

Waterford City Integration Strategy 2012 - 2016



Foreword

We would like to express our thanks and appreciation to all those who gave their time and enthusiasm to the development of Waterford City's first Integration Strategy. This was not an easy task particularly given the broader framework of diversity which this strategy encompasses including new communities, people with disabilities, Travellers and sexual orientation.

The aim of this Strategy is to help create a more integrated society in Waterford City and its success will be dependent on the positive engagement of minority communities, established residents and the various organisations operating in our City.

The City we live in today is a reflection of the contribution which immigrants and migrants have made to our economic, social, cultural, civic and political development.

This Strategy harnesses our duties and responsibilities to provide equal opportunities for all residents and to embrace the diversity of the city's population.



Clr Pat Hayes
Mayor of Waterford City



Clr Seamus Ryan
Chairperson Waterford City Development Board

The full version of the Waterford City Integration Strategy 2012-2016 is available to download from www.waterfordcdb.ie.

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Executive Summary

Background

This strategy aims to contribute to the creation of a more integrated society in Waterford City by building on the many positive initiatives that have already taken place at local level and by addressing key challenges in a coordinated manner. While integration policy is a national issue, it is rooted in local experience, in building relationships through welcome, support and trust. It is based on recognition of the fact that integration is an on-going process of two-way engagement between majority communities and those in the minority who often experience varying degrees of marginalisation or exclusion.

Over the last 10-15 years, general awareness around the potential benefits and challenges of integration has been greatly increased through rapid demographic changes related to inward migration. During this time, Waterford City has become home to immigrants from all corners of the globe, each bringing their own story and a variety of new perspectives. While there are also a number of other minority communities whose experiences need to be recognised. In addition, and regardless of demographic changes, the reality is that Irish society, indeed any society, continually changes on the basis of both internal and external influences and ongoing changes in attitudes to a variety of fundamental issues.

With these factors in mind, the need for a strategic direction to integration work in the city was identified and pursued by the Social Inclusion Measures (SIM) Sub-committee of the Waterford City Development Board. Funding was secured from the then Office of the Minister for Integration in late 2010 and an advisory subgroup of SIM was established to oversee the process. In early 2011 The Integration Centre was contracted to coordinate the integration planning process and did so through a participatory, generative approach. As specified by SIM, the strategy was developed from the perspectives and lived experiences of the following four broad minority communities in Waterford City, namely: people with immigrant background, members of the Traveller community; people who identify themselves as lesbian, gay, bisexual or transgender; and people with disabilities.

Planning methodology

The Integration Centre was contracted to coordinate an inclusive and generative integration planning process to develop this strategy. Using a PLA (Participatory Learning and Action) methodology ensured that participants became motivated to engage and to actively take ownership of the integration planning process. This inclusive methodology overcomes language and cultural barriers, and ensures active participation. The results from the planning sessions have shaped the strategy's actions, and are based on the aspiration that interested organisations and members of minority communities themselves will work in collaboration to see that the actions are implemented.

Key findings: positives and challenges

Extensive input during the planning process indicated that many from minority communities feel a general sense of welcome, peace and safety in the city, and wish to make Waterford their home. However, they wish to fully participate in the city, to be better understood, more fully accepted, and have greater civic participation in all walks of life. The strategy recognises that at present a lot is being done and offers an outline in that regard under the following key areas:

1. Initial welcome and showing an interest in diversity
2. Open door policy and taking time to engage
3. Catering for special interests and specific minority needs
4. Diversity policies and training for all staff
5. Communication, skills and advocate supports
6. Volunteering, sport, music and socialising
7. Being part of a peer support network
8. Finding common ground/ areas of shared interest
9. Participation in the workforce and related training supports

Key challenges and barriers identified are also outlined in some detail. While these are outlined under a number of distinct categories it must be recognised that many people experience multiple, mutually reinforcing levels of disadvantage and marginalisation based on gender and/or identification with more than one minority identity. However, for the purposes of clarity, key challenges are summarised under the following broad headings:

1. Racism (discrimination based on ethnicity)
2. Discrimination (in forms other than racism)
3. Fear and a sense of insecurity due to social problems
4. Need for more prominent Garda (police) responses
5. Economic downturn, unemployment and lack of funding
6. Access for people with disabilities and those without transport
7. Difficulties engaging with the health-care system
8. Mental health concerns
9. Access to and acceptance within the education system
10. Housing problems
11. Family, parenting and childcare issues
12. Lack of understanding in relation to differences: religious/ cultural/ sexual orientation/ gender identity/ disability
13. Negative attitudes and practices – stemming from elements of policies that impede integration
14. Under-representation and low social, civil and political participation
15. Communication barriers, information gaps and being “an outsider”

Strategies and action plan 2012-2016

This Strategy is intended to assist Waterford City Council, key public service providers, local development agencies and the community and voluntary sector to ensure that their policies and practices are inclusive of the whole community, including people from new and existing ethnic and cultural minorities. In that regard a number of actions are outlined, some of which require specific, parallel interventions on the part of a variety of groups, while others are based on collaborative efforts. The planning process was also used as an opportunity to motivate the involvement of communities themselves and a lasting interest in the process of integration for all people living in Waterford City. The actions are not overly ambitious, but aim to promote the continuation of existing work while initiating some new work in order to contribute to a degree of overall progress that can be built upon in the future.

In summary the Action Plan for 2012-2016 has five broad strategic areas, based on the underlying framework of National Action Plan Against Racism (NPAR) (2005). The 5 Goals of the Waterford City Integration Strategy are as follows:

1. **Protection** - To provide effective protection and redress against all forms of discrimination, with a particular focus on forms such as racism, sexism, gender bias, homophobia, trans-phobia and disability discrimination.
2. **Economic Inclusion** – To ensure all members of minority communities, regardless of gender or identity, can avail of economic support and opportunities in Waterford City.
3. **Diversity in Service Provision** – To encourage and assist service providers to accommodate the increasingly diverse expectations, interests and needs of all those who use their services, based on a greater recognition of minority identity, gender and/or economic status.
4. **Recognition** – To increase, within the wider community of Waterford, the awareness, recognition and understanding of all forms of diversity and difference.
5. **Participation** – To ensure full and meaningful participation in every aspect of Irish Society, particularly at political, policy formulation, public service and community engagement levels, mindful of gender balance and current low levels of participation of minorities.

Under each of these goals a reminder of related positives and challenges are outlined along with a detailed action matrix linking each of several principal actions with possible key actors one of whom is identified as the lead contact point. Time-frames, completion deadlines and anticipated outcomes are also given for each action. The overall responsibility for overseeing and monitoring the implementation of the strategy rests with the Social Inclusion Measures Committee (SIM Committee) of the Waterford City Development Board (CDB) who will monitor the detailed action plan outlined.

Review of policies and strategies and available statistics

This published report is a summary version of the Waterford City Integration Strategy 2012-2016. The main strategy, which is available to download from www.waterfordcdb.ie, provides a policy context and highlights EU, national and local policies and strategies that promote the integration of various minority communities. A series of very informative summaries are outlined in the main strategy document, but further reference to the original policy documents is also recommended for those with a particular interest in specific areas.

The main strategy document also includes details of current population demographics of minority communities living in the based on available data. Where possible, population and age profiles are outlined, along with some of the four broad indicators of integration, namely: education; employment; social inclusion; and political and civic participation. The findings of planning sessions with minority communities and local organisations (statutory and non-statutory) further augment these statistical profiles by detailing the positive integration measures already in place in Waterford City as well as key challenges. One key thing to note in terms of population however is that while this strategy is based on the perspectives of a variety of minority communities, their combined numbers represent a significant proportion of the overall population of Waterford City, perhaps as high as 26%.

Right throughout this process – from the initial planning sessions to subsequent individual feedback on early drafts – it has been encouraging to see the very high level of engagement by members of the SIM Committee, members of various minority communities and the staff and volunteers in a broad range of agencies and community organisations. That in itself bodes well in terms of the interest in integration and the intention to ensure these actions are implemented. The involvement and commitment shown by the involved groups is commendable. As progress on actions advances during the five years of this strategy, it is hoped that the seeds of integration will flourish for the benefit of all residents of Waterford City and the future generations of Irish society at large.





