



Comhairle Cathrach
Bhaile Átha Cliath
Dublin City Council



Corporate Services, Transformation and Human
Resources Departments
Public Sector Equality and Human Rights Duty
Implementation Plan

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Public Sector Equality and Human Rights Duty Implementation Plan			
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Contents

1	Public Sector Duty.....	4
2	Equality and Human Rights Values Statements.....	5
2.1	Introduction.....	5
3	Assessment of Equality and Human Rights Issues.....	8
3.1	Introduction.....	8
4	Enabling Implementation.....	12
5	Implementation.....	13
6	Reporting.....	16
	Appendix 1: Evidence Book.....	17

1 Public Sector Duty

The public sector equality and human rights duty (the Duty) requires public bodies to have regard to the need to eliminate discrimination, promote equality of opportunity, and protect human rights for service users, policy beneficiaries, and employees, across all their function areas¹.

Under the Duty, public bodies are required to take three steps²:

- **Assess:** undertake an evidence-based and participative assessment of equality and human rights issues that have a relevance to the functions of the public body.
- **Address:** identify and implement actions in place or proposed to be put in place by the public body to address the equality and human rights issues as assessed, as part of its strategic planning cycle.
- **Report:** report annually on progress made in implementing the Duty and addressing the equality and human rights issues as assessed.

The groups identified for the Duty cover the grounds of gender (including gender identity and sex characteristics), civil status, family status (including lone parents, carers), age, disability, sexual orientation, race, religion, membership of the Traveller community, and socio-economic status (at risk of or experiencing poverty and exclusion).

In addition to addressing the groups across the ten identified grounds, it is necessary, in implementing the Duty, to acknowledge and respond to those at the intersections between these grounds.

The functions of the two Departments encompass:

- An employment function, specifically recruitment, outreach to potential candidates, staff development, retention, and treatment of staff.
- A service provision function, specifically safety and suitability of work/services/public spaces, and customer service; development and change across the organisation including innovative approaches to service delivery such as digital; and delivery of corporate governance framework for the organisation.

¹ [Section 42](#), Irish Human Rights and Equality Commission Act 2014.

² [Implementing the Public Sector Equality and Human Rights Duty](#), Irish Human Rights and Equality Commission, 2019.

2 Equality and Human Rights Values

2.1 Introduction

This Equality and Human Rights Values Statement identifies the values that motivate our concern for equality and human rights in Dublin City Council (DCC), as set out in the DCC implementation strategy and action plan for the Duty. The implications of each value for the priorities and work processes of the Corporate Services, Transformation and Human Resources Departments are set out in a statement of outcome and a statement of process under each value. These statements serve as benchmarks for the Departments in our implementation of the Duty. The benchmarks are focused on the identified groups for the Duty.

Our Equality and Human Rights Values

<p>Dignity and Respect</p> <p>Diversity and Accessibility</p> <p>Inclusion and Social Justice</p> <p>Participation and Engagement</p> <p>Choice and Autonomy</p>

Our Equality and Human Rights Values in Practice

Dignity and Respect

People being treated in a manner that recognises their intrinsic human worth

Statement of Outcome: DCC Corporate Services, Transformation and Human Resources Departments work to sustain and enable an organisation where employees, potential employees, people who use our services, internal customers, and stakeholders across the identified grounds are treated fairly and respectfully, and where messages reflecting this value reach and engage all staff and people who use our services.

Statement of Process: DCC Corporate Services, Transformation and Human Resources Departments ensure potential recruits, staff, people who use our services, internal customers, and stakeholders across the identified groups are: included and listened to respectfully; engaged with without judgement or stereotyping; treated with fairness and respect; and accepted for who they are.

Diversity and Accessibility

Difference is welcomed and valued and diversity is accommodated in access to our services and in employment

Statement of Outcome: DCC Corporate Services, Transformation and Human Resources Departments work to sustain and enable an organisation that provides additional supports, is flexible and makes adjustments to its processes, and offers a balance of platforms, modes of delivery, and access channels such that:

- staff across the identified groups can perform at their full potential; and
- people across the identified groups who use our services secure access to facilities, information, and services, and achieve outcomes on a par with the general population.

Statement of Process: DCC Corporate Services, Transformation and Human Resources Departments:

- ensure flexibility in our processes and modes of delivery such that services, communications, platforms, and facilities under our responsibility are relevant and accessible to potential recruits, staff, people who use our services, internal customers, and stakeholders from across the identified groups, with a particular concern to ensure legal requirements in relation to people with disabilities are fully realised; and
- afford a status to diversity across the identified groups, enabling awareness of its practical implications, visibility in its presence, and celebration of its potential and richness.

