



NEW COMMUNITIES PARTNERSHIP (NCP)

Annual Report

2021

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FOREWORD FROM OUR CHAIRPERSON



On behalf of the Board, I would like to start by expressing my appreciation to our members. I note in particular all our staff who have worked tirelessly ensuring that our clients are well supported in their needs. In essence this is our key function in which we take pride in discharging. Despite the challenges of the pandemic, our team delivered admirably this year. I sincerely thank our management for their commendable resilience, delivering such results in very challenging circumstances. Importantly this year we also took the opportunity to progress our strategic transformation. Our new strategy which we will be launching soon will act as a catalyst to deliver our vision. We seek to become an important partner in building integration. Another achievement for our organisation is that we added to the diversity of members in leadership at board level and I hold that this will help us in delivering for the whole community. The resilience that we have developed over these past two years has left our staff well equipped to deal with the long-term challenges from the pandemic. This past year has reminded us that the cornerstones of a strong community are trust, collaboration, and your health. This year has stiffened our resolve to remain a trusted source to provide support to many migrant individuals, families and groups who continue to face uncertainty and other inequalities.

The demand on our services has increased enormously. More migrants are struggling to access public services and calls to our helpline and visits to our centre remain steady. Basic needs and utility assistance requests remain high as the situation recovers. We know the evolving nature of the pandemic may still challenge us. However, we remain resolute in our commitment to work collaboratively to improve the education, employability and health of our community.

In 2021, the NCP team provided more services in order to support migrants' access to the labour market, information on child protection and safeguarding, cultural support, social inclusion, youth capacity building, citizenship and immigration information, among others. We also provide support to stakeholders and partnering organisations, including NGOs and statutory agencies at both local and national levels.

Through our services, we supported a range of people from new communities, including vulnerable families, asylum seekers and refugees, migrant workers, migrant groups, ethnic minority communities, Roma, people experiencing homelessness and domestic violence. These services are designed to enhance the services provided by government, non-profit and private services in existence in Ireland, as well as to ameliorate the pressures on those services.

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

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

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

All of this is done with heartfelt commitment to our people and communities. Respect for human rights is at the core of everything we do and a non-negotiable value for us and all our partners. We are committed to thriving with our members and communities, and we actively participate to enhance their livelihoods, with initiatives across health, education and skill development. This report is a milestone to drive build progress for the migrant population. I hope you will be as inspired as I am by the achievements this year, which are reflected in the pages that follow. On behalf of the Board of Directors, I sincerely thank you for your continued trust, which gives us the confidence to keep on advancing our mission.

John McDonnell
Chairperson

Who we are

In 2003, New Communities Partnership (NCP) was formed by a group of community leaders with a single defining aim: to represent and empower ethnic minorities and their organisations in Ireland. NCP was designed to be a voice and a resource for new and long-term migrants to assist them as they strive to overcome the obstacles and difficulties that arise for people building a new life in Ireland.

NCP has since grown to be an independent national organisation with a membership of more than 150 migrant-led groups, comprising 65 nationalities. Our membership comprises community and voluntary groups from Asian, Middle Eastern, North African, European, Caribbean, South American and African backgrounds. Membership is drawn from refugee and asylum seeker individuals and groups, faith groups, second and third country nationals, EU migrant networks, first generation, new and settled migrant groups.



Our Vision

We strive to be an inclusive organisation, representing and empowering migrant communities in Ireland.

Our Mission

We offer nationally a range of free and confidential services and support that assist migrant individuals, families and groups with social inclusion, child protection, education, training, employment, cultural understanding and citizenship.

NCP

Strategic Goals

1

Ensure representation and participation of ethnic minorities at all levels in Irish society in order to influence positive change and inform policies that impact on migrants' lives.

2

Deliver targeted training that enhances the delivery of better services to people from migrant communities in Ireland and to promote cultural understanding in Irish society.

3

Promote and sustain effective economic participation, integration, and social inclusion initiatives for migrant communities at local, regional and national levels.

4

Promote awareness of, improve access to, and develop tailored services for migrants in the local community in Ireland.

5

Prevention and Early Intervention: raising awareness about child protection practices, positive parenting and engagement in Ireland for asylum seekers, refugees, migrant parents, religious leaders and ethnic minority groups.

Migrant Job Fair 2021

The Migrant Job Fair is an annual event to create an opportunity for migrants to access direct information and support, connect with employers, recruiters and relevant organisations in the job market in Ireland. Additionally, it offers corporate bodies, recruitment agencies and public sectors an on-the-spot meeting with highly skilled, diverse and multilingual professionals from different sectors and different parts of the world.



