

# Waterford Migrant Integration Strategy, 2020 – 2023

DRAFT

## Preamble

Ireland of the 21st century is a dynamic and cosmopolitan place, a country that embraces the innovation, opportunity, dynamism and creative energy that cultural diversity brings.

People who have chosen to aspire to become Irish nationals bring with them a distinct and unique cultural background that has shaped and formed them and to which they remain profoundly connected. We should welcome the opportunity it gives us to widen our horizons, embrace other cultures and other lives, and my message to those in Direct Provision is to ensure that you add your stories and experiences to ours in order to create an interwoven tapestry of rich cultural heritages, all of which are playing a vital part in our shared identity.

As a society, we can be deeply grateful to all of you, and in a particular way to those who volunteer, who work so generously to ensure the sharing of the valuable range and mix of traditions which I have spoken of that have immeasurably enriched our society to the benefit of all.

I cannot speak of this without feeling, now even at such a distance of time, a gratitude to those who helped the Irish over the centuries who at great human cost fled from oppression, exclusion, prejudice and famine to foreign shores where they by their turn faced difficulties in language, employment and housing. We Irish are a migrant people and we always must recognise both the responsibility and blessing that it is to respond to the needs of migrants wherever they may be.

President of Ireland, Michael D. Higgins.

*Speech at a Garden Party to acknowledge the Organisations and Volunteers working with Refugees and Asylum-Seekers*

Áras an Uachtaráin, Wednesday 19 June 2019

*Waterford Migrant Integration Strategy, 2020 – 2023*

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## List of Acronyms

CDP:	Community Development Project
CSO:	Central Statistics Office
CYPSC:	Children and Young People's Services Committee(s)
DP:	Direct Provision
EU:	European Union
FAI:	Football Association of Ireland
FRC:	Family Resource Centre
GAA:	Gaelic Athletic Association
GDA:	Greater Dublin Area
GP:	General Practitioner (doctor)
HAP:	Housing Assistance Payment
HEIs:	Higher Education Institutes
HSE:	Health Service Executive
IHREC:	Irish Human Rights and Equality Commission
LCDC:	Local Community Development Committee
LEADER:	Liaison Entre Actions de Développement de l'Économie Rurale (Links between actions for the development of the rural economy)
LEO:	Local Enterprise Office
LECP:	Local Economic and Community Plan
MENA:	Middle East and North Africa
PPN:	Public Participation Network
PPSN:	Personal Public Service Number
RAS:	Rental Accommodation Scheme
SD:	Social Distance
UK:	United Kingdom
UN	United Nations
UNESCO:	United Nations Educational, Cultural and Scientific Organization
WIS:	Waterford Integration Services
WIT:	Waterford Institute of Technology

## Mayor's Foreword

*This text will welcome and endorse the strategy on behalf of the entire council.*

*The foreword will stress the importance of civic leadership and the role of local government and other public bodies in promoting integration.*

*It will reiterate the merits of collaborative and partnership approaches.*

*Beidh cuid mhaith den reamhrá as Gaeilge.*

**Preface** by An Other (to be decided if a preface is required)

e.g. the Minister for Integration or a well-known Waterford personality.

## Acknowledgement

The members of the Waterford LCDC (Local Economic and Community Development Committee) Migrant Integration Strategy Working Sub-group wish to thank all those who contributed to the compilation of this strategy. We are particularly grateful to Waterford City and County Council for the civic leadership shown in initiating and supporting this strategy. As a formal sub-group of the LCDC, we wish to record our appreciation of the contributions made by all LCDC members. We look forward to on-going collaboration with them, and with other organisations, in delivering on this strategy over the coming four years.

This strategy is based on robust and reliable data and extensive consultations. We are grateful to all those who gave of their time to the various consultations – individually and as groups. It is essential that this strategy reflect the many diverse voices and experiences in Waterford, and that the strategy be underpinned by strong local support and commitment. The contributions of agencies and services providers in the statutory and voluntary sectors ensure that this integration strategy responds effectively to needs and potential at local level, while delivering on national policy objectives, in line with United Nations principles and a human rights-based approach.

In addition to acknowledging the contributions of the various service providers and organisations, we wish to pay special tribute to the second-level schools, who participated in consultations, and whose students completed the survey on social distance. We wish to thank the Waterford and Lismore Diocesan Office, Waterford Teachers' Centre and the Waterford and Wexford Education and Training Board for liaising with the schools on our behalf.