Inclusion and Social Justice

The diversity of people has the resources and opportunities to participate fully in all aspects of life in the city

Statement of Outcome: DCC Corporate Services, Transformation and Human Resources Departments work to sustain and enable an organisation where people from across the identified groups can:

- secure employment and work-related opportunities;
- participate in opportunities provided for staff development; and
- achieve outcomes across the service functions of the organisation.

Statement of Process: DCC Corporate Services, Transformation and Human Resources Departments work in a manner that targets, appeals to, reaches out to, and communicates effectively with potential recruits, staff, people who use our services, internal customers, and stakeholders from across the identified groups.

Participation and Engagement

The diversity of people has opportunities to have a say on matters and in decisions that affect them

Statement of Outcome: DCC Corporate Services, Transformation and Human Resources Departments work to sustain and enable an organisation that maximises opportunities for staff and people who use our services from across the identified groups to meaningfully engage with decision-making and consultative processes in a manner that results in influence and impact.

Statement of Process: DCC Corporate Services, Transformation and Human Resources Departments work to support:

- staff from across the identified groups to have access to and can engage effectively with spaces and processes that enable a collective perspective and voice; and
- people who use our services, representative organisations, and stakeholders from the identified groups to have the capacity and opportunity to engage effectively in decision-making and consultative processes.

Choice and Autonomy

The preferences and choices of the diversity of people are acknowledged with appropriate options available in service delivery and employment where possible

Statement of Outcome: DCC Corporate Services, Transformation and Human Resources Departments work to sustain and enable an organisation that provides options that enables choice and autonomy for staff and people who use our services across the identified groups.

Statement of Process: DCC Corporate Services, Transformation and Human Resources Departments enable informed choices and preferences, ensure an encouraging environment for expressing choices and preferences, are open to exploring choices and preferences, and to offering options that enable choice and autonomy for staff, people who use our services, internal customers, and stakeholders from across the identified groups.

3 Assessment of Equality and Human Rights Issues

3.1 Introduction

The public sector equality and human rights duty requires public bodies to undertake an assessment of the equality and human rights issues that face the groups identified for the Duty and that are relevant to their functions. These issues relate to the:

- **Situation** of the group in terms of their access to resources and any particular disadvantage they experience.
- **Experience** of the group in terms of the quality of their interaction with employers and service providers and the wider society.
- **Identity** of the group in terms of how they choose to give expression to their identity/identities and the specific needs that arise from this.

The issues identified in this assessment are relevant across the identified groups for the Duty and for groups at the intersections of the grounds identified, unless otherwise stated.

In addressing these issues cognisance is taken of the specific oppressions involved in situations and experiences, direct and indirect, of racism, classism, ableism, homophobia, transphobia, sectarianism, sexism, and ageism.

Assessment

Dignity and Respect: People being treated in a manner that recognises their intrinsic human worth.

Priority equality and human rights issues facing the identified groups and of relevance for the work of the two Departments:

- Discrimination across the identified groups that is both at the individual and the systemic level.
- Harassment and sexual harassment.
- Domestic and other forms of gender-based violence.
- Assumptions, stereotypes, prejudice and unconscious bias.
- Lack of training for employers, service providers and their employees on issues of equality, discrimination, and stereotyping.
- Lack of knowledge about, and of information made available to the identified groups, on rights and how to exercise rights made available to the identified groups.

- Inadequate systems to receive and respond appropriately and effectively to complaints of discrimination, harassment, and sexual harassment.
- Expectation among people from across the identified groups of being treated without dignity and respect and of not being understood, and, as a result, people from the identified groups not approaching institutions.

Diversity and Accessibility: Difference is welcomed and valued and diversity is accommodated in access to our services and in employment.

Priority equality and human rights issues facing the identified groups and of relevance for the work of the two Departments:

- Inaccessible employment and work environments, with a lack of processes to adapt or be flexible in response to the practical implications of diversity, including issues in relation to:
 - the workspace;
 - job and task design;
 - flexible working arrangements;
 - family-friendly working and leave arrangements, including reproductive leave and carers leave, and opportunities to avail of these at all levels of the organisation;
 - inflexibility of retirement options made available and availed of, including issues of mandatory retirement and early retirement;
 - lack of provision of and access to assistive technology; and
 - issues of disconnect and marginalisation as a result of availing of flexible workplace arrangements, in particular remote and hybrid working, and of failure to invest in accessible workplaces in a context of their use.
- Inaccessible communications systems, with a lack of process to ensure:
 - accessible languages, including Irish Sign Language, formats and channels.
- Inaccessible services, with a lack of processes to adapt or be flexible in response to the practical implications of diversity, including issues in relation to:
 - inclusive service delivery and service design; and
 - adaptation for the specific needs of the identified groups.
- Lack of information on the processes in place to adapt for the practical implications of diversity.
- Lack of universal design in infrastructure, facilities, employment and services.
- Not being accepted for who one is and having to hide one's identity/identities at work and in accessing services.
- Lack of training on diversity and on inclusive processes, services and workplaces, for management, staff and interview boards, limiting awareness and understanding of diversity and how to respond to the practical implications of diversity, including legal requirements in relation to this.
- Lack of acknowledgement of intersectionality and the diversity within the identified groups and inadequate response to this intersectionality, in particular in targeted measures.

Inclusion and Social Justice: The diversity of people has the resources and opportunities to participate fully in all aspects of life in the city.

Priority equality and human rights issues facing the identified groups and of relevance for the work of the two Departments:

- Labour market barriers including:
 - unemployment and under-representation in employment;
 - likelihood of leaving employment;
 - underemployment; and
 - over-representation in part-time employment.
- Barriers to and lack of promotion at work.
- Inadequate recruitment or promotion systems, including for lack of outreach, inadequate design of job advertisements, lack of diversity on panels, inappropriate job descriptions, inaccessible processes, and lack of transparency in recruitment and promotion systems.
- Educational disadvantage, low levels of education, early school leaving due to negative experiences of the education system, and lack of recognition of qualifications gained abroad.
- Lack of opportunities to upskill, including at work, in a context of skills gaps.
- Health inequalities in prevalence of and response to mental health issues, particularly as exacerbated in context of the pandemic.
- Poverty, both concentrated in specific areas and dispersed within areas of affluence.
- Lack of facilities and inaccessible facilities.
- Digital inequality and exclusion due to lack of sufficient IT skills, absence of infrastructure, and lack of necessary equipment.
- Lack of interagency coordination to address the needs of people from the identified groups.
- Lack of adequate and affordable childcare services and lack of access to a wider care infrastructure.
- Lack of information on services and opportunities available.

Participation and Engagement: The diversity of people has opportunities to have a say on matters and in decisions that affect them.

Priority equality and human rights issues facing the identified groups and of relevance for the work of the two Departments:

- Lack of consultation or engagement with the voices of the identified groups, and failure to design consultation processes that are inclusive.
- Lack of a forum through which to contribute to decision-making.

- Under-representation on structures established to contribute to decision-making.
- Lack of feedback to participants on foot of participation and consultation.
- Failure to listen to staff and persons who use services from the identified groups.
- Lack of capacity, know-how and resources to engage effectively in consultations and in structures established to contribute to decision-making.

Choice and Autonomy: The preferences and choices of the diversity of people are acknowledged with appropriate options available within service delivery and employment where possible.

Priority equality and human rights issues facing the identified groups and of relevance for the work of the two Departments:

- Lack of choice in a one-size fits all context.
- Lack of options available to enable choice.
- Lack of choice in relation to remote and hybrid working arrangements.
- Failure to accurately identify or respond to preferences of people from the identified groups.
- Lack of autonomy in respecting choices made and in accessing services due to living situations, such as congregated settings, and direct provision centres.
- Lack of information to enable informed choices.

4 Enabling Implementation

The Duty and its implementation will be a standing item at the regular management meetings of each Department.

A working group will be re-nominated with members from each Department to act as driver and reference point for the Duty. It will monitor and track the KPIs for the implementation of the Duty, setting annual targets, monitoring and supporting, as needed, the achievement of those targets, and reporting on progress made.

Guidelines will be prepared, based on this implementation plan, to support those responsible for implementing the address step of the Duty in preparing or reviewing plans, policies, strategies, or programmes.

Training on implementing the Duty will be developed and rolled out across the organisation, relevant for those responsible for preparing or reviewing plans, policies, strategies or programmes, and will be provided to staff within the two Departments as required.

Training on implementing the Duty may best be provided through learning management system, as an e-module, possibly including: a short video, documents development by the working group, and any guidelines prepared.

Each Department will ensure that the content and language of communications developed will engage the values and reflect the values benchmarks that guide implementation of the Duty. In this way, we can contribute to strengthening the organisational culture from an equality and human rights perspective. This will include content for such as: Intranet; CRM system; and candidate booklets.

5 Implementation

Address Step

The 'address' step of the Duty is implemented in the preparation or review of plans, policies, strategies, or programmes.