In November 2021 we conducted our first Virtual Job Fair due to the ongoing pandemic and its restrictions. We gave each organisation 15-20 minutes to introduce their work, mission and vision, simultaneously a representative from their organisation answered questions from the attendees through the Q/A window. Additionally, we had a session from QQI explaining their services. Following that there were two 30 minutes sessions on 'Stamps and Visas' and 'Different support schemes available' from the department of Social Protection and NCP staff.

PARTICIPATED COMPANIES



We were honoured to have the Minister of Children, Equality, Disability, Integration and Youth- Roderic O'Gorman give an introductory speech to commence the programme.



REGISTERED

355

PARTICIPATED

178

Our Free & Confidential Support Services

Migrant Family Support Service (MFSS)

Migrant Family Support Service (MFSS), supported by TUSLA - Child and Family Agency, delivers culturally sensitive supports and advocacy services to migrant families who are experiencing child protection interventions. The service offers practical advice and support to migrant families, foster families and social workers. MFSS also works with existing child protection and family support services, to promote the common goal of positive outcomes for migrant families.

REFERRALS
90

Referrals from Tusla departments continued to be the highest on our referrals with 66%. 20% self referrals and 7% came from HSE services. 5% from NGO's while approximately 2% were referred from schools. In 2021, 86% of referrals were for Families with Children at Risk. Our Support Plans were based on Prevention. 14% of referrals were for families with Children in Care. Our key focus was to support family reunification and help parents understand the child protection system in Ireland.

DROP-IN CLINICS
468

Clients also attended interagency meetings via teleconference calls with the social work departments through our drop-in clinics. Literacy and language skills counted to 69% of our clients who needed to attend in person to meet with our team for receiving information and awareness sessions on child protection, family support and linking them with the relevant service.

During 2021 most interagency meetings for our clients with Tusla offices were replaced by teleconference calls. Such calls were not possible for many of our clients who availed our support at the drop-in clinics to access the interagency meetings via teleconference.

A total of 629 Interagency and teleconference meetings through Microsoft teams, phone calls and zoom meetings were conducted in place of outreaches and drop-in clinics

OUTREACHES
146

Outreaches including home visits and access visits, accompany clients to meetings with legal teams and court appointments continued throughout the pandemic and the family support team continued to be present in these settings to provide the cultural and language support between social worker and parents.

**TRAINING
PARTICIPANTS**
240

240 individuals were trained on Child Protection and Positive Parenting in Ireland. We reached out for participants at International Protection Accommodation (IPAS) centres and Emergency accommodations including Dublin, Donegal, Galway, Cork and Monaghan. Additionally MFSS developed and delivered cultural information on Roma culture and community in Ireland which will be delivered to School teachers and Tusla professionals. We have also developed cultural information on Syrian families living in Ireland.

Migrant Woman – Opportunities for Work (Mi-WOW)

Mi-WOW aims to explore, support, and overcome specific barriers that migrant women are facing in Ireland during their job-seeking journeys. Mi-WOW is designed to empower migrant women to reach their potential, rebuilding their confidence, and upgrading their skills to facilitate their access to the labour market and/or career progression in ways that are linked to their professional goals. Additionally, Mi-WOW provides support and a critical thinking space to enterprises with the aim of creating and developing inclusive and equal routes for migrant women to participate in any space of the Irish labour market.

Public Conversation Hubs

Attendees: 113

Registered: 250

Public Conversation Hubs are free information sessions and a space for migrant women and migrant descendant women, HR staff and/or people involved in hiring processes to discuss, learn and exchange information on topics that are important to migrant women, as well as to generate an open, bi-directional, safe and respectful conversation on critical topics like bias, discrimination etc.

NCP being a migrant organisation, run by migrants for migrants, we are well aware of the needs our communities have. We realised that, despite the many efforts from different organisations, there still is misinformation among migrants on so many topics pertaining to their lifestyle.

Mi-WOW organised four webinars in 2021: Access to physical and mental health, Understanding your finances, Benefits of Mentoring and Access to third level education.

Returning to the Workforce Training

Completed : 36

Registered: 40

Returning to the Workforce Training is an employment training aimed at preparing migrant women and migrant descendant women to go back to, or start their career in, the Irish labour market by offering sessions on communication skills, IT skills, employment rights and the Irish labour market, and 1:1 career coaching sessions. Due to the COVID-19 pandemic, the training was adapted in order to be delivered online. During its second year, Mi-WOW ran four employment training sessions. Each training lasted four weeks, with classes running twice-weekly (Tuesdays and Thursdays). This format not only allowed for the project to continue despite restrictions in the country, but it also gave the opportunity to migrant women living in different parts of Ireland to apply and participate in the training from the comfort of their own homes.

Hiring for Diversity Training

Attendees: 32

Registered: 38

NCP and Mi-WOW believe that the first step towards achieving inclusive and diverse work environments, is to have inclusive and unbiased recruitment processes, where everyone is given equal opportunities; despite their gender, ethnicity, name, accent, or foreign experience/qualifications.