Above all, we wish to thank the many migrants – those who have come to Waterford from other countries, second generation Irish and persons of dual nationality – for sharing their insights and experiences. Your stories are the glue that binds this strategy together, and yours are the visions that guide us. Your participation, through various channels – including the Waterford Migrant Integration Forum, has been a hallmark of this strategy, and must continue to drive its delivery.

*Members of the Waterford LCDC Migrant Integration Strategy Working Sub-Group*

*Don Tuohy, Chair (Waterford City and County Council); Anne Nolan (Waterford Integration Services); Catherine Power (Waterford Area Partnership); Gabriel Foley, Vickie Butler and Emma Smyth (Waterford City and County Council); Ithel McKenna (Waterford Public Participation Network); Jackie Browne (Waterford and Wexford Education and Training Board); Kate Cassidy (Health Service Executive); Rosemarie Cusack (Waterford Childcare Committee); Sahr Yambusu (Waterford – A Place of Sanctuary) and Richard Awosika (Waterford Migrant Integration Forum).*

## Executive Summary

In 2017, the Department of Justice and Equality published Ireland's Migrant Integration Strategy – a Blueprint for the Future. This provides a framework for local authorities, among other public bodies, to devise locally based strategies that give effect to the national policy, while also responding to local conditions and needs. The Waterford Migrant Integration Strategy (2020–2023) represents a collective and considered application of Ireland's national policy on integration. In addition, it provides a framework and it sets out recommendations, which the City and County Council, other agencies, service providers and local organisations can incorporate into their work programmes at local level.

National policy documents and international research describe integration as a two-way process. This implies that Irish people can, and ought to, play an active and visible role in promoting integration. Several organisations are already proactive and have considerable experience in this regard, and it is important to build on their expertise, and to mainstream best practices. Civic leadership will be important in supporting the delivery of the Strategy and in ensuring that service providers operate in a supportive environment.

Waterford's identity has been strongly shaped by waves of immigration over several centuries, which along with waves of out-migration, during the nineteenth and twentieth centuries, give the city and county a distinctive identity and historical connections to many parts of the world. The telling and celebration of migrant stories – historical and contemporary – will enhance public understanding and appreciation of migrant perspectives, and will help to embed integration into the fabric of Waterford life.

The research underpinning this strategy shows that Waterford is becoming increasingly diverse. This presents considerable opportunities for the city and county, but diversity brings with it particular responsibilities and challenges. While migrants' experiences are generally associated with economic progression, social gain and enhanced quality of life, there are exceptions, challenges and some causes for concern. Some migrants are particularly vulnerable to exploitation and exclusion, and these merit particular supports, including outreach engagement. Migrants are not a homogenous group, and it is essential that decision-makers and service providers take cognisance of the diverse backgrounds, languages, cultures and heritages that constitute contemporary Waterford society. Integration involves promoting engagements between Irish people and migrants as well as between and among the various migrant communities. Initiatives ought to reach out, in particular, to those who have fewest compatriots in Waterford, and to meet the specific needs of women and children.

The distribution of migrant communities in Waterford City and County is such that the greatest concentrations are in Waterford City Centre, Tramore and Dungarvan. It is important to guard against any segregation of communities, and instead, to encourage social contact and interaction among all communities – migrant and non-migrant. The spatial analysis presented here also notes the presence of migrants in rural communities. Rural-proofing will be important in maximising the impacts of this strategy.

Waterford has a number of direct provision centres and a significant asylum-seeker population. While the centres come under the formal remit of a national body (Reception and Integration Agency), they have developed linkages with local communities, and their experiences and those of resettled refugees point to the importance of engaging civil society in supporting and enabling



integration. Persons in direct provision (DP) and those who have gone through the DP process face particular challenges in achieving integration. These, along with those from whom the host community has expressed greatest social distance (including Roma, Romanians and Pakistanis, among others) merit particular supports. Migrant experiences also point to the importance of social inclusion and community development approaches in delivering this integration strategy. Moreover, the research findings – migrants’ experiences and host community attitudes – indicate evidence of various forms of prejudice, intolerance and racism. Thus, while Waterford can build on many positives, there is an imperative to tackle all forms of prejudice and discrimination. Civil, religious, political and business leaders have an important role to play in promoting tolerance, inclusion and integration.

The needs analysis informing this Strategy points to the importance of ensuring that migrants have access to reliable and accurate information – particularly about education and employment rights and opportunities. Therefore, many of the recommendations put forward here coalesce around the development of an information hub – as a one-stop-shop – a vibrant, inter-cultural, multi-lingual space in which migrants can secure information, raise issues and celebrate cultural diversity – in collaboration with Irish people.

