



# **MIGRANT INTEGRATION AND SOCIAL COHESION STRATEGY**

**2019 - 2024**



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# VISION STATEMENT

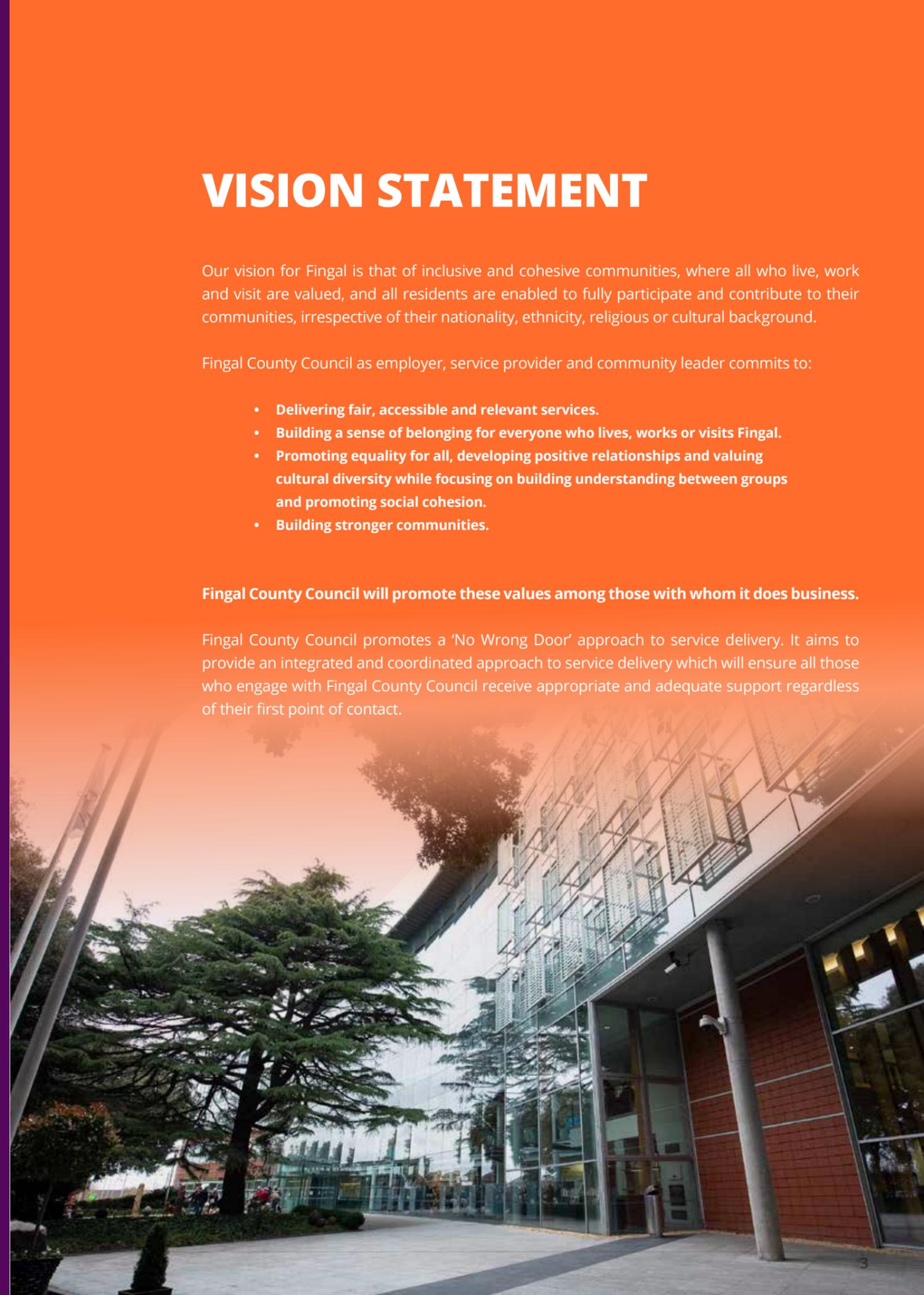
Our vision for Fingal is that of inclusive and cohesive communities, where all who live, work and visit are valued, and all residents are enabled to fully participate and contribute to their communities, irrespective of their nationality, ethnicity, religious or cultural background.

Fingal County Council as employer, service provider and community leader commits to:

- Delivering fair, accessible and relevant services.
- Building a sense of belonging for everyone who lives, works or visits Fingal.
- Promoting equality for all, developing positive relationships and valuing cultural diversity while focusing on building understanding between groups and promoting social cohesion.
- Building stronger communities.

**Fingal County Council will promote these values among those with whom it does business.**

Fingal County Council promotes a 'No Wrong Door' approach to service delivery. It aims to provide an integrated and coordinated approach to service delivery which will ensure all those who engage with Fingal County Council receive appropriate and adequate support regardless of their first point of contact.



## MESSAGE FROM THE MAYOR



As Mayor of Fingal County Council, I welcome the publication of this strategy which sets out Fingal County Council's plan to ensure the integration of all those who live in Fingal.

Fingal with a population of nearly 300,000 has almost doubled in the last three decades. Not only has the population increased in numbers but also in diversity with people coming to live in Fingal from all over the world. Those who have come to live here from around the world have enriched our society in terms of culture, language, new business ideas, social activities and friendships and it is imperative that they continue to feel welcome and at home in Fingal.

This strategy and action plan reinforces Fingal County Council's commitment to creating a sustainable response to the challenges and opportunities posed by the changing population which it serves. The actions proposed will ensure that services meet the needs of our diverse population and that they are accessible in terms of ease of access to information and available in appropriate languages. It will ensure that the successful initiatives and funding already established in communities to promote social cohesion will continue to be supported and developed to meet the needs of all our citizens.

This strategy is Fingal County Council's promise to all its citizens to continue working to enhance their quality of life and I look forward to seeing the positive impact it will have on all our lives.

**Eoghan O'Brien**  
Mayor of Fingal County Council

## FOREWORD



I am delighted to present Fingal County Council's Migrant Integration and Social Cohesion Strategy 2019-2024. This strategy was developed to ensure that Fingal County Council services meet the needs of our growing diverse population and it also sets out our commitment to promote migrant integration in the county. The idea of developing a strategy was agreed following the Mayor's Conference 'Immigration to Integration' which took place in 2015. And while it has taken some time to complete the process, time was essential to make sure the necessary procedures and supports were in place to ensure the strategy reflects the views of those we serve and that the action plan is achievable.

Fingal County Council has adopted a 'bottom-up' approach to the development of this Migrant Integration and Social Cohesion Strategy, with the strategy and action plan being developed and informed by a consultation process with the public, Fingal County Council staff and service providers. In order to ensure all interested parties had an opportunity to contribute, a variety of data collection tools were used such as surveys, interviews, and focus group discussions. Three groups were established to support this process; Fingal County Council Internal Working Group, an Expert Advisory Group to oversee the process and a Community Integration Advisory Council. The result is a Migrant Integration and Social Cohesion Strategy that reflects the issues and concerns raised by those who live in Fingal and Fingal County Council staff, together with an achievable action plan which will be implemented under the guidance of the Expert Advisory Group.

Finally, a sincere thanks to all those who gave up their time to assist Fingal County Council in the development of this strategy, members of the public and staff who participated in the consultation process and members of the three committees established for the purpose of developing and implementing the strategy.

**AnnMarie Farrelly**  
Chief Executive  
Fingal County Council

## FOREWORD



I was delighted to be invited by the then Chief Executive of Fingal County Council, Mr. Paul Reid to be part of this innovative approach to developing Fingal County Council's Migrant Integration and Social Cohesion Strategy. As past chairperson and current member of the Board of the Immigrant Council of Ireland as well as many other voluntary organisations, I felt that my experience and indeed position as independent chair of the Expert Advisory Group would contribute positively to this process and was happy to give of my time.

The development of the strategy was well thought out and ensured that the voices of groups representing migrants and the indigenous population of Fingal were articulated in this two-way integration process. The voice of staff delivering services was vital as this strategy is a plan for Fingal County Council in its service delivery and it is necessary to acknowledge issues identified by staff in delivering appropriate services to migrants.

Fingal County Council has taken the lead in its approach to the strategy. It has developed an action plan with practical achievable tasks, some of which are straightforward while others are more complicated. The action plan allocates actions to one of five pillars, each of which is overseen by a Director of Service, ensuring that responsibility for its implementation lies across the organisation. However, we must all continue to work together to ensure actions are successfully implemented and reviewed.

The Office of the Promotion of Migrant Integration in the Department of Justice was represented on this group and their continued support and indeed their stamp of approval for the strategy and action plan is most welcome.

The role of the Expert Advisory Group will change focus going forward and will become the Review Group to act as an honest broker and a point of reference for issues. Their role will be a supervisory one and while I hope all current members will continue to be actively engaged, I am aware that due to time constraints, that this commitment may not be possible for all current members. However, membership will continue to be a broad network of stakeholders and may require us to identify new members.

This independent team will continue to be available for review and clarification, and through its work empower the five pillars to be flexible and re-prioritise activities, if and when necessary. As integration is a two way process, it is essential that the voices of both migrants and the indigenous population of Fingal are heard. The work of the Expert Advisory Group will be complemented by the work of the Migrant Integration Forum with the support of the Public Participation Network. The Migrant Integration Forum will facilitate an integrated, open approach to reviewing the action plan and making recommendations. And while the Community Integration Advisory Council will disband, as its role in developing the strategy is now complete, I hope members will continue to be actively involved in the Migrant Integration Forum.

Finally, the commitment of all those involved must be commended, the public for participating in the consultation process, the work of the members of the three groups for their input and time and the staff and management of Fingal County Council for their proactive and enthusiastic approach to this process.

**John Cunningham, Chairperson**  
Expert Advisory Group

## ACKNOWLEDGEMENTS

This strategy could not have been developed without the input from the public and Fingal County Council staff, and a special thanks is extended to all those who took the time to participate in the consultations. The support of a number of organisations and individuals was vital and ensured a bottom-up approach was taken and that the action plan reflects the views of both the indigenous population and people from migrant backgrounds living in Fingal. The support of the Chief Executive Officer of the Immigrant Council of Ireland, Mr. Brian Killoran and input from Ms. Teresa Buczkowska and Mr. Joe O'Brien in establishing baseline data for Fingal was valuable. The expert advice from Dr. Fidele Mutwarasibo, in developing structures has resulted in a process which is unique and supports not only the development of the strategy but the implementation and review of the action plan.

The advice and input from the Internal Working Group, the Community Integration Advisory Council and the Expert Advisory Group in the process were essential to ensure that the strategy and action plan are relevant and auditable. Membership of these groups was voluntary and the time and expertise provided by members of all three groups is very much appreciated. A special thanks to the Public Participation Network and the Fingal Ethnic Network for their support in establishing the Community Integration Advisory Council.

The consultation process was undertaken by Dr. Brid Ni Chonail, Technological University Dublin Blanchardstown Campus whose expertise and advice ensured the consultation process and analysis were proficiently undertaken and analysed. Her advice and input into the strategy were invaluable and we thank her most sincerely.

The development of the strategy which was supported by the Department of Justice through the Communities Integration Fund, was overseen by Ms. Pat Queenan and Ms. Cathrina Murphy under the direction of the Director of Services, Ms. Margaret Geraghty and Ms. Íde de Bairtiséil, Senior Executive Officer, Community, Culture & Sports Department.

The enthusiasm and support from the Chairperson of the Expert Advisory Group, Mr. John Cunningham, the previous Chief Executive Mr. Paul Reid and the Chief Executive Ms. AnnMarie Farrelly were instrumental in ensuring the development of the strategy and action plan.

## ACRONYMS

<b>CBP</b>	Common Basic Principles
<b>CIAC</b>	Community Integration Advisory Council
<b>EAG</b>	Expert Advisory Group
<b>ED</b>	Electoral Division
<b>ETB</b>	Education and Training Board
<b>EU</b>	European Union
<b>FCC</b>	Fingal County Council
<b>FEN</b>	Fingal Ethnic Network
<b>GDPR</b>	General Data Protection Regulations
<b>ICI</b>	Immigrant Council of Ireland
<b>IHREC</b>	Irish Human Rights and Equality Commission
<b>LCDC</b>	Local Community Development Committee
<b>LECP</b>	Local Economic and Community Plan
<b>NCCRI</b>	National Consultative Committee on Racism and Interculturalism
<b>OECD</b>	The Organisation for Economic Co-operation and Development
<b>PPN</b>	Public Participation Network

## GLOSSARY

### C

**Cohesive Society** – a society that ‘works towards the well-being of all its members, fights exclusion and marginalisation, creates a sense of belonging, promotes trust, and offers its members the opportunity of upward social mobility’ (OECD, 2011). Social cohesion is the ‘glue’ or the ‘bond’ that keeps societies integrated. It is according to Larsen (2013, p.3), “the belief - held by citizens of a given nation state - that they share a moral community, which enables them to trust each other”.

**Comhairle na nÓg** are councils for young people, under the age of 18 years in each local authority in the country. They provide an opportunity for young people to have a voice on services and policies which affect them.

**Community Activities Funding Scheme** is a scheme designed to support community activities through the provision of grants to community and voluntary groups who meet the criteria.

**Community and Sports Hubs** refer to Fingal County Council’s community facilities where community and sports development staff are based which ensures an integrated approach to community and sport services in partnership with Local Development Groups and other agencies.

**Cultural Mediators** will provide a link between Fingal County Council staff and people from migrant backgrounds, to help interpret cultural norms and bridge the gap due to differences in terminology, migrants’ lack of familiarity with processes and lack of information.

### F

**Fáilte Isteach** is a national project providing free conversational English classes for migrants

‘**Family-and-friends effect**’ refers to the influence of family and friends on a decision to migrate and where to locate to. The existence of a network of family and friends in the host country, who are themselves migrants, can provide support and information. It can also reduce the stress of relocating to a foreign country. This can lead to migrant concentration in specific locations.

**Fingal Age Friendly Facilities** is an award winning initiative which established Fingal County Council community facilities as Age Friendly Facilities. These are community places that enable older people to be active within, and to benefit from community facilities, and in turn to support active and healthy ageing.

**Fingal Ethnic Network** is a network of ethnic groups and nationalities living in the Fingal area. It promotes awareness of issues relevant to the ethnic population of the county.

The **Fingal Migrant Integration Forum** will be established through the Public Participation Network (PPN) structures as recommended in Action 53 of the Migrant Integration Strategy: A Blueprint for the Future. As integration is a two-way process, members of this group will consist of representatives of the community, both migrant and indigenous populations, similar to that of the Community Integration Advisory Council.

**Fingal Older People’s Council** comprises of representatives from organisations and groups of older people throughout Fingal. The aim is to represent the collective views of older people and to influence and inform policy and planning to improve the lives of older people.

### I

**Integration** defined in the Irish context is the “ability to participate to the extent that a person needs and wishes, in all of the major components of society without having to relinquish his or her own cultural identity” (Department of Justice, Equality and Law Reform, 1999). At European Union level, the first Common Basic Principles define integration as “a dynamic, two-way process of mutual accommodation by all immigrants and residents of Member States”. (European Commission, 2004)

**Integration and Social Cohesion Champions** are senior staff within Fingal County Council who through their work and interaction with others will raise the profile of integration and social cohesion in the council and implement best practice.

**Interculturalism** “is essentially about interaction, understanding and respect. It is about ensuring that cultural diversity is acknowledged and catered for. It is about inclusion for minority ethnic groups by design and planning, not as a default or add-on. It further acknowledges that people should have the freedom to keep alive, enhance and share their cultural heritage” (National Consultative Committee on Racism and Interculturalism, 2003). This strategy is informed by the philosophy of interculturalism, as reflected in *The Migrant Integration Strategy: A Blueprint for the Future*.

### M

**Migrants** or people from migrant background in this strategy, refers to people who were not born in Ireland but who now live here. It also refers to their children, born in Ireland or outside.