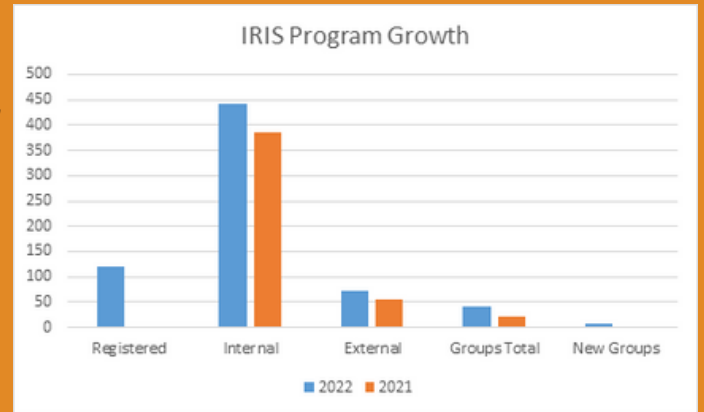
The 'Hiring for Diversity Training' is an equality, diversity and inclusion training directed at HR staff and/or people involved in hiring processes so that together we can build bridges to overcome the barriers that migrant women and migrant descendant women face in accessing the Irish labour market. The aim of this training is to raise awareness of the importance of including diversity, equality and inclusion values into the recruitment processes and providing techniques to do so.

During Mi-WOW's second year, three 3-hour trainings were delivered to HR professionals and recruiters working across different sectors and throughout the country. The three trainings were delivered between September – December 2021.

Social Inclusion and Community Activation Programme (SICAP)

During 2021 SICAP continued to support individuals that were facing: Housing, Homelessness, Garda National Immigration Bureau (GNIB renewal), Social Welfare including Child Benefit, Lone Parent, Job Seekers, English languages and Medical cards issues. We also continued to work and collaborate with various governments departments, state agencies, local authorities, health agencies and voluntary sector partners to influence the development of the services which respond to the needs of new communities at local, regional and national levels.

- The overall number of individuals registered in IRIS in 2021: 120
- 443 individuals were given support via the helpline and drop-in clinics, including referrals from Local Development Communities, Government Services, Statutory and non-Statutory bodies.
- 72 individuals were referred to external services, including referrals to online English classes and adult education, and other service providers compared to 55 individuals in 2020.
- The Groups registered in 2021 in IRIS were 42 compared to 20 at the same time last year.



The Big Scream Festival 2021

The Big Scream festival is a community Halloween festival for the North East Inner City of Dublin held on the 31st October 2021 from 5.00pm to 8.00pm. The festival included Canalphobia, a carnival involving funfair, mystical haunting experience and music. NCP have curated a workshop on African antique art artefacts exhibition including statues, masks, paintings etc. Volunteers helped to organise, install and supervise the exhibition.

The purpose of this exhibition was to show to the Irish public and school pupils the richness and wealth of African art, and to present it as a tool of cultural exchange and understanding between the migrants and host community and thus, facilitate multiculturalism and reduce discrimination and racism. This exhibition was a good opportunity to showcase Dublin diversity through art and to foster intercultural dialogue.



National Development and Integration

The National Development & Integration Officer (NDIO) strengthened collaborative working relationship with existing NCP member groups, individuals, and key stakeholders as well as initiated and developed new ones engaging with other organisations in the community & voluntary sector, local authorities, public agencies among other key stakeholders working on issues facing migrants living in Ireland. **The project is funded by Pobal through the Scheme to Support National Organisations (SSNO)**. In 2021 NDIO outreached and engaged with migrant-led community support groups and organisations nationwide connecting with key areas such as Dublin, Wicklow, Longford, Cavan, Galway, Clare, Waterford, Wexford, Donegal, Limerick, Cork among others.

Individual Clients Support: NDIO provided support, information & advice to over 60 individuals from Africa, Middle East, Asia, Latin America, Europe, and Eastern Europe through helpline, drop-in clinics, advocacy, referrals, lifelong learning support.

Group Support & Engagement : NDIO fostered effective integration & ongoing engagement with migrant communities, public services, and local communities. NDIO established, maintained, and developed working relationships with migrant groups locally and nationally, actively promoting awareness of social inclusion and integration. NDIO engaged and worked with migrants-led groups fostering their full integration into Irish society. NDIO ensured migrants access to key information and services. Through NDIO over 20 new migrant community support groups joined NCP.

Networking & Stakeholders Relationship Building: NDIO established, developed, and strengthened working relationships with key migrant support organisations and public bodies such as Recruit Refugees, Safetynet, Public Participation Network, Crosscare, Intercultural Language Service, Cairde, County Councils & Local Authorities nationwide, Intreo Offices, Homeless Units, DCC & Fingal Integration Offices, among other key stakeholders.