The Waterford Migrant Integration Forum, which was formed in 2019, provides a platform for the engagement and representation of migrants. It offers an important mechanism in enabling migrants to engage in local decision-making. This strategy recommends that the Forum be further developed and expanded.

Waterford’s Migrant Integration Strategy (2020-2023) was formulated during the second half of 2019. The Waterford LCDC (Local Community Development Committee) Migrant Integration Strategy Working Sub-group oversaw the consultation, research and drafting processes. This group, which brings together a range of stakeholders, will continue to play an active role in driving and giving effect to this Strategy.

Delivering this Strategy will require a concerted effort by all the agencies currently represented on the Waterford Local Community Development Committee (LCDC) among others. It will require collaborative and partnership approaches, to respond to the totality of migrant needs and to ensure that Waterford can leverage the external resources that will be required to support local action. The LCDC is well positioned to review and support the Strategy’s implementation, and to support knowledge transfers among stakeholders. The LCDC can also support research and enable stakeholders to learn from best international practice. Stakeholders are already committed to Waterford’s participation in national and EU networks to foster best practice and the creation of policy environments that are conducive to integration. Operationally, an Integration / Implementation Officer will be required to coordinate the delivery of the recommendations put forward here and to support service providers, particularly those in the community and voluntary sector.

This integration strategy offers a supportive framework for the promotion of migrant integration in Waterford over four years. During this time, unforeseen opportunities will emerge, and these should be grasped. Challenges may also emerge, and stakeholders will require additional supports and investments to meet any new and potential challenges. Waterford is well positioned to capitalise on the economic and social gains associated with migration, and the sets of

recommendations put forward in this strategy offer signposts for the celebration of diversity and a harnessing of a wealth of skills and resources.

## Achoimre Fheidhmiúcháin

Sa bhliain 2017, d'fhoilsigh An Roinn Dlí agus Cirt agus Comhionannais Straitéis Um Lánpháirtíú Imearcach – Treo don Todhchaí. Leagtar síos inti creatlach d'údaráis áitiúla agus d'fhorais eile chun straitéisí áitiúla a dhearadh a mbeidh tionchar aici ar an straitéis náisiúnta agus a fhreagraíonn do riachtanais agus do chúinsí áitiúla. Seasann **Straitéis Um Lánpháirtíú Imearcach Phort Láirge (2020 – 2023)** mar ghníomh tomhaiste comhpháirtíoch de bheartas um lánpháirtíú náisiúnta na hÉireann. Cuireann sí creatlach ar leith ar fáil, a leagann síos moltaí, inar féidir leis an gComhairle Cathrach agus an Chomhairle Chontae, forais eile, soláthraithe seirbhíse agus eagrais áitiúla tarraingt uirthi ina gclár oibre.

Déantar cur síos sna polasaithe náisiúnta agus sa taighde idirnáisiúnta ar an lánpháirtíú mar phróiseas dhá bhealach. Tugann an cur síos seo le fios gur féidir agus gur chóir d'Éireannaigh ról gníomhach agus sofheicthe a bheith acu i gcur chun cinn an lánpháirtithe. Tá roinnt eagrais gníomhach cheana féin agus taithí leathan acu ina thaobh. Tá sé tábhachtach tógaint ar a gcuid saineolais agus meánsruthú a dhéanamh ar a gcleachtais. Bainfidh tábhacht leis an gceannaireacht shibhialta chun an straitéis a bhaint amach agus chun cinntiú go mbeidh soláthraithe seirbhíse ag feidhmiú i dtimpeallacht thacúil.

Tá múnú déanta ar fhéiniúlacht Chontae Phort Láirge ag rabharta d'imircigh thar roinnt céadta siar. Tugann sé seo anuas ar líon mór d'eisimirce a tharla le linn an naoú agus an fhichiú haoise féiniúlacht shainiúil don chontae a bhfuil nascanna stairiúla aige le háiteanna éagsúla i gcéin. Cuirfidh an ceiliúradh a dhéanfar ar scéalta an phobail imearcaigh – idir scéalta comhaimseartha agus stairiúla - le tuiscint an phobail maidir le perispictíochtaí an phobail imearcaigh. Cabhróidh sé seo leis an lánpháirtíú a nascadh mar dhlúthchuid den saol i bPort Láirge.

