SICAP Case Study 2018 – Fáilte Isteach

Goal 1: New Communities Work

Introduction

SICAP is a social inclusion programme with community development principles at its heart. Delivery of the programme should therefore be based on the five core community development values of the All Ireland Standards for Community Work:

1. **Collectivity;** A collective approach requires practitioners to focus on the potential benefits for communities rather than focusing only on benefits to individuals. A collective approach involves supporting the rights of communities to;

   • Analyse their situations and articulate a vision and strategy for change;
   • Build solidarity, organise and take action for change;
   • Identify and seek to remove barriers to participation;
   • Act together to address inequality and injustice;
   • Be supported and resourced in their collective work for equality and rights.

2. **Community Empowerment;** Community empowerment involves an approach which leads people and communities to be resilient, organised, included and influential. An empowering approach supports communities to:

   • Define themselves, their priorities and agendas for action;
   • Be consulted, involved and participate in decision-making processes that affect their lives;
   • Develop increased confidence and capacity to engage in dialogue, debate discussion and collective action for change.

3. **Social Justice and Sustainable Development**; Promoting a just society involves promoting policies and practices that challenge injustice, poverty, inequality, discrimination and social exclusion, and valuing diversity of identities and approaches. Promoting a sustainable society involves promoting environmentally, economically and socially sustainable policies and practices. A social justice and sustainable development approach involves promoting the rights of communities to:

   • Advocate collectively for their rights using all legal and policy mechanisms available to them;
   • Challenge and address the unequal distribution of wealth, power and resources in society including between women and men;
   • Have a voice in sustainable development policy and planning.

4. **Human Rights, Equality and Anti-Discrimination;** In seeking a society where human rights and equality are realised and discrimination is addressed, community development is reinforced by human rights mechanisms and frameworks, processes and standards for the protection and promotion of human rights for all.

A human rights, equality and anti-discrimination approach involves supporting communities to:

• Challenge oppression, stereotyping and prejudice in all its forms;
• Have a voice in the development of human rights frameworks and infrastructure in their country;
• Be resourced and supported to advocate for their human rights;
• Promote the rights of women in all their diversity, and advance women's rights as a core priority, including addressing violence against women and the under-representation of women in decision making;
• Promote the rights of marginalised groups including Travellers, Roma, minority ethnic groups, migrants, LGBTI people, older people and people with disability;
• Use all legal routes to promote equality and address discrimination.

5. Participation. Participation is rooted in the self identification of needs and interests, the formulation of responses by the community or group concerned and is central to their ability to continue to influence outcomes. A participative approach involves promoting the rights of communities to:

• Be supported to establish and develop autonomous, participative groups and networks to promote and advance their rights;
• Be consulted, involved and participate meaningfully in decision-making processes that affect their lives;
• Be supported to gain the confidence and skills to articulate and represent their needs in an effective and inclusive manner.

Using these values MID undertook actions in 2018 under Goal 1 of the SICAP programme to improve the opportunities for new communities in Co Monaghan to improve their conversational English language, achieve greater integration within their local community and reach a point where they could participate in decision making structures.

However, the outcomes being achieved in 2018 are the product of work undertaken in the previous SICAP and it would be impossible to take learning from the current work without an understanding of how it has reached this point.

Therefore this case study will look at the work with new communities under both SICAP programmes and will highlight the learning to date where possible.

We will use the SICAP 2018-2022 Goal 1 Thematic areas chart headings as the guide to what has been achieved. In addition, the core values symbols will highlight the main community development standards guiding each area of work.

Figure 2.2: Goal 1 Thematic Areas

Thematic Area G1:1: Promote Community Engagement and Stronger Communities

1. Background

The proportion of new communities in Ireland has increased dramatically in recent years. In Co Monaghan new communities make up 12.2% of the population (Census 2016) and in some areas, e.g. Monaghan town urban ED this total reaches 45.7% of the local population (Census 2016).

The migrant community includes resettled UNHCR refugees and asylum seekers given leave to remain. In addition there is a direct provision centre in the county with a cohort of asylum seekers awaiting the outcome of their asylum applications.

At the outset of the first SICAP programme there were no regular English conversation supports available in the county. Previous supports had been stop start in nature and did not provide countywide coverage. The Census 2011 reported over 2,200 inhabitants in Co Monaghan could not speak English well or at all. Limited language skills can lead to social exclusion, limited career opportunities and can limit integration into host country communities.