Strategies and Action Plan 2012 – 2016

Parameters of this Five-year Action Plan

Using planning as an opportunity to motivate

Integration can be viewed as a process of re-defining societal norms and expectations by incorporating diverse experiences and a wide variety of cultural perspectives. In that regard, integration is quite a long-term process. Participants appreciated this strategy as just one step and so endeavoured to ensure that the actions outlined in the five-year action plan would be **realistic and achievable**, and not overly ambitious. It was felt that real progress on modest but achievable actions would offer something to build on for the future and for subsequent integration strategies in Waterford City. It also should be noted that this strategy seeks to build upon or promote the continuation of existing work in some areas while initiating new actions in others.

The planning process endeavoured from the outset to generate a strategy that is grounded in the everyday experiences of communities in Waterford City. The process was not about simply consulting people, but was used as **an opportunity to motivate**. In this way, it is hoped that individual members of various communities, community groups and service providers will take a lasting interest in the process of integration and in the subsequent implementation of actions they themselves have proposed and prioritised through a series of planning meetings. During phase one of this planning process, participants were asked to prioritise issues in terms of what had most significance. This **prioritisation** was not based on what affected the highest number of people or on what had the most impact, but rather on what participants felt would motivate them to get involved in its implementation at an early stage. Thus, actions in relation to issues of most significance are prioritised for years one and two of the action plan to encourage people to remain involved.

Overlaps and multiple levels of marginalisation

This strategy seeks to address a number of distinct challenges that currently impede integration and lead to the marginalisation of minority communities. In addition, this strategy recognises that within many minority communities and in wider Irish society, women face further disadvantage due to gender inequalities and biased patriarchal norms and power structures. Therefore, it is essential that gender dynamics are considered as an integral part of all objectives and actions contained in this strategy. It is recognised that many minorities face **multiple, mutually reinforcing levels of disadvantage and marginalisation** based on their gender and/or their identification with more than one minority identity. For example, a person's ethnicity and/or gender may unduly shape their experiences in wider Irish society, while their sexual orientation or a disability simultaneously poses differing, but equally challenging issues within their own ethnic community on the one hand and wider Irish society on the other. Such mutually reinforcing levels of discrimination clearly undermine any efforts to promote integration and the realisation of equality in terms of both conditions and outcomes experienced at an individual level and as such must be given ample consideration during the implementation of this strategy.

Implementation and an outline of actions

Overall responsibility for overseeing and monitoring the implementation of this five-year integration strategy will rest with the **Social Inclusion Measures Committee (SIM Committee)** of the Waterford City Development Board (CDB). A detailed action plan, with associated timelines, is outlined below to assist with this process. A list of **possible key actors** is given for each action so that those interested in a particular area of action have an initial idea of who else might get involved in its implementation. Where possible an agency who will act as the **lead contact point** is also identified, particularly if an action requires some level of inter-agency coordination. However, the list is neither instructive nor exhaustive, and the key focus throughout the entire process is to promote open, two-way engagement between interested agencies and members of various minority communities. In addition, given that this is a five-year strategy, possible change over time within local communities and organisational structures will also have to be adjusted for during implementation.

Five broad strategic areas

Finally, in order to offer a clear sense of focus to this local integration strategy and to link it to wider efforts at national level, the **issues and actions outlined are grouped under five broad strategic areas**. These five areas are based on the underlying framework of "Planning for Diversity: The National Action Plan Against Racism" (2005), which has served as a backdrop to many local integration strategies across the country in recent years, including those – like this strategy – with a very broad integration focus. The five strategic areas are as follows:

- 1. Protection** – effective protection and redress against racism and other forms of discrimination;
- 2. Economic inclusion** – economic inclusion and equality of opportunity;
- 3. Diversity in service provision** – accommodating diversity in service provision;
- 4. Recognition** – recognition and awareness of diversity; and
- 5. Participation** – full participation in Irish society.

Actions, timeframes and anticipated outcomes for each of these strategic areas are detailed below. A list of possible actors is also included for each specific action, with the lead contact point highlighted within each list. In addition, a summary list of relevant positives and challenges is outlined in relation to each of the five areas, to offer a reminder of key findings outlined in the previous chapter.



Goal 1: Protection – To provide effective protection and redress against all forms of discrimination¹, with a particular focus on forms such as racism, sexism, gender bias, homophobia, trans-phobia and disability discrimination.

Existing Positives to Build Upon	Challenges and Barriers to Address
<ul style="list-style-type: none"> • Catering for special interests and specific minority needs • Communication skills and advocate supports • Being part of a peer support network 	<ul style="list-style-type: none"> • Racism (discrimination based on ethnicity) • Discrimination (in forms other than racism) • Fear and a sense of insecurity due to social problems • Need for more prominent Garda (police) responses

Principal Actions	Possible Key Actors (Lead contact point in bold)	Timeframe	Deadline	Anticipated Outcomes
1.1 Develop an integration and anti-discrimination statement and code of practice (“Waterford City Equality, Diversity and Anti-Discrimination Charter”) ² for adoption by Waterford CDB and all service providers, community groups, schools, colleges and businesses in Waterford	An Garda Síochána BOCSE Waterford Chamber CIB Disability Advocate DFI ISU Mount Sion LGBT Diversity Minority reps/ those affected by discrimination SIM Committee sOUTH LGBT Group WAP WTCDP WIF WOWC WWC	Year 1: From March 2012	May 2012	- A brief and coherent charter outlining the merits of both equality and diversity, containing a statement against specified forms of discrimination and detailing a related code of good practice ³ . - Increased cross-sectoral collaboration among groups/agencies most interested in equality, social inclusion and broader integration

¹The Equality Act 2004, Civil Partnership Act 2010 and Employment Equality Acts 1998-2010 all seek to address discrimination under the following nine grounds: gender; civil status; family status; age; race; religion; disability; sexual orientation; and membership of the Traveller community.

²The Charter should focus on equality for and the well-being of all residents of Waterford City regardless of identity or status.

³These codes of practice should include as a minimum the following: measures to identify and deal with discrimination; commitments to undertake equality and diversity training; and suggested internal learning processes through which organisational integration policy could be developed (mindful that broad staff engagement is such a process has a much more positive and deeper impact than the mere adoption of an external policy template).

Principal Actions	Possible Key Actors (Lead contact point in bold)	Timeframe	Deadline	Anticipated Outcomes
1.2 Promote the adoption of the "Waterford City Equality, Diversity and Anti-Discrimination Charter" among service providers, community groups, schools, colleges and businesses in Waterford City	WWC BOCSE Waterford Chamber WCDB Library service Mayor's Office Representative Groups ⁴ WIF WIN	Year 1-2: From May 2012	June 2013	- Zero tolerance for all forms of discrimination - Greater awareness among service providers, community groups, schools, colleges and businesses in relation to the merits of both equality and diversity
1.3 Support advocacy services at neighbourhood level in Waterford City and assign a central advocacy contact point to promote training and advocacy at local level and to monitor reports of discrimination based on ethnicity, gender, sexual orientation and/or disability	BOCSE CIS FRCs / CDPs ISU Mount Sion Representative Groups SIM Committee WAP WCC SNU	Year 2-5: From Jan. 2013	Jan. 2013 appointment and on-going up to Dec. 2016	- A clear point of contact and an effective support service for those affected by discrimination in Waterford - Consistency in terms of types of local advocacy supports available - An annual monitoring report on the levels of racism and other forms of discrimination in Waterford City
1.4 Promote the reporting of racist crimes and other forms of discrimination and provide a mechanism to simplify the reporting process ⁵	An Garda Síochána CIS FLAC FRCs / CDPs Representative Groups SIM Committee WAP WIF WIN	Year 1-5: From April 2012	On-going	- Increased levels of reporting of discrimination to An Garda Síochána - An increase in the number of prosecutions relating to racism and other forms of discrimination - Long-term reduction in the incidence of all forms of discrimination
1.5 Ensure that anti-bullying measures in	BOCSE	Year 3:	Dec. 2014	- Greater awareness of the benefits of

