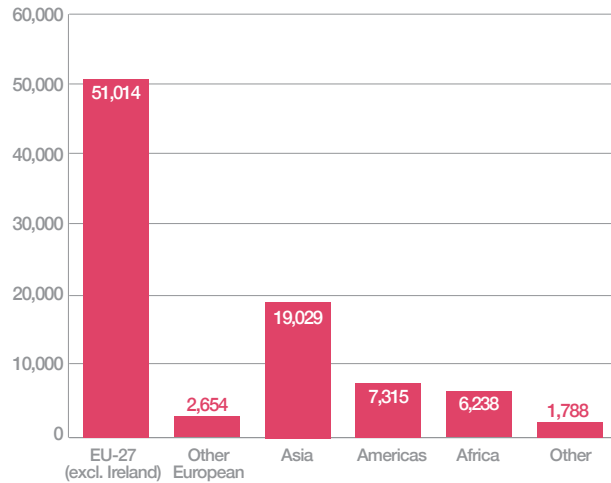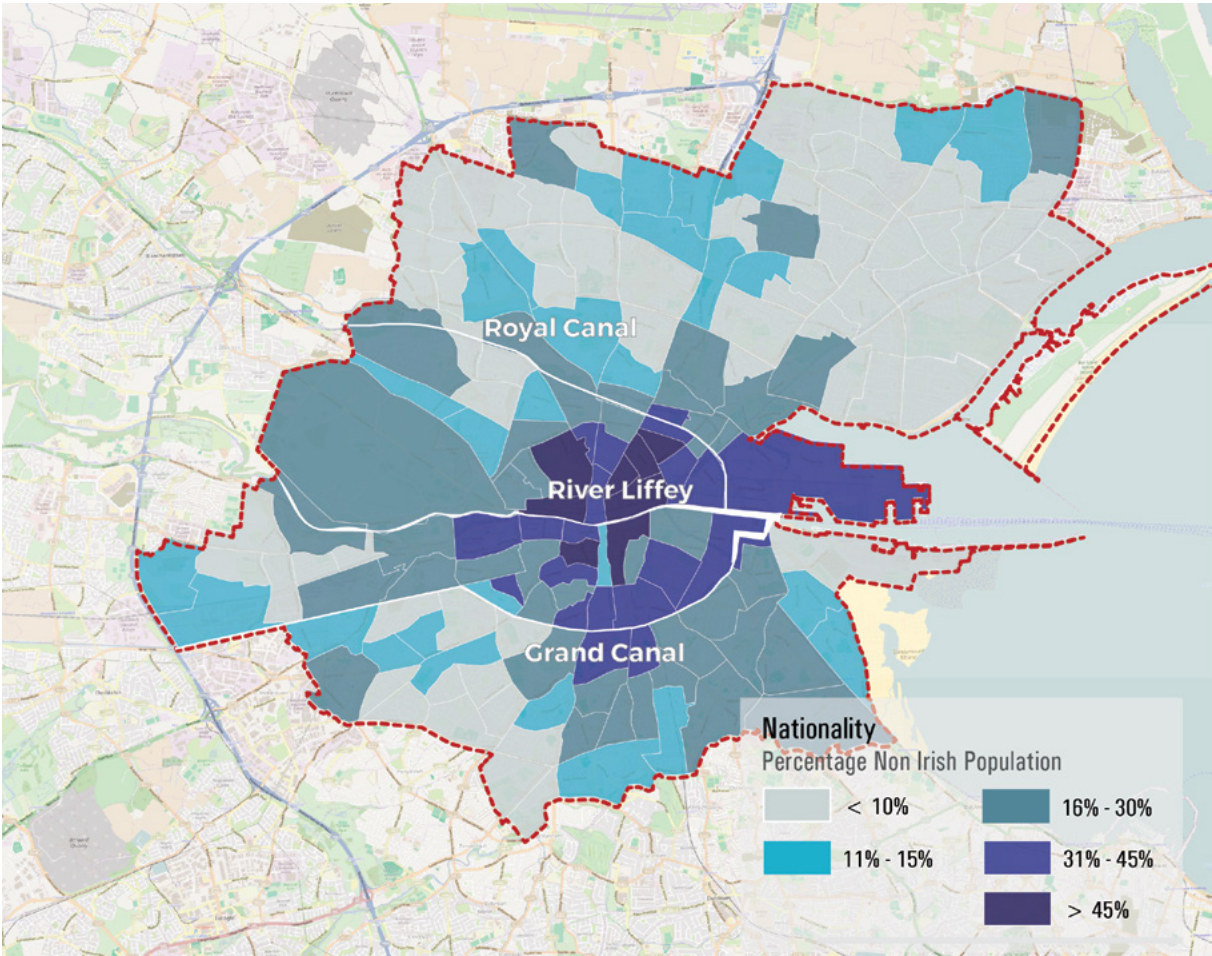
Figure 3: Percentage of non-Irish population by electoral division