At the commencement of the preparation/review process, we:

- Review the assessment of equality and human rights issues to establish those equality and human rights issues that are relevant to the area addressed by the particular plan, policy, strategy or programme.
- Gather the data and information available in relation to the equality and human rights issues identified as relevant.
- Review the Equality and Human Rights Values Statement to establish which values hold relevance to the plan, policy, strategy or programme, and to extract the statements of outcome (if for a plan, strategy, or programme where the focus is on what the organisation is going to do) or statements of process (if for a policy where the focus is on how the organisation goes about its business) that are relevant.
- Include this material in any brief for the preparation/review process.

In implementing the preparation/review process, we:

- Include an examination of the relevant equality and human rights issues in any evaluation or contextual review conducted for the particular plan, policy, strategy or programme.
- Include a focus on equality and human rights issues in any consultation implemented for the particular plan, policy, strategy or programme.
- Transmit the obligations under the Duty to any external consultants contracted, and ensure they are fully briefed in this regard.
- Track the relevant equality and human rights issues identified to ensure they are addressed and the relevant values benchmarks identified to ensure they are reflected, as part of the ongoing preparation/review process.

At final draft stage of the preparation/review process, we:

- Convene a meeting of relevant staff to check:
 - Does the draft adequately and appropriately take up and address each of the equality and human rights issues identified as relevant?
 - Does the draft adequately and appropriately progress the statement of outcome/statement of process for each of the values?
 - Does the draft include any provision that might run counter to our equality and human rights values or to an effective response to the equality and human rights issues identified as relevant?

- Conduct a participative exercise, for initiatives of scale, with the working group for the Duty, and possibly with civil society organisations representative of the identified groups, to check that the equality and human rights issues are adequately and appropriately identified and addressed.

After the preparation/review process, we:

- Establish and implement systems to track progress on the equality and human rights issues identified as relevant for the plan, policy, strategy or programme.
- Report annually on progress made in addressing these equality and human rights issues and advancing the statement of outcome/statement of process for each of our equality and human rights values.
- Use this report to reflect on this progress and to strengthen the particular plan, policy, strategy, or programme as found to be necessary.

Key Moments

The address step of the Duty will be implemented as and when either of the two Departments prepare or review plans, policies, strategies or programmes.

Within this, there a number of forthcoming plans and strategies which will be an immediate focus for implementing the address step of the Duty:

- Customer Service Action Plan and Customer Service Standard;
- Learning and Development Strategy; and
- Workforce Strategy based on current workforce planning exercise.

Strategies that are in place can lead to the development of significant initiatives that will be a focus for the address step of the Duty in their design. Implementation of the Channel Management Strategy is a case in point, with a focus on the address step of the Duty in the development of:

- Citizen Hub;
- Digital Services; and
- Intranet.

The planning cycle itself will be a key focus for implementing the address step of the Duty, specifically:

- Preparation of the Corporate Plan; and
- Preparation of Annual Business Plans in each of the two Departments.

On foot of agreement of this implementation plan, the forthcoming business plans for the two Departments will identify commitment to: its implementation; establishing and supporting the working group for the Duty; and for the working group to identify the key moments in the coming year for implementation of the address step of the Duty.

6 Reporting

Data systems will be kept under review and any opportunity to strengthen their capacity to generate equality data will be taken. The Corporate Data and Analytics Unit will assist with this. This will inform the tracking of progress and subsequent reporting under the report step of the Duty.

The KPIs that will be applied in tracking progress on the actual implementation of the Duty will be:

- Number of relevant staff members in the Departments trained in implementing the Duty.
- Number of plans, policies, strategies and programmes for which the address step of the Duty has been implemented.
- Number of times the values benchmarks are referenced, in some form, in communications content prepared by the Departments.

The working group will prepare for and convene an annual reflection meeting to consider the KPIs for implementing the Duty, and to review the data available, both quantitative and qualitative, on progress made on foot of the Duty. The outcomes of this meeting will inform the report step of the Duty.

The report step of the Duty will be fulfilled with a section on the Duty and progress made in the Annual Report.