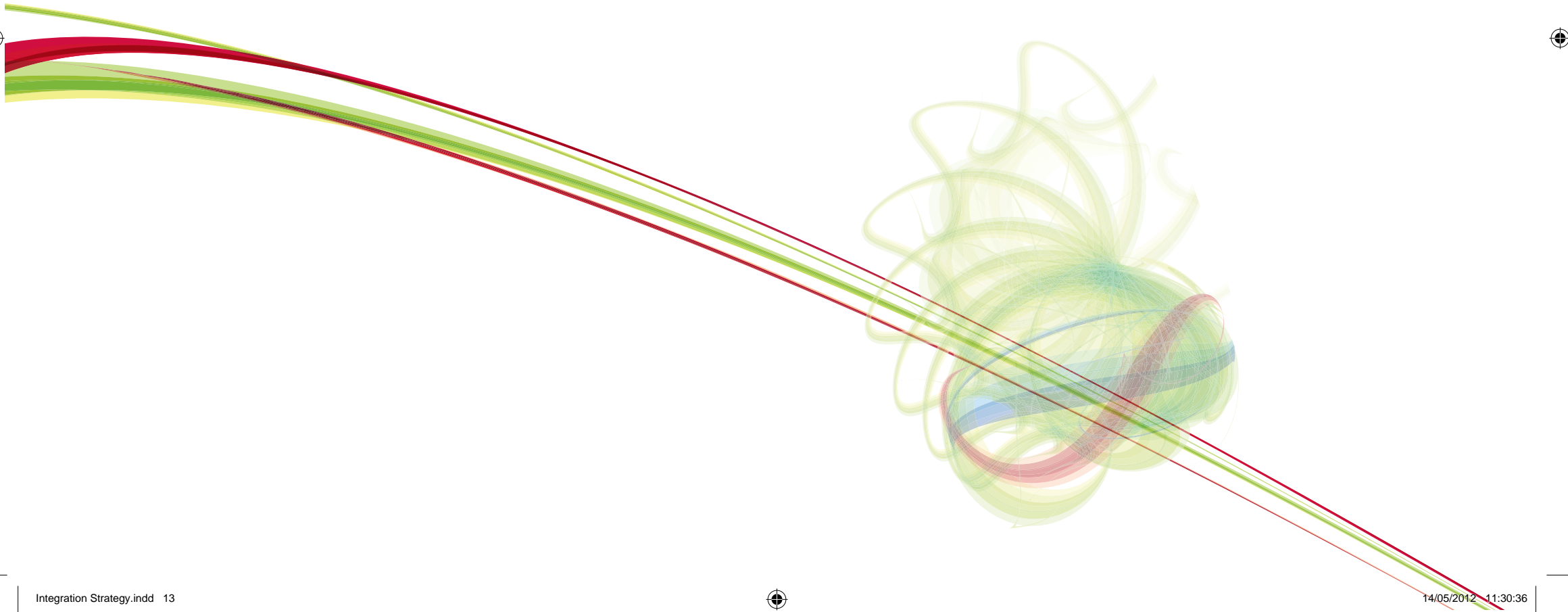
⁴The term "Representative Groups" is used loosely within the action plan of this strategy. The term is used to refer both to voluntary, minority-lead groups (such as for example "Nigerian Community Waterford" or "sOUTH LGBT Group") and to non-statutory support agencies from among and/or engaged closely with minority communities (such as for example "Waterford Traveller CDP" or "Brothers of Charity Services" or "ISU Mount Sion").

⁵ENAR Ireland (European Network Against Racism, Ireland) is endeavouring to set up a mechanism for reporting racist incidents in particular and have a useful reporting form on their website at <http://enarireland.org/racist-incident-reporting-form/>

Principal Actions	Possible Key Actors (Lead contact point in bold)	Timeframe	Deadline	Anticipated Outcomes
all primary and secondary schools include projects ⁶ that address specific minority issues like racism, homophobia, disability, etc	ISU Mount Sion PSPN and SSPN Representative Groups Schools SIM Committee	From Jan. 2014		diversity among students - Overall reduction in levels of bullying, but in particular bullying based on ethnicity, disability, gender and/or sexual orientation
1.6 Ensure prominent participation within Waterford City in national campaigns to combat discrimination based on ethnicity, gender, sexual orientation and/or disability	BOCSE Representative Groups SIM Committee WAP WIF WIN WOWC	Years 2-5: From Jan. 2013	On-going	- Long-term reduction in the incidence of racism and all other forms of discrimination - Protection of Waterford's image as a safe place to visit and live
1.7 Engage with local media to highlight Waterford's participation in national campaigns to combat discrimination based on ethnicity, gender, sexual orientation and/or disability	Local mainstream media Mayor's Office Minority-lead media outlets (Afro Radio/ African Voice) Representative Groups SIM Committee WIF WIN	Years 2-5: From March 2013	On-going (at least twice every year)	- Greater awareness locally of national campaigns to combat discrimination based on ethnicity, gender, sexual orientation and/or disability
1.8 Continue to increase proactive two-way engagement between An Garda Síochána and members of all minority communities, for example through open days and dedicated liaison officers	An Síochána ISU Mount Sion Members of minority communities Representative Groups sOUTH Traveller Interagency Group WTCDP WIN	Years 1-5: From April 2012	On-going	- Enhanced understanding among all minority communities in relation to the policing service in Waterford City - Strong community relations between An Garda Síochána and both men and women within minority communities in Waterford
1.9 Increase Garda visibility at flashpoints and problematic areas where minorities feel most insecure	An Garda Síochána FRCs / CDPs Joint Policing Committee Representative Groups	Years 1-2: From May 2012	December 2013	- Increased levels of confidence among members of minority communities in relation to the role and authority of local Gardaí

⁶ This could build upon existing positive projects such as the Anti-Bullying Project of Belong To and can incorporate the diversity training pack (to be developed in year 2).

Principal Actions	Possible Key Actors (Lead contact point in bold)	Timeframe	Deadline	Anticipated Outcomes
	Residents Associations WCC SNU			- Reduction in the level of targeted and/or opportunistic attacks against member of minority communities
1.10 Design and implement measures to tackle the harassment and propositioning of women (including those who have been vulnerable to trafficking), through a series of collaborative measures involving An Garda Síochána and concerned support groups/ agencies	An Garda Síochána FRCs/ CDPs Joint Policing Committee LAN (VAW) Rape Crisis Centre Representative Groups Residents Associations WCC SNUs Women's Refuge WWC	Years 1-5: From July 2012	Up to Dec. 2016	- Gradual reduction and the eventual elimination of harassment and propositioning of all women, and in particular minority ethnic women around areas such as Direct Provision Centres



#2. WAYS EXCLUDED

In what ways do you feel excluded within Waterford City??

DED DATE: 23/07/11

Isolation	Accommodation	Being housed	Accommodation
Isolation	Accommodation	Being housed	Accommodation
Isolation	Accommodation	Being housed	Accommodation
Isolation	Accommodation	Being housed	Accommodation

#2. WAYS EXCLUDED

DATE: 21/07/2011

Where we Live	The Government	Local Society
Isolation	The Government	don't feel
Accommodation	The Government	negative attitudes
Being housed	The Government	being ignored
Accommodation	The Government	being ignored

#2. WAYS EXCLUDED

16/07/2011

Local Society	Local Society	Local Society
Local Society	Local Society	Local Society
Local Society	Local Society	Local Society
Local Society	Local Society	Local Society

DATE: 23/07/2011

Goal 2: Economic Inclusion – To ensure all members of minority communities, regardless of gender or identity, can avail of economic support and opportunities in Waterford City

Existing Positives to Build Upon	Challenges and Barriers to Address
<ul style="list-style-type: none"> • Catering for special interests and specific minority needs • Communication skills and advocate supports • Participation in the workforce and related training supports 	<ul style="list-style-type: none"> • Economic downturn, unemployment and lack of funding • Access for people with disabilities and those without transport

Principal Actions	Possible Key Actors (Lead contact point in bold)	Timeframe	Deadline	Anticipated Outcomes
2.1 Continue to provide job-specific/ profession-based English language training	ISU Mount Sion Library Service Private fee-based tutors CWVEC WTCDP WIN (referrals)	Years 2-5: From Jan. 2013	On-going	<ul style="list-style-type: none"> - Increased proportion of ethnic minority employees in their preferred areas of work - Greater benefits to local economy and businesses through increased availability of professional skills from more diverse work backgrounds
2.2 Continue to ensure minorities are aware of and encouraged to attend information sessions and open days to increase awareness regarding available job-seeking supports	BOCSE CIS Dept of Social Protection FÁS/ SOLAS ISU Mount Sion LES Library service Representative Groups WAP WIN	Years 1-5: Regularly on at least a bi-annual basis	Repeated deadlines by the middle and end of each year	<ul style="list-style-type: none"> - Increased levels of awareness within minority communities regarding work and job-seeking supports - Regular feedback to service providers regarding economic situation of minorities and what types of supports would be most suitable
2.3 Organise annual audit and review meetings with relevant enterprise agencies and representative groups to ensure minorities are aware of possible enterprise supports	BOCSE CIS Dept of Social Protection ISU Mount Sion Library service Representative Groups SEBIC CWVEC (c/o VTOS)	Years 2-5: Once annually, from Jan. 2013	Mar. 2016	<ul style="list-style-type: none"> - Annual assessment of issues relating to enterprise initiatives among minority communities, taking into account gender balance and related cultural dynamics - Increased numbers of applications for enterprise support from members of minority communities - Increased visibility of local enterprise