**Migration** is “the movement of individuals and groups from one country, state or nation to another, to reside elsewhere, at least on a temporary basis, often more permanently, the purpose being more than a visit or tourism” (O’Reilly, 2012, p.1).

### N

**A No Wrong Door** approach is one that aims to provide an integrated and coordinated approach to service delivery. It will ensure that all people who engage with Fingal County Council will receive appropriate and adequate support wherever they first make contact.

### P

**Public Participation Network** is a network of community, voluntary and environmental groups in Fingal. It is Fingal’s framework for public engagement and provides the structure to enable the flow of information between Fingal County Council and the community

### R

**Racism** is complex and operates on many levels such as the individual, cultural and institutional. It adopts many different forms. According to the United Nations Convention on the Elimination of All Forms of Racial Discrimination, “the term ‘racial discrimination’ shall mean any distinction, exclusion, restriction or preference based on race, colour, descent, or national or ethnic origin which has the purpose or effect of nullifying or impairing the recognition, enjoyment or exercise, on an equal footing, of human rights and fundamental freedoms in the political, economic, social, cultural or any other field of public life” (UN General Assembly, 1965)

# 1. INTRODUCTION



Rapid immigration in the last two decades has resulted in Ireland becoming an increasingly diverse country in terms of national and ethnic origin. In 2016 there were 535,475 non-Irish nationals living in Ireland, a decrease of 1.6% since 2011. This decrease is partly due to the rise in the number of those with dual Irish nationality which increased by 87.4% to 104,784 people in 2016 (Central Statistics Office, 2017a). While the percentage of non-Irish nationals may have fallen nationally to 11.6%, the percentage is higher in Fingal at nearly 16% of the population (Central Statistics Office, 2017b).

As well as making the population more diverse, immigrants vary in terms of age profile, socio-economic background, religious beliefs and customs and proficiency in the English language. The impact of the increase of people from migrant background has brought many benefits including new business ideas, cultural richness and new languages skills (Fingal County Council, 2015). While diversity presents opportunities, it can also present challenges and it is important that Fingal County Council continues to welcome and respond appropriately to those who settle in Fingal. It is equally important that Fingal County Council adapts to the increasingly diverse nature of society.

Fingal County Council began the process of developing the Migrant Integration and Social Cohesion Strategy in 2018. To ensure this strategy accurately reflects the needs of those who live, work and visit the county, Fingal County Council consulted widely on it. A 'bottom-up' approach was adopted to get the views and support of both migrant and indigenous communities. To ensure the success of the strategy and action plan three groups were established.

1. **An Internal Working Group consisting of senior staff in Fingal County Council.**
2. **A Community Integration Advisory Council (CIAC) consisting of representatives from groups in the community, the Public Participation Network and Fingal Ethnic Network.**
3. **An Expert Advisory Group consisting of experts and senior officials in organisations working with migrants and service providers in Fingal who have developed similar strategies.**

This strategy outlines integration within a European and National policy context, the rationale for developing the strategy and the structures established to support the development and execution of the strategy. It also outlines the consultation process and findings, together with an extensive action plan to address the issues identified during the consultation process.

# 2. EUROPEAN AND NATIONAL POLICY



## 2.1

### DEFINING INTEGRATION

While integration as an issue has gained prominence in the broader European agenda, the inclusion of migrants in the receiving society and the concept of integration are complex and controversial. There is no one agreed definition of integration, but broadly it is “the process of becoming an accepted part of society” on an individual and group level (Penninx and Garcés-Mascareñas, 2016, p.14).

Integration concerns access to overlapping areas such as the economic, social, cultural and political spheres, and to an individual’s interaction within certain sectors of society such as education, employment, health and housing. In addition to contacts with members of the host communities and other ethnic minorities, integration includes a subjective dimension in terms of belonging or feeling “at home” (Feldman, Gilmartin, Loyal and Migge, 2008, p.5). Integration is a multidimensional process, functioning at various levels and involving many actors including local authorities.

## 2.2

### EUROPEAN POLICY

Integration is firmly on the European policy agenda. The European Union’s eleven ‘Common Basic Principles’ (CBP) of Immigrant Integration Policy (European Commission, 2004) is a basis for a common approach to integration across the European Union (EU) member states (Appendix 1). According to Common Basic Principle 1, integration constitutes “a dynamic two way process of mutual accommodation by all immigrants and residents of Member States”. Common Basic Principle 11 notes the need to establish “clear goals, indicators and evaluators” in order to change policy and “evaluate progress on integration”.

The Zaragoza Declaration on integration was made at the EU Ministerial Conference in Zaragoza, Spain in 2010 and further focuses on evaluation of integration policies. It also draws attention to the “role of local authorities and cities in dealing with intercultural challenges and developing and implementing integration programmes” and outlines how important it is that local government build capacity to “better manage diversity and combat racism, xenophobia and all forms of discrimination” (European Commission, 2010, p.7).

The European Agenda for the integration of Third Country Nationals (European Commission, 2011) further emphasises the role of local authorities in the integration process at a local level. The 2008 **White Paper on Intercultural Dialogue** promotes an “intercultural approach” to integration in terms of a “forward looking model for managing cultural diversity” (European Commission, 2008, p.4), which is reemphasised in the more recent **Action Plan on the Integration of Third-Country Nationals** (European Commission, 2016).

## 2.3

### NATIONAL POLICY

Irish policy on the integration of migrants has been influenced by the European Union's policy agenda over the past decade. Planning for Diversity – The **National Action Plan Against Racism (2005-2008)**, was a four-year programme designed to provide strategic direction to combat racism and develop a more inclusive and intercultural society in Ireland. The Programme for Government 2007-2012 committed to develop a National Integration Policy and appoint a Minister of State to implement the policy (Department of the Taoiseach, 2007). The Office of the Minister for Integration (now the Office for the Promotion of Migrant Integration) was set up to put commitments made in national policy into practice.

As well as national policies such as the **National Action Plan Against Racism (2005)** and **Migration Nation (2008)**, a host of sector-specific integration strategies have been published in the areas of health, education, employment, policing and culture. The Irish Human Rights and Equality Commission Act 2014 introduced the public sector equality and human rights duty on all public bodies to “eliminate discrimination, promote equality of opportunity and treatment for staff and persons to whom it provides services; and protect the human rights of staff and service users”.

In 2017, **The Migrant Integration Strategy: A Blueprint for the Future** was launched, together with the Communities Integration Fund. This strategy's primary objective is “to ensure that barriers to full participation in Irish society by migrants or their Irish-born children are identified and addressed” (Department of Justice and Equality, 2017, p.8). With regard to second generation migrants, the strategy recognises the importance of ensuring they are part of the “fabric of Irish society and feel fully integrated in every way possible” to ensure “future social cohesion, stability and inclusion” (Department of Justice and Equality, 2017, p.19). Echoing the ‘two-way process’ approach, the strategy also points out the shift in perspectives needed on behalf of the indigenous Irish population to “expand their notion of Irishness to include migrants and those of migrant origin”. In addition, it is expected that migrants equally “assume shared civic responsibilities for promoting the well-being of [Irish] society” (Department of Justice and Equality, 2017, p.8).



# 3. FINGAL COUNTY COUNCIL: A DIVERSE POPULATION



Fingal with a population of 296,214 is the fastest growing administrative area in Ireland increasing by 94% since 1991 (152,766). It also has three of the fastest growing electoral divisions in the state, namely Balbriggan, Blanchardstown and the Ward. It is the youngest local authority administrative area in Ireland with an average age of 34.3 years compared to an average age of 40.2 in Kerry and Mayo. It also has the youngest town in the country, Balbriggan, with an average age of 30.8 years (Central Statistics Office, 2017c).

## 3.1 IDENTIFYING MIGRANTS

Identifying migrants within the population can be problematic and while nationality may be used, it excludes naturalised Irish citizens or second generation migrants (McGinnity, Fahey, Quinn, Arnold, Maître and O’Connell, 2018). Many migrants have acquired citizenship through naturalisation or holding dual citizenship. Some who were born in Ireland chose not to hold Irish citizenship. For the purpose of obtaining a profile of the migrant population in Fingal, both nationality and birthplace were used together to obtain a broader picture of the population.

As table 1 demonstrates, while there are only small differences in birthplace and nationality for migrants from Poland, Lithuania and the ‘Other EU 28’, this difference is much higher for those born outside the EU. Of the 25,154 of the population in Fingal who were born in the ‘Rest of the World’, only 10,578 are nationals of the ‘Rest of the World’. This difference may be an indication of the numbers who came to Ireland and are now Irish nationals.

Table 1: Residents of Fingal by Birthplace and Nationality

LOCATION	BIRTHPLACE	NATIONALITY
Ireland	224,521	239,648
UK	12,213	4,469
Poland	10,600	11,405
Lithuania	3,474	3,815
Other EU 28	16,365	16,642
Rest of World	25,154	10,578
Not stated	0	5,770
<b>Total</b>	<b>292,327</b>	<b>292,327</b>

While birthplace and nationality presents an interesting profile of the population, it has been argued that it is ethnicity that has an impact on migrants’ experience. According to the Council of Europe (1997, p.94), “perceptions of the communities which form in the wake of immigration are conditioned by highly subjective factors, in which physical appearance plays a major role and tends to magnify the size of the most visible communities; phenomena of concentration have a similar effect. The actual nationality of individuals is rarely a consideration”.

## 3.2

### ETHNIC DIVERSITY IN FINGAL

Using percentages to represent different ethnic groups in each of Fingal's Electoral Division (ED) is a good indicator of diversity. However, percentages may hide the reality of the large numbers in EDs with larger populations. For example, six of the EDs in Fingal have populations of more than 50% of non 'white Irish',<sup>1</sup> however in Blanchardstown-Blakestown and Balbriggan Rural EDs which have a lower percentage at 39%, these are large in numerical terms with 13,633 and 16,430 respectively (Appendix 2).

The population breakdown by ethnicity in each ED is provided in Appendix 2. However, these statistics need to be viewed with caution, as they hide small areas within the EDs with a high density of migrants. This is particularly the case in some of the newer estates and apartment blocks. For example, according to Census 2016, just over 15% of the population in Baldoyle are other than 'White Irish' but this is as high as 36% in the area of Baldoyle known as The Coast. This trend of high concentration is repeated throughout Fingal and is particularly high in small areas around Blanchardstown and Balbriggan.

The population of Fingal identifying as Black, Black-Irish, Asian and Asian-Irish is 22,785, nearly 7% of the population of Fingal. Based on reports from other countries, this large group could face discrimination as exclusionary discourse draws on ethnicity, particularly visible differences. According to the OECD/European Union (2015), one-fifth of young people born in the host country to foreign born parents, report belonging to a group that is discriminated against on the grounds of ethnicity or nationality. Despite legislation outlawing discrimination, migrants and minority ethnic groups persistently experience pervasive discrimination across the EU (European Union Agency for Fundamental Rights, 2017). Furthermore, Ireland has been identified as having one of the worst rates of racism based on skin colour (European Union Agency for Fundamental Rights, 2018).

<sup>1</sup> Airport; Blanchardstown-Abbotstown; Blanchardstown-Tyrrelstown; The Ward; Blanchardstown-Mulhuddart and Dubber

The impact of the increase of people from migrant background in Fingal has been largely very positive with new business ideas, cultural richness and languages, and is now enjoyed and embraced, throughout Fingal. However, there are many challenges that come with change over a short period of time. Issues around education, health including mental health, building strong communities and cultural understanding are significant for the population of rural and urban Fingal. These challenges need to be addressed given the significance of integration for social cohesion (Arnold and McGinnity, 2018).

While an increase in the population poses significant challenges for any local authority, increases in migrant communities raises many additional social issues including identity, social cohesion and social interaction (National Economic and Social Council, 2006). Migrant concentration, such as that in Balbriggan and Dublin 15, is a feature of migration across the world driven by the 'the family-and-friends effect'. Migrant communities can be a valuable support to those of the same ethnic background in terms of sourcing employment, housing and information on services (Casey, 2016; International Organisation for Migration, 2006). However, high concentrations of particular ethnic groups can lead to segmentation in housing and schools, thus reducing opportunities for social interaction and enabling stereotypes (Casey, 2016; HM Government, 2018). Nonetheless, there is evidence of the advantages for providing opportunities for meaningful contact between people from different backgrounds. It can reduce prejudice, increase positive attitudes, build trust and understanding, and create a common identity (Casey, 2016; McGinnity, Grotti, Russell & Fahey, 2018).



# 4. DEVELOPING THE STRATEGY



International and national policy promotes social inclusion, equality and diversity but it is at the local level that the day-to-day experiences and issues associated with immigration are best addressed. Thus “it is essential to ensure that national policy is well grounded in the day-to-day lived experiences of ... ethnic minorities” (Integration Centre, 2014, p.7). Integration will only flourish with the support and commitment of local authorities and local communities.

In 2010, Fingal County Council committed, through its Corporate Plan 2010-2014 to develop inclusive sustainable communities and enhance the quality of life for all the residents of Fingal. The Corporate Plan 2015-2019 continues its commitment to enhancing communities by developing a strong Public Participation Network and implementing a ‘Well-Being Plan’ for the citizens of Fingal (Fingal County Council, 2015)

Fingal County Council actively supports and promotes quality of life of immigrants by, for example, providing initiatives specifically for new communities such as English language classes and funding through its Community Activities Funding Scheme. It actively promotes civic participation of migrants by, for example, supporting Fingal Ethnic Network and community events such as ‘Swords Intercultural Festival’, ‘Balbriggan Taste of the Nation’ and ‘Africa Day’.

In May 2015, the Mayor of Fingal’s conference ‘-Immigration to Integration-’ took place. This conference provided an opportunity for new communities to network and to have their voices heard. It also provided an opportunity to highlight the positive impact new communities have in Fingal and ensure that Fingal County Council’s approach to integration can respond to the current and likely future challenges faced by migrants in their day-to-day life.

Fingal County Council received funding under the Communities Integration Fund and began developing a Migrant Integration and Social Cohesion Strategy in early 2018.

## 4.1

### STRUCTURES TO SUPPORT THE MIGRANT INTEGRATION AND SOCIAL COHESION STRATEGY

Several structures were put in place to oversee the process and to ensure the strategy reflects the views of people from both migrant background and the indigenous population, and to ensure the action plan is actionable, transparent and auditable. The Principal Community Officer was tasked with managing the development of the strategy and a Research and Policy Officer was engaged on a part-time basis in January 2018. Three groups were established to help develop and implement the strategy (Appendix 3).

- » **The Internal Working Group.**
- » **The Community Integration Advisory Council (CIAC).**
- » **The Expert Advisory Group.**

### 4.1.1

The Internal Working Group consists of senior staff in Fingal County Council. The role of this group is to ensure delivery of the strategy and action plan by acting as integration and social cohesion champions within Fingal County Council.

### 4.1.2

The Community Integration Advisory Council (CIAC) was established with the support of the Public Participation Network (PPN) and Fingal Ethnic Network (FEN) who encouraged representation from their member groups. Efforts were made to ensure membership of CIAC represented both Irish and migrant groups. Four information sessions were held between May and August 2018 and 29 expressions of interest in joining the Community Integration Advisory Council were received. The role of CIAC was agreed as follows:

- » Advise and assist in developing the strategy.
- » Take part in the consultation.
- » Consult with their groups throughout the process.
- » Encourage members of their groups to take part in the consultation.
- » Prioritise areas identified in the consultation for inclusion in the action plan.