There were no formal groups that comprised residents in the direct provision centre. An immigrant support group was in existence in various forms for about 15 years, but in 2015 it did not include anyone from a migrant background on its committee. All the office bearers were Irish and drawn from agencies or church/religious groups.

2. Promote Community Engagement and Stronger Communities.

The first step to be taken was to engage with the members of the new communities to identify their needs. MID used SICAP funding to develop a series of actions using art to facilitate this engagement. The activities engaged migrants in the community and those in direct provision and included puppet making, collage design, etc. One activity allowed those in the direct provision centre to picture their dream house, where they could cook their own food and do their own shopping. By engaging in such activities with the participants, trust was built and they began to speak more freely about the issues affecting their lives. This enabled other initiatives such as bringing the Irish Refugee Council onsite to do bi-annual outreach (which saved residents the cost of travelling to Dublin) and building connections with local sporting organisations/facilities such as the FAI and Coral Leisure Centre.

The needs that emerged were varied. Some were common to all new communities members, whilst other depended on status – e.g. all groups wanted opportunities to improve their language skills and integrate more within the local communities, whilst access to information on the asylum process and how to transition from direct provision to living in the community was a need for the asylum seekers.

The need for English language supports was quickly divided into a need for formal classes and a need for opportunities to practice the language in a conversational setting. Engagement with the local ETB was an obvious necessity for formal classes. A suitable format had to be identified for conversational English classes and a number of possibilities were explored. The Third Age 'Fáilte Isteach' model was researched and chosen as best suited. Volunteer tutors had to be sourced (for which Monaghan Volunteer Centre was particularly useful), recruited and trained. Third Age staff were brought to Monaghan to deliver this training.

2015: Participants working on their Dream House.

Participant voices:

"I like everything about it" – ***Ludmilla and Sayd***

Learning: *All engagement should start with listening to the needs of the community and building trust. Don't reinvent the wheel (e.g. the ETB provide formal English language training so there was no need for SICAP to do this), but do make sure that any existing wheels are connected (the ETB needed to know that there was a demand for conversation classes, that they were being established by MID, and how the two could be linked to achieve better outcomes for clients).*

It is vital to build trust as without trust people will not reveal their true needs. Building trust takes time and workers need to be prepared to spend as much time as is needed to do so. Gaining trust will also help people to believe that they can be part of the solution. It is important not to proceed until people themselves are ready to take responsibility for delivering activities. i.e willing to take part in capacity building. Go slow at the start in order to go fast later.

3. Build Capacity of Local Community Groups

Fáilte Isteach

When needs had been identified groups were formed to address these needs. To address the need for conversational English classes, the first Fáilte Isteach group was formed in Monaghan town. Once the template was tested other groups were established in all the main towns in the county. Today there are Fáilte Isteach classes in Ballybay, Carrickmacross, Castleblayney, Clones and Monaghan town.

Although the template was in place, mistakes were still made when attempting to replicate the model elsewhere. There were failures to get the Carrickmacross and Ballybay groups up and running at the first attempt. The failure in Carrickmacross was down to recruiting the volunteers first. By doing so we ignored a lesson learned in Monaghan – you MUST start with the people whose needs will be met by the new group. These people can't meet their own needs alone – in this case their need for access to conversational English – so they must be assisted to recruit the local volunteer tutors they need for this task. Recruiting the volunteers first presents migrants with what others think is the solution to their problem and not with what they may have identified as needed. It also takes the sense of achievement in establishing the group away from the migrants.

In Ballybay, initial failure was down to being unable to recruit sufficient volunteers. At the second attempt a critical mass of volunteers were secured with the support of the Volunteer Centre and

other MID programmes on the ground, but this group is still struggling with fluctuating client numbers as at the time it commenced we had not yet gleaned the learning from the initial Monaghan group.

In some towns two groups were formed (a morning and evening group). The Fáilte Isteach groups provided opportunities to improve spoken English and to build links with the local community via the volunteer tutors who are mainly Irish. In addition, the groups provide new community members with the opportunity to learn about different aspects of Irish culture through conversation on a variety of subjects, e.g. geography, politics, the job market, music, traditions, schooling, food, ect.