Integration Policy

Integration Policy at European level

The integration of migrants has become established on the European Union (EU) policy agenda. The Common Basic Principles for Immigrant Integration Policy in the EU (CBPs) were adopted in 2004 by the Justice and Home Affairs Council and reaffirmed by the European Council Conclusions of 2014. They offer a framework for the development of policy to promote the integration of third-country nationals .

The Common Basic Principles (CBPs) for Immigrant Integration Policy in the EU

1	Integration is a dynamic, two-way process of mutual accommodation by all immigrants and residents of Member States
2	Integration implies respect for the basic values of the European Union
3	Employment is a key part of the integration process and is central to the participation of immigrants, to the contributions immigrants make to the host society, and to making such contributions visible
4	Basic knowledge of the host society's language, history, and institutions is indispensable to integration; enabling immigrants to acquire this basic knowledge is essential to successful integration
5	Efforts in education are critical to preparing immigrants, and particularly their descendants, to be more successful and more active participants in society
6	Access for immigrants to institutions, as well as to public and private goods and services, on a basis equal to national citizens and in a non-discriminatory way is a critical foundation for better integration
7	Frequent interaction between immigrants and Member State citizens is a fundamental mechanism for integration. Shared forums, intercultural dialogue, education about immigrants and immigrant cultures, and stimulating living conditions in urban environments enhance the interactions between immigrants and Member State citizens
8	The practice of diverse cultures and religions is guaranteed under the Charter of Fundamental Rights and must be safeguarded, unless practices conflict with other inviolable European rights or with national law
9	The participation of immigrants in the democratic process and in the formulation of integration policies and measures, especially at the local level, supports their integration
10	Mainstreaming integration policies and measures in all relevant policy portfolios and levels of government and public services is an important consideration in public policy formation and implementation
11	Developing clear goals, indicators and evaluation mechanisms are necessary to adjust policy, evaluate progress on integration and to make the exchange of information more effective

Application of CBPs

Whilst the EU does not seek to impose a set definition of what migrant integration should be, CBP 1's definition of integration as "a dynamic, two-way process of mutual accommodation by all immigrants and residents of Member States", is a strong statement of intent in this regard. Although EU involvement in Member State integration policy had no legislative basis historically, the legal provision to the Treaty on the Functioning of the European Union (2009) provides clear support of this goal when it states that *'The European Parliament and the Council, acting in accordance with the ordinary legislative procedure, may establish measures to provide incentives and support for the action of Member States, with a view to promoting the integration of third-country nationals residing legally in their territories'* (Article 79.4). However, even this article does not provide for the harmonisation of laws and regulations across Member States, and integration still comes most firmly under the remit of the individual country.

In addition to this recognition of the need to formulate integration policy in general, the CBPs have also prompted an increased focus on the monitoring and evaluation of migrant integration (see CBP 11).

Integration Policy at National Level

Integration policy is formulated at many levels. In Ireland, this policy is evolving, partly in response to EU-wide policy frameworks and initiatives, but also to national engagements and local need. Cities have played a significant role in keeping with the conclusions of the Ministerial Conference on Integration of Vichy (November 2008), when local authorities and cities were deemed to have a significant role to play in the formulation of integration strategy.