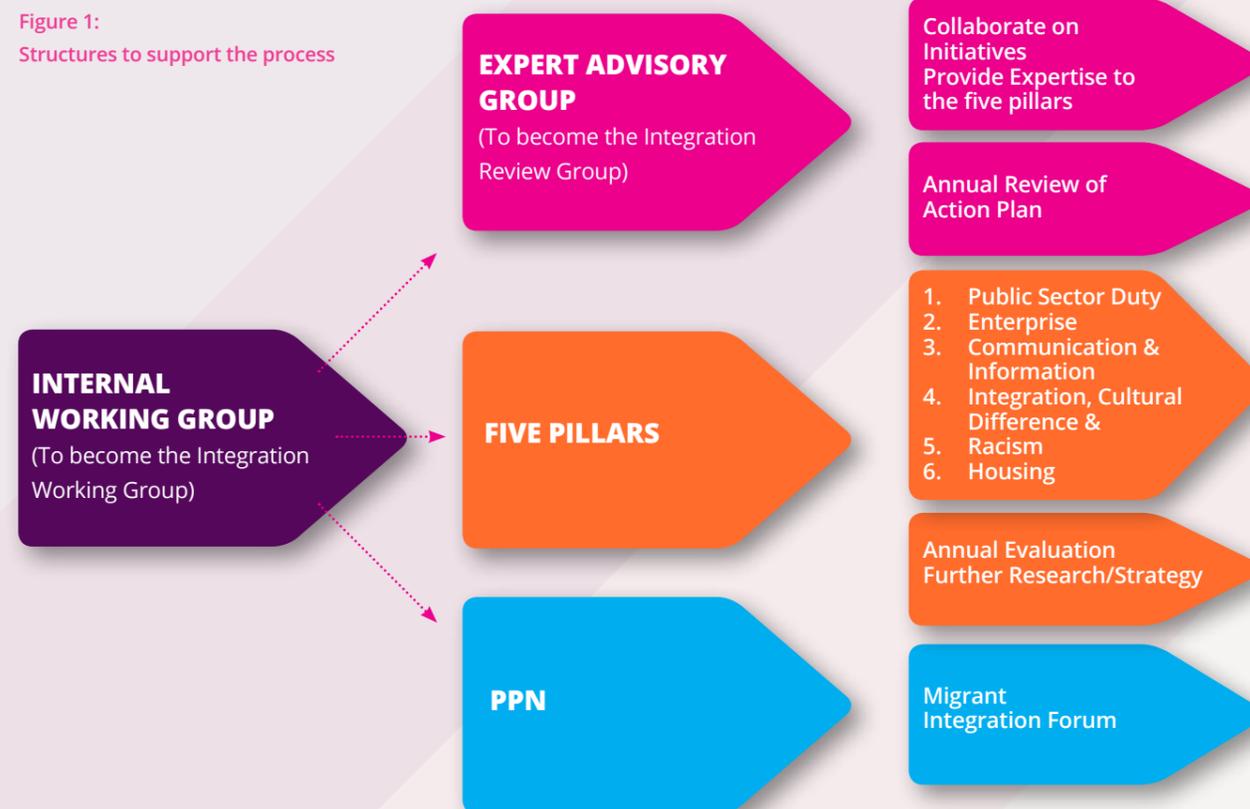
CIAC has now completed its work and a Migrant Integration Forum, as recommended in the *Migrant Integration Strategy 2017-2020: A Blueprint for the Future*, will be established by the PPN.

### 4.1.3

The Expert Advisory Group consists of experts and senior officials in organisations working with migrants and service providers in Fingal who have developed similar strategies. This group has met at key stages during the process. It has steered the process, provided advice on the development of the strategy, assisted in identifying appropriate actions and identified collaborate initiatives. The Expert Advisory Group will continue to meet each year to oversee the annual evaluation process and ensure the action plan is implemented.

Figure 1 opposite outlines the structures in place to support the implementation of the strategy and action plan.

Figure 1:  
Structures to support the process



# 5. THE CONSULTATION PROCESS

To ensure the strategy and action plan reflects the views of those who provide the services and those who use the services of Fingal County Council, the Council consulted with stakeholders between September 2018 and February 2019. The aim of the consultation was to explore how Fingal County Council supports integration in its service delivery and to identify areas for improvement. During the consultation, insights were sought from four different perspectives; staff, migrants, the wider public and service providers.



## 5.1

### METHODOLOGY

The consultation process comprised of surveys, focus groups and interviews. In total 576 people took part in the consultation, many of whom took part on behalf of the groups they represent. The breakdown of participants in terms of gender, age and nationality/country of birth are presented in Figures 3, 4 and 5 below.

#### 5.1.1

**Surveys:** On-line questionnaires were developed for the general public, for staff and for Fingal Community Centres and Facilities Managers.

**Public Survey:** Fingal County Council hosted a public survey on their website and a number of means were used to encourage the public to complete the survey (Appendix 4). A total of 208 respondents completed the survey.

**Staff Survey:** Staff were invited to complete a survey on their experiences providing services to people from migrant backgrounds. Invitations were issued through staff emails and 196 staff members completed the survey.

**Fingal Community Centre and Facilities Managers:** A presentation on the strategy and consultation process was given to managers of Fingal County Council's 31 community centres at one of their regular Facilities' Managers Network meetings. A survey was emailed to the network following the meeting, resulting in 13 responses (42%).

#### 5.1.2

**Focus Groups:** Consultations in the form of 13 focus groups comprising 104 participants took place during the consultation period. Many of the participants in these were there to express the views of the groups they represent. They are as follows:

- » Fingal County Council staff from frontline staff to management.
- » Members of the Community Integration Advisory Council representing the views of their groups (Appendix 3). For example, the Ireland Telugu Association which is represented on CIAC has 550 members.
- » Focus groups with migrants and people from migrant background took place in Balbriggan and Tyrrelstown.
- » Fingal's Youth Council *Comhairle na nÓg*.
- » Fingal Older People's Council.

#### 5.1.3

**Interviews:** Interviews were conducted primarily over the phone with 22 key informants including members of the Expert Advisory Group.

## 5.2

### PARTICIPANT DEMOGRAPHICS

In all groups, with the exception of Comhairle na nOg, females outnumbered male participants. From the 504 participants who provided data on their gender, there were nearly 50% more females (313) to males (193).

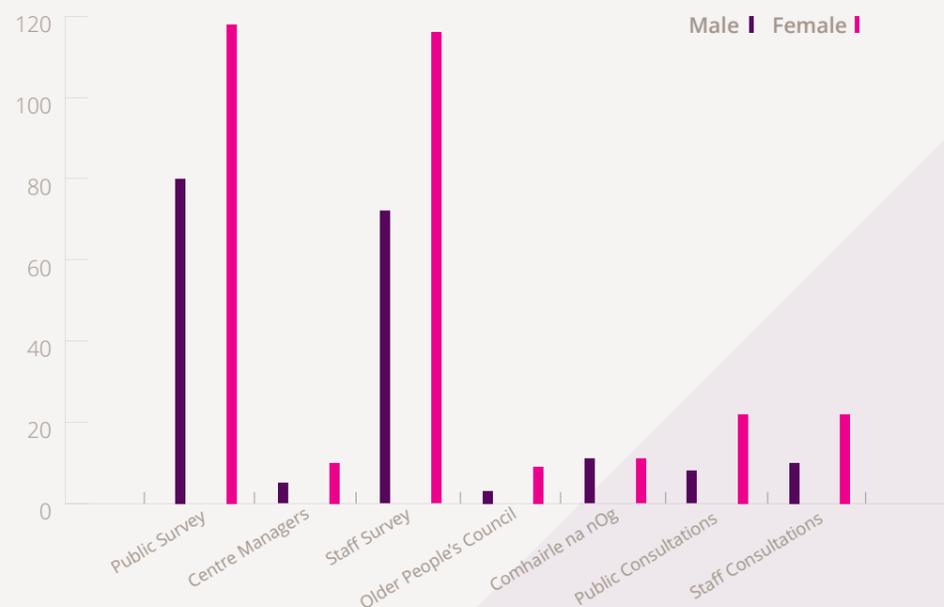


Figure 2: Participants by gender

The vast majority of participants (324) were between the age of 30 and 59. In order to gain as wide a perspective as possible, young people and older people were targeted through Fingal County Council's engagement process with *Comhairle na nÓg* and the Fingal Older People's Council.

During the focus group discussions and the staff survey, a question about ethnicity was included in the demographic information gathered. However, feedback showed that participants were confused by the question and did not know how best to fill it out. Thus for the public survey a question on nationality and country of birth was included. An analysis of the data provided information to identify:

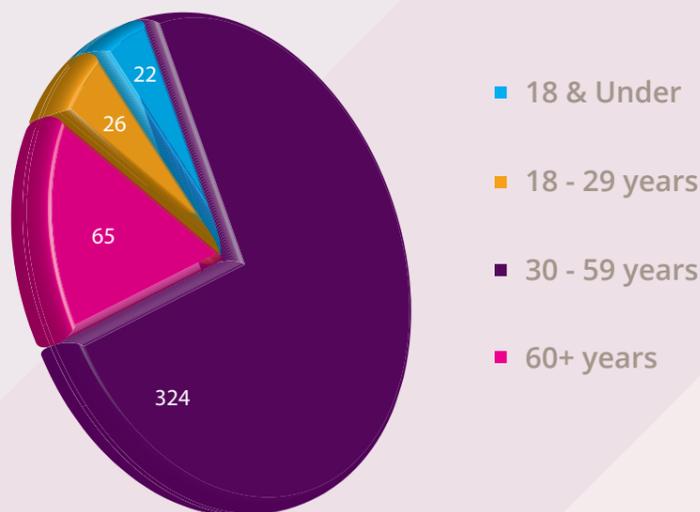


Figure 3: Participants by age

- » **Non- Irish nationals:** those who were born outside of Ireland with nationality other than Irish.
- » **Irish born outside Ireland:** those who were born outside Ireland and now have dual/Irish nationality.
- » **Irish born in Ireland:** those who were born in Ireland with Irish nationality.

While the majority of staff who completed the survey are Irish nationals, this is reflective of staff demographics with low diversity among staff. The embargo on staff recruitment in recent years may be a contributing factor.

However, 46% of respondents (93) in the public survey were non-Irish or born outside Ireland. In the public focus groups the majority, 78% of participants were non-Irish or born outside Ireland.



Figure 4: Irish/non-Irish participants

## 5.3

### ISSUES IDENTIFIED IN THE CONSULTATION PROCESS

Gaps in the consultation process were identified, including a low participation rate of older migrants. Problems associated with identifying migrants and people from migrant background emerged during the initial phase of data collecting. An open-ended question on ethnicity resulted in confusion among participants in the focus groups, with many querying how to respond to this question. Issues gathering data on migrants, particularly second generation migrants, is a national issue and will need to be addressed with relevant bodies.

The lack of data gathered by Fingal County Council with regard to identifying migrants in service provision and the low public awareness of Fingal County Council services among members of the public – both migrants and Irish, became apparent during the process. These issues will be addressed, as far as possible, in this strategy.

# 6. FINDINGS FROM THE CONSULTATION

The data gathered during the consultation was analysed both quantitatively and qualitatively. Eight main themes were identified from the thematic analysis carried out on the qualitative data gathered from the focus groups and open-ended questions in the surveys. Each theme has several actions associated with it. As some actions apply to more than one theme, they are listed under each theme to which they apply.



The themes are listed below in no particular order of importance.

- » Engagement
- » Language as a barrier
- » Communication and information
- » Integration
- » Cultural differences
- » Racism
- » Housing
- » Organisational issues

Dr. Brid Ni Chonail presented the findings to the Community Integration Advisory Council (CIAC) to allow the group identify priority areas for actions in the strategy. These priority areas with suggested actions were presented to the Internal Working Group and the Expert Advisory Group for their feedback and approval. It is these priority areas that are presented in this action plan.

## THEME 1:

### ENGAGEMENT

A lack of awareness of services is a key challenge in providing and accessing services. During the focus group consultations, a lack of awareness of the services provided by Fingal County Council among migrants and the general public was noted. As a result, eight services were listed in the public survey for respondents to tick. There was also an option to tick 'other' and respondents could name additional services.

*There is a "lack of understanding of the services provided and the role of the council in providing those services"*

Most survey respondents (88%) indicated they use services provided by Fingal County Council. The most used services selected by the public were:

- » Libraries
- » Community centres
- » Community sport and arts facilities
- » Fingal County Council website

In the staff survey, 55% of respondents said that they engage with migrants in their work and staff noted the huge diversity among people of migrant background in terms of nationality, ethnicity, religion, length of time in the country, education, and English language competency.

#### ACTIONS:

- 1.1 PROMOTE FINGAL COUNTY COUNCIL'S SERVICES**
- Organise information sessions and pop-up events in venues such as community centres, to highlight the services provided by Fingal County Council including funding opportunities and voter registration.
  - Provide a concise list of services for residents.
  - Explore using different channels and tools of communication, such as social media, to promote activities and services.

## THEME 2: LANGUAGE AS A BARRIER

Language as a barrier to both accessing and delivering services was cited throughout the consultation. While migrants are not all non-native speakers of English, proficiency in English varies considerably. Communications between staff and the public, particularly over the phone can be “frustrating” when one or the other have a strong accent.

*‘It’s very frustrating....., very draining’*

Staff spoke of the impact of the language barrier on themselves while delivering services and on customers trying to access services. The lack of interpretation or translation services was identified by staff and the public. Staff were particularly concerned where customers arrived with an individual to act as a translator. Staff were unsure of how independent the translator was and the quality of the translations they provided. Staff questioned the appropriateness, for example, of people using their children to translate for them. They were also concerned with third party accessing personal data required for accessing services, in light of the General Data Protection Regulations (GDPR).

*‘the hardest part is figuring out what somebody wants’*

While an interpretation or translation service was suggested, both staff and the public recognised the potential to capitalise on existing linguistic skills among staff and recommended that Fingal County Council target initiatives to increase language diversity among staff.

In addition to identifying the need for information in different languages to improve service, CIAC stressed the need to identify the range of languages used by the population of Fingal from reliable sources. CIAC also highlighted the need to ensure future consultations and in particular surveys, are available in relevant languages to encourage participation by those who may not be proficient in the English language.

Staff spoke of a lack of confidence around the correct terminology to use when speaking about “migrants”, “new communities” and “integration” and suggested specific training be provided in cultural diversity and the correct terminology.

Participants in the consultation process acknowledged the support Fingal County Council provides to English language classes delivered in libraries and *Fáilte Isteach*, the informal conversational English groups delivered in community centres. However, participants suggested it may not be sufficient to meet the needs of those for whom English is not their first language. The “need for more obvious support for English as a second language” at a variety of levels was cited. Suggestions made to improve the provision of English language classes included a more co-ordinated approach, wider promotion of classes that allow for progression from beginners to higher levels, and available locally, flexible and free.

## ACTIONS:

2.1	<p><b>INFORMATION</b></p> <ul style="list-style-type: none"> <li>Develop criteria for the selection of different languages for which information will be provided based on reliable sources.</li> <li>Identify information, publications and public surveys to be made available in different languages.</li> <li>Ensure all information, particularly the housing application process is clear, concise, easy to understand and in plain language.</li> </ul>
2.2	<p><b>TRANSLATION AND INTERPRETATION SERVICES</b></p> <ul style="list-style-type: none"> <li>Establish translation and interpretation services and explore the possibility of using staff skills, qualified interpreters, volunteers and interactive web services.</li> <li>Explore re-introducing the Community Volunteer Translation Service.</li> <li>Ensure the availability of these services is prominently displayed in appropriate languages in relevant offices and public areas.</li> </ul>
2.3	<p><b>PROMOTE LINGUISTIC DIVERSITY AMONG STAFF</b></p> <ul style="list-style-type: none"> <li>Audit language skills of current staff and identify gaps.</li> <li>Target new staff with appropriate language skills.</li> <li>Promote language acquisition among staff similar to that of the Irish Language Scheme.</li> </ul>
2.4	<p><b>STAFF TRAINING (CULTURAL DIFFERENCES)</b></p> <ul style="list-style-type: none"> <li>Provide training to help staff understand cultural diversity and the most appropriate language to use.</li> </ul>
2.5	<p><b>ENGLISH LANGUAGE SUPPORTS</b></p> <ul style="list-style-type: none"> <li>Collaborate with providers of English language supports to ensure classes, where possible, are provided locally, flexible, widely advertised, available at a minimum cost and include progression routes.</li> </ul>

## THEME 3:

## COMMUNICATION AND INFORMATION

*‘It took a long time to learn how to interact with FCC’*

Communication was identified as another barrier to accessing and delivering services. In the public survey most (75%) respondents reported that they found Fingal County Council staff helpful. In particular, respondents noted, that staff provide information and advice, answer questions, support groups, and are friendly. However, they said, finding the relevant staff member to deal with queries is key. Issues with internal communications were identified as a barrier to finding the most appropriate staff member to speak to.