Appendix 1: Evidence Book

DCC Plans and Strategies

The Dublin City Council LGBT+ Employee Inclusion Strategy 2020-2024 (forthcoming) points to and identifies issues for LGBT+ people of:

- The need to be visible and accepted for the person they are and be able to be their authentic selves without negative consequences or fear of such.
- The need for awareness of supports that are available and a supportive framework in the workplace.
- The need to feel welcomed, valued and included
- The need for consultation and participation in decision-making that affects them
- The need for positive, non-stereotypical representation of LGBT+ people
- The need to have concerns raised receive attention
- The need to address homophobic and transphobic bullying
- The need for gender neutral facilities

The [Dublin City Council Age Friendly Strategy 2014-2019](#) points to and identifies issues for older people of:

- Many older people's houses are old and damp and too expensive to heat properly.
- Lack of door-to-door transport makes it hard to access services and events.
- Physical activities targeting older people are patchy, and too often concentrated in one area.
- Although many of the city's larger parks are widely used by older people, smaller local parks are not, due to anti-social behaviour, poor or no seating, restricted access and lack of organised activities. Older people are sometimes intimidated by other passengers and can feel vulnerable while waiting for public transport.
- Insufficient public toilets and on-street seating often result in older people curtailing their activities.
- Stairs, heavy doors and other barriers restrict older people's access to and use of buildings.
- There is an over-reliance on the internet in the provision of information. Over-reliance on IT is disrespectful as many older people do not use computers or credit cards.
- There is no coordinated approach to the provision of information. Clear, concise information, devoid of jargon and suitable for those with literacy and sight issues, is required.
- Service providers calling without prior appointments can cause anxiety among older people. There should be an interagency approach to identify and engage with vulnerable older people.

- Opportunities for paid employment are practically non-existent. When employed, there are few opportunities for older people to upskill, and they are often overlooked for promotion.
- There are not enough supports in the community for older people as they retire.
- Feedback from agencies following complaints is scarce, as is feedback from public representatives and agencies after public meetings and consultations.
- Older people often feel voiceless and brushed aside. Their opinions are dismissed by services and businesses and their complaints are not taken seriously. They are not consulted on issues which affect their lives.
- Older people are not a single uniform group, as individuals experience older age differently depending on their gender, sexuality, ethnicity, socio-economic background, health, education and their own perception of what constitutes older age.

The [Dublin City Council Strategic Plan for Housing and Disability](#) points to and identifies issues for people with disabilities of:

- On average 2–3% of housing applications received annually are from people with a disability. As stated above, it is important to note that it is accepted by disability organisations that the housing need of people with a disability is significantly under-represented on Dublin City Council’s Housing List.
- The report Homelessness: An Unhealthy State (2015, O’Reilly et al) concluded that in excess of 50% of a sample of 532 homeless service users in Supported and Private Emergency Accommodation in the Dublin Region were diagnosed with some form of mental illness. However, the rate was higher amongst those who also engaged in frequent rough sleeping.
- Need for a universal design approach to housing.
- Lack of a continuous supply of appropriate, affordable housing is a significant barrier to effective delivery of housing for people with disabilities.
- Severe congestion within the rental market.
- Rent Allowance tenants’ required adaptations/aids/appliances are often not accepted by landlords in private rented accommodation.
- Even with a Housing Adaptation Grant, families are often unable to finance the excess cost required to complete home adaptation.
- No budget for Disability Service Providers to enable them to provide the staffing required to facilitate people with disabilities living independently in the community.
- Lack of joined up thinking with state bodies and service providers.
- Moving to a new area is not just about having an accessible home; the person also needs access to the local community.
- Personal experience needs to be listened to.
- Staff that appear to lack knowledge or empathy with people with disabilities asking for advice or help.

- Large residential institutions, while maximising the pooling of support services, segregate residents from the community and from normal social life. Research has demonstrated that such institutions are not able to deliver the same quality of life for their residents as community based alternatives.

The [Dublin City Council Integration Strategy 2016-2020](#) points to and identifies issues for migrants of:

- Lack of English 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. While a complex landscape of language provision is present in the City, increased engagement with service providers could produce significant benefits.
- Lack of a centralised, readily available plain English migrant-specific information.
- Low levels of migrant engagement in consultation structures such as PPN. Low participation in democratic processes.
- Service providers need to have an understanding of the differing needs of diverse communities and to develop intercultural competencies to reasonably meet their needs.
- Differing support needs must not be ignored, such as 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.
- Difficulties in knowing how to access and navigate support to develop personal and economic potential.
- Lack of awareness of Dublin City Council services and supports among some of the migrant population.
- Lack of understanding of tenancy rights and obligations in relation to housing.
- Lack of provision of accessible and affordable meeting spaces for migrant organisations and events.
- Minority faith groups excluded from interfaith initiatives.
- Racist Graffiti and antisocial behaviour.