Ireland's first Minister with responsibility for Integration was appointed in 2007. The key national government policy on integration "Migration Nation – Statement on integration strategy and diversity management" followed in 2008. It emphasised a whole-of-government and localised community-level approaches to developing integration policy, which encourages partnership approaches, an inclusive service delivery and avoidance of segregated community identities. Integration was described as 'one of the most important challenges being faced by Irish society over the coming years' in the National Action Plan for Social Inclusion (2007-2016).

The Office of the Minister of State for Integration became the Office for the Promotion of Migrant Integration (OPMI) in 2011, which has 'a cross-Departmental mandate to develop, drive and coordinate migrant integration policy across other Government Departments, agencies and services'. It is Ireland's national contact point in terms of integration and it has a responsibility in relation to the allocation of funding to national organisations and local authorites to advance

integration. The OPMI has recently commenced a cross-departmental review of Ireland's approach to the integration of migrants, with a view to the preparation of a new updated overall integration strategy. A public consultation process was launched in March 2014 as part of the review. Work on the development of the updated integration strategy is ongoing. A draft report was circulated to key stakeholders in October 2015 and it is expected that the final strategy will be published in 2016.

Measuring Integration

In 2011, Dublin City was formally inaugurated as an Intercultural City by the Council of Europe, and since then Dublin City Council has undertaken a range of activities to foster community inclusion and integration. Cities that participate in the programme review their governance, policies, discourse and practices from an intercultural point of view and are placed on an index. The Intercultural Cities Index is a complementary tool, capable of illustrating visually the level of achievement of each City, its progress over time, and enables comparison with other cities.

According to the Index, in 2011 Dublin was fourth among 29 participating cities.

The Migrant Integration Policy Index (MIPEX) is another tool which measures policies to integrate migrants in all EU Member States and ten other countries. Some 167 policy indicators have been developed to create a rich, multi-dimensional picture of migrants' opportunities to participate in society. The Index, while limited to analysing integration policy, is a useful tool to evaluate and compare what other countries are doing to promote the integration of migrants.

The MIPEX results in 2014 gave an overall score of 52/100 (19th out of 38 countries).

Over the lifetime of this strategy these indices will be useful monitoring and evaluation tools.

Integration was described as 'one of the most important challenges being faced by Irish society over the coming years'

- National Action Plan for Social Inclusion 2007-2016.

Integration Review

This Strategy has been prepared with the assistance of independent inclusion and integration advisors. The first stage in the development of the Strategy involved the completion of an Integration Review. The Review involved the following steps:

i. Policy Review

A review of key integration strategies, policies and initiatives to ensure consistent implementation. Some of the documents reviewed were:

- Health Service Executive National Intercultural Health Strategy 2007-2016
- Intercultural Education Strategy 2010-2015
- The Cultural Diversity and Arts Policy and Strategy 2010
- An Garda Síochána Diversity Strategy and Implementation Plan 2009-2012
- Better Outcomes, Brighter Futures – The national policy framework for children and young people 2014-2020.

In addition, account was taken of relevant local plans, such as:

- *Dublin City Council Corporate Plan 2015-2019*. This includes the goal to 'develop engaged and active communities in the promotion of social inclusion and healthy living', by supporting the development of social capital and active citizenship in local communities.

- *Draft Dublin City Development Plan 2016-2022*. One of the principles of the plan is the development of Dublin City as a 'compact City with a range of sustainable neighbourhoods…promoting social inclusion and integration of all ethnic communities'.

- *Dublin City Council's Local Economic and Community Plan 2016-2021*. The first of this Plan's 12 high-level goals for the City is to: 'Ensure that all citizens, regardless of social or cultural background, feel a sense of ownership and engagement with the City, feel safe in their communities and are welcome to fully participate in the political, social, cultural and business life of the City'.

Some of the successful initiatives which were reviewed included:

- One City One People annual campaigns
- Voter registration campaigns
- Interfaith events
- Extensive English language courses provided through Dublin City Libraries.