At the end of 2017

- a total of 337 learners had been engaged in the project;
- 1,918 tutor hours had been volunteered;
- A language café had emerged from the Fáilte Isteach Monaghan group, where learners give back language tuition to the Monaghan community in a variety of languages;
- A reading class had developed;
- A Women's Group was started at St. Patrick's for mothers whose childcare commitments prevented travel into Monaghan Town and left them excluded from all activities;
- A number of learners engaged in other activities within the SICAP programme i.e. participation in HAACP and First Aid training and Life Coaching;
- Some learners returned to education and training through the support and guidance they have received through SICAP;
- Learners engaged in formal language tuition offered by the CMETB;
- Some learners progressed to being tutors in the project;
- Some learners progressed to new work or improved work assignments because of their improved English;
- Learners have been facilitated to become engaged in representative structures in the county e.g. PPN, MISG, MID Board.

The Monaghan Fáilte Isteach Group became an independently constituted committee and successfully applied for small funding grants that helps with its sustainability. From the outset, the capacity of all the Fáilte Isteach groups to be sustainable has been built. That is why all tutors are volunteers and all meeting spaces are secured at minimal rent. The groups must be able to survive in the future without SICAP support.

St Patricks Residents

Attempting to build a group among the residents of direct provision is like building a house on constantly shifting sand. Often the natural leaders identified are moved to another location, are

removed from the centre if their asylum application has failed, or move out of the group into the wider community if their claim has been successful. Cultural differences that impact on gender add further complications.

Initial attempts to work with direct provision residents involved putting up posters in the centre and inviting people to come to meetings in the common rooms to tell them about the wonderful SICAP activities planned. This was a failure and a different approach was required. The new approach took over a year to build trust with residents and began with just being present in the centre at a regular time, listening, finding out which activities would be of interest to residents and then trying to design activities to meet their needs.

Women proved easier to engage initially. This may have been due to the fact that the SICAP team member (Mary O'Rourke) was female. To engage the men, Mary linked with a male ex resident who accompanied her every week and went around the centre with her persuading the men to come out of their rooms. The ex-resident was identified via Fáilte Isteach.

This slow engagement process eventually led to the initial formation of a group for women and a group for men before an overall residents group could be developed on site. Each group had to be supported to build its capacity to engage in debate about the needs that had been identified.

Due to the strong focus on addressing needs, the group was supported to bring the Irish Refugee Council to a meeting onsite, which empowered the members and built their confidence to become more involved in group activities. This became the first of a series of bi-annual meetings.

However, it is hard to envisage a time when the groups in direct provision will be able to advance beyond the predevelopment stage to become self-sustaining due to the factors outlined above.

Monaghan Immigrant Support Group (MISG)

This group was in existence for many years prior to 2015 and at the time SICAP commenced all the office bearers were Irish and drawn from agencies or church/religious groups. The group sought to improve the lot of immigrants in the county but at the time SICAP commenced, most of its work was focussed on St Pats. Capacity building with this group involved broadening the membership base to include the voices of migrants and asylum seekers around the table. These new members were mainly identified via the Fáilte Isteach group. Committee skills training was delivered and MISG were then supported to engage a consultant to develop a strategic plan. This was followed by Action Planning training from SICAP staff and ongoing mentoring. The impact of the SICAP programme on the group is evident in many areas, right down to the quality of minute taking in 2018 v 2015.

As a result, Monaghan Immigrant Support Group (MISG) have been able to develop greater insight into the challenges of direct provision being experienced by residents in St. Patricks Accommodation Centre, and therefore have been able to advocate on their behalf for changes and improvements to be made to the centre and its services.

Other groups

The Lithuanian Community have had a group in the county for a number of years. Initial meetings with this group revealed that they wished to reassess structures and governance. The SICAP Programme assisted the group to build its capacity through delivery of committee skills to its members. SICAP has worked to build connections between the Lithuanian Group and the new groups that have started to form as a result of the work of Fáilte Isteach and others.

The Fáilte Isteach group in Monaghan town has been the main generator of these new intercultural and immigrant support groups. In Monaghan town they include the Language Café, the Reading Group and the St Patricks Women's language group. As will be seen further on, more new groups are still emerging including 'Damien House' and the 'Cultural Champions'.

Further work is needed to assess why the Monaghan Fáilte Isteach group is so effective at generating these new groups in their community. This is not happening to the same extent, or not happening at all with the other Fáilte Isteach groups in the county.