The Dublin City Council [‘Securing Roots: Integrating Minority Ethnic People into Local Community Services in the North East Inner City’](#) points to and identifies issues for Black and minority ethnic people of:

- There is a general lack of knowledge of existing services among migrant minority ethnic people.
- Deterrents to participation in community services and organisations include: Lack of sufficient access to English language supports; the fear of racism; high level of anxiety and fear caused by increased police presence in response to gangland crime, violence and open drug dealing; inadequate supports to enable people participate in activities outside the home such as access to affordable childcare; and separate challenges for specific groups such as the Roma community.

- A limited number of community organisations across the area have developed a variety of different approaches to providing information in other languages but generally have little or no resources for this
- There is a low level of minority ethnic people participating in the governance of community organisations.
- National policy issues can have a detrimental impact on minority ethnic people's participation in community services such as restricted access to accredited education for asylum seekers/undocumented.
- The lack of recognition of migrants' qualifications often results in them depending on low income jobs rather than accessing employment in their field of expertise.
- The migrant minority ethnic community population are more likely to live in insecure privately rented accommodation. Some minority ethnic people are living in overcrowded conditions. Of the homeless participants in community organisations, approx. 20% were from Minority Ethnic communities.

The [Dublin City Local Economic and Community Plan 2016-2021](#) points to and identifies issues particularly in relation to socio-economic status of:

- In 2011 some 11% of households (or 22% of families) in Dublin City were headed by a lone parent, the vast majority of whom (88%) were women. The EU Survey on Income and Living Conditions 2013 found that lone parent households experienced higher at risk of poverty rates (31.7%), deprivation rates (63.2%) and consistent poverty rates (23%) than any other type of household.
- In the 2014 local elections, Dublin City had one of the lowest turnout rates nationally, with an average of 43%, with less than 30% of those registered to vote casting a ballot in parts of the inner city and suburbs to the west.
- Harassment, bullying and intimidation (including that which is homophobic, gender-based or racially motivated) in the public realm create fear and the perception that Dublin is not safe.
- In the six-month period July to December 2014, the European Network Against Racism's iReport.ie system for reporting racist incidents was alerted to 125 racist incidents nationally, 59 of which occurred in Dublin.
- The distribution of affluence across the city is uneven, with 75% of residents in the Dublin City Council South East area ranked as affluent or very affluent while the same is true for just 5% of residents in both the South Central and North Central areas. 48% and 62% of residents in the North Central and North West areas respectively are categorised as marginally below average, disadvantaged or very disadvantaged. There are pockets of disadvantage within some of the most affluent areas of Dublin City.
- The EU Survey on Income and Living Conditions 2013, showed the proportions of the population of the Dublin region that were: at risk of poverty (9.1%), experiencing deprivation (28.1%) and living in consistent poverty (4.9%). Key influencing factors were: being unemployed, being unable to work due to a disability or illness, living in social housing, parenting alone or being a child (under 17 years).

- Traveller and Roma communities are particularly vulnerable to poverty and social exclusion and face barriers in accessing education, training, employment and services.
- In July 2015 there were 21,592 applications on the Dublin City Council social housing waiting list comprising 25,617 adults and 16,489 children. In 2014, almost 5,000 adult individuals accessed homeless accommodation in the Dublin Region and almost 800 of these service users were moved into housing. At the rough sleeper count in winter 2015, there were 91 people confirmed sleeping rough in the Dublin region on that night. This was a 46% decrease since 2014 when 168 people were confirmed as rough sleeping.
- The high cost of private rental property in Dublin has a disproportionate effect on low income earners. Low earnings, together with a high demand for accommodation, put people in receipt of rent supplement at increased risk of homelessness.
- A ComReg survey in June 2015 found that 89% of Dublin residents had access to fixed-line broadband. There were differences in access between higher socio-economic groups (86%) and lower socio-economic groups (70%).
- In the fourth quarter of 2015, the unemployment rate for Dublin stood at 7.6%, its lowest rate in six years, having peaked in 2012 at 13%. However, the youth unemployment rate remained persistently high at 15%.
- There remains a significant number of people in Dublin City whose highest level of educational attainment includes no formal education (4,635), primary school (56,817) or Junior Cycle only (50,840).

A: Public Policy

The [National Disability Inclusion Strategy 2017-2012](#) identifies and points to issues for people with disabilities of:

- High unemployment rate among those with disabilities compared to those without a disability: In 2011, following a period of challenging economic conditions, the employment rate for people with disabilities had fallen to less than 30%; and 31% of people with a disability are in paid employment, compared to 71% of those without a disability.
- Higher numbers of people with disabilities work part time which contributes to a lower earning potential: Among those at work, one-third of people with a disability are working part-time, compared to one-fifth of people without a disability.
- The public service employment target for people with disabilities to be increased from 3% to 6%.
- Assistive technology, Universal Design of buildings, and provision for accessibility are required.
- The chances of exiting employment are twice as high for someone with a disability compared to an otherwise identical individual without a disability.
- People with disabilities experience high levels of consistent poverty: 42% of people with disabilities live in a jobless household, putting them at high risk of poverty.