By providing direct funding to a large number of organisations, Dublin City Council has also supported actions and measures promoting integration on the ground.

ii. External Consultation

An email and telephone survey of a range of community, voluntary and statutory stakeholder organisations was carried out. The experiences and views of both local service providers and local service users were collected in areas such as:

- Nature of services provided for migrants and key presenting issues
- Sources of funding for integration-related activities
- Areas of notable success or achievement in promoting or implementing integration
- Sections of migrant communities or integration activities that the organisation would like to support better
- Diversity profile monitoring data for staff and service users
- Staff training in intercultural competency, diversity and inclusion
- Consultation engagement with migrant communities
- Organisational contribution to support integration and participation in Dublin City Council events
- Collaborative or partnership working with other agencies on integration initiatives
- Views of priority areas for integration focus and support in future integration.

iii. Internal Consultation

Internal consultation workshops, with representatives from a cross-section of Dublin City Council departments and services, were convened. These workshops identified areas of common need and challenges that may arise over the lifetime of the Strategy, including:

- The extent of services provided which are accessed by migrants
- Areas of notable success or achievement in promoting or implementing integration
- Sections of migrant communities or integration activities that the organisation would like to support better
- Staff training needs in intercultural competency, diversity and inclusion
- Collaborative or partnership working with other agencies on integration initiatives
- Views of priority areas for integration focus and support in future integration.

iv. Review of Relevant Census Information

A review of available Census information was carried out and additional data of relevance was also obtained.

Review Outcomes

The outcomes of each of these Review processes are summarised below:

General Information and Community Engagement

While information is readily available, migrant-specific information is not provided by one statutory organisation and provision is dispersed. There is an opportunity for Dublin City Council to collaborate with other significant service providers and ensure easy access to information for newly arrived migrants. This will allow them to engage directly with trusted sources of information outside their own community networks.

Enterprise

The Local Enterprise Office Dublin City (LEO) is the statutory provider of enterprise information. While the Office provides general information and outreach (employment/enterprise supports are almost uniformly provided in English) it does support migrant enterprise and has reported that 20% of all its users are non-Irish nationals. As the LEO is a key partner for anyone seeking to establish an enterprise in the City, a more targeted pattern of support and information dissemination would be useful.

Language Education

It is generally accepted that language deficiency is the single most important barrier to long-term integration in Ireland. Migrants who do not speak English can struggle to integrate, however, it was found that there is huge interest and motivation among migrants to improve their language skills so that they are in a

position to secure further education, training and employment opportunities. While a complex landscape of language provision is present in the City, increased engagement with service providers could produce significant benefits.

Based on the findings of the Review, four priority integration themes emerged:

1. **Developing Information and Training**
2. **Supporting Inclusive Communities**
3. **Facilitating Language and Education**
4 **Supporting Employment and Business**

There is huge interest and motivation among migrants to improve their English language skills so that they are in a position to secure further education, training and employment opportunities.

- Review Consultation
  Oct. 2015

Strategy Development

Based on the findings of the Review, and the evidence gathered, four priority integration themes emerged:

Theme 1: Developing Information and Training

Access to information is fundamental to achieving integration in all aspects, including understanding rights and responsibilities as City residents, ability to participate in community life, helping reduce isolation and segregation, and knowing how to access services that may be needed. Equally, service providers need to have an understanding of the differing needs of diverse communities and to develop intercultural competencies to reasonably meet their needs.

The relevant Common Basic Principles under this theme are:

CBP 6 - *Access for immigrants to institutions, as well as to public and private goods and services, on a basis equal to national citizens and in a non-discriminatory way is a critical foundation for better integration*

CBP 11 - *Developing clear goals, indicators and evaluation mechanisms are necessary to adjust policy, evaluate progress on integration and to make the exchange of information more effective*

See Page 7
Common Basic Principles

Theme 2: Supporting Inclusive Communities

Respect between communities and appreciation of the advantages that diversity can bring to neighbourhoods, the economy and the general vitality of the City needs to be actively led and fostered by key stakeholders. Active participation in community leadership and democratic processes are also essential to combat community segregation and develop positive relations between different communities. Dublin City Council has led and supported some very successful initiatives to promote inclusion which can be now built upon to further embed integration.