*‘If I want to access service where would I go to find out information on that, where do you start, very challenging.’*

The various sources of information available from Fingal County Council were acknowledged, and while the website was cited as a key source of information, some respondents said it was difficult to navigate, as it was “structured for people who work in the service”. The Public Participation Network (PPN) and Fingal Ethnic Network (FEN) were also cited as key sources of information. While 77% of respondents in the public survey found information produced by Fingal County Council easy to understand, most of those who didn’t were migrants.

In the same survey, 31% of respondents also highlighted the need to improve access to information to make Fingal County Council services easier to access. In particular, the language and channels used to communicate information were noted as requiring improvement. Accessing information is made harder by a lack of understanding of Fingal County Council’s processes, systems and services which results in people not “know[ing] how to get information directly” but “when you know how some of the system works, it does make it easier”.

Staff and the public recognised communication is a major challenge in relaying accurate information. Identifying the needs of migrants, and migrant’s ability to understand the information given, particularly around “complex topics”, is a barrier to accessing appropriate services. This is particularly noted in relation to housing and those seeking access to community funding, with migrant participants describing the application form for community funding as “difficult” and the process “confusing”. Staff also described how challenging they find communicating difficult decisions. Often the public cannot understand or accept the reason behind the decision. This can lead to disputes as to “why they don’t qualify for housing... or accept a decision in terms of community funding”.

Staff and the public identified time as an issue when providing services to individuals with limited English. For some this means “repeatedly going back, trying different ways to get the message across” with a need for “more time to explain what is required”. Finally, staff in the focus groups acknowledged they didn’t know enough about supports available from other service providers to allow them to direct migrants to the most appropriate service.

**ACTIONS:**

<b>3.1 STAFF (SERVICE DELIVERY)</b>	<ul style="list-style-type: none"> <li>Ensure all staff are trained and well informed to allow them to provide accurate and up-to-date information on Fingal County Council services.</li> <li>Explore the possibility of a ‘Cultural Mediator’ role to provide a link between staff and migrants. This role will help interpret cultural norms and bridge the gap due to differences in terminology, lack of familiarity with processes and lack of information.</li> </ul>
<b>3.2 INTERNAL COMMUNICATION</b>	<ul style="list-style-type: none"> <li>Explore mechanisms for sharing information between departments on shared/overlapping services.</li> <li>Adopt a ‘No Wrong Door’ philosophy where customers get relevant information to help them regardless of the first point of contact.</li> </ul>
<b>3.3 EXTERNAL COMMUNICATION</b>	<ul style="list-style-type: none"> <li>Ensure the website is end-user-friendly, providing a clear understanding of services available and the processes involved.</li> <li>Consider providing weekly event calendars/reminders on Fingal County Council’s website.</li> <li>Publish a directory of contact points for different services.</li> <li>Explore different channels and tools of communication such as social media and a Fingal app.</li> <li>Promote the services of Fingal County Council by means of a concise list/infographics which is area based.</li> <li>Organise information sessions to highlight the work of Fingal County Council and provide specific information on the application process for community funding and housing.</li> </ul>
<b>3.4 ACCURATE INFORMATION</b>	<ul style="list-style-type: none"> <li>Work closely with other agencies providing information on Fingal County Council services to ensure the information they provide is up to date and clear.</li> </ul>
<b>3.5 CLARITY AND UNDERSTANDING</b>	<ul style="list-style-type: none"> <li>Ensure all information, particularly the housing application process is clear, concise, easy to understand and in plain language.</li> <li>Publish clear criteria and procedures for community funding which is available from Fingal County Council and the Local Community Development Committee (LCDC).</li> <li>Provide support for new groups to ensure they can meet the criteria for funding from Fingal County Council and the LCDC.</li> </ul>

**THEME 4:  
INTEGRATION**

*‘Integration has to start from the County Council itself, the way it does business’*

*‘Integration will only happen if you allow people to talk, communicate’*

Integration was acknowledged as a complex process with difficulties identified around definition and what constitutes integration. The appointment of someone experienced and senior in Fingal County Council with specific responsibility for integration was suggested. It was also noted that this individual requires resources and support. The lack of visibility of migrants at county-wide events was raised and a need to involve and engage migrants in organising committees was identified. Furthermore, all of Fingal County Council’s policies need to be “integration proofed”.

Sites of integration or ‘contact zones’ identified in the consultation included local schools, parks, libraries and sporting activities. In particular, primary schools were viewed very positively in terms of supporting integration. While these sites and specifically the role of young people were seen as having a potential role in integration, questions were raised around the role of migrant-only groups or sporting teams in promoting integration.

While the funding and support received by groups from Fingal County Council was acknowledged and appreciated by migrant participants, groups did encounter challenges with the funding application process. Issues around funding for insurance were also cited. Staff and migrants recognised the need to review criteria for activity funding which supports integration and the sustainability of ‘funded’ initiatives. In terms of running a group, two participants spoke of the level of responsibility borne by one person; “money isn’t everything” one noted, underlining that sustained support is necessary as opposed to sole reliance on the voluntary sector.

Throughout the focus group discussions and in the surveys, the intercultural dimension of integration was highlighted. There is a clear need to create opportunities for people to meet and engage with each other at events, clubs, classes, forums and in shared spaces. Fingal County Council’s community centres and facilities were identified as potential locations for events. However, problems with access to community centres, the cost of room hire, and the lack of facilities to host big gatherings at weekends were identified. The need to encourage migrant and Irish population to attend events was acknowledged.

With regard to housing, participants shared more mixed experiences in the consultation process. Participants spoke of some residents of migrant background in a “culture shock” who do not mix with neighbours due to “cultural differences” and that “the feeling of being segregated is more recurrent from migrants”.



**ACTIONS:**

<b>4.1</b>	<b>INTEGRATION OFFICER</b> <ul style="list-style-type: none"> <li>Review existing structures with a view to exploring the possibility of delegating responsibility or appointing a specialist with responsibility for integration.</li> <li>The post holder should report directly to the relevant Director of Services.</li> <li>The role should be clearly defined to include responsibility to engage at a strategic level within the council and to engage at national and international levels to source funding and identify best practices and changing obligations.</li> </ul>
<b>4.2</b>	<b>MAINSTREAM INTEGRATION INTO ALL POLICY DOCUMENTS</b> <ul style="list-style-type: none"> <li>All future policies to be proofed to ensure they are inclusive and incorporate actions from this strategy.</li> <li>Address integration issues in strategy statements, annual reports and other documents.</li> <li>Work with the Local Community Development Committee (LCDC) regarding the Local Economic and Community Plan (LECP) to explore including integration as an area for action in their plan.</li> <li>Develop ways to gather data to measure integration related outcomes in all services. This will enable Fingal County Council to analyse relevant indicators to monitor integration.</li> </ul>
<b>4.3</b>	<b>PROMOTE INTERACTION</b> <ul style="list-style-type: none"> <li>Establish a Migrant Integration Forum under the Public Participation Network (PPN).</li> <li>Explore mechanisms through the PPN to encourage different nationalities, including Irish, to attend events which promote interaction.</li> <li>Further develop collaborative initiatives to promote integration in identified places such as libraries, parks, community centres and schools.</li> <li>Continue to support young people through various youth groups and <i>Comhairle na nÓg</i> to promote integration.</li> <li>Develop a local-based directory of clubs and interest groups.</li> </ul>
<b>4.4</b>	<b>COUNTYWIDE EVENTS</b> <ul style="list-style-type: none"> <li>Develop a mechanism to ensure the voice of migrants or people from migrant backgrounds are included in organising committees of large events.</li> </ul>
<b>4.5</b>	<b>COMMUNITY FUNDING</b> <ul style="list-style-type: none"> <li>Publish clear criteria and procedures for community funding which is available from Fingal County Council and the Local Community Development Committee (LCDC) and ensure decision making is transparent.</li> <li>Include a criterion for promoting integration activities in all funding.</li> <li>Provide support for new groups to ensure they can meet the criteria for funding from Fingal County Council and the LCDC.</li> </ul>
<b>4.6</b>	<b>COMMUNITY AND SPORTS HUBS</b> <ul style="list-style-type: none"> <li>Research and identify locations for Community and Sports Hubs to encourage participation and integration and ensure the visible presence of Fingal County Council staff.</li> <li>Explore ways that Community and Sports Development staff can work in community centres which further develop relationships and links with community groups.</li> <li>Encourage the participation of migrant groups through outreach activities.</li> <li>Ensure community centres have clear transparent procedures, visible in public spaces, outlining rental criteria including insurance requirement, booking mechanism and cost structures.</li> <li>Provide support for new groups to ensure they can meet the criteria for booking rooms.</li> <li>Introduce an 'Integration Friendly Community Centre' initiative similar to the 'Fingal Age Friendly Facilities' model.</li> </ul>
<b>4.7</b>	<b>SPORTING ACTIVITIES</b> <ul style="list-style-type: none"> <li>Explore mechanisms to ensure that sporting groups which are supported by Fingal County Council are inclusive.</li> <li>Further explore the involvement of people from migrant background in sporting activities through encouraging active participation, volunteering and involvement in governance.</li> </ul>
<b>4.8</b>	<b>HOUSING</b> <ul style="list-style-type: none"> <li>Explore international practices encouraging neighbour interaction and integration.</li> <li>Re-introduce initiatives such as 'Hello Neighbour'.</li> <li>Promote the development of residents and tenants associations where none exist.</li> <li>Continue to support existing residents and tenants associations and develop best practice/ guidelines to achieve greater integration in their associations.</li> </ul>

**THEME 5:****CULTURAL DIFFERENCES**

*'lack of understanding of cultural differences'*

Cultural differences or lack of interculturalism was identified as a barrier to accessing services and the second biggest challenge identified by staff. Staff expressed the need for some information around cultural differences and norms, different cultural groups in Fingal, and resources to help deal with a more diverse customer base. The issue most identified by staff was around gender. Staff described their experiences of some male customers not dealing with, or not acknowledging female staff. Staff expressed an appreciation of being able to openly discuss cultural difference during the consultations. CIAC suggested that as integration is a two-way process perhaps, consideration should be given to the provision of training to migrants on Irish culture.

Libraries, while seen as sites of integration also provide some challenges in terms of noise levels and personal space when people are waiting to be seen. Furthermore, the lack of diversity among staff in Fingal County Council was noted by staff and the public. Cultural differences can also pose challenges for people from all backgrounds in situations where a diverse mix of cultures come together such as, for activities in parks or in groups and committees.

**ACTIONS**

<b>5.1</b>	<b>ETHNIC MIX AMONG STAFF</b> <ul style="list-style-type: none"> <li>Promote employment opportunities in Fingal County Council within migrant groups, particularly young people, through 'outreach and support measures' as specified in National Action 44.</li> <li>Broaden outreach in schools to raise awareness of career opportunities in Fingal County Council through initiatives such as the Junior Achievement Initiative and community events and showcases.</li> <li>Explore the possibility of collaborating with Technological University Dublin Blanchardstown Campus to promote employment opportunities among students and graduates through 'Students Learning with Communities' and internship agreements.</li> </ul>
<b>5.2</b>	<b>CULTURAL SUPPORT AND TRAINING</b> <ul style="list-style-type: none"> <li>Provide training to help staff understand cultural diversity and the most appropriate language to use.</li> <li>Develop a staff forum to provide opportunities for staff to discuss issues of cultural diversity experienced in work.</li> <li>Identify training providers to explore the possibility of providing training on Irish culture for migrants.</li> </ul>
<b>5.3</b>	<b>CELEBRATE DIVERSITY</b> <ul style="list-style-type: none"> <li>Provide opportunities to celebrate cultural diversity in Fingal both at a local level and at county wide events such as Flavours of Fingal.</li> <li>Consider establishing an annual 'Fingal Cultural Diversity Day'.</li> <li>Hold a 'Fingal Diversity Conference' to share experiences and examples of good practice.</li> </ul>

## THEME 6: RACISM

Across the data sets there were some references to racism in the community and incidences of racially motivated anti-social behaviour in housing were cited with cars or homes being damaged. According to some focus group participants, the “housing situation creates it”, namely racism in the community, with a perception of migrants “getting preferential treatment” from Fingal County Council in terms of housing. Participants from both migrant and Irish backgrounds recommended a campaign against racism for young people. It was suggested that Fingal County Council collaborate with schools around the anti-racism message and promote it among staff in Fingal County Council.

Staff spoke of a “fear of being labelled racist” and their experiences of being accused of being racist. For example, when groups do not meet funding criteria, when a housing application is turned down or when people are moved on due to noise in the library. As a result, staff are “afraid to confront non-Irish”. Staff identified a need for clear processes and procedures for staff and customers to make a complaint of racist behaviour.

### ACTIONS

<b>6.1 TACKLING RACISM</b>
<ul style="list-style-type: none"> <li>• Develop an anti-racism campaign in collaboration with other bodies such as schools and local businesses.</li> <li>• Explore developing a myth-busting campaign.</li> <li>• Explore the introduction of pilot initiatives under An Garda Síochána’s Community Safety Framework in areas with high concentration of migrants.</li> </ul>
<b>6.2 COMPLAINTS PROCEDURE</b>
<ul style="list-style-type: none"> <li>• Review Fingal County Council’s Complaints Procedure to ensure measures to deal with complaints of racism and appropriate supports are in place for both staff and customers.</li> <li>• Publicly display the complaints procedure for customers.</li> </ul>
<b>6.3 TENANT SUPPORT</b>
<ul style="list-style-type: none"> <li>• Continue to support the positive impact of the tenant induction process and consider including modules on anti-social behaviour and racism on the programme.</li> <li>• Review Fingal County Council’s Anti-Social Behaviour Policy</li> </ul>

## THEME 7: HOUSING

*‘Ensure distribution of communities to prevent ghettoisation’*

Staff and migrants noted that the housing application form is “not straightforward and clear” and takes time to complete. Staff described the process as “complex” and said that it is “hard to explain certain eligibility criteria”, such as those for non-EU nationals. This difficulty is often compounded by a language barrier.

Members of the public spoke of the “perceived preferential treatment” for migrants. Staff, in contrast, spoke of the framework within which they operate, namely policies, legislation and circulars at a national level, and adhere to these to ensure they are “being fair and transparent” in terms of the allocation process. There is a need to ensure that the allocation procedures are clearly explained and published in plain language, that the housing application form is re-designed, and that there is an “integration policy” in housing. Staff also identified the impact of family reunification on housing.

There were references in the public survey to the housing policy and the high concentration of migrants in certain areas. Tyrrelstown and Balbriggan were identified as two such areas. In the case of Balbriggan, issues identified included a lack of spaces for young people to come together, parks, sport facilities, space to do activities and transport. In the case of Tyrrelstown, poor transport and a lack of a health centre were noted. CIAC also suggested that there are other large development sites that need to be considered with regard to services and infrastructure at planning stage to ensure the integration of new residents.



One staff member remarked “this is a community – what the Council provides”, they build communities not just houses. Staff and the public spoke of the need to introduce initiatives in housing estates to encourage residents to interact. As well as providing supports to resident and tenants associations, Fingal County Council need to continue to encourage the establishment of associations where none exist.