Networking and other capacity building

When work initially commenced on SICAP, there were no groups from which to form a Network. Now the Fáilte IsteachGroups and other migrant groups have formed an Intercultural Network via social media to facilitate the capacity building work required to strengthen their voice in decision making structures. They have also been facilitated to make presentations to government Ministers and to take part in events such Volunteer of the Year Awards (Monaghan Fáilte Isteach won an award for Group Volunteer in 2017) and Monaghan County Council Awards.

Participant voices:

"The whole thing is very enriching, meeting people from other cultures…One lady from Libya was amazed that Monaghan was in the 'north' of Ireland, she thought it was in the 'south' of Ireland…she was looking down around Waterford to find it on the map." ***Anne*** **(Fáilte Isteach tutor)**

"My name is Luciano, I am originally from Angola, I've been living in Monaghan for 8 years and I am Monaghan Immigrant Support Group (MISG) member…We're involved with Monaghan Integrated Development and I was appointed recently chairperson (of MISG) …They so helpful. Monaghan Integrated Development has been helping us. I've been learning how to do the minutes and running the meeting now and also I'm involved with in the (Cultural) Champions who is organised by

Monaghan Integrated Development yeah with Mary and I encourage everyone to get involved with that and also I've done Development Leadership and am now working with groups… and I encourage everyone to get involved. Thank you." ***Luciano*** **(MISG Chairperson)**

*Community and wellbeing would be the two factors that I see active here. There is a lot of learning on both parts, from the Irish perspective, we're learning about their culture…****Ita*** **(Fáilte Isteach tutor)**

"My friends, Latvian, Lithuanian, Russian…and Margaret" ***Raise*** **(Participant)**

"I have lots of friends now (through Fáilte Isteach)" ***Rani*** **(Participant)**

Learning: *The groups that have provided the strongest foundation for most of the subsequent developments are the Fáilte Isteach groups. The opportunities they provide to discuss life as a migrant with local volunteers and the issues these discussions raise has strongly influenced the agenda of many of the other groups working in the sector. They have also driven discussions (about different status, citizenship, religious and cultural beliefs, etc) and actions both within the direct provision centres and within and beyond the migrant/asylum seeker communities themselves.*

- *Successful Fáilte Isteach groups require:*
    - *co-ordination of their classes (especially the larger sized classes) to ensure good organisation and flow*
    - *The continual enrolment of enthusiastic volunteers. This is critical to success*
    - *Strong links with local ETB or other courses during the summer months. This introduces new learning and social integration opportunities and continues to engage the learners while the formal conversational classes are not running during those months*
    - *Strong key leaders to build strong groups. Identifying these people is crucial, but it takes time and is a key part of the developmental process*
    - *Group development needs to involve volunteers and participants – together they need to look after governance and group developments. If this is not the case the group becomes a service provider*
    - *Access to low cost premises – the main cost incurred by a Fáilte Isteach group is rent and many funds deem rent costs ineligible*
- *Individuals need capacity building at group and individual level. SICAP facilitates this type of development by enabling a focus on weak group or individual capacity.*
- *A Community Development approach is not sufficient on its own to enable groups in St Patrick's Accommodation Centre to reach a stage where they are empowered to address the issues they face within the direct provision system. Due to the constant turnover of residents, group membership never reaches the stability needed to utilise the capacity building provided by SICAP which would allow for collective action. This leaves the groups forever stuck at the predevelopment phase and means that many of their pressing issues remain unaddressed. Building groups is easy but progressing groups is almost impossible. This situation needs consideration by the LCDC with a view to informing the 2019 programme of work.*
- *Training is beneficial to groups, e.g. committee skills, but groups often require follow up mentoring to assist them to implement what they have learned.*

4. Support participation in decision making structures

The empowerment of people is a core principle of community development. By carrying out initial engagement exercises, building trust, identifying issues and offering support to individuals and groups, the SICAP programme managed to identify a number of leaders within the migrant community. These leaders are now moving to take up roles within decision making structures in the community. For example:

- Monaghan Immigrant Support Group now has an elected chair and vice chair drawn from the migrant community.
- The Fáilte Isteach groups have become members of the PPN.
- This has enabled the PPN in turn to nominate migrant voices to the LCDC. In 2017 it nominated the LCDCs first African member. In 2018 this representative was succeeded by a female migrant from Latvia – another first!
- In 2018, the PPN chose a member of the migrant community as their social inclusion representative to the LCDC. This representative was chosen by the PPN members, the vast majority of whom are Irish, after an election that included candidates from non migrant backgrounds.