The relevant Common Basic Principles under this theme are:

CBP 4 - *Basic knowledge of the host society's language, history, and institutions is indispensable to integration; enabling immigrants to acquire this basic knowledge is essential to successful integration*

CBP 7 - *Frequent interaction between immigrants and Member State citizens is a fundamental mechanism for integration. Shared forums, intercultural dialogue, education about immigrants and immigrant cultures, and stimulating living conditions in urban environments enhance the interactions between immigrants and Member State citizens*

CBP 9 - *The participation of immigrants in the democratic process and in the formulation of integration policies and measures, especially at the local level, supports their integration*

Theme 3: Facilitating Language and Education

The ability to communicate, raise educational attainment levels and find employment is vital to individual and community well-being and economic prosperity. As Dublin City's communities become more diverse and multi-generational, it is important that their differing support needs are not ignored, e.g. older people who may still have poor English language skills, and newly arrived young migrants and refugees who may be very highly skilled, but whose vocational qualifications are not recognised in Ireland. The consultation for this integration strategy also indicated that migrants needed to have a better understanding of career and employment pathways and how to access these more successfully. The link between employment and language was also firmly made with participants indicating that they require fluency in English to be able to compete.

The relevant Common Basic Principle under this theme is:

CBP 5 - *Efforts in education are critical to preparing immigrants, and particularly their descendants, to be more successful and more active participants in society*

Theme 4: Supporting Employment and Business

The data collected suggests that the migrant population of Dublin City fits with a classic pattern of labour migration. This gives Dublin City a distinct opportunity to capitalise on 'diversity advantage'. In addition, as an increasing number of migrants become Irish citizens and deepen their commitment and connections to Dublin, their expectations for fair access to employment and realising of potential talent will increase. Research has shown that, although entrepreneurial motivation and drive is high among migrants, they also experience difficulties in knowing how to access and navigate support to develop personal and economic potential. Celebrating success, explaining the benefits of diversity advantage and providing role models from within migrant communities are all important ways of promoting integration.

The relevant Common Basic Principle under this theme is:

CBP 3 - *Employment is a key part of the integration process and is central to the participation of immigrants, to the contributions immigrants make to the host society and to making such contributions visible*

Action Plan

Under these identified priority themes, a corresponding action plan has been developed. Under each theme, actions have been divided, relating to associated aims. A key consideration in drafting this action plan is that its goals should be realistic and achievable within the resources and accountabilities of Dublin City Council. It is also intended as a working document which can be added to, as experiences and changing circumstances require, without losing sight of Dublin City Council's overall integration vision and objectives.

Going forward, it is intended that annual operational priorities will be developed based on the five-year action plan, and that Dublin City Council's Social Inclusion Unit will take lead responsibility for the monitoring and evaluation.

Theme 1
Developing Information and Training

Achievements:

Successful voter registration campaign which raised awareness within the migrant community and the broader community the entitlement to vote and how to register to vote

Publication and translation of "Find Your Way: A Guide to key Services in Dublin City Centre"

Successful engagement between Dublin City Council and migrant community groups

Challenges:

Lack of awareness of Dublin City Council services and supports among some of the migrant population

Enhancing the intercultural competencies within Dublin City Council through diversity and inclusion training for all staff

Need for an integrated structure and coordinating process across all Dublin City Council departments to progress and monitor the integration strategy and priorities, and share good practice

Aim 1: Strengthen local authority leadership in promoting integration objectives, values and benefits