### ACTIONS

<b>7.1 ACCESSING HOUSING SERVICES</b>
<ul style="list-style-type: none"> <li>• Establish translation and interpretation services making use of staff skills, qualified interpreters, volunteers and interactive web services.</li> <li>• Provide training for identified staff, to deal specifically with people from migrant backgrounds who are having difficulties accessing housing services.</li> </ul>
<b>7.2 INTEGRATION</b>
<ul style="list-style-type: none"> <li>• Explore international practices encouraging neighbour interaction and integration.</li> <li>• Re-introduce initiatives such as ‘Hello Neighbour’.</li> <li>• Promote the development of residents and tenants associations where none exist.</li> <li>• Continue to support existing residents and tenants associations and develop best practice/ guidelines to help them achieve greater integration in their associations.</li> <li>• Research and identify locations for Community and Sports Hubs to encourage participation and integration and ensure visible presence of Fingal County Council staff.</li> </ul>
<b>7.3 HOUSING PROCESSES</b>
<ul style="list-style-type: none"> <li>• Explore the possibility of re-designing the housing application form to ensure it is clear and less complicated.</li> <li>• Integration proof Fingal County Council’s Housing Policy.</li> <li>• Ensure allocation procedures and processes are available to the public in plain language to dispel the misconception of preferential treatment in the allocation of social housing.</li> <li>• Explore international practice in spatial segregation, particularly within housing and the possibility of piloting an initiative which could influence national policy.</li> <li>• Ensure at the planning stage that new developments will provide appropriate services and infrastructure to help new residents integrate together.</li> </ul>
<b>7.4 LIAISE WITH GOVERNMENT DEPARTMENTS</b>
<ul style="list-style-type: none"> <li>• Based on the findings of this research, make a recommendation to the Department of Justice and Department of Housing, Planning and Local Government for improved communication regarding family reunification and in particular its impact on social housing allocations.</li> </ul>

**THEME 8:****ORGANISATIONAL ISSUES**

*'We understand our problem more, know our own issues. Solution lies in ourselves it's really important FCC staff understand us'*

A number of organisational issues were identified across the data sets and these can be summarised as follows: organisational approach, dialogue and voice, collaboration, representation and visibility, and leadership.

A need to consult with, and listen to migrants was identified by migrants themselves in the consultation. Community centres were seen as a good link and support through which Fingal County Council can develop links with community leaders.

With regard to representation and visibility, participants identified the lack of visibility of migrants among Fingal County Council staff, at events, in documents and brochures, on committees and in local elections.

The need for an interagency approach to Fingal County Council's work was identified. Respondents also recommended that Fingal County Council work with and learn from schools. A more targeted and collaborative approach to English language support was cited. In the public survey, Fingal Ethnic Network (FEN) was seen as a good source of information, an organiser of events, and a channel to voice and address concerns. While it was suggested that Fingal County Council continue to support FEN, clarity concerning FEN's role with regard to integration in Fingal, is required.

In the approach to Fingal County Council's work, equality must be encouraged and the approach should be "non-discriminatory, fair and transparent". Leadership is required within Fingal County Council in terms of integration as "integration is cross cutting, across all of Fingal".

**ACTIONS:**

8.1	<p><b>DIALOGUE</b></p> <ul style="list-style-type: none"> <li>Explore ways that Community and Sports Development staff can work in community centres which further develop relationships and links with community groups.</li> <li>Establish a mechanism to ensure ongoing open dialogue with migrants.</li> </ul>
8.2	<p><b>VISIBILITY OF MIGRANTS</b></p> <ul style="list-style-type: none"> <li>Increase ethnic mix among staff.</li> <li>Include images of people from migrant backgrounds to represent the makeup of the population of Fingal in publicity material, programmes and policy documents.</li> </ul>
8.3	<p><b>REPRESENTATION</b></p> <ul style="list-style-type: none"> <li>Establish a Migrant Integration Forum under the Public Participation Network.</li> <li>Promote representation on fora from within migrant community groups and provide support and capacity building for members.</li> <li>Explore the possibility of providing mentoring/information sessions with current or past Councillors to provide guidance for potential candidates in local elections.</li> <li>Evaluate, with the view to rolling out, the joint initiative between Fingal County Council and the Education and Training Board on local election education introduced on a pilot basis in 2018.</li> <li>Explore the possibility of rolling out the 'Voter Registration Day' throughout Fingal</li> <li>Identify language gaps in current multi-lingual material produced by Fingal County Council on voter registration.</li> </ul>
8.4	<p><b>FINGAL ETHNIC NETWORK</b></p> <ul style="list-style-type: none"> <li>Support Fingal Ethnic Network to define their role in the context of the implementation of this strategy.</li> </ul>
8.5	<p><b>INTERAGENCY COLLABORATION</b></p> <ul style="list-style-type: none"> <li>In collaboration with other agencies, set up a structure or allocate responsibility to one agency to map existing provision of English language classes.</li> <li>Explore successful initiatives/work practices to identify possible interagency initiatives to promote integration and social cohesion.</li> </ul>
8.6	<p><b>LEADERSHIP</b></p> <ul style="list-style-type: none"> <li>Promote a pro-active approach to integration with businesses and organisations, with whom Fingal County Council does business.</li> <li>Develop a Fingal Diversity Charter and encourage businesses and organisations operating in Fingal to adopt it.</li> <li>Work with relevant departments to ensure that local businesses are invited to participate and share examples of good practice at cultural diversity events organised by Fingal County Council.</li> </ul>



# 7. IMPLEMENTING THE ACTION PLAN

The action plan contains actions in areas for which Fingal County Council has a statutory remit and responsibility, and in areas where Fingal County Council can play a role in supporting organisations, agencies and groups to implement initiatives.



The action plan includes actions prioritised by CIAC with recommendations from the Expert Advisory Group. It also includes additional actions from ***The Migrant Integration Strategy: A Blueprint for the Future***. The initiatives aim to ensure that Fingal is inclusive, where all who live, work and visit are valued and all residents are enabled to fully take part in and contribute to their communities, irrespective of their nationality, ethnicity or cultural background.

To ensure the implementation of the action plan, five groups or pillars, each with responsibility for a number of actions, were established under the remit of the Internal Working Group:

- » **Public Sector Duty led by Corporate Affairs Department is responsible for actions relating to organisation-wide initiatives such as policy and staffing.**
- » **Enterprise led by the Economic, Enterprise & Tourism Development Department is responsible for actions relating to businesses and employment in Fingal.**
- » **Communication & Information led by the Chief Executive's Office and the Communications Office is responsible for actions relating to information and communications.**
- » **Integration, Cultural Difference & Racism led by the Community, Culture & Sports Department is responsible for actions in relation to community integration initiatives, cultural differences and racism.**
- » **Housing led by the Housing Department is responsible for actions relating to housing supports in Fingal.**

A detailed action plan for each pillar has been developed which sets out the terms of reference and partners for specific actions from among organisations represented on the Expert Advisory Group (Appendix 5). Further partners from among other service providers in Fingal will be identified and invited to join pillars. At the earliest opportunity each pillar will agree and publish a timeframe for each action.

Responsibility for implementing the strategy lies with senior management in Fingal County Council through the Internal Working Group. A representative from the Internal Working Group will chair each of the pillars and they will report on progress to the Internal Working Group each quarter. The Chairperson of the Internal Working Group reports directly to the Expert Advisory Group.

## EVALUATION

The Expert Advisory Group, chaired by Mr. John Cunningham, will have oversight for the implementation and evaluation of the strategy and will meet annually to review progress. After each meeting of the Expert Advisory Group, the Chairperson will send a report to the Migrant Integration Forum. A mid-term review will be undertaken and reported on by the end of June 2022. The Internal Working Group will inform the Expert Advisory Group and the Migrant Integration Forum of any significant changes to the action plan which may be needed.

The need to collect data to monitor integration and the best way to do this is a finding from the consultation process and was also identified in the ***Migrant Integration Strategy - A Blueprint for the Future***. Action 74 states "the integration plan implementation process will be strengthened through the collation, analysis and development, where necessary, of relevant indicators which can be used to monitor the integration process". Given the diverse demographics of Fingal residents, the question of how to identify second generation migrants in order to monitor integration is an issue that also requires reflection. The process of developing a new strategy will begin in 2024.

# 8. THE ACTION PLAN

The action plan which supports the strategy is listed below in its entirety. Each action has been allocated to a pillar with responsibility for ensuring its implementation (Appendix 5). While some actions are duplicated, some are divided between pillars. Additional actions from *The Migrant Integration Strategy: A Blueprint for the Future* are also listed and allocated to a pillar for implementation.



## ACTION PLAN

NO	ACTION	RESPONSIBILITY
1.1	<b>PROMOTE FINGAL COUNTY COUNCIL'S SERVICES</b> <ul style="list-style-type: none"> <li>Organise information sessions and pop-up events in venues such as community centres, to highlight the services provided by Fingal County Council including funding opportunities and voter registration.</li> <li>Provide a concise list of services for residents.</li> <li>Explore using different channels and tools of communication, such as social media, to promote activities and services.</li> </ul>	Communication & Information
2.1	<b>INFORMATION</b> <ul style="list-style-type: none"> <li>Develop criteria for the selection of different languages for which information will be provided based on reliable sources.</li> <li>Identify information, publications and public surveys to be made available in different languages.</li> <li>Ensure all information, particularly the housing application process is clear, concise, easy to understand and in plain language.</li> </ul>	Communication & Information
2.2	<b>TRANSLATION AND INTERPRETATION SERVICES</b> <ul style="list-style-type: none"> <li>Establish translation and interpretation services and explore the possibility of using staff skills, qualified interpreters, volunteers and interactive web services.</li> <li>Explore re-introducing the Community Volunteer Translation Service.</li> <li>Ensure the availability of these services is prominently displayed in appropriate languages in relevant offices and public areas.</li> </ul>	Public Sector Duty
2.3	<b>PROMOTE LINGUISTIC DIVERSITY AMONG STAFF</b> <ul style="list-style-type: none"> <li>Audit language skills of current staff and identify gaps.</li> <li>Target new staff with appropriate language skills.</li> <li>Promote language acquisition among staff similar to that of the Irish Language Scheme.</li> </ul>	Public Sector Duty
2.4	<b>STAFF TRAINING (CULTURAL DIFFERENCES)</b> <ul style="list-style-type: none"> <li>Provide training to help staff understand cultural diversity and the most appropriate language to use.</li> </ul>	Public Sector Duty
2.5	<b>ENGLISH LANGUAGE SUPPORTS</b> <ul style="list-style-type: none"> <li>Collaborate with providers of English language supports to ensure classes, where possible, are provided locally, flexible, widely advertised, available at a minimum cost and include progression routes.</li> </ul>	Integration, Cultural Difference & Racism
3.1	<b>STAFF (SERVICE DELIVERY)</b> <ul style="list-style-type: none"> <li>Ensure all staff are trained and well informed to allow them to provide accurate and up-to-date information on Fingal County Council services.</li> <li>Explore the possibility of a 'Cultural Mediator' role to provide a link between staff and migrants. This role will help interpret cultural norms and bridge the gap due to differences in terminology, lack of familiarity with processes and lack of information.</li> </ul>	Public Sector Duty
3.2	<b>INTERNAL COMMUNICATION</b> <ul style="list-style-type: none"> <li>Explore mechanisms for sharing information between departments on shared/ overlapping services.</li> <li>Adopt a 'No Wrong Door' philosophy where customers get relevant information to help them regardless of the first point of contact.</li> </ul>	Public Sector Duty
3.3	<b>EXTERNAL COMMUNICATION</b> <ul style="list-style-type: none"> <li>Ensure the website is end-user-friendly, providing a clear understanding of services available and the processes involved.</li> <li>Consider providing weekly event calendars/reminders on Fingal County Council's website.</li> <li>Publish a directory of contact points for different services.</li> <li>Explore different channels and tools of communication such as social media and a Fingal app.</li> <li>Promote the services of Fingal County Council by means of a concise list/infographics which is area based.</li> <li>Organise information sessions to highlight the work of Fingal County Council and provide specific information on the application process for community funding and housing.</li> </ul>	Communication & Information

3.4	<b>ACCURATE INFORMATION</b> <ul style="list-style-type: none"> <li>Work closely with other agencies providing information on Fingal County Council services to ensure the information they provide is up to date and clear.</li> </ul>	Communication & Information
3.5	<b>CLARITY AND UNDERSTANDING</b> <ul style="list-style-type: none"> <li>Ensure all information, particularly the housing application process is clear, concise, easy to understand and in plain language.</li> <li>Publish clear criteria and procedures for community funding which is available from Fingal County Council and the Local Community Development Committee (LCDC).</li> <li>Provide support for new groups to ensure they can meet the criteria for funding from Fingal County Council and the LCDC.</li> </ul>	Communication & Information Integration, Cultural Difference & Racism
4.1	<b>INTEGRATION OFFICER</b> <ul style="list-style-type: none"> <li>Review existing structures with a view to exploring the possibility of delegating responsibility or appointing a specialist with responsibility for Integration.</li> <li>The post holder should report directly to the relevant Director of Services.</li> <li>The role should be clearly defined to include responsibility to engage at a strategic level within the council and to engage at national and international levels to source funding and identify best practices and changing obligations.</li> </ul>	Integration, Cultural Difference & Racism
4.2	<b>MAINSTREAM INTEGRATION INTO ALL POLICY DOCUMENTS</b> <ul style="list-style-type: none"> <li>All future policies to be proofed to ensure they are inclusive and incorporate actions from this strategy.</li> <li>Address integration issues in strategy statements, annual reports and other documents.</li> <li>Work with the Local Community Development Committee (LCDC) regarding the Local Economic and Community Plan (LECP) to explore including integration as an area for action in their plan.</li> <li>Develop ways to gather data to measure integration related outcomes in all services. This will enable Fingal County Council to analyse relevant indicators to monitor integration.</li> </ul>	Public Sector Duty
4.3	<b>PROMOTE INTERACTION</b> <ul style="list-style-type: none"> <li>Establish a Migrant Integration Forum under the Public Participation Network (PPN).</li> <li>Explore mechanisms through the PPN to encourage different nationalities, including Irish, to attend events which promote interaction.</li> <li>Further develop collaborative initiatives to promote integration in identified places such as libraries, parks, community centres and schools.</li> <li>Continue to support young people through various youth groups and Comhairle na nÓg to promote integration.</li> <li>Develop a local-based directory of clubs and interest groups.</li> </ul>	Integration, Cultural Difference & Racism
4.4	<b>COUNTYWIDE EVENTS</b> <ul style="list-style-type: none"> <li>Develop a mechanism to ensure the voice of migrants or people from migrant backgrounds are included in organising committees of large events</li> </ul>	Public Sector Duty
4.5	<b>COMMUNITY FUNDING</b> <ul style="list-style-type: none"> <li>Publish clear criteria and procedures for community funding which is available from Fingal County Council and the Local Community Development Committee (LCDC) and ensure decision making is transparent.</li> <li>Include a criterion for promoting integration activities in all funding.</li> <li>Provide support for new groups to ensure they can meet the criteria for funding from Fingal County Council and the LCDC.</li> </ul>	Integration, Cultural Difference & Racism
4.6	<b>COMMUNITY AND SPORTS HUBS</b> <ul style="list-style-type: none"> <li>Research and identify locations for Community and Sports Hubs to encourage participation and integration and ensure the visible presence of Fingal County Council staff.</li> <li>Explore ways that Community and Sports Development staff can work in community centres which further develop relationships and links with community groups.</li> <li>Encourage the participation of migrant groups through outreach activities.</li> <li>Ensure community centres have clear transparent procedures, visible in public spaces, outlining rental criteria including insurance requirement, booking mechanism and cost structures.</li> <li>Provide support for new groups to ensure they can meet the criteria for booking rooms.</li> <li>Introduce an 'Integration Friendly Community Centre' initiative similar to the 'Fingal Age Friendly Facilities' model.</li> </ul>	Integration, Cultural Difference & Racism