Principal Actions	Possible Key Actors (Lead contact point in bold)	Timeframe	Deadline	Anticipated Outcomes
	WAP WCEB ⁷ WIF WTCDP			initiatives run by both women and men from minority communities
2.4 Pilot a mentorship programmes whereby members of minority communities are paired up with experienced mentors in their respective professions for six-month periods ⁸ , while ensuring a gender balance in terms of candidates selected	Waterford Chamber WCEB Dept of Social Protection ISU Mount Sion Network Waterford (for women) Representative Groups WAP	Years 5: From Jan. 2016	Dec. 2016	A reduction in the length of time taken by minorities to fully understand how their respective professions operate in this economic environment - Database of skilled minorities, both women and men, for employers interested in diversifying their workforce
2.5 Create a skill-share programme through which minorities who are new to Waterford can maintain their existing professional skills through volunteering until they find work in that area ⁹	BOCSE FRCs / CDPs ISU Mount Sion Representative Groups WAP	Years 3-5: From July 2014	On-going	- Reduced risk of de-skilling among members of minority communities - Increased availability of a more diverse range of skills to local voluntary and community initiatives
2.6 Review physical accessibility of the public offices/ buildings of all service providers	All service providers BOCSE DESSA DFI IWA Service users	Year 4: From January 2015	Dec. 2015	- Increased awareness of physical access barriers to all public offices and buildings of statutory and non-statutory service providers in Waterford by 2015 - An outline of areas, footpaths, buildings, etc where physical access needs to be improved
2.7 Examine the feasibility of a local integrated transport scheme between Waterford City and key catchment areas	IWA Public and private transport services Transportation SPC	Years 4-5: From Jan. 2015	Sept. 2015	- Clear recommendations in relation to reducing the levels of isolation experienced by members of minority communities (and others) living in and around Waterford City
2.8 Secure funding and distribute a small grants scheme to representative groups from within minority communities for	HSE (Community) SIM Committee WAP	Years 1-5: From June 2012	On-going	- Increased autonomy, viability and visibility of voluntary minority-lead groups in Waterford City

⁷Action 2.3: Waterford City Enterprise Board will organise these audit and review meetings on an annual basis through the Local Enterprise Officer. ⁸This could be modelled on good practice from others such as the Toronto Region Immigrant Employment Council (<http://triec.ca>) in Canada. ⁹Action 2.5 can be linked to action 5.3.

Principal Actions	Possible Key Actors (Lead contact point in bold)	Timeframe	Deadline	Anticipated Outcomes
the implementation of projects directly relating to actions within this plan ¹⁰				- Enhanced awareness of the importance of gender equality among those involved in integration initiatives



¹⁰This action is subject to the availability of funding and criteria set by back-donors. It is also expected that project proposals will be gender-proofed.

Goal 3: Diversity in Service Provision – To encourage and assist service providers to accommodate the increasingly diverse expectations, interests and needs of all those who use their services, based on a greater recognition of minority identity, gender and/or economic status

Existing Positives to Build Upon	Challenges and Barriers to Address
<ul style="list-style-type: none"> • Open door policy and taking time to engage • Catering for special interests and specific minority needs • Diversity policies and training for all staff • Communication skills and advocate supports 	<ul style="list-style-type: none"> • Difficulties engaging with the health-care system • Mental health concerns • Access to and acceptance within the education system • Housing problems • Family, parenting and childcare issues

Principal Actions	Possible Key Actors (Lead contact point in bold)	Timeframe	Deadline	Anticipated Outcomes
2.1 Continue to provide job-specific/ profession-based English language training	BOCSE CIS FRCs / CDPs ISU Mount Sion Library Service Representative Groups Service providers St Brigids FCC WAP	Years 2-5: From Jan. 2013	On-going, on a minimum of an annual basis for key services	- Greater uptake of and support for services by members of minority communities, both women and men - Improved awareness of and access to hard to reach groups within minority communities, particularly those who may be isolated in their own homes
2.2 Continue to ensure minorities are aware of and encouraged to attend information sessions and open days to increase awareness regarding available job-seeking supports	CIS FRCs / CDPs HSE ISU Mount Sion Library Service Mental Health Ireland Representative Groups St Brigid's FCC WAP WIN	Years 2,3,5: From April 2013	Seminars in: July 2013, July 2014 and July 2016	- Increased levels of awareness among minorities regarding mental health well-being and available supports - Increased levels of identification by health-care professionals of isolation and depression among hard to reach minority groups
3.3 Advocate for the provision of multi-lingual mental health advice services (e.g. Samaritans/ Aware/ Grow or similar models)	CIS HSE Representative Groups WIF	Years 3-5: From Sept. 2014	Sept. 2016	- Reduced levels of isolation among minorities with both English language and mental health difficulties - Engagement by hard to reach groups, including those who may be isolated in their own homes

Principal Actions	Possible Key Actors (Lead contact point in bold)	Timeframe	Deadline	Anticipated Outcomes
3.4 Encourage schools to support minority parents to get actively involved with schools ¹¹ (e.g. through parents councils, school boards, fundraising, practical jobs)	DES (HSCL) ISU Mount Sion Parents' Councils PSPN and SSPN Representative Groups Schools	Years 1-5: From Sept. 2012	Annually at the start of each school year	- Proportionate representation of minorities on decision-making bodies within schools - Extra and more diverse support for schools
3.5 Advocate for the demonstration of greater diversity in primary school books, pictures and other classroom materials, and ensure that stereotyping is challenged	Dept Education & Skills Library Service PSPN and SSPN Publishers of school books Representative Groups Schools Waterford Teachers Centre WCityCC	Year 3: Jan. 2014	Dec. 2014	- Students from all minority backgrounds will feel more represented and included in school - Normalisation and valuing of diversity among students and their parents
3.6 Continuation of English language training ¹² including as a bridging step towards third level education; adding more places and courses if funding permits	ISU Mount Sion Library Service Nagle Centre Representative Groups CWVEC WAP WIN (referrals)	Years 1-5: From Jan. 2012	On-going	- On-going improvement in the numbers of people with English language difficulties to overcome this in order to access education, training and employment
3.7 Support minorities from other countries to engage with NQAI to have their qualifications recognised here in Ireland and liaise with NQAI to streamline this process	CIS Dept Education & Skills FÁS/ SOLAS Representative Groups WIN WIT	Years 3-5: From Jan. 2014	On-going	- Improved access to education and professional employment opportunities for those with foreign qualifications - Integration of diverse knowledge and skill-sets into local work settings
3.8 Ensure adequate information and supports are in place to assist minorities experiencing additional access barriers to third level education	CIS Dept Education & Skills Dept of Social Protection REGSA CWVEC	Years 2-3: From Jan. 2013	Dec. 2014	- Greater clarity in relation to eligibility and access criteria (including factors relating to nationality and residency status) - Increased proportion of minority students in third level education

¹¹Attention will need to be given to gender balance, language, meeting/ discussion format and depth of understanding of the schooling system.

¹²Note: While a number of services in Waterford City offer English language training, at present only the CWVEC offer it with FETAC accreditation.