Theme 1

Action		DCC Lead	DCC/Outside Agency Partner	Success Indicators
1.1	Establish an internal cross-departmental steering group to advise and monitor the integration strategy, new initiatives and priorities within Dublin City Council	Social Inclusion		• Steering group established • Terms of reference agreed • Annual programme reports produced
1.2	Support a network of anti-racism NGOs, which aim to work collectively to highlight and address the issue of racism in Ireland	Social Inclusion	NGO partners	• Clear monitoring data to evidence incidents and trends • Number of NGOs supported • Dublin City Council policy on removal of racist graffiti published
1.3	Promote intercultural dialogue and celebrate cultural diversity through sports	Social Inclusion	Sports and Wellbeing Partnership	• Sports initiatives developed and implemented
1.4	Develop and implement staff training on diversity and intercultural awareness, in partnership with the Dublin Region Homeless Executive	Social Inclusion	Human Resources Dublin Region Homeless Executive	• Provider identified • Module developed • Training completed
1.5	Support achievement of integration objectives in housing services	Housing services	Social Inclusion	• Improved understanding of tenancy obligations and entitlements to support integration and equality
1.6	Provide input and support to the development of the new antisocial behaviour strategy	Housing services	Social Inclusion	• Antisocial behaviour strategy published

Action		DCC Lead	DCC/Outside Agency Partner	Success Indicators
1.7	Establish a multi-agency co-ordination group for Multiple Exclusion Homeless migrants to generate proposals for diversity awareness and migrant rights training	Dublin Region Homeless Executive		• Co-ordination group established
1.8	Ensure that Dublin City Council public offices display anti-racism information	Social Inclusion		• Anti-racism information displayed
1.9	Support migrant children and young people by ensuring that Dublin City Council actively participates on decision-making structures	Social Inclusion	Comhairle na nÓg	• Delivery of Dublin City Childcare and Dublin Children and Young People's services committees' work plans
1.10	Encourage young migrant people's participation in Dublin City Comhairle na nÓg	Social Inclusion	Comhairle na nÓg	• Number of young migrant people participating
1.11	Contribute to and implement the policies of the National Integration Strategy and the actions of the Dublin City Council Local Economic and Community Plan	All Departments		• Activities developed and implemented

Aim 2: Support the provision of improved access to information for migrant communities

Theme 1

Action		DCC Lead	DCC/Outside Agency Partner	Success Indicators
1.12	Expand existing library service initiatives to promote citizenship pride and cohesion	Dublin City Libraries	Social Inclusion	• Increase in range of 'promoting citizenship' events
1.13	Support the capacity of local community groups to seek new funding opportunities and enhance their organisational capacity	Dublin City Public Participation Network	NGO partners	• Increase in number of migrant-led organisations obtaining new funding • Improved governance training and awareness in migrant-led organisations
1.14	Partner with HSE and Headstrong on the establishment of a 'Jigsaw' service in the City, to include engagement with young people of migrant origin	Social Inclusion HSE	Headstrong	• Jigsaw service operational
1.15	Support Dublin's narrative by developing "Dublin.ie" as a responsive online platform that, under the three pillars of Living, Learning and Working, gives a complete picture of the City	Dublin.ie		• Monitoring data on visitor usage of website

Action		DCC Lead	DCC/Outside Agency Partner	Success Indicators
1.16	Develop a promotional information campaign targeting intra-EU mobile citizens utilising the Dublin.ie platform	Social Inclusion	Dublin.ie	• Campaign designed and active
1.17	Facilitate and support the information and services delivered through Dublin City Centre Citizens Information Centre	Social Inclusion	Dublin City Centre Citizens Information Centre	• Improved collaboration and wider availability of information
1.18	Facilitate migrant groups in finding suitable meeting and office accommodation and support the existing accommodation services provided by other agencies	Social Inclusion	New Communities Partnership and other NGOs	• Number of migrant organisations using booking service • Improved access to venues suitable for different community meeting needs
1.19	Use existing outreach channels to disseminate information to migrant communities	Social Inclusion	New Communities Partnership and other NGOs	• Range of information disseminated

Aim 3: Improve access and quality of interpretation-translation services

Theme 1

Action		DCC Lead	DCC/Outside Agency Partner	Success Indicators
1.20	Compile and publish a list of language skills available within Dublin City Council	Social Inclusion		• List compiled and published
1.21	Compile an accredited list of interpretation and translation services available within Dublin City Council to ensure information is accessible by migrants	Social Inclusion	Customer Services	• List of interpretation and translation services available online
1.22	Develop a policy and code of conduct for staff working with interpreters and translators	Social Inclusion	All Departments	• Policy and code developed