Participant voices:

- *"When I started volunteer, was with Monaghan Volunteer Centre, I was doing some (volunteering on) reading group. Then I got on Tús scheme (with Fáilte Isteach) and I met lots of people lots of tutors and through their support I now on LCDC because I got knowledge from them and now I'm understanding what's happening at meetings"* ***Dzintra – LCDC rep 2018***
- "*I wouldn't be here…if I hadn't benefited from the SICAP programme so I understand the importance of programmes like this*." ***Bianca LCDC rep candidate 2017***

Learning: *The groups that have provided the foundation for most of the subsequent developments are the Fáilte Isteach groups. The opportunities they provide to discuss life as a migrant with local volunteers and the issues they raise have driven the agenda of many of the other groups and strongly influenced actions both within and beyond the direct provision centres. Fáilte Isteach has also*

provided initial connections into the migrant community for other agencies/projects/groups, e.g. Túsla, Peace Programme projects, etc.

5. Promote Collaborative Engagement

The majority of the work outlined above commenced under the original SICAP programme and is the basis for a number of SICAP 2018-2022 collaborative actions. These include the Damien House Project, the Cultural Champions Project and the World of Work project. **These actions cannot be viewed in isolation as part of the 2018-2022 programme. They are a continuation of work commenced on the previous programme and this point is crucial to understanding these actions.**

Damien House Independent Living

The *Working Group to Report to Government on Improvements to the Protection Process, including Direct Provision and Supports to Asylum Seekers* (McMahon June 2015) identified a need for supports for successful asylum seekers to transition to life in the community. It states that, *"Being granted status, however, is of limited value to the individuals concerned unless they can make the transition from Direct Provision to mainstream living in the general community."*

This project is a collaboration between the St Patricks Residents Association, Fáilte Isteach, The Sacred Heart Fathers, and the Damien House Volunteer group. The genesis of the project lies in the 2015 SICAP engagement work with direct provision asylum seekers, which included the dream house project, and the requirement for transition supports identified in the McMahon report.

The project is piloting the use of Damien House near Tanagh as a location where migrant families can experience independent living in the community. The first residential commenced in summer 2018. Families spend 3 days in the house, shopping in the local town for groceries, preparing and cooking their own meals, and learning about the issues they will face living independently, e.g. utility bills, refuse collection, etc. They then return to St Patricks Direct Provision Centre.

To strengthen the learning, the collaborative group are working with CMETB to provide QQI level 3 training that includes modules on Health & Safety, Nutrition and Health Options, Personal Effectiveness, (including Mindfulness) and Managing Personal Finances. Feedback from the families who have already stayed in the house has informed the content of the QQI courses.

The training is delivered in EU House Monaghan and some assessments will be carried out during the learners' residential stays in Damien House. In order to be eligible to stay in the house, participants must undertake the CMETB training. As stated, the content of the training is informed by the experience of the families in the house and will continue to evolve over time, based on the community development empowerment value of 'nothing about us without us'.

The Damien House Volunteers ensure the house is visited when families are in residence and that any queries are answered. In summer 2018 the House was used to facilitate a residential for a single gender group of male residents. A trained counsellor assisted the men to explore their difficulties as men living in direct provision and the impact it was having on their emotions which was leading to anger and conflict with spouses/partners, family members and others. The men now recognise their

need to address this issue and plan to undertake Conflict and Anger Management Training as their next step.

Participant voices:

"It was a great opportunity and experience. It brought us back to the reality of responsibility and independence" **Damien House resident**

"The feeling of being independent, to be able to choose and decide what you want to eat and when you want to eat was great" **Damien House resident**

"Life felt normal and nice" **Damien House resident**

Learning: *Our first learning here has been challenging. Different levels of English language ability have meant we can't bring everyone straight into the level 3 courses. Cultural conflicts within the migrant community have also impacted on the level 3 course delivery. We also have learned that we need to get onsite childcare to enable parents with young children to participate in this training.*

Returning to direct provision is also hard for residents, particularly the children, so the gap between staying in Damien House and moving into the community needs to be as short as possible.

Cultural Champions

The Cultural Champions project is a collaboration between Túsla, Fáilte Isteach, Monaghan Integrated Development (SICAP), Family Resource Centres (Teach na Daoine & Clones), ISPCC, 2 Community Champions Group representatives.