Léiríonn an taighde, ina bhfuil an straitéis seo bunaithe, go bhfuil contae Phort Láirge ag éirí níos ilghnéithí. Cruthaíonn seo deiseanna don chathair agus don chontae ach baineann dúshláin agus freagrachtaí leis an ilghnéitheacht chéanna. Cé go mbaineann taithí an phobail imearcaigh le dul chun cinn eacnamaíoch, gradam sóisialta agus caighdeán saoil níos airde, tá eisceachtaí, dúshláin agus ábhar buairimh áirithe ann. Bíonn imircigh áirithe i mbaol dúshaothraithe agus eisiaimh agus bíonn gá sna cásanna seo le tacaíocht ar leith, an idirghabháil for-rochtana san áireamh. Ní grúpa comhionann é an pobal imearcach agus tá sé rithábhachtach go dtógann cinnteoirí a bhfuil an chumhacht acu agus soláthraithe seirbhíse cúlraí éagsúla, teangacha, cultúir agus oidhreacht na bpobal seo, a bhfuil dlúthbhaint acu le féiniúlacht chomhaimseartha Phort Láirge san áireamh. Baineann lánpháirtíú le hidirghabháil a chothú idir imircigh agus an pobal Éireannach anuas ar chaidreamh idir pobail éagsúla imirceach iad féin. Ba cheart go mbeadh gníomhartha dírithe ar ghrúpaí a bhfuil an líon is lú comrádaithe i bPort Láirge acu agus freastal a dhéanamh ar riachtanais shainiúla ban agus leanaí faoi seach.

Fágann dáileadh na bpobal imearcach i gContae agus i gCathair Phort Láirge go bhfuil an dlús is mó díbh lonnaithe i lár na cathrach agus i nDún Garbhán. Tá sé tábhachtach a chinntiú nach ndéantar leithscaradh ar phobail áirithe ach an teagmháil shóisialta a chur chun cinn i measc phobal uilig an chontae – imearcach agus neamhimirceach. Léiríonn an anailís spásúil anseo go bhfuil láithreach ar leith ag imircigh i bpobail tuaithe. Beidh tábhacht le promhadh leas na tuaithe chun tionchar na straitéise seo a láidriú.

Tá líon ar leith ionad soláthair-díreach i bPort Láirge agus daonra suntasach lucht iarrtha tearmann sa chontae. Cé go dtagann na hionaid faoi chúram fhoras náisiúnta (Gníomhaireacht Fáilte agus Imeasctha), tá naisc forbartha acu le pobail áitiúla agus léiríonn taithí na ndaoine seo go bhfuil sé tábhachtach páirt a bheith ag an tsochaí shibhialta imeascadh na bpobal seo a éascú. Bíonn dúshláin ar leith roimh dhaoine a bhfuil taithí an tsoláthair-dhírigh acu maidir le himeascadh iomlán a bhaint amach. Tá gá le tacaíocht ar

leith do na pobail seo agus dóibh siúd a bhfuil fad suntasach sóisialta eatarthu (pobail Roma, Rómáinise agus Pacastánach). Seasann taithí na bpobal imirceach do thábhacht an iomchuimsithe shóisialta agus do chur chuige forbartha pobail chun fíis na staitéise a bhaint amach. Os a choinne sin, léiríonn na torthaí taighde maidir le meon an phobail dúchais fianaise éagsúil de réamhchlaonadh, den idirdhealú agus de chiníochas. Cé gur féidir linn tógaint ar ábhair éagsúla dearfacha anseo i bPort Láirge, ní mór tabhairt faoin réamhchlaonadh agus idirdhealú a ruaigeadh. Tá ról nach beag ag ceannairí polaitiúla, sibhialta, reiligiúin agus gnó i gcur chun cinn an iomchuimsithe, an chaoifhulaingthe agus an imeasctha.

Léiríonn an anailís riachtanas, ina bhfuil an straitéis seo bunaithe, an tábhacht a bhaineann le rochtain a bheith ag an bpobal imearcach ar eolas cruinn bailí – go háirithe faoi chearta agus dheiseanna oideachais agus fostaíochta. Mar sin, tagann go leor de na moltaí anseo le chéile a airíonn tábhacht a bheith le ‘mol eolais’ a bhunú – mar phointe teagmhála – spás beoga, idirchultúrtha, ilteangach a ardaíonn dúshláin agus a cheiliúráin an ilghnéitheacht – i gcomhpháirt leis an bpobal dúchais.

Tugann Fóram Lánpháirtíú Imearcach Phort Láirge, a bunaíodh sa bhliain 2019, ardán d’ionadaíocht agus d’idirghabháil a bheith ag an bpobal imearcach. Cuireann sé spás ar fáil chun páirt a bheith ag pobail imearcacha sa chinnteoireacht. Moltar sa straitéis seo go ndéanfar an fóram seo a fhorbairt agus a leathnú.

Bunaíodh Straitéis Um Lánpháirtíú