Theme 2
Supporting Inclusive Communities

Achievements:

Supporting the establishment of the Dublin City Interfaith Forum and other new community groups

Co-hosting and co-funding a range of events to promote and preserve specific cultural heritage and legacy, and promote positive images of minority communities and cultures

Dublin City Public Participation Network (PPN) in place

Supporting and promoting an annual Social Inclusion Week

Successful joint anti-racism campaigns organised annually

Challenges:

Difficulty in engaging with hard-to-reach sections of migrant communities, including young people, or those not members of representative organisations

Lack of provision of accessible and affordable meeting spaces for migrant organisations and events

To encourage migrant communities' engagement with consultation structures, such as the PPN

Aim 1: Strengthen community leadership and promote civic pride

Action		DCC Lead	DCC/Outside Agency Partner	Indicators
2.1	Conduct outreach and engagement to increase the number of migrant groups registered with and eligible to participate in the PPN	Dublin City Public Participation Network	NGO partners	• Increased number of migrant groups registered with the PPN • Number of migrant representatives elected to decision-making structures • Number of migrants attending training
2.2	Establish an external stakeholders forum (linkage group) for migrant communities	Dublin City Public Participation Network	Community organisations	• Linkage group established
2.3	Facilitate and support youth groups which provide leadership training to their members	Social Inclusion	NGO partners	• Number of groups that have completed leadership training

Aim 2: Promote intercultural participation and appreciation of integration

Action		DCC Lead	DCC/Outside Agency Partner	Indicators
2.4	Expand interfaith initiatives by promoting and encouraging participation in multifaith events and conferences, and use the communication channels available through the faith forums to reach minority faith groups	Social Inclusion	Dublin City Interfaith Forum and other faith groups	• Increased intercultural participation between different faith and cultural communities • Hard-to-reach faith groups included in communication channels
2.5	Support initiatives that promote integration and team-building among young migrant and refugee groups	Social Inclusion	Comhairle na nÓg NGO partners	• Number of activities completed
2.6	Partner with agencies and organisations working with socially excluded migrant groups at local level	Community and Social Development	Social Inclusion NGO partners	• Increased support to existing and emerging forums for migrant groups and grassroots networks
2.7	Encourage new community groups to participate in the annual Citywide Social Inclusion Week	Social Inclusion	Community and Social Development	• Number of new migrant communities participating • Successful Social Inclusion Week
2.8	Support intercultural dialogue through cultural programming, paying particular attention to new communities	All Departments	NGO partners	• Number of events supported
2.9	Develop linked initiatives to promote and celebrate Dublin's diverse communities and actively encourage intercultural exchange	Social Inclusion	NGO partners	• Increased participation by different agencies, and increased intercultural participation among between different communities

Aim 3: Increase diverse representation in community leadership and promote political engagement and inclusion

Theme 2

Action		DCC Lead	DCC/Outside Agency Partner	Indicators
2.10	Extend and enhance the understanding of democratic engagement and participation, by building on previous voter registration campaigns	Social Inclusion	Franchise	• Increased participation by eligible and future migrant voters in democratic processes
2.11	Promote and raise awareness of available opportunities to encourage and train migrant volunteers	Social Inclusion	Dublin City Volunteer Centre NGO partners	• Increase in number of migrant volunteers • Increase in the range of volunteer roles undertaken
2.12	Develop a Volunteer Award scheme, including a "New Community" category, to recognise and encourage volunteerism among the migrant population in the City	Social Inclusion		• Award scheme in place

Theme 3
Facilitating Language and Education

Achievements:

Range of classes, including English for Speakers of Other Languages (ESOL), in place

Accessibility and delivery of courses through the Open Learning and Business Information Centre in City Libraries

Participation in EU-wide programmes to support language and education

Challenges:

Responding to the changing language needs of learners

Co-ordination of varied language providers in the City

Delivery of specific language services to meet identified needs at local level

Aim 1: Extend English language provision to meet targeted needs and to support inclusion