- People with disabilities have poorer educational participation and outcomes, thereby further reducing economic prospects: In 2010, 50% of people with a disability had not completed full second-level education, compared with 22% without a disability.
- Provision for Irish Sign Language users with free interpretation is needed when accessing/availing of services.

The '[Comprehensive Employment Strategy for People with Disabilities 2015-2024](#)', identifies and points to issues for people with disabilities of:

- The main perceived barriers for those out of work who wish to work are: Flexible work arrangements (45%); Modified tasks (29%); Wage subsidy (24%); Transport/parking (17%); Accessible building (13%); Human support (7%); and Assistive technology or physical adjustments (4%).
- People with disabilities in Ireland are only half as likely to be in employment as others of working age, due to: level of education and skills; fears around loss of benefits; employer know-how; low expectations; limited re-entry to work following onset of a disability; and higher incidence of ill-health.
- The public service employment target of people with disabilities will be increased from 3% to 6% on a phased basis.
- Work experience as a measure to employ people with disabilities needs to be promoted.
- Discrimination and fear of discrimination.

The '[National Traveller and Roma Inclusion Strategy 2017-2021](#)' identifies and points to issues for Traveller and Roma people of:

- Travellers stand out as a group that experiences extreme disadvantage in terms of employment, housing and health and that faces exceptionally strong level of prejudice.
- Need for anti-racism and cultural awareness training.
- The All Ireland Health Study of 2010, found that 84% of Travellers during the study were currently unemployed. Census 2011 reveals that out of a total labour force of 4,144 Traveller women, 81.2% were without work.
- 70% of Travellers have only primary or lower level of education. 13% of Travellers complete secondary school, compared to 92% in the settled community. Only 1% progress to third level education.
- The National Traveller Accommodation Consultative Committee's Annual Report in 2013 identified that: 361 Traveller families lived on "unauthorised sites".
- Traveller mortality is 3.5 times higher than non- Travellers overall while infant mortality is 3.6 times higher among Travellers than among the general population. The suicide rate is almost seven times higher among Traveller males than in the general population.
- A press release by the Fundamental Rights Agency (on 29 November 2016) noted that 80% of Roma interviewed are at risk of poverty compared with an EU average of 17%.

The '[National Positive Ageing Strategy](#)' identifies and points to issues for older people of:

- Age discrimination.
- Age related stereotypes: based on myths and misinformation about older people's competencies, beliefs and abilities.
- Underdeveloped IT skills constitute a significant barrier to accessing information for some people as they age.
- Need for a better awareness of the needs and preferences of our ageing society during policy and service development is necessary by more comprehensive and inclusive approach to consultation.
- Need for particular attention to the needs of more marginalised, vulnerable, hard- to-reach and minority groups of older people such as older migrants and people from different ethnic backgrounds; older people with specific physical and intellectual disabilities; Travellers; and lesbian, gay, bisexual and transgender older people.
- Barriers (legislative, attitudinal, custom and practice) to continued employment and training opportunities.
- Need for more flexible retirement options.
- Workplaces will need to be adapted to become more age friendly.

The '[National Youth Strategy 2015-2020](#)' identifies and points to issues for young people (aged 10-24 years) of:

- Unemployment: In 2014, 23.9% of young people aged 15-24 years were unemployed. Over 50% of young people who are unemployed have less than lower secondary education.
- In 2014, 16.7% of young people aged 15 to 24 years were not in education, employment or training.
- Poverty: In 2013, 14% of young people aged 15-24 years were living in consistent poverty.
- Access to mental health services.

The '[National LGBTI Inclusion Strategy 2019-2021](#)' identifies and points to issues for LGBTI people of:

- High discrimination rates: reported as the highest at 33.2%.
- Need for greater awareness of LGBTI+ issues in the workplace and in education and to build the capacity of employers and public service providers to understand and respond to LGBTI+ needs.
- Need to create a safe and supportive environment for LGBTI+ people.
- Stereotypes and invisibility of LGBTI+ people in the workplace.

The '[LGBTI National Youth Strategy 2018-2020](#)' identifies and points to issues for young LGBTI people of:

- Difficulties coming out in the workplace, particularly for transgender people.
- Gender-segregated spaces, such as single-sex schools, toilets and changing facilities, for transgender and non-binary young people.
- Discrimination, victimisation, stigmatisation and abuse.