The migrant population is drawn from communities across the globe and many face barriers accessing other state services locally and nationally. In addition, some are struggling to adopt to the parenting norms acceptable in Irish society. SICAPs new communities actions identified a need for advocacy support for this cohort and Túsla identified a similar need due to the disproportionate number of new community members presenting to their service for family support intervention.

Túsla were challenged by the limitations of their knowledge of parenting traditions within these cultural communities and their lack of contacts on the ground. Meanwhile MID had built strong contacts within this community through the Fáilte Isteach groups and other SICAP actions with new communities. Thus the cultural champions project was born.

The project will train 7-10 people from diverse immigrant backgrounds countywide to act as advocates within their communities. Each participant will be required to undertake Advocacy, Parenting and Child Protection training. In addition, each champion will receive assistance from SICAP to establish a support group within their own ethnic community. These groups in turn will be connected to the broader intercultural network.

The champions will thus be enabled to signpost community members to supports available and will equip them with the necessary skills to work with families in need on behalf of Túsla. Túsla have recognised the innovation in this approach and have funded the initial training. In addition they have allocated funding to be disbursed through Clones Family Resource Centre to enable the advocates to be hired to work with families in difficulty.

Participant voices:

"Brilliant idea to connect foreigner families with institutions like is Tusla…in my personal opinion for me it's a brilliant thing to develop myself" ***Kamila – Cultural Champion***

"She (my wife) used to have classes for various courses (organised by SICAP) and from there Mary (O'Rourke – SICAP team member) contacted me about the cultural champions…it will be good for the Asian community over here" ***Bhupindar – Cultural Champion***

"Building the capacity of members from new communities is vital in promoting the protection and Welfare of Children and Families in Cavan and Monaghan. Building respectful, supportive relationships with Children and Families from new communities to have ongoing support from within their own communities is an excellent idea." ***Cathal Grant – Túsla****.*

Learning: *The importance of connections made through previous SICAP work has really come to the fore in the initial identification and engagement of the cultural champions. It was also previous SICAP work that provided the evidence of the ability of those identified to undertake the role of cultural champion. The integrated development approach was also evident, with Túsla recognising the value of linking in with the SICAP implementer in engaging this target group.*

There is a need for a comprehensive Integration Strategy. The next step in 2019 is for SICAP to develop such a strategy for county Monaghan. Having an integration strategy in place would make it easier to bring partners together as actions would be linked to previously agreed integration outcomes. It would also be extremely useful in ensuring that all projects working with new communities in the county are working as part of a unified approach (e.g. the Peace Programme targets new communities but there is no connection between any of the individual projects and a higher level strategy for new communities. Likewise the refugee resettlement programme).

Another learning was that we didn't apply for enough funding from QCBI for the training as we have had to expand the number of champions we wish to put in place to cover various cultural groups and geographic spread.

World of Work

The World of Work project is a collaboration between The Third Age, CMETB, Fáilte Isteach and Monaghan Integrated Development (SICAP, LES, Monaghan Volunteer Centre). It will also include Local Employers when the project is fully underway. The idea evolved from the needs of Fáilte Isteach participants in a number of the groups. Many were in low paid or part time low skilled employment. Some were long term unemployed and all were keen to gain better employment but just didn't seem able to get the opportunities.

Their perception of their situation has been verified by a recent ERSI report (*RESEARCH SERIES NUMBER 75 October 2018*) which stated that "A minimum wage job…can represent a low wage trap for certain groups of workers….it is far harder to move out of minimum wage work for non-Irish citizens, younger workers, those working part time or on temporary contracts, and with lower educational attainment." It went on to state that "Minimum wage workers are more likely to become unemployed that higher paid employees."

The purpose of the project is to support migrants into employment in Co Monaghan. The project partners will provide participants with a pathway to employment through provision of Personal Action Plans, English Language Assessment, Qualification Recognition support, Pre-Course Group Team-building, English Language in the Workplace training, Life Coaching, Irish Workplace Cultural

Norms training, CV Preparation and Interview skills supports, Workplace Visits, AEGIS Information Sessions, Volunteer Information Sessions and LES Information Sessions.

In addition, all Fáilte Isteach Monaghan volunteer tutors (with links to businesses) will receive abridged World of Work training to enable them to support clients in the regular conversation classes. These volunteers will use customised handouts based on the course content to facilitate discussion.

The Third Age organisation, which developed the Fáilte Isteach model is using World of Work as a pilot project for assisting migrants to progress to work. The 2018 programme will be evaluated on completion and this will inform 2019 actions. If the Monaghan pilot is successful, Third Age intend to roll the programme out nationally to all Fáilte Isteach groups.