Principal Actions	Possible Key Actors (Lead contact point in bold)	Timeframe	Deadline	Anticipated Outcomes
	WIT			- Improvement in employment outcomes for minorities
3.9 Introduce measures at local level to assess and highlight particular barriers to housing supports experienced by minorities ¹³	BOCSE Representative Groups WCC (Housing Section)	Years 2-5: From Feb. 2013	Annual assessment and collation of data	- Locally-based assessment of systems and procedures in the face of rapidly changing demographics and minority-specific issues - Availability of locally-based (but anonymised) data that can help interested minority Representative Groups to identify trends and advocate for appropriate changes in national policy
3.10 Review and address concerns in relation to negative media publicity and public opinion that impede the implementation of Traveller Accommodation Plans	Local mainstream media Representative Groups Traveller Interagency Group WTCDP WCC (Housing Section)	Years 2-4: From July 2013	Dec. 2015	- Smoother implementation of Traveller Accommodation Plans - Reduction in racism against Travellers with clearer distinctions made between anti-social individuals and the overall Traveller community
3.11 Advocate for the improvement of government housing and accommodation policies where gaps are identified in relation to the concerns of a variety of minority communities in Waterford ¹⁴	DESSA DFI Housing SPC IWA Representative Groups Residents of DP Centres WTCDP WIF WIN	Years 3-4: Jan. 2014	Dec. 2015	- More humane accommodation settings for those awaiting asylum decisions for extended periods - Adequate resources to implement physical accessibility targets
3.12 Promote diverse, mixed neighbourhoods with proportionate minority involvement in local residents associations and neighbourhood watch schemes	An Garda Síochána Representative Groups Residents Associations WCC (Housing Section) WCC SNU	Years 2-5: From Sept. 2013	Bi-annual review and monitoring	- Mixed and diverse communities across all seven neighbourhoods in Waterford City - Avoidance of the negative social affects of entrenched ghettoisation whereby minorities feel they have little choice in

¹³These would include for example negative attitudes experienced by single parents, same-sex couples applying for housing support or the exclusion of minority ethnic applicants who received leave to remain within the past few years. ¹⁴It is recommended that a cross-sectoral, systems advocacy approach be used here so that a wide variety of minority perspectives converge around one common issue (in this case accommodation). Thus, while the nature of concerns identified may vary, a collective and unified advocacy position is taken. Successes and learnings in relation to this issue can then be transferred to advocacy initiatives regarding other areas.

Principal Actions	Possible Key Actors (Lead contact point in bold)	Timeframe	Deadline	Anticipated Outcomes
3.13 Based on consultation with families, organise support for parents, through parenting courses, "Parent and Toddler Groups" and other initiatives as identified by a wide variety of minority communities	FRCs / CDPs HSE (Children's services) ISU Mount Sion Representative Groups WCityCC ¹⁵	Years 2-5: From January 2013	On-going up to mid-2016	<ul style="list-style-type: none"> - Greater uptake of parenting services among minorities allowing for the gradual integration of both tailored and mainstream parenting initiatives - Improvements in the quality of parenting and childcare enjoyed by all children in Waterford
3.14 Organise targeted awareness raising campaigns to ensure parents in Waterford are familiar with the State's definitions of neglect, emotional abuse, physical abuse and sexual abuse of children in line with "Children First" guidelines ¹⁶	An Garda Síochána Barnardos FRCs / CDPs HSE (Children's Services and Social Work Department) ISU Mount Sion Representative Groups Schools WCityCC	Years 3 and 5: From January 2014	Mid-2014 and mid-2016	<ul style="list-style-type: none"> - Reduction in the number of cases presenting to social services regarding culturally-specific and/or wider parenting and childcare practices that are not in line with the "Children First" guidelines - Similar levels of improvements in the quality of parenting and childcare enjoyed by all children in Waterford

¹⁵WCityCC and ISU Mount Sion agreed to act as lead contact points for actions 3.13 and 3.14 on an interim basis. This may change if appropriate depending on the newly emerging Children's Services structures.

¹⁶Refer to "Children First: National Guidance for the Protection and Welfare of Children" published in 2011 by the Department of Children and Youth Affairs.



Goal 4: Recognition – To increase, within the wider community of Waterford, the awareness, recognition and understanding of all forms of diversity and difference

Existing Positives to Build Upon	Challenges and Barriers to Address
<ul style="list-style-type: none"> • Initial welcome and showing an interest in diversity • Diversity policies and training for all staff • Volunteering, sport, music and socialising • Being part of a peer support network 	<ul style="list-style-type: none"> • Lack of understanding in relation to differences: religious/ cultural/ sexual orientation / gender identity / disability • Negative attitudes and practices – stemming from elements of policies that impede integration

Principal Actions	Possible Key Actors (Lead contact point in bold)	Timeframe	Deadline	Anticipated Outcomes
4.1 Formulate, regularly update and publicise an equality and diversity training pack ¹⁷ for use by service providers, community groups, schools, businesses and others in staff training	BOCSE DFI FRCs / CDPs IWA Representative Groups SIM Committee Traveller Health Unit WAP WCCF (especially the social inclusion cluster) WCityCC WOWC WYC	Years 2-5: From April 2013	Pack to be ready by October 2013 and publicised thereafter	- Renewed interest by service providers, community groups, businesses and others in providing equality and diversity training - Consistency in terms of the quality and nature of equality and diversity training across Waterford City
4.2 Deliver training for Childcare Providers in areas which enhance their skills and knowledge in supporting equality and diversity in childcare settings, such as the "Equality and Diversity Training in Childcare"	HSE WCityCC	Years 1-5	On-going annual training programmes	- All childcare services in Waterford City will have acquired skills and competencies through training in "Equality and Diversity in Childcare" - All childcare services in Waterford City will be practicing an anti-bias approach leading to diversity and equality becoming embedded in a meaningful way in all services

¹⁷This Equality and Diversity training pack can be modelled on existing good examples such as the Childcare Services 2011 "EDT Programme". Reference could also be made to disability awareness and to the EU "Handbook on integration for policy-makers and practitioners (2010)". This will be a "ready to go" pack which includes possible workshop outlines, group discussion exercises, information-based handouts and good practice checklists. Issues in relation to ethnicity, disability, sexual orientation and gender identity should all be included, with an emphasis on the benefits of diversity.

Principal Actions	Possible Key Actors (Lead contact point in bold)	Timeframe	Deadline	Anticipated Outcomes
4.3 Conduct equality and diversity training and drama-based awareness raising campaigns among young people, teachers and youth workers	BOCSE Chill Out (LGBT Youth) Local schools PSPN and SSPN Representative Groups WOWC WYC¹⁸ Youth organisations	Years 2-5: From October 2013	Annually and on-going	- Enhanced understanding and awareness of diversity issues among young people and their mentors - Reduced levels of bullying in schools
4.4 Advocate for the inclusion of an anti-discrimination, gender equality and diversity module within both the SPHE and CSPE school curriculums ¹⁹	BOCSE Dept Education & Skills Representative Groups SIM Committee	Year 3: From Jan. 2014	Dec. 2014 (or extended if not yet successful)	- Structured education module focussing on racism, other forms of discrimination and all forms of diversity - Reduced levels of bullying in schools
4.5 Secure funding for and pilot the Yellow Flag Programme, in conjunction with the ITM, in 2 primary and 2 secondary schools in Waterford City	BOCSE ITM Representative Groups Schools SIM Committee WTCDP	Years 1-5: From April 2012	June 2016	- At least 4 schools in the city will have undertaken the Yellow Flag Project in conjunction with ITM - By 2015/2016 other schools in the City, who may not be able to undertake the full Yellow Flag Project, will however be replicating some elements of the project.
4.6 Develop and publicise a framework/ tool for "integration/equality-proofing" all future policies by City Council and local public service providers ²⁰	BOCSE City Councillors DESSA DFI Library Service Representative Groups SIM Committee WAP WTCDP WCCF (social inclusion) WCityCC	Years 3-4: From July 2014	June 2015	- Positive critiquing of policies at national, local and organisational levels to ensure general policy is nuanced enough to cater for difference and does not undermine integration efforts

¹⁸Action 4.3 will require a two lead contact points. WYC agreed to act as lead contact point in relation to youth workers and youth work organisations. A second lead contact point in relation to teachers and schools will also need to be identified.

¹⁹The Department of Education and Science sets the curriculum for Social Personal and Health Education (SPHE) at primary school level and Civic, Social and Political Education (CSPE) at secondary school level in Ireland.

²⁰Waterford Women's Community Network developed a gender and equality proofing tool in 2007, which could be drawn upon for Action 4.6.