4.7	<b>SPORTING ACTIVITIES</b> <ul style="list-style-type: none"> <li>Explore mechanisms to ensure that sporting groups which are supported by Fingal County Council are inclusive.</li> <li>Further explore the involvement of people from migrant backgrounds in sporting activities through encouraging active participation, volunteering and involvement in governance.</li> </ul>	Integration, Cultural Difference & Racism
4.8	<b>HOUSING</b> <ul style="list-style-type: none"> <li>Explore international practices encouraging neighbour interaction and integration.</li> <li>Re-introduce initiatives such as 'Hello Neighbour'.</li> <li>Promote the development of residents and tenants associations where none exist.</li> <li>Continue to support existing residents and tenants associations and develop best practice/guidelines to achieve greater integration in their associations.</li> </ul>	Integration, Cultural Difference & Racism
5.1	<b>ETHNIC MIX AMONG STAFF</b> <ul style="list-style-type: none"> <li>Promote employment opportunities in Fingal County Council within migrant groups, particularly young people, through 'outreach and support measures' as specified in National Action 44.</li> <li>Broaden outreach in schools to raise awareness of career opportunities in Fingal County Council through initiatives such as the Junior Achievement Initiative and community events and showcases.</li> <li>Explore the possibility of collaborating with Technological University Dublin Blanchardstown Campus to promote employment opportunities among students and graduates through 'Students Learning with Communities' and internship agreements.</li> </ul>	Public Sector Duty
5.2	<b>CULTURAL SUPPORT AND TRAINING</b> <ul style="list-style-type: none"> <li>Provide training to help staff understand cultural diversity and the most appropriate language to use.</li> <li>Develop a staff forum to provide opportunities for staff to discuss issues of cultural diversity experienced in work.</li> <li>Identify training providers to explore the possibility of providing training on Irish culture for migrants.</li> </ul>	Public Sector Duty
5.3	<b>CELEBRATE DIVERSITY</b> <ul style="list-style-type: none"> <li>Provide opportunities to celebrate cultural diversity in Fingal both at a local level and at county wide events such as Flavours of Fingal.</li> <li>Consider establishing an annual Fingal Cultural Diversity Day.</li> <li>Hold a Fingal Diversity Conference to share experiences and examples of good practice.</li> </ul>	Public Sector Duty
6.1	<b>TACKLING RACISM</b> <ul style="list-style-type: none"> <li>Develop an anti-racism campaign in collaboration with other bodies such as schools and local businesses.</li> <li>Explore developing a myth-busting campaign.</li> <li>Explore the introduction of pilot initiatives under An Garda Síochána's Community Safety Framework in areas with high concentration of migrants.</li> </ul>	Integration, Cultural Difference & Racism
6.2	<b>COMPLAINTS PROCEDURE</b> <ul style="list-style-type: none"> <li>Review Fingal County Council's Complaints Procedure to ensure measures to deal with complaints of racism and appropriate supports are in place for both staff and customers.</li> <li>Publicly display the complaints procedure for customers.</li> </ul>	Public Sector Duty
6.3	<b>TENANT SUPPORT</b> <ul style="list-style-type: none"> <li>Continue to support the positive impact of the tenant induction process and consider including modules on anti-social Behaviour and racism on the programme.</li> <li>Review Fingal County Council's Anti-Social Behaviour Policy</li> </ul>	Housing
7.1	<b>ACCESSING HOUSING SERVICES</b> <ul style="list-style-type: none"> <li>Establish translation and interpretation services making use of staff skills, qualified interpreters, volunteers and interactive web services.</li> <li>Provide training for identified staff, to deal specifically with people from migrant backgrounds who are having difficulties accessing housing services.</li> </ul>	Housing

7.2	<p><b>INTEGRATION</b></p> <ul style="list-style-type: none"> <li>Explore international practices encouraging neighbour interaction and integration.</li> <li>Re-introduce initiatives such as 'Hello Neighbour'.</li> <li>Promote the development of residents and tenants associations where none exist.</li> <li>Continue to support existing residents and tenants associations and develop best practice/guidelines to help them achieve greater integration in their associations.</li> <li>Research and identify locations for Community and Sports Hubs to encourage participation and integration and ensure visible presence of Fingal County Council staff.</li> </ul>	Integration, Cultural Difference & Racism
7.3	<p><b>HOUSING PROCESSES</b></p> <ul style="list-style-type: none"> <li>Explore the possibility of re-designing the housing application form to ensure it is clear and less complicated.</li> <li>Integration proof Fingal County Council's Housing Policy.</li> <li>Ensure allocation procedures and processes are available to the public in plain language to dispel the misconception of preferential treatment in the allocation of social housing.</li> <li>Explore international practice in spatial segregation, particularly within housing and the possibility of piloting an initiative which could influence national policy.</li> <li>Ensure at the planning stage that new developments will provide appropriate services and infrastructure to help new residents integrate together.</li> </ul>	Housing
7.4	<p><b>LIAISE WITH GOVERNMENT DEPARTMENTS</b></p> <ul style="list-style-type: none"> <li>Based on the findings of this research, make a recommendation to the Department of Justice and Department of Housing, Planning and Local Government for improved communication regarding family reunification and in particular its impact on social housing allocations.</li> </ul>	Housing
8.1	<p><b>DIALOGUE</b></p> <ul style="list-style-type: none"> <li>Explore ways that Community and Sports Development staff can work in community centres which further develop relationships and links with community groups.</li> <li>Establish a mechanism to ensure ongoing open dialogue with migrants.</li> </ul>	Integration, Cultural Difference & Racism
8.2	<p><b>VISIBILITY OF MIGRANTS</b></p> <ul style="list-style-type: none"> <li>Increase ethnic mix among staff.</li> <li>Include images of people from migrant backgrounds to represent the makeup of the population of Fingal in publicity material, programmes and policy documents.</li> </ul>	Public Sector Duty
8.3	<p><b>REPRESENTATION</b></p> <ul style="list-style-type: none"> <li>Establish a Migrant Integration Forum under the Public Participation Network.</li> <li>Promote representation on fora from within migrant community groups and provide support and capacity building for members.</li> <li>Explore the possibility of providing mentoring/information sessions with current or past Councillors to provide guidance for potential candidates in local elections.</li> <li>Evaluate, with the view to rolling out, the joint initiative between Fingal County Council and the Education and Training Board on local election education introduced on a pilot basis in 2018.</li> <li>Explore the possibility of rolling out the 'Voter Registration Day' throughout Fingal.</li> <li>Identify language gaps in current multi-lingual material produced by Fingal County Council on voter registration.</li> </ul>	Integration, Cultural Difference & Racism  Public Sector Duty
8.4	<p><b>FINGAL ETHNIC NETWORK</b></p> <ul style="list-style-type: none"> <li>Support Fingal Ethnic Network to define their role in the context of the implementation of this strategy.</li> </ul>	Integration, Cultural Difference & Racism
8.5	<p><b>INTERAGENCY COLLABORATION</b></p> <ul style="list-style-type: none"> <li>In collaboration with other agencies, set up a structure or allocate responsibility to one agency to map existing provision of English language classes.</li> <li>Explore successful initiatives/work practices to identify possible interagency initiatives to promote integration and social cohesion.</li> </ul>	Integration, Cultural Difference & Racism
8.6	<p><b>LEADERSHIP</b></p> <ul style="list-style-type: none"> <li>Promote a pro-active approach to integration with businesses and organisations, with whom Fingal County Council does business.</li> <li>Develop a Fingal Diversity Charter and encourage businesses and organisations operating in Fingal to adopt it.</li> <li>Work with relevant departments to ensure that local businesses are invited to participate and share examples of good practice at cultural diversity events organised by Fingal County Council.</li> </ul>	Enterprise

**NATIONAL STRATEGY: ADDITIONAL ACTIONS**

NO	ACTION	RESPONSIBILITY
47	Local Enterprise Offices (LEOs) will continue to undertake targeted initiatives to engage with migrant prospective entrepreneurs in line with local need. The LEO Centre of Excellence in Enterprise Ireland will promote best practice activities in this area amongst all LEOs nationally.	Enterprise
52	Integration strategies will be updated.	Integration, Cultural Difference & Racism
64	Local Authorities will develop and publish their policy on the early removal of racist graffiti in their respective areas.	Public Sector Duty
69	Arts and culture programmes and policy will assist in the promotion of the arts and culture of diverse communities across Ireland.	Integration, Cultural Difference & Racism
75	The integration plan implementation process will be strengthened through the collation, analysis and development, where necessary, of relevant indicators which can be used to monitor the integration process.	All Pillars



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# APPENDICES



## APPENDIX 1

### 'COMMON BASIC PRINCIPLES' (CBP) OF IMMIGRANT INTEGRATION POLICY

The 'Common Basic Principles' (CBP) of Integration serve as a basis for EU States to explore how EU, national, regional, and local authorities can interact in the development and implementation of integration policies. They are:

- » Integration is a dynamic, two-way process of mutual accommodation by all immigrants and residents of Member States.
- » Integration implies respect for the basic values of the European Union.
- » 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.
- » 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.
- » Efforts in education are critical to preparing immigrants, and particularly their descendants, to be more successful and more active participants in society.
- » 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.
- » Frequent interaction between immigrants and Member State citizens is a fundamental mechanism for integration. Shared forums, inter-cultural dialogue, education about immigrants and immigrant cultures, and stimulating living conditions in urban environments enhance the interactions between immigrants and Member State citizens.
- » 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.
- » 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.
- » 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.
- » 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.

# APPENDIX 2

## ETHNIC DIVERSITY IN EACH OF THE 42 ELECTORAL DIVISIONS IN FINGAL

ELECTORAL DIVISION	TOTAL POPULATION	WHITE IRISH	% OF TOTAL POPULATION "WHITE IRISH"	WHITE TRAVELLER	OTHER WHITE BACK-GROUND	BLACK OR BLACK IRISH	ASIAN OR ASIAN IRISH	OTHERS INCLUD MIXED	NOT STATED
Airport	4467	1692	37.8%	43	1294	137	284	166	851
Blanchardstown-Abbotts.	6123	2548	41.6%	221	1461	286	967	206	434
Blanchardstown-Tyrrelstown	3242	1398	43.1%	32	579	733	84	116	301
The Ward	9534	4262	44.7%	66	2244	862	893	302	905
Blanchardstown-Mulhuddart	4100	1880	45.8%	48	1015	493	339	169	156
Dubber	7332	3579	48.8%	69	1772	226	790	210	686
Blanchardstown-Blakestown	38696	23591	60.9%	83	7453	2355	2553	1189	1472
Balbriggan Rural	16430	10011	60.9%	151	2699	2125	468	438	539
Blanchardstown-Coolmine	11205	7265	64.8%	47	1798	627	605	298	565
Swords Village	2612	1679	64.2%	1	563	52	178	70	69
Blanchardstown-Delwood	5105	3399	66.5%	4	931	140	227	192	212
Swords-Lissenhall	10366	6988	67.4%	74	2058	343	303	210	390
Balgriffin	2794	2006	71.8%	25	379	43	66	53	222
Kinsaley	9457	6852	72.4%	26	1548	192	274	176	389
Swords-Forrest	15066	10988	72.9%	20	2458	294	607	292	407
Castleknock-Knockmaroon	18840	14017	74.4%	1	2542	405	875	556	444
Balbriggan Urban	8040	6033	75%	43	1091	359	169	174	171
Blanchardstown-Corduff	3862	3038	78.6%	21	274	207	73	78	171
Lusk	9572	7637	79.7%	15	1118	293	191	174	144
Castleknock-Park	5182	4155	80.1%	30	514	36	169	94	184

ELECTORAL DIVISION	TOTAL POPULATION	WHITE IRISH	% OF TOTAL POPULATION "WHITE IRISH"	WHITE TRAVELLER	OTHER WHITE BACK-GROUND	BLACK OR BLACK IRISH	ASIAN OR ASIAN IRISH	OTHERS INCLUD MIXED	NOT STATED
Swords-Glasmore	7620	6151	80.7%	21	890	137	139	83	199
Rush	9861	7972	80.8%	18	1268	211	94	137	161
Swords-Seatown	6860	5593	81.5%	7	775	73	145	98	169
Garristown	1571	1283	81.6%	18	100	102	4	14	50
Clonmethan	834	695	83.3%	6	39	20	10	12	52
Donabate	9333	7802	83.5%	41	862	96	124	138	270
Baldoye	7475	6307	84.3%	17	719	129	89	138	76
Malahide East	7247	6144	84.7%	5	712	15	135	132	104
Turnapin	1692	1437	84.9%	0	161	14	36	21	23
Lucan North	1422	1221	85.8%	0	117	15	35	26	8
Portmarnock South	3576	3081	86.1%	26	279	17	62	40	71
Blanchardstown-Roselawn	1675	1463	87.3%	5	91	25	37	37	17
Skerries	8439	7385	87.5%	2	631	123	71	84	143
Balscadden	706	621	87.9%	46	27	0	1	3	8
Sutton	5609	4956	88.3%	8	401	17	84	92	51
Malahide west	6071	5362	88.3%	0	522	16	73	43	55
Howth	8148	7211	88.5%	2	583	9	137	92	114
Ballyboghil	1153	1047	90.8%	6	46	2	34	9	9
Kilsallaghan	2246	2060	91.7%	5	95	23	20	15	28
Holmpatrick	3426	3155	92%	49	141	10	21	18	32
Hollywood	1391	1286	92.4%	13	52	3	11	16	10
Portmarnock North	3947	3692	93.5%	0	158	6	38	22	31



# APPENDIX 3:

## MEMBERSHIP OF GROUPS

### EXPERT ADVISORY GROUP: MEMBERSHIP

<b>Mr. John Cahill</b> Assistant CEO and Director of Operations, Foróige
<b>Mr. Pairic Clerkin</b> Chief Executive Officer, Irish Primary Principal's Network Support Office
<b>Mr. Anthony Cooney</b> Chief Executive Officer, Fingal Dublin Chamber
<b>Mr. John Cunningham</b> Chairperson <b>Chief Superintendent Mark Curran</b> Divisional Headquarters, Ballymun Garda Station
<b>Ms. Íde DeBairtiseil</b> Chair, Fingal's Internal Working Group on Integration
<b>Ms. AnnMarie Farrelly</b> Chief Executive, Fingal County Council (Replaced Paul Reid, May 2019)
<b>Ms. Margaret Geraghty</b> Director of Services, Housing and Community
<b>Mr. Kesava Gollapailli</b> Chairperson, Fingal Ethnic Network
<b>Mr Brian Killoran</b> Chief Executive Officer, Immigrant Council of Ireland
<b>Ms. Fiona Maloney</b> Director of Further Education and Training Support Services Education and Training Boards Ireland
<b>Councillor Mary McCamley</b> Fingal County Council
<b>Sergeant Dr Dave McInerney</b> Garda Racial, Intercultural & Diversity office
<b>Ms. Tonya Myles</b> General Manager, Cairde
<b>Councillor Joe Newman</b> Fingal County Council
<b>Ms. Úna Ni Dhubhghaill</b> Office for the Promotion of Migrant Integration
<b>Ms. Diane Nurse (Sept 2018 to May 2019)</b> National Lead on Social Inclusion, HSE National Social Inclusion Office
<b>Dr. Pat O'Connor</b> Head of School of Humanities, Technological University Dublin
<b>Ms Emer O'Gorman</b> Director of Services, Economic, Enterprise & Tourism
<b>Mr. Paul Reid</b> Chief Executive, Fingal County Council (Sept 2018 to May 2019)
<b>Superintendent Anthony Twomey</b> Balbriggan Garda Station