Collaborations & Partnerships: Comhthuisint Ireland Health Literacy & Social Inclusion Project, Inco Ireland free IT Skills Course, Community Action Network & City-Wide Action Research Project on Drug Use and Drug-related Issues within Migrant Communities, TUS Back-To-Work Programme, UCD Research Institute among others.

Citizenship Application Support Service (CASS)

Citizenship Application Support Service (CASS) is a multi-lingual, drop-in service, for migrants negotiating the Irish Naturalisation process. The Service is provided by trained staff, speaking in different languages five days a week.



Drop-ins: 443

Citizenship Applications

242

Referrals: 236

Phone Calls: 1,920

Other Impact in 2021



The Conference on the Future of Europe



As part of the Conference on the Future of Europe we have organised two events in 2021. The conference was aimed at promoting greater citizen involvement in the European Union. On 20/07/21 members of NCP met virtually with the Minister of State for European Affairs, Thomas Byrne TD. The main topics which we discussed with the Minister were Digital Transformation, European Democracy and Migration, mainly focusing on the integration of migrants and recent increase of online hate speech. The second event was with The Wheel on 01/10/21 where our Communication Officer virtually met the Wheel's members to discuss current challenges on migration in Europe.



Digital Newsletter

The first issue of our new quarterly E-newsletter was launched in October 2021 to keep connected and up-to-date on the latest happenings in NCP. The E-newsletters features stories about migrant communities, events, activities and news as well as feature new Legislation, Policy Documents, National Integration Strategy, Anti-Racism Action Plan, Research and more.



Family Reunification

Families with children in care are engaging positively with our MFSS service in order to receive information and guidance on positive parenting. **Four Children** were reunited with their parents (total of 2 families) and there are currently Five families (total of 8 Children) that are receiving support in the reunification process.

Dublin Social Inclusion Week 2021



African Art Exhibition as part of the Dublin Social Inclusion Week Festival on 10/11/21 supported by Dublin City Council.



Multicultural Family Day 2021



In December 2021 we organised end of year intercultural family gathering in our head office to celebrate upcoming holidays.



Our Services & Contacts

General Enquiries

018727842 | info@newcommunities.ie

Migrant Family Support Service (MFSS)

0873324079 | familysupport@newcommunities.ie

The aim of this service is to support migrant families who experience child protection interventions and empower migrant parents by providing culturally sensitive support and encouraging positive parenting practices.

Social Inclusion and Community Activation Programme (SICAP)

0874514043 | nasser@newcommunities.ie

The programme focuses on reducing poverty and promoting social inclusion and equality through local and regional engagement and collaboration. Its vision is to improve the life chances and opportunities of those who are marginalised in society, living in poverty or in unemployment through community development approaches like involvement of migrants at all levels in society.

National Development & Integration

Scheme to Support National Organisations in the Community and Voluntary Sector (SSNO)

0873967609 | francesco@newcommunities.ie

NCP's National development & integration officer is responsible for initiating, maintaining and developing a sustainable working relationship with key groups and individuals engaged with NCP, actively promoting awareness of social inclusion, integration and anti-poverty issues in the new communities. Support is available for individuals as well as groups.

Communication & Public Relations

0879778323 | sevak@newcommunities.ie

Migrant Women – Opportunities for Work

0873270540 | miwow@newcommunities.ie

Mi-WOW aims to explore, support, and overcome specific barriers that migrant women are facing in Ireland during their job-seeking journeys. Mi-WOW is designed to empower migrant women to reach their potential, rebuilding their confidence, and upgrading their skills to facilitate their access to the labour market and/or career progression in ways that are linked to their professional goals.

Citizenship Application Support Service (CASS)

In our CASS Office (Citizenship Application Support Service) it's always a pleasure to see very happy clients. Our latest client just received her Irish Naturalisation, here on the left pictured with our information officer Lyudmila. CASS provides information and "one to one" advice service for individuals and families applying for Irish naturalisation in different languages. CASS annually supports 400+ citizenship applications.

If you need any support/information please contact us: citizenshipsupport@newcommunities.ie

NCP's Board of Directors

John G. McDonnell

Fei Liang BL FCCA

Marguerite Bourke

Tomás Bulnes

Bashir Otukoya

Natacha Soto

Iker Erdocia Iniguez

Funders



An Roinn Forbartha
Tuaithe agus Pobail
Department of Rural and
Community Development



Rialtas na hÉireann
Government of Ireland



European Union
Investing in your Future
European Social Fund



pobal
government supporting communities



Dublin City Council
Comhairle Cathrach Bhaile Átha Cliath



An Roinn Leanaí, Comhionannais,
Míchumais, Lánpháirtíochta agus Óige
Department of Children, Equality,
Disability, Integration and Youth

TÚSLA

An Ghníomhaireacht um
Leanaí agus an Teaghlach
Child and Family Agency