Principal Actions	Possible Key Actors (Lead contact point in bold)	Timeframe	Deadline	Anticipated Outcomes
	WIF WOWC WWCN			
4.7 Support minority representatives to engage proactively with media organisations to ensure there is no labelling or stereotyping of minorities – regardless of gender – and to encourage balanced reporting on the benefits of diversity	Local mainstream media National media Representative Groups SIM Committee WAP WIF WIN	Years 2-5 From Jan. 2013	On-going, with periodic media training and annual reviews	- Regular engagement with local media by trained minority representatives - Local media observance of the National Union of Journalists' Professional Code of Contact especially Action 10 of the code ²¹ - Increased reporting of contributions to Waterford City by minorities
4.8 Organise equality-focused religious diversity and exchange seminars with a variety of representative minority groups	Churches/ Mosques/ Other faith groups ISU (Interfaith Group) IWA Local media Minority-lead media outlets (Afro Radio/ African Voice) Representative Groups WIN	Years 3-5: From May 2014	May 2014 May 2015 May 2016	- Improved understanding of a variety of belief systems - Prevention of religion-based stereotypes - Empowerment of regular members of various faith groups to identify and challenge inequalities within their own religious traditions and frameworks
4.9 Establish an annual "Celebrate Diverse-City Day" which includes (1) a multiple category awards scheme, (2) a citizenship awards ceremony and (3) elements of other events (e.g. Africa Day, Gay Pride, International Women's Day, Traveller Pride Week, etc)	Arts Council BOCSE Waterford Chamber Courts Service IWA Library Service Local mainstream media Mayor's Office Minority-lead media outlets (Afro Radio/ African Voice) Representative Groups SIM Committee WAP	Years 1-5: From April or May 201 ²²	Annually	- Recognition for those in political, service, business and community sectors who promote integration - Annual high-profile media coverage of the reality and benefits of diversity - Local media profiling of the granting of Irish citizenship - Wider public recognition of the changing face of Irish society

²¹Action 10 of the National Union of Journalists' Professional Code of Contact states "a journalist shall mention a person's age, sex, race, colour, creed, illegitimacy, disability, marital status or sexual orientation only if this information is strictly relevant."

²²In year one action 4.9 could be based around a small but high-profile event to officially launch this five-year integration strategy for Waterford City and to launch the City's diversity charter.

Principal Actions	Possible Key Actors (Lead contact point in bold)	Timeframe	Deadline	Anticipated Outcomes
	WCC Arts Office WIF WOWC			
4.10 Encourage mainstream festival committees, such as the St. Patrick's Day Parade and the Spraoi Festival organising committees to adopt diversity as the theme for one of their annual festivals	SIM Committee Spraoi Festival Organisers St Patrick's Day Parade	Year 1-3: From July 2012	By December 2014 or earlier if successful	<ul style="list-style-type: none"> - National and local media profiling of Waterford's pro-active stance on integration and social inclusion - Public celebration and recognition of the economic, social and cultural benefits of diversity



Goal 5: Participation – To ensure full and meaningful participation in every aspect of Irish Society, particularly at political, policy formulation, public service and community engagement levels, mindful of gender balance and current low levels of participation of minorities

Existing Positives to Build Upon	Challenges and Barriers to Address
<ul style="list-style-type: none"> • Communication skills and advocate supports • Volunteering, sport, music and socialising • Being part of a peer support network • Finding common ground/ areas of shared interest 	<ul style="list-style-type: none"> • Under-representation and low social, civil and political participation • Communication barriers, information gaps and being “an outsider”

Principal Actions	Possible Key Actors (Lead contact point in bold)	Timeframe	Deadline	Anticipated Outcomes
5.1 Continue to support parents from minority communities to encourage their children to take part in mainstream youth and sporting activities	BOCSE ISU Mount Sion IWA Library Service Representative Groups Schools Sporting bodies such as GAA and FAI WSP WIF WYC Youth organisations	Years 1-5: From April 2012	On-going, but with an added emphasis each summer	- Increased diversity of membership in youth and sporting activities - More frequent opportunities for parents and youth alike to deepen their links to Waterford City
5.2 Continue to incorporate and enhance an emphasis on diversity into youth activities so that all youth gain an understanding of diversity, while minority cultural identities are retained	ISU Mount Sion IWA Schools Sporting bodies such as GAA and FAI WSP WYC Youth organisations	Years 1-5: From July 2012	Reviewed annually and with extra emphasis in Year 3	- Children from minority ethnic backgrounds take pride in and retain links with their parents’ culture - All youth gain an increased understanding of all forms of diversity
5.3 Promote volunteering and engagement with local sporting, arts and leisure activities and community-based	Arts groups BOCSE CIS	Years 1-5: From April 2012	Bi-annual promotion drives up to	- Increased understanding across cultures of what “volunteering” means and what opportunities exist

Principal Actions	Possible Key Actors (Lead contact point in bold)	Timeframe	Deadline	Anticipated Outcomes
disability services among members of all minority communities ²³	FRCs / CDPs ISU Mount Sion IWA Library Service Representative Groups Sporting bodies WAP WIF WIN		Sept. 2016	- Increased numbers of minority participants running community, sporting, arts and leisure events - On-going minority engagement in generic volunteer training and activity/ sport-specific coaching courses - Increased cross-sectoral contact among different minority groupings
5.4 Organise an awareness campaign (linked to the mainstream community-based initiatives) to encourage minorities to register as voters and to engage as voters in local elections	An Garda Síochána CIS FRCs / CDPs ISU Mount Sion Library service Representative Groups WCC (Registrar's Office) WIF WIN	Years 2-3: From June 2013	March 2014	- Increased numbers of minorities residing in Waterford City who are registered to vote - Increased participation of minorities, women and men alike, in the electoral process as voters - Strong and visible interest in minority issues among existing councillors
5.5 Organise information sessions in advance of the June 2014 local government elections on how to become a candidate in local elections, either as an independent or within a political party, to encourage minorities to stand as candidates, bearing in mind the overall under-representation of women	CIS FRCs / CDPs ISU Mount Sion Library service Representative Groups Political parties SIM Committee WAP WIN	Year 3: From Jan. 2014	June 2014	- Increased participation of minorities, women and men alike, in the electoral process as candidates - Increase in the numbers of female and minority candidates elected to public office in Waterford - Strong and visible interest in minority issues among existing councillors and new candidates - Increased recognition among the general public that all minorities are an integral part of the wider community
5.6 Ensure all new public service	CIS	Years 2-5:	On-going but	Increased understanding of and

²³Action 5.3 can be linked to action 2.5 from year 3 onwards.

Principal Actions	Possible Key Actors (Lead contact point in bold)	Timeframe	Deadline	Anticipated Outcomes
information pieces are translated and available in a number of languages ²⁴ and accessible formats (web-based print and/or voice formats) ²⁵	DESSA DFI Library service Representative Groups Service providers WAP ²⁶ Waterford City Council	From May 2013	with an annual review	attendance at upcoming local events by members of minority communities - Improved levels of outreach contacts by service providers
5.7 Ensure public service forms, guidance notes and summary policy documents are proofed and published in "plain-English"	CIS Library service Service providers WAP Waterford City Council	Years 2-5: From May 2013	On-going but with an annual review	- Increased understanding among marginalised members of minority communities regarding public services - Swifter and more efficient application and assessment processes
5.8 Promote targeted internship programmes ²⁷ , with due regard to gender balance, to introduce minorities to working environments within public sector employment	Public sector service providers SIM Committee	Years 3-5: From Jan. 2014	Internship programmes running by the end of 2014, and on-going thereafter	- Greater understanding among minorities of the public sector - Gradual, sustained increase in visibility to the public of minorities – both women and men – within public sector workplaces - Increased levels of understanding of minority perspectives among public service employees from new interns
5.9 Continue to encourage, support and facilitate initiatives and events organised by minority communities themselves	HSE (Community) Library Service Minority-lead media outlets (Afro Radio/ African Voice) Representative Groups Sporting bodies e.g. GAA/FAI WAP WIF	Years 1-5: From Jan. 2012	On-going	- Increased visibility of minority communities and more widespread awareness of events they organise - Opportunities for local organisations to make and build upon new contacts with members of minority communities