### COMMUNITY INTEGRATION ADVISORY COUNCIL: MEMBERSHIP

NAME	GROUP
<b>Bala Jyothi Akkala</b>	Indian Community
<b>Gillian Blackburn</b>	Naul Community Council
<b>Rastislav Blazek</b>	Fingal Ethnic Network Slovak Centre Ireland
<b>Nwabuogo Enwerem</b>	Arms of Love Europe
<b>Roslyn Fuller</b>	Rush Community Council
<b>Kopperundevi (Devi)Furusamy</b>	Sursargam Musical Soc.
<b>Martin Gbolagun</b>	Nigerian Balbriggan Forum
<b>Jenny Hayes</b>	Jigsaw North Fingal
<b>Ema Idowu</b>	Youth Bank Fingal
<b>Wumni A. Jallon</b>	Children4WorldChildren
<b>Antanas Kaminas</b>	All Together Multicultural Centre
<b>Dayakar Komirelly</b>	Ireland Telugu Welfare Association
<b>Aneta Laska</b>	Polonus
<b>Kathleen McCann</b>	Donabate & Portrane Community Council
<b>Jagan Muttumula</b>	Irish Telegu Welfare Association Fine Gael Multicultural4
<b>Krishnan Navaeetha</b>	Surlaya Ireland Cultural Ass.
<b>John Oghenetano</b>	Nigeria Balbriggan Forum. Family Mirror
<b>Anthony Ogochukwu</b>	Anambra State Association (ASA) Dublin
<b>Peadar O'Kelly</b>	Hampton Wood Residents Association
<b>Rebecca Omokaro</b>	Dublin 15 Women's Group
<b>Hanumantha Rao</b>	Ireland Telugu Association
<b>Angela Rogers</b>	Kilpatrick, Rochford, Coolmine Residents Association
<b>Mary Alacoque Ryan</b>	Immigrant Parents and Guardians Support Ass
<b>Maria Tormey</b>	Blakestown Drive Community Group

### INTERNAL WORKING GROUP: MEMBERSHIP

NAME	GROUP
<b>Carmel Brennan</b>	Senior Architect (Replaced David Byrne, January 2019)
<b>Brian Buckley</b>	Senior Executive Officer, Corporate Services
<b>David Byrne</b>	Senior Architect (April 2018 to January 2019)
<b>George Curran</b>	Administrative Officer, HR
<b>Íde de Bairtiséil</b>	Senior Executive Officer, Community, Culture & Sports
<b>Linda Ennis</b>	A/Principal Community Officer (Replaced Pat Queenan, March 2019)
<b>Olivia McCormack</b>	Administrative Officer, Operations
<b>Harry McLauchlan</b>	Senior Executive Planner
<b>Rory O'Byrne</b>	County Arts Officer
<b>Pat Queenan</b>	Principal Community Officer (April 2018 to March 2019)
<b>Declan Ryan</b>	Business Development Executive & Chief Officer Fingal LCDC
<b>Ciaran Staunton</b>	Administrative Officer, Housing
<b>Lilian Whelan</b>	Senior Executive Librarian

# APPENDIX 4

## HOW THE PUBLIC WERE ENCOURAGED TO COMPLETE THE SURVEY

- » Fingal County Council Press Release.
- » Social Media through FCC’s twitter and Facebook accounts.
- » Fingal County Council staff working directly with groups in the community, were provided with a link to the survey for distribution among the groups they work with.
- » Fingal Ethnic Network was provided with a link to the survey and asked to encourage members to complete the survey.
- » Public Participation Network provided information and a link through their communication mechanism to members.
- » All members of the Community Integration Advisory Council were provided with a link to the survey to pass on to members of the groups they represent and friends, family and neighbours.
- » Community Centres/Facilities and Libraries were provided with flyers for distribution among users of their services
- » Fingal Older People’s Council was provided with information and a link to complete the survey on their tablets provided as part of the ACORN project.
- » Dr. Ni Chonail distributed information among students at Technological University Dublin Blanchardstown Camp.
- » Customers attending Fingal County Council Offices were handed flyers and encouraged to complete the survey (2 hours)
- » Flyers were available at Customer Service points in Fingal County Council Office



# APPENDIX 5

## ACTIONS FOR EACH PILLAR

### PUBLIC SECTOR DUTY PILLAR

**LEAD DEPARTMENT: CORPORATE AFFAIRS  
RESPONSIBLE FOR ACTIONS RELATING TO ORGANISATION-WIDE INITIATIVES  
SUCH AS POLICY AND STAFFING.**

#### ACTIONS

	ASSOCIATED NATIONAL STRATEGY NUMBER	TIMEFRAME	ACTION	PARTNERS TO SUPPORT THE ACTIONS
2.2	18, 19		<b>TRANSLATION AND INTERPRETATION SERVICES</b> <ul style="list-style-type: none"> <li>• Establish translation and interpretation services and explore the possibility of using staff skills, qualified interpreters, volunteers and interactive web services.</li> <li>• Explore re-introducing the Community Volunteer Translation Service.</li> <li>• Insure the availability of these services is prominently displayed in appropriate languages in relevant offices and public areas</li> </ul>	<ul style="list-style-type: none"> <li>• HSE</li> <li>• An Gardaí Síochána</li> <li>• Community Development Office</li> <li>• Cairde</li> </ul>
2.3	18		<b>PROMOTE LINGUISTIC DIVERSITY AMONG STAFF</b> <ul style="list-style-type: none"> <li>• Audit language skills of current staff and identify gaps.</li> <li>• Target new staff with appropriate language skills.</li> <li>• Promote language acquisition among staff similar to that of the Irish Language Scheme.</li> </ul>	<ul style="list-style-type: none"> <li>• Human Resources Department</li> <li>• Fingal Staff Network</li> </ul>
2.4	61		<b>STAFF TRAINING (CULTURAL DIFFERENCES)</b> <ul style="list-style-type: none"> <li>• Provide training to help staff understand cultural diversity and the most appropriate language to use.</li> </ul>	<ul style="list-style-type: none"> <li>• Human Resources Department</li> <li>• Immigrant Council of Ireland</li> </ul>
3.1	16		<b>STAFF (SERVICE DELIVERY)</b> <ul style="list-style-type: none"> <li>• Ensure all staff are trained and well informed to allow them to provide accurate and up-to-date information on Fingal County Council services.</li> <li>• Explore the possibility of a ‘Cultural Mediator’ role to provide a link between staff and migrants. This role will help interpret cultural norms and bridge the gap due to differences in terminology, lack of familiarity with processes and lack of information.</li> </ul>	<ul style="list-style-type: none"> <li>• Human Resources Department</li> <li>• Communications Department</li> <li>• Migrant Integration Forum</li> <li>• Fingal Ethnic Network</li> <li>• Cairde</li> </ul>
3.2			<b>INTERNAL COMMUNICATION</b> <ul style="list-style-type: none"> <li>• Explore mechanisms for sharing information between departments on shared/overlapping services.</li> <li>• Adopt a ‘No Wrong Door’ philosophy where customers, regardless of their first point of contact, will receive appropriate information or be directed to the most relevant service.</li> </ul>	<ul style="list-style-type: none"> <li>• All Fingal County Council Departments</li> </ul>

4.2	1 75	<b>MAINSTREAM INTEGRATION INTO ALL POLICY DOCUMENTS</b>	<ul style="list-style-type: none"> <li>All future policies to be proofed to ensure they are inclusive and incorporate actions from this strategy.</li> <li>Address integration issues in strategy statements, annual reports and other documents.</li> <li>Work with the Local Community Development Committee (LCDC) regarding the Local Economic and Community Plan (LECP) to explore including integration as an area for action in their plan.</li> <li>Develop ways to gather data to measure integration related outcomes in all services. This will enable Fingal County Council to analyse relevant indicators to monitor integration.</li> </ul>	<ul style="list-style-type: none"> <li>Immigrant Council of Ireland</li> <li>All Fingal County Council Departments</li> <li>Local Community Development Committee</li> <li>Cairde</li> </ul>
4.4	69	<b>COUNTYWIDE EVENTS</b>	<ul style="list-style-type: none"> <li>Develop a mechanism to ensure the voice of migrants or people from migrant backgrounds are included in organising committees of large events.</li> </ul>	<ul style="list-style-type: none"> <li>Events Office</li> <li>Migrant Integration Forum</li> <li>Fingal Ethnic Network</li> <li>Cairde</li> </ul>
5.1	44, 45	<b>ETHNIC MIX AMONG STAFF</b>	<ul style="list-style-type: none"> <li>Promote employment opportunities in Fingal County Council within migrant groups, particularly young people, through "outreach and support measures" as specified in National Action 44.</li> <li>Broaden outreach in schools to raise awareness of career opportunities in Fingal County Council through initiatives such as the Junior Achievement Initiative and community events and showcases.</li> <li>Explore the possibility of collaborating with Technological University Dublin Blanchardstown Campus to promote employment opportunities among students and graduates through 'Students Learning with Communities' and internship agreement.</li> </ul>	<ul style="list-style-type: none"> <li>Human Resources Department</li> <li>Technological University Dublin Blanchardstown Campus</li> <li>Local Enterprise Office</li> <li>Fingal Dublin Chamber</li> </ul>
5.2	61	<b>CULTURAL SUPPORT AND TRAINING</b>	<ul style="list-style-type: none"> <li>Provide training to help staff understand cultural diversity and the most appropriate language to use (See Action 2.4).</li> <li>Develop a staff forum to provide opportunities for staff to discuss issues of cultural diversity experienced in work.</li> <li>Identify training providers to explore the possibility of providing training on Irish culture for migrants.</li> </ul>	<ul style="list-style-type: none"> <li>Human Resources Department</li> <li>Immigrant Council of Ireland</li> <li>Migrant Integration Forum</li> </ul>
5.3		<b>CELEBRATE DIVERSITY</b>	<ul style="list-style-type: none"> <li>Provide opportunities to celebrate cultural diversity in Fingal, both at a local level and at county wide events such as Flavours of Fingal.</li> <li>Consider establishing an annual Fingal Cultural Diversity Day.</li> <li>Hold a Fingal Diversity Conference to share experiences and examples of good practice.</li> </ul>	<ul style="list-style-type: none"> <li>Community, Culture and Sports Division</li> <li>Libraries</li> <li>Events Office</li> <li>Fingal Ethnic Network</li> <li>Migrant Integration Forum</li> <li>Cairde</li> </ul>
6.2	67	<b>COMPLAINTS PROCEDURE</b>	<ul style="list-style-type: none"> <li>Review Fingal County Council's Complaints Procedure to ensure measures to deal with complaints of racism and appropriate supports are in place for both staff and customers.</li> <li>Publicly display the complaints procedure for customers.</li> </ul>	<ul style="list-style-type: none"> <li>Human Resources Department</li> <li>Fingal Staff Network</li> <li>Migrant Integration Forum</li> </ul>
8.2	44 & 45	<b>VISIBILITY OF MIGRANTS</b>	<ul style="list-style-type: none"> <li>Increase ethnic mix among staff (see action 5.1).</li> <li>Include images of people from migrant backgrounds to representing the makeup of the population of Fingal in publicity material, programmes and policy documents.</li> </ul>	<ul style="list-style-type: none"> <li>All Fingal County Council Departments</li> </ul>

8.3	17, 59, 60.	<b>REPRESENTATION</b>	<ul style="list-style-type: none"> <li>Explore possibility of providing mentoring/information sessions with current or past Councillors to provide guidance for potential candidates in local elections.</li> <li>Evaluate, with the view to rolling out, the joint initiative between Fingal County Council and the Education and Training Board on local election education introduced on a pilot basis in 2018.</li> <li>Explore the possibility rolling out the 'Voter Registration Day' throughout Fingal.</li> <li>Identify language gaps in current multi-lingual material produced by Fingal County Council on voter registration.</li> </ul>	<ul style="list-style-type: none"> <li>Public Participation Network</li> <li>Fingal County Council Councillors</li> <li>Education and Training Board</li> <li>Community Development Office</li> </ul>
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NATIONAL PLAN	ACTION	RESPONSIBILITY	PARTNERS
64	Local Authorities will develop and publish their policy on the early removal of racist graffiti in their respective areas.	Local Authorities	<ul style="list-style-type: none"> <li>Operations Department</li> </ul>
75	The integration plan implementation process will be strengthened through the collation, analysis and development, where necessary, of relevant indicators which can be used to monitor the integration process.	Government and Agencies	<ul style="list-style-type: none"> <li>Immigrant Council of Ireland</li> <li>Cairde</li> </ul>

## ENTERPRISE PILLAR

### LEAD DEPARTMENT: ECONOMIC PLANNING, ENTERPRISE & TOURISM DEPARTMENT RESPONSIBLE FOR ACTIONS PERTAINING TO ENTERPRISE AND EMPLOYMENT

#### ACTIONS

FINGAL MIGRANT STRATEGY NUMBER	ASSOCIATED NATIONAL STRATEGY NUMBER	TIMEFRAME	ACTION	PARTNERS TO SUPPORT THE ACTIONS
8.6	56		<b>LEADERSHIP</b> <ul style="list-style-type: none"> <li>Promote a pro-active approach to integration with businesses and organisations, with whom Fingal County Council does business.</li> <li>Develop a Fingal Diversity Charter and encourage businesses and organisations operating in Fingal to adopt it.</li> <li>Work with relevant departments to ensure that local businesses are invited to participate and share examples of good practice at cultural diversity events organised by Fingal County Council.</li> </ul>	<ul style="list-style-type: none"> <li>Local Enterprise Office</li> <li>Fingal Dublin Chamber</li> <li>Procurement Office</li> <li>Events Office</li> </ul>

NATIONAL PLAN	ACTION	RESPONSIBILITY	PARTNERS
47	Local Enterprise Offices (LEOs) will continue to undertake targeted initiatives to engage with migrant prospective entrepreneurs in line with local need. The LEO Centre of Excellence in Enterprise Ireland will promote best practice activities in this area amongst all LEOs nationally.	Enterprise Ireland/ Local Enterprise Offices	
75	The integration plan implementation process will be strengthened through the collation, analysis and development, where necessary, of relevant indicators which can be used to monitor the integration process.	Government and Agencies	Immigrant Council of Ireland Cairde

## COMMUNICATIONS AND INFORMATION PILLAR

**LEAD DEPARTMENT: CHIEF EXECUTIVE'S OFFICE AND COMMUNICATIONS OFFICE RESPONSIBLE FOR ACTIONS RELATING TO INFORMATION AND COMMUNICATIONS.**

ACTIONS			
FINGAL MIGRANT STRATEGY NUMBER	ASSOCIATED NATIONAL STRATEGY NUMBER	TIMEFRAME	ACTION
1.1	15		<b>PROMOTE FINGAL COUNTY COUNCIL'S SERVICES</b> <ul style="list-style-type: none"> <li>Organise Information Sessions and pop-up events in venues such as community centres, to highlight the services provided by Fingal County Council including funding opportunities and voter registration.</li> <li>Provide a concise list of services for residents.</li> <li>Explore the use of different channels and tools of communication, such as social media, to promote activities and services.</li> </ul>
2.1	15		<b>INFORMATION</b> <ul style="list-style-type: none"> <li>Develop criteria for the selection of different languages for which information will be provided based on reliable sources.</li> <li>Identify information, publications and public surveys to be made available in different languages.</li> <li>Ensure all information, particularly the housing application process is clear, concise, easy to understand and in plain language.</li> </ul>
3.3	15		<b>EXTERNAL COMMUNICATION</b> <ul style="list-style-type: none"> <li>Ensure the website is end-user-friendly, providing a clear understanding of services available and the processes involved.</li> <li>Consider providing weekly event calendars/reminders on Fingal County Council's website.</li> <li>Publish a directory of contact points for different services.</li> <li>Explore different channels and tools of communication such as social media and a Fingal app.</li> <li>Promote the services of Fingal County Council by means of a concise list/infographics which is area based.</li> <li>Organise information sessions to highlight the work of Fingal County Council and provide specific information on the application process for community funding and housing.</li> </ul>
3.4	16		<b>ACCURATE INFORMATION</b> <ul style="list-style-type: none"> <li>Work closely with other agencies providing information on Fingal County Council services to ensure the information they provide is up to date and clear.</li> </ul>
3.5			<b>CLARITY AND UNDERSTANDING</b> <ul style="list-style-type: none"> <li>Ensure all information, particularly the housing application process is clear, concise, easy to understand and in plain language.</li> </ul>

NATIONAL PLAN	ACTION	RESPONSIBILITY	PARTNERS
75	The integration plan implementation process will be strengthened through the collation, analysis and development, where necessary, of relevant indicators which can be used to monitor the integration process	Government and Agencies	Immigrant Council of Ireland Cairde