- Bullying and harassment in schools, colleges, workplaces and the community.
- High drop-out rates in schools and colleges.
- Limited understanding by professional service providers and broader society of LGBTI+ issues.
- Access to adequate healthcare services and supports, particularly for transgender individuals, due to limited knowledge of healthcare staff of relevant LGBTI+ issues.

The [Roadmap for Social Inclusion 2020-2025](#) identifies and points to issues for disadvantaged people of:

- Marginalised groups who may be subject to unconscious and often conscious bias, include women, migrants, members of the Travelling and Roma communities, members of the LGBTI+ community, and former prisoners.
- 21.1% of population at risk of poverty or social exclusion and 23.9% of children at risk of poverty or social exclusion.
- One of the key factors driving child poverty in Ireland is the relatively low employment rates among lone parent families.
- 36.9% of people with disabilities at risk of poverty or social exclusion.
- In-work at risk of poverty rate is 4.8%.
- 5.2% of the population suffering severe material deprivation and 5.6% of the population in consistent poverty.
- Barriers and concerns, relating for example to retention of ancillary welfare benefits and to early learning and care costs, can militate against people moving from welfare or from inactivity into employment.
- One of the key factors which is perceived to give rise to a lower employment rate for women is the requirement, mainly carried by women, to care for children and the associated difficulties posed by the availability, and high costs, of early learning and care.

B: National Research

The 2019 IHREC and ESRI research, [Caring and Unpaid Work in Ireland](#), identifies and points to issues for those providing care of:

- The gender gap in unpaid work time in Ireland is seventh highest amongst the EU28.
- There is low level of state support for care, particularly childcare, in comparison to the rest of western Europe .
- Women spend twice the amount of time on caring and more than this on unpaid work as men: the average time spent on care giving is 16 hours per week (men 10.6 hours and women 21.3 hours); and women spend a higher proportion of time doing housework – around 20 hours per week compared to 7 hours for men.

- With the increase in life expectancy and growth in birth rates there will be increasing pressure on carers and parents: 45% of women and 29% of men provide regular care on a daily basis whether for children or adults.
- Men's access to flexible working arrangements is low.

C: Submissions to Human Rights Bodies

The 2017 IHREC [Submission to the United Nations Committee on the Elimination of Discrimination Against Women on Ireland's combined sixth and seventh periodic reports](#) identifies and points to issues of:

- Gender stereotyping, traditional gender roles and prejudice impact adversely on the lives of women and girls.
- Pregnancy-related workplace discrimination, which may include job offers being rescinded; being placed on reduced hours; unfair selection for redundancy; negative impact on work performance rating; and lack of promotion.
- Trans women typically experience high levels of discrimination in employment for expressing trans identity.
- Concentration of women in part-time and low paid work and gender pay gap of 14%.
- Gendered division of care labour is deeply embedded in the legislative and policy fabric of Irish society.

The 2019 IHREC report on [Ireland and the Convention on Racial Discrimination, Submission to the United Nations Committee on Racial Discrimination on Ireland's Combined Fifth to Ninth Periodic Report](#), identifies and points to issues of:

- Discrimination on the race ground occurs in education, employment, housing and accessing social assistance. Black people are 3 times more likely to experience discrimination in access to public services and almost 5 times more likely to experience discrimination in access to private services.
- Persons of African descent living in Dublin have reported experiences of racism and systemic xenophobia. Second-generation minority ethnic Irish people experience in particular online racial abuse due to their perceived lack of any 'biological' or 'ethnic' connection to Ireland.
- There is demonstrable history of chronic racism and discrimination against the Traveller community in Ireland. Travellers face significant barriers to the enjoyment of the rights to healthcare, education and decent work.
- Minority ethnic groups face significant disadvantage, including in access to employment, access to services, housing, education, and health.
- Travellers, Roma, and people of African descent experience significant barriers to accessing employment.

- Minority ethnic groups are often confronted with workplace issues of precarious contracts, lack of progression, unequal treatment, exploitation.
- Widespread failure by local authorities to provide Traveller- specific accommodation, with many Travellers living in unacceptable conditions, and many others facing persistent discrimination in the private rented sector.
- Roma experience severe overcrowding, poor quality accommodation, a lack of security of tenure, homelessness, and lack of access to social housing and rent supplement.
- Irish data collection instruments do not collect information on ethnicity as standard.



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Please contact the Equality, Diversity and Inclusion Office if you require a copy of this policy in large print, high-contrast print, Braille or audio format.