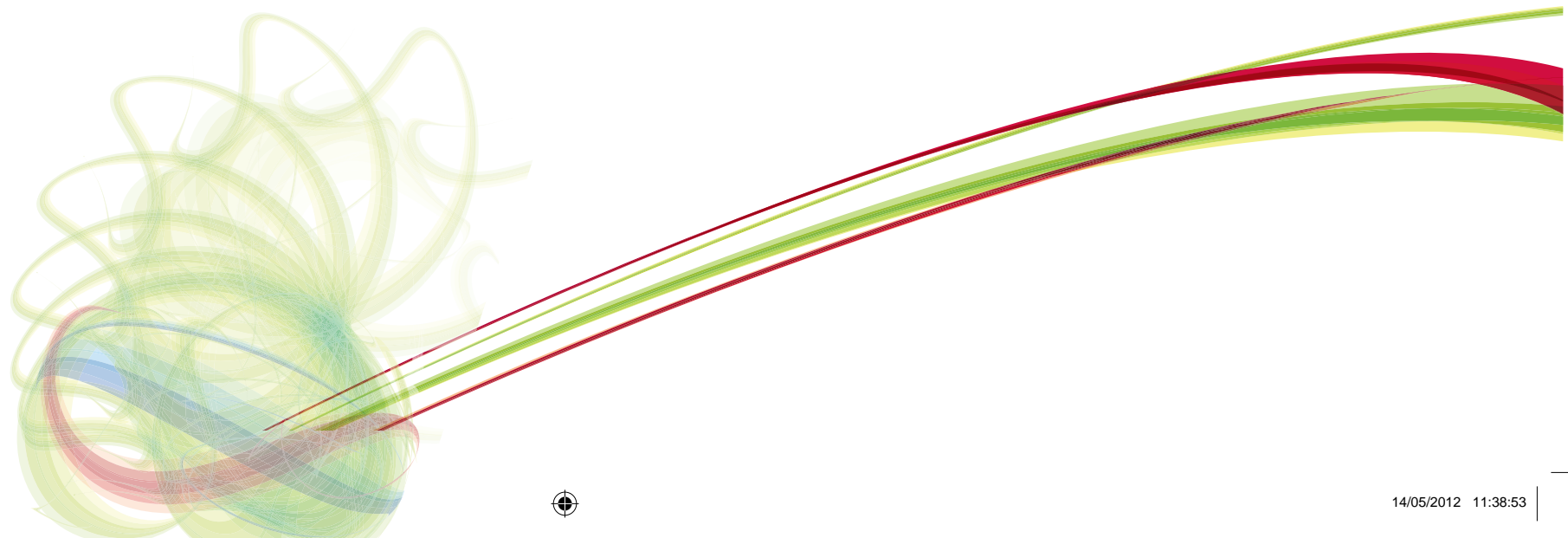
²⁴This will vary in line with shifting populations and variations among actual service users. Budgetary constraints may also apply.

²⁵Actions 5.6 and 5.7 could be launched and then highlighted annually as part of "Celebrate Diverse-City Day" (as per action 4.6), but are subject to available resources (funding and human resources)

²⁶These could disseminated through the new website www.waterfordlife.ie which Waterford Area Partnership is developing

²⁷Mindful of "equal opportunity" employment regulations and of the current embargo on public sector employment, these internship programmes are intended as an initial step to increase the presence of minorities in public sector employment. Care also needs to be taken to ensure this is not seen as exploitation of interns or displacement of employed staff. More proactive steps can follow in a future strategy or if the public sector employment embargo is lifted within the lifetime of this integration strategy.

Principal Actions	Possible Key Actors (Lead contact point in bold)	Timeframe	Deadline	Anticipated Outcomes
5.10 Organise personal and organisational development programmes to bring together emerging leaders from a variety of minority communities to further develop their representative groups and to improve their effectiveness when engaging with local structures	FRCs / CDPs Representative Groups WAP WCCF WIF	Years 2 and 4: From Jan. 2013	June 2015	<ul style="list-style-type: none"> - Increased confidence and capacity of minorities who seek to participate in local decision-making structures - Stronger, representative and more effective minority-lead groups - The creation of structured opportunities for minority leaders from a variety of sectors to network and learn from each others experiences





Summary Timelines:

The following chart offers a brief summary of timelines for each action. It is intended for quick reference only and must be read in conjunction with the above more detailed action planning tables.

Colour code:

- Red: Deadline for key task
- Green: Intensive level of activity
- Blue: Maintenance/ low level of activity

Waterford City Integration Strategy January 2012 – December 2016: Summary Timelines

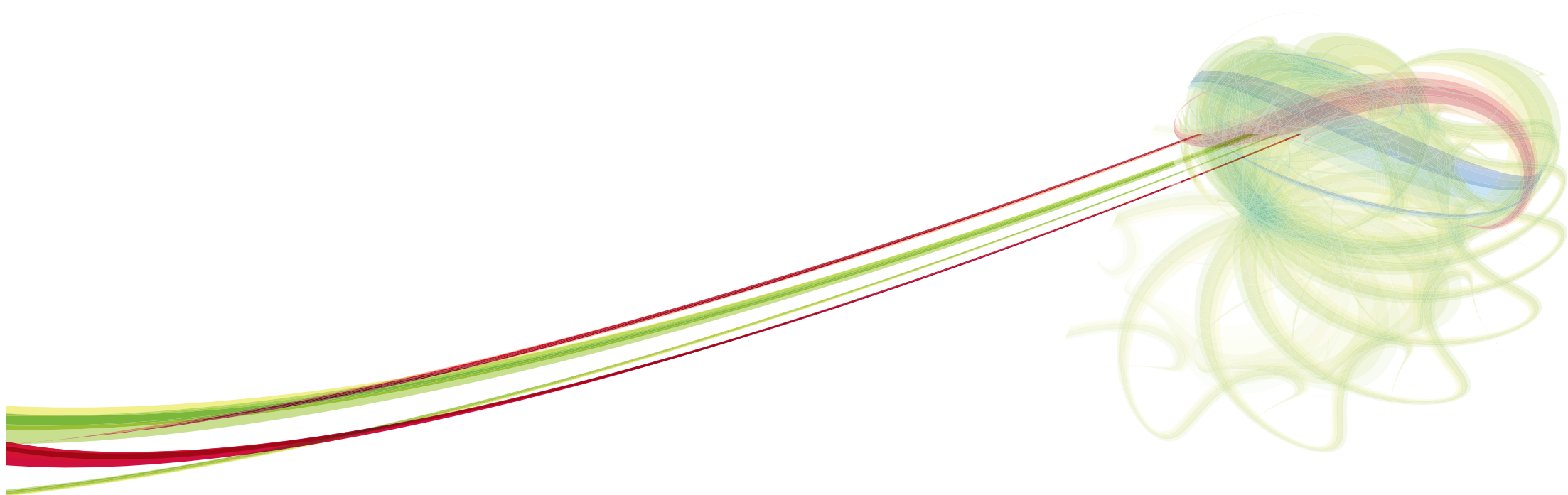
Waterford City Integration Strategy January 2012 – December 2016: Summary Timelines					
	Year 1	Year 2	Year 3	Year 4	Year 5
	Jan-Dec 2012	Jan-Dec 2013	Jan-Dec 2014	Jan-Dec 2015	Jan-Dec 2016
Protection Actions					
1.1	Draft charter				
1.2	Promote charter				
1.3	Advocacy services and contact point				
1.4	Promote reporting				
1.5	Anti-bullying projects in schools				
1.6	Link to national campaigns				
1.7	Media publicity of campaigns				
1.8	Garda engagement				
1.9	Garda visibility				
1.10	Tackle propositioning				
Economic Inclusion Actions					
2.1	Language training				
2.2	Information sessions/ days				
2.3	Audit of enterprise supports				
2.4	Pilot mentorship programmes				
2.5	Skill-share and volunteering				
2.6	Physical access review				
2.7	Integrated transport				
2.8	Funding pool				
Diversity in Service Provision Actions					
3.1	Information sessions/ days				
3.2	Mental health seminars				
3.3	Multi-lingual advice services				

Waterford City Integration Strategy January 2012 – December 2016: Summary Timelines