## INTEGRATION, CULTURAL DIFFERENCE & RACISM PILLAR

**LEAD DEPARTMENT: COMMUNITY OFFICE RESPONSIBLE FOR ACTIONS IN RELATION TO COMMUNITY INTEGRATION INITIATIVES, CULTURAL DIFFERENCES AND RACISM.**

ACTIONS			
FINGAL MIGRANT STRATEGY NUMBER	ASSOCIATED NATIONAL STRATEGY NUMBER	TIMEFRAME	ACTION
2.5	32		<b>ENGLISH LANGUAGE SUPPORTS</b> <ul style="list-style-type: none"> <li>Collaborate with providers of English language supports to ensure classes, where possible, are provided locally, flexible, widely advertised, available at a minimum cost and include progression routes.</li> </ul>
3.5			<b>CLARITY AND UNDERSTANDING</b> <ul style="list-style-type: none"> <li>Publish clear criteria and procedures for community funding which is available from Fingal County Council and the Local Community Development Committee (LCDC)</li> <li>Provide support for new groups to ensure they can meet the criteria for funding from Fingal County Council and the LCDC.</li> </ul>
4.1			<b>INTEGRATION OFFICER</b> <ul style="list-style-type: none"> <li>Review existing structures with a view to exploring the possibility of delegating responsibility or appointing a specialist with responsibility for integration.</li> <li>The post holder should report directly to the relevant Director of Services.</li> <li>The role should be clearly defined to include responsibility to engage at a strategic level within the council and to engage at national and international levels to source funding and identify best practices and changing obligations.</li> </ul>
4.3	53		<b>PROMOTE INTERACTION</b> <ul style="list-style-type: none"> <li>Establish a Migrant Integration Forum under the Public Participation Network (PPN).</li> <li>Explore mechanisms through the PPN to encourage different nationalities, including Irish, to attend events which promote interaction.</li> <li>Further develop collaborative initiatives to promote integration in identified places such as libraries, parks, community centres and schools.</li> <li>Continue to support young people through various youth groups and Comhairle na nÓg to promote integration.</li> <li>Develop a local-based directory of clubs and interest groups.</li> </ul>
4.5	4		<ul style="list-style-type: none"> <li>Community Funding (See Action 3.5 above)</li> <li>Publish clear criteria and procedures for community funding which is available from Fingal County Council and the Local Community Development Committee (LCDC) and ensure decision making is transparent.</li> <li>Include a criterion for promoting integration activities in all funding.</li> <li>Provide support for new groups to ensure they can meet the criteria for funding from Fingal County Council and the LCDC.</li> </ul>

ACTIONS				
FINGAL MIGRANT STRATEGY NUMBER	ASSOCIATED NATIONAL STRATEGY NUMBER	TIMEFRAME	ACTION	PARTNERS TO SUPPORT THE ACTIONS
4.6			<b>COMMUNITY AND SPORTS HUBS</b> <ul style="list-style-type: none"> <li>Research and identify locations for Community and Sports Hubs to encourage participation and integration and ensure the visible presence of Fingal County Council staff.</li> <li>Explore ways that Community and Sports Development staff can work in community centres which further develop relationships and links with community groups (See Action 8.1 below).</li> <li>Encourage participation of migrant group through outreach activities.</li> <li>Ensure community centres have clear transparent procedures, visible in public spaces, outlining rental criteria including insurance requirement, booking mechanism and cost structures.</li> <li>Provide support for new groups to ensure they can meet the criteria for booking rooms.</li> <li>Introduce an 'Integration Friendly Community Centre' initiative similar to the 'Fingal Age Friendly Facilities' model.</li> </ul>	<ul style="list-style-type: none"> <li>Fingal Community &amp; Recreation Facilities Ltd</li> <li>Fingal Community Facilities Managers Network</li> <li>Sports Development Office</li> <li>Arts Office</li> </ul>
4.7	73, 72		<b>SPORTING ACTIVITIES</b> <ul style="list-style-type: none"> <li>Explore mechanisms to ensure that sporting groups which are support by Fingal County Council are inclusive.</li> <li>Further explore the involvement of people from migrant background in sporting activities through encouraging active participation, volunteering and involvement in governance.</li> </ul>	<ul style="list-style-type: none"> <li>Sports Development Office</li> <li>Fingal Ethnic Network</li> <li>Migrant Integration Forum</li> </ul>
4.8	72		<b>HOUSING</b> <ul style="list-style-type: none"> <li>Explore international practices encouraging neighbour interaction and integration.</li> <li>Re-introduce initiatives such as 'Hello Neighbour'</li> <li>Promote the development of residents and tenant associations where none exist.</li> <li>Continue to support existing residents and tenants associations and develop best practice/guidelines to achieve greater integration in their associations.</li> </ul>	<ul style="list-style-type: none"> <li>Housing Department</li> <li>Public Participation Network</li> <li>Immigrant Council of Ireland</li> </ul>
6.1			<b>TACKLING RACISM</b> <ul style="list-style-type: none"> <li>Develop an anti-racism campaign in collaboration with other bodies such as schools and local businesses.</li> <li>Explore developing a myth-busting campaign.</li> <li>Explore the introduction of pilot initiative under An Garda Síochána's Community Safety Framework in areas with high concentration of migrants.</li> </ul>	<ul style="list-style-type: none"> <li>Immigrant Council of Ireland</li> <li>Primary Schools</li> <li>Education and Training Board</li> <li>Fingal Ethnic Network</li> <li>Migrant Integration Forum</li> <li>Public Participation Network</li> <li>An Garda Síochána</li> </ul>

ACTIONS				
FINGAL MIGRANT STRATEGY NUMBER	ASSOCIATED NATIONAL STRATEGY NUMBER	TIMEFRAME	ACTION	PARTNERS TO SUPPORT THE ACTIONS
7.2	72		<b>INTEGRATION (SEE ACTION 4.8 ABOVE)</b> <ul style="list-style-type: none"> <li>Explore international practices encouraging neighbour interaction and integration.</li> <li>Re-introduce initiatives such as 'Hello Neighbour'.</li> <li>Promote the development of residents and tenants associations where none exist.</li> <li>Continue to support existing residents and tenants associations and develop best practice/guidelines to help them achieve greater integration in their associations.</li> <li>Research and identify locations for Community and Sports Hubs to encourage participation and integration and ensure visible presence of Fingal County Council staff.</li> </ul>	<ul style="list-style-type: none"> <li>Housing Department</li> <li>Public Participation Network</li> </ul>
8.1	72, 73		<b>DIALOGUE</b> <ul style="list-style-type: none"> <li>Explore ways that Community and Sports Development staff can work in community centres which further develop relationships and links with community groups (See Action 4.6 above).</li> <li>Establish a mechanism to ensure ongoing open dialogue with migrants.</li> </ul>	<ul style="list-style-type: none"> <li>Public Participation Network</li> <li>Migrant Integration Forum</li> <li>Fingal Ethnic Network</li> <li>Cairde</li> </ul>
8.3	17, 53, 62		<b>REPRESENTATION</b> <ul style="list-style-type: none"> <li>Establish and resource a Migrant Integration Forum under the Public Participation Network (See Action 4.3)</li> <li>Promote representation on fora from within migrant community groups and provide support and capacity building for members.</li> </ul>	<ul style="list-style-type: none"> <li>Public Participation Network</li> <li>Cairde</li> <li>Fingal Ethnic Network</li> <li>Migrant Integration Forum</li> </ul>
8.4			<b>FINGAL ETHNIC NETWORK</b> <ul style="list-style-type: none"> <li>Support Fingal Ethnic Network to define their role in the context of the implementation of this strategy.</li> </ul>	<ul style="list-style-type: none"> <li>Fingal Ethnic Network</li> </ul>
8.5	32, 2		<b>INTERAGENCY COLLABORATION</b> <ul style="list-style-type: none"> <li>In collaboration with other agencies, set up a structure or allocate responsibility to one agency to map existing provision of English language classes (See Action 2.5).</li> <li>Explore successful initiatives/work practices to identify possible interagency initiatives to promote integration and social cohesion.</li> </ul>	<ul style="list-style-type: none"> <li>Education and Training Board</li> <li>Technological University Dublin Blanchardstown Campus</li> <li>Public Participation Network</li> <li>Foige</li> </ul>

NATIONAL PLAN	ACTION	RESPONSIBILITY	PARTNERS
52	Integration strategies will be updated.	Local Authorities	
69	Arts and culture programmes and policy will assist in the promotion of the arts and culture of diverse communities across Ireland.	Department of Arts, Heritage, Regional, Rural and Gaeltacht Affairs	Arts Office Heritage Office
75	The integration plan implementation process will be strengthened through the collation, analysis and development, where necessary, of relevant indicators which can be used to monitor the integration process	Government and Agencies	Immigrant Council of Ireland Cairde

# HOUSING PILLAR

## LEAD DEPARTMENT: HOUSING RESPONSIBLE FOR ACTIONS PERTAINING TO HOUSING ALLOCATIONS AND SUPPORTS IN FINGAL

### ACTIONS

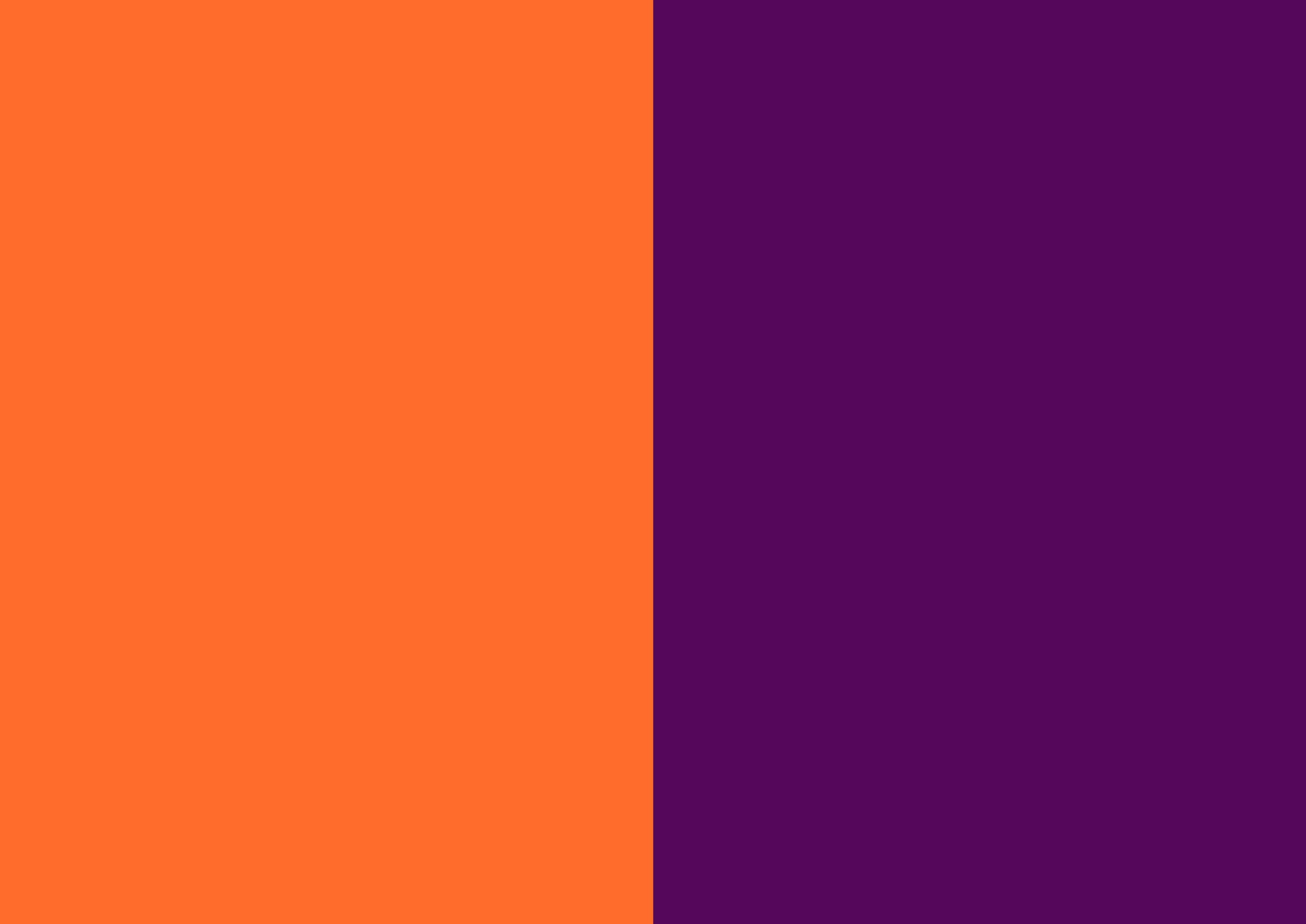
FINGAL MIGRANT STRATEGY NUMBER	ASSOCIATED NATIONAL STRATEGY NUMBER	TIMEFRAME	ACTION	PARTNERS TO SUPPORT THE ACTIONS
6.3			<b>TENANT SUPPORT</b> <ul style="list-style-type: none"> <li>Continue to support the positive impact of the tenant induction process and consider including modules on anti-social behaviour and racism on the programme.</li> <li>Review of the Fingal County Council Anti-Social Behaviour Policy.</li> </ul>	<ul style="list-style-type: none"> <li>Joint Policing Committee</li> <li>Community Development Office</li> </ul>
7.1	18		<b>ACCESSING HOUSING SERVICES</b> <ul style="list-style-type: none"> <li>Establish translation and interpretation services making use of staff skills, qualified interpreters, volunteers and interactive web services (See Action 2.2).</li> <li>Provide training for identified staff to deal specifically with people from migrant backgrounds who are having difficulties accessing housing services.</li> </ul>	<ul style="list-style-type: none"> <li>Immigrant Council of Ireland</li> <li>Cairde</li> <li>Corporate Affairs</li> </ul>
7.3			<b>HOUSING PROCESSES</b> <ul style="list-style-type: none"> <li>Explore the possibility of re-designing the housing application form to ensure it is clear and less complicated.</li> <li>Integration proof Fingal County Council's Housing Policy.</li> <li>Ensure allocation procedures and processes are available to the public in plain language to dispel the misconception of preferential treatment in the allocation of social housing.</li> <li>Explore international practice in spatial segregation, particularly within housing and the possibility of piloting an initiative which could influence national policy.</li> <li>Ensure at the planning stage that new developments will provide appropriate services and infrastructure to help new residents integrate together.</li> </ul>	<ul style="list-style-type: none"> <li>Immigrant Council of Ireland.</li> <li>Fingal County Council Planning Department</li> </ul>
7.4			<b>LIAISE WITH GOVERNMENT DEPARTMENTS</b> <ul style="list-style-type: none"> <li>Based on the findings of this research, make a recommendation to the Department of Justice and Dept. of Housing, Planning &amp; Local Government for improved communication regarding family reunification and in particular its impact on to social housing allocations.</li> </ul>	<ul style="list-style-type: none"> <li>Other Local Authorities</li> </ul>

NATIONAL PLAN	ACTION	RESPONSIBILITY	PARTNERS
75	The integration plan implementation process will be strengthened through the collation, analysis and development, where necessary, of relevant indicators which can be used to monitor the integration process	Government and Agencies	Immigrant Council of Ireland Cairde



**OUR VISION FOR FINGAL IS THAT OF INCLUSIVE AND COHESIVE COMMUNITIES, WHERE ALL WHO LIVE, WORK AND VISIT ARE VALUED, AND ALL RESIDENTS ARE ENABLED TO FULLY PARTICIPATE AND CONTRIBUTE TO THEIR COMMUNITIES, IRRESPECTIVE OF THEIR NATIONALITY, ETHNICITY, RELIGIOUS OR CULTURAL BACKGROUND.**





25  
BLIANA  
YEARS

Comhairle Contae  
Fhine Gall  
Fingal County  
Council



An Roinn Dlí agus Cirt  
agus Comhionannais  
Department of Justice  
and Equality