Action		DCC Lead	DCC/Outside Agency Partner	Success Indicators
3.1	Organise and host a language providers' conference in the City to explore opportunities for collaboration	Social Inclusion		• Conference held • Potential collaborative initiatives identified
3.2	Review current range of ESOL and other language providers' activities to address changing needs	Dublin City Libraries	Social Inclusion	• Identify strengths of current offers and areas of changed or unmet need
3.3	Research the provision of a range of specialist ESOL modules such as ESOL for older people	Dublin City Libraries	Social Inclusion	• Research completed
3.4	Pilot an English Language Intercultural Drop-in project, which complements existing resources	Social Inclusion		• Pilot completed and evaluated
3.5	Extend and promote the provision of multilingual walking tours in the City	Social Inclusion	Community and Social Development	• Number of multilingual walks

Theme 3

Aim 2: Promote educational awareness among migrant communities

Action		DCC Lead	DCC/Outside Agency Partner	Success Indicators
3.6	Promote the use of the Intercultural Education Guidelines for Primary and Secondary Schools produced by the National Council for Curriculum and Assessment	Social Inclusion	New Communities Partnership Comhairle na nÓg	• Increased awareness of the Guidelines
3.7	Provide IT skills and training through Microsoft Office Specialist and Microsoft Academy IT	Dublin City Libraries		• Number of migrants participating in training
3.8	Promote the informal adult education programs delivered locally among migrant communities	Social Inclusion		• Number of migrant communities participating

Theme 4
Supporting Employment and Business

Achievements:

Range of free advice seminars and services available to migrant entrepreneurs

Participation in the Diversity in the Economy and Local Integration (DELI) EU initiative

Successful collaboration with NGO partners in relation to migrant entrepreneurship

Challenges:

Effective dissemination of information regarding Dublin City Council enterprise services to migrant communities

Specific English language learning required in order to access employment and business services

Aim 1: Improve access to information and employment skills training for migrant communities

Action		DCC Lead	DCC/Outside Agency Partner	Success Indicators
4.1	Research the possible provision of an "English for Business" language course to improve the linguistic proficiency of migrants	Social Inclusion	Local Enterprise Office Dublin City	• Research complete
4.2	Produce a plain-English booklet for newly arrived migrants providing a step-by-step guide to job-seeking in Dublin	Social Inclusion	NGO partners	• Booklet produced and distributed
4.3	Expand career direction and development programmes	Dublin City Libraries	Social Inclusion	• Programmes delivered • Number of migrants attending programmes
4.4	Promote the foreign qualification recognition services provided by Quality and Qualifications Ireland to support employment opportunities	Social Inclusion		• Promotion of services in place
4.5	Develop new supports to Multiple Exclusion Homeless migrants to improve their labour market activation and participation	Dublin Region Homeless Executive	Social Inclusion	• Number of new supports developed

Theme 4

Aim 2: Develop the entrepreneurship talents and potential of migrant communities

Action		DCC Lead	DCC/Outside Agency Partner	Success Indicators
4.6	Promote the "Start and Grow Your Own Business" programme and other training programmes among migrant communities	Social Inclusion	Local Enterprise Office Dublin City	• Programmes delivered • Number of migrants attending programmes
4.7	Promote the Entrepreneurs Network and Mentoring Programme among migrant communities	Local Enterprise Office Dublin City	Social Inclusion	• Number of migrant groups accessing network and mentoring scheme
4.8	Provide information on local enterprise supports at events and festivals, promoting migrant entrepreneurship	Local Enterprise Office Dublin City	Social Inclusion	• Number of events attended

Aim 3: Encourage and support collaboration between employers, businesses and migrant talent pools

Action		DCC Lead	DCC/Outside Agency Partner	Success Indicators
4.9	Review and progress the recommendations of the Diversity in the Economy and Local Integration project	Local Enterprise Office Dublin City		• Review complete and number of recommendations implemented
4.10	Convene working group to support the development of social enterprise	Local Enterprise Office Dublin City		• Working group established

Comhairle Cathrach
Bhaile Átha Cliath
Dublin City Council

Community and Social Development Section
Dublin City Council,
Block 3, Floor 1,
Wood Quay,
Dublin 8

Email: integration@dublincity.ie