Participant voices:

"The students all have great skills but the barriers (as they see it) are in place to stop them entering the workplace and need to be removed so they can be confident of finding work and that's what we hope to do with this course. It's great that the ETB have recognised this gap and are trying to fill it in a practical way so I'm happy to be involved." **World of Work tutor**

"It's very beneficial to them (the migrants) as the way Irish people enter the workplace and the manner in which we work is very different than their own countries. Even at this early stage I would say the project is onto something very important as these issues are probably replicated across the country." **Michael Donohoe CMETB**

Learning: *It is import to have strong links between SICAP goals and the project they inspire. In MID the work conducted with the Fáilte Isteach groups under Goal 1.3 Inspiring Integration is closely linked with Goal 2.1 Personal Development and Well being. World of Work has required a mix of formal and informal approaches and this has been made possible by the involvement of the Monaghan Fáilte Isteach group in all stages of development. More learning will emerge as the project unfolds in the year ahead.*

6. Support Social Enterprises which contribute to SICAP outcomes

Tumaini

The Tumaini group comprises a number of African women who have an ambition to start a social enterprise that will provide them with employment and will offer employment to other migrant women. There are a variety of programmes that could offer support to help the women achieve their goal, but they are not in a position to access these programmes due to the social inclusion barriers they face.

In 2018 the SICAP Goal 1 team worked with the SICAP Goal 2 Small Enterprise Support staff to support the group members to participate in SICAP Goal 2 business start-up training for disadvantaged women. The feedback from the trainer indicated that the women's level of English is still insufficient to enable them to proceed with their business venture.

The group has been referred back to the Goal 1 team for more language interventions via Fáilte Isteach and CMETB. The SICAP team are also working with CMETB to develop a programme that combines literacy and language supports within a practical skills course.

They have also been supported to apply to the Community Facilities Scheme to get funding for equipment, which they have successfully done. The group are currently receiving support from SICAP to open a credit union account and develop financial procedures. The group will be linked with other groups who can help strengthen their business model, including the St Patricks Women's group for craft skills development and to other groups who can assist with product development and distribution using a social enterprise model.

It will take time to build the language and other skills the women need to help them to progress to a stage of start-up readiness. The experience of this group highlights the time and effort that is required to overcome the barriers those experiencing social inclusion face. However, by supporting these women who are full of drive and ambition through a combination of SICAP Goal 1 and 2 supports, and by assisting them to connect with other groups whose work may complement their own (e.g. the womens' group in St Patricks, other Social Enterprises), it is possible that a successful enterprise will emerge.

Participant voices:

"I went to Patricia for help…we need a (sewing) machine and machine for cutting…yes I need more help (with developing English skills and Business Skills and Sewing Skills) " - **Malenga**

Learning: *Language is the major barrier that prevents many new community members progressing in their life in Ireland. But proficiency in English does not always equate to an ability to speak the language of business. The flexibility of SICAP to use actions in Goals 1 and 2 to assist the women to identify this deficit before they entered into large scale expenditure on a business venture is a useful piece of learning.*

The SICAP team have to reflect on how to bring the English of groups like this beyond the level of mere conversation to equip them with the ability to get an enterprise up and running. It will take time to build the skills the women need to help them to progress to a stage of start-up readiness. However, when they have been supported it is most likely that a successful enterprise will emerge due to the drive and ambition of the women involved.

7. Conclusion

When working with disadvantaged group or individuals, using Community Development Values as the basis for project development ensures that projects that emerge have solid foundations. The approach to the development of the new communities supports uses the community development model of Engage, Build capacity, Support to participate in decision making and Collaboration.

The Fáilte Isteach model has succeeded to date because it commenced with participant identified needs (i.e. participants wanted opportunities to practice conversation English with local people) and was supported as part of a funded capacity building initiative (SICAP). As a result of the experience of the SICAP team members working with the groups, and the connections available to SICAP via the Programme Implementers other programmes (Volunteer Centre, LES, Tús, etc) and their wider networks (CMETB, DEASP, Túsla, etc) many other related initiatives have emerged and are being addressed.

The development of these new initiatives must also be attributed to the quality of the volunteer tutors (both Irish and migrant) who have engaged with the Fáilte Isteach groups and their confidence to tackle a variety of social inclusion issues with the support of SICAP.