	Year 1	Year 2	Year 3	Year 4	Year 5
	Jan-Dec 2012	Jan-Dec 2013	Jan-Dec 2014	Jan-Dec 2015	Jan-Dec 2016
3.4 Involvement in schools	█	█	█	█	█
3.5 Diversity in school materials			█	█	
3.6 FETAC language training	█	█	█	█	█
3.7 Qualification recognition			█	█	
3.8 Third level access, fees and funding		█	█	█	
3.9 Assess barriers to housing supports		█	█	█	█
3.10 Negativity towards TAP		█	█	█	
3.11 Accommodation policies			█	█	
3.12 Promote diverse neighbourhoods		█	█	█	█
3.13 Parenting supports		█	█	█	█
3.14 "Children First" guidelines			█	█	█
Recognition Actions	Jan-Dec 2012	Jan-Dec 2013	Jan-Dec 2014	Jan-Dec 2015	Jan-Dec 2016
4.1 Diversity training pack		█	█	█	█
4.2 Diversity training – childcare	█	█	█	█	█
4.3 Diversity training – youth		█	█	█	█
4.4 Diversity module in CSPE			█	█	
4.5 Promote Yellow Flag Programme	█	█	█	█	█
4.6 Integration-proofing tool			█	█	
4.7 Engaging local media		█	█	█	█
4.8 Religious diversity and exchange seminars			█	█	█
4.9 Celebrate Diverse-City Day	█	█	█	█	█
4.10 Diversity as mainstream festival theme			█	█	
Participation Actions	Jan-Dec 2012	Jan-Dec 2013	Jan-Dec 2014	Jan-Dec 2015	Jan-Dec 2016
5.1 Minority youth participation	█	█	█	█	█
5.2 Diversity/ retaining culture	█	█	█	█	█
5.3 Volunteering, sport, arts, etc	█	█	█	█	█
5.4 Electoral registration and voter participation		█	█		
5.5 Minority candidate participation (June 2014)			█		
5.6 Translated flyers/ posters		█	█	█	█
5.7 Plain-English proofing		█	█	█	█

Waterford City Integration Strategy January 2012 – December 2016: Summary Timelines

	Year 1	Year 2	Year 3	Year 4	Year 5
	Jan-Dec 2012	Jan-Dec 2013	Jan-Dec 2014	Jan-Dec 2015	Jan-Dec 2016
5.8 Internship programmes			Green, Red	Cyan	Cyan
5.9 Support minority initiatives	Cyan		Cyan	Cyan	Cyan
5.10 Development programmes		Green		Green	





Glossary of Terms

- **Acculturation** – “Acculturation is the process whereby the attitudes and/or behaviours of people from one culture are modified as a result of contact with a different culture. Acculturation implies a mutual influence in which elements of two cultures mingle and merge. ... J. W. Berry has suggested that there are four possible outcomes of the acculturation process: assimilation (movement toward the dominant culture), integration (synthesis of the two cultures), rejection (reaffirmation of the traditional culture), or marginalisation (alienation from both cultures).”
- **Ethnicity** – “Ethnicity has been defined as shared characteristics such as culture, language, religion, and traditions, which contribute to a person or group’s identity. Ethnicity has been described as residing in: the belief by members of a social group that they are culturally distinctive and different to outsiders; their willingness to find symbolic markers of that difference (food habits, religion, forms of dress, language) and to emphasise their significance; and their willingness to organise relationships with outsiders so that a kind of ‘group boundary’ is preserved and reproduced” (NCCRI 2007) .
- **Minorities** – This term is used very loosely throughout this strategy to refer to people living in Waterford who identify themselves as being a member of a minority ethnic group (such as the Traveller community or a wide variety of communities whose country of origin is outside Ireland), and/or who identify themselves as lesbian, gay, bi-sexual or transgender, and/or who have some physical, sensory or intellectual challenge or disability. The term is used loosely to refer to those who are seen as different from the majority population, while also recognising that any such attribute is but one facet of a person’s overall personal and social identity.
- **Minority Ethnic Community** – This term refers to a community who share their own distinct ethnicity and who in numerical, demographic terms is in a minority in the geographic area in which they reside.
- **Models of Integration** – A variety of frameworks and models are used in attempts to define useful approaches for integration. However, in reality a blend of approaches tends to work best, whereby several approaches are taken simultaneously with the emphasis varying in line with the time, place and situation. Popular models of integration include some or all of the following approaches:
 - Assimilation – Encouraging minorities to adopt the cultural norms and practices of the majority to the point that differences are expected to disappear.
 - Multiculturalism – Recognising and celebrating difference and diversity in recognition of the inherent value of every culture and worldview. However, with little emphasis on interaction, distinct groups may tend to keep to themselves.
 - Interculturalism – Building on the respect element of multiculturalism, the aim is to encourage interaction with a view to exploring and resolving differences.
 - The Commons – Focussing on interaction based on interests that diverse cultural groups may have in common. This is less provocative than interculturalism, as the initial emphasis is on building solid relationships, through which differences either become redundant or can be explored later.
- **Race** – This is an inaccurate term, often used to refer to ethnic identity, skin colour and/or ancestral area of origin. While, the term “race” is still used in legislation and elsewhere, it unfortunately creates the impression of some sort of physiological or genetic distinction and leaves the way open to misleading classifications that lie at the heart of racism. The term also undermines the recognition of commonalities that exist among all peoples as part of one human race.

• **Representative Groups** – The term “Representative Groups” is used loosely within the action plan of this strategy. The term is used to refer both to voluntary, minority-lead groups and to non-statutory support agencies from among and/or engaged closely with minority ethnic communities (such as Travellers and/or those from other countries of origin), LGBT communities and/or disability communities.



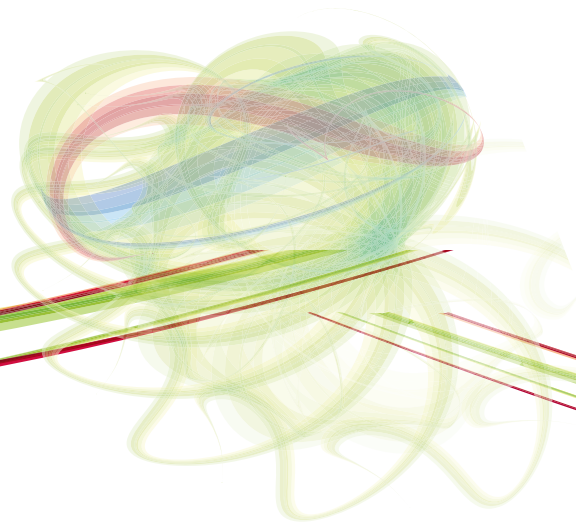
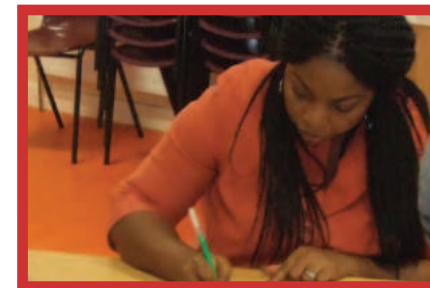
Acronyms

ARDS	Anti-Racism and Diversity Strategies
BOCSE	Brothers of Charity Services (South East)
CIB / CIS	Citizens Information Board / Citizens Information Service
CDB	City or County Development Board
CDP	Community Development Project
CSC	Children's Services Committees
CWVEC	City of Waterford Vocational Education Committee
DES	Department of Education and Skills
DES HSCL	Department of Education & Skills Home School Community Liaison
DESSA	Disability Equality Specialist Support Agency
DFI	Disability Federation of Ireland
DP Centre	Direct Provision Centre
DSP	Department of Social Protection
ECCE	Early Childhood Education and Care Programmes
FAI	Football Association of Ireland
FÁS	Foras Áiseanna Saothair
FRC	Family Resource Centre
GAA	Gaelic Athletic Association
ISU Mount Sion	Integration and Support Unit for New Communities, Mount Sion
ITM	Irish Traveller Movement
IWA	Irish Wheelchair Association
LAN (VAW)	Local Area Network on Violence Against Women
LES	Local Employment Service
LGBT	Lesbian, gay, bi-sexual and transgender people
PSPN	Primary Schools Principals Network
REGSA	Regional Educational Guidance Service for Adults
SEBIC	Southeast Business Innovation Centre

SIM Committee	Social Inclusion Measures Committee of Waterford City Development Board
SOLAS	Seirbhísí Oideachais Leanunaigh Agus Scileann
sOUTH	LGBT Group
SSPN	Secondary Schools Principals Network
WAP	Waterford Area Partnership
WSP	Waterford Sports Partnership
WCC	Waterford City Council
WCCF	Waterford City Community Forum
WCC SNU	Waterford City Council Sustainable Neighbourhood Unit
WCDB	Waterford City Development Board
WCEB	Waterford City Enterprise Board
WCityCC	Waterford City Childcare Committee
WIF	Waterford Integration Forum
WIN	Waterford Immigration Network
WIT	Waterford Institute of Technology
WOWC	Waterford One World Centre
WTCDP	Waterford Traveller Community Development Project
WWC	Waterford Women's Centre
WWCN	Waterford Women's Community Network
WYC	Waterford Youth Committee







Waterford City Integration Strategy 2012 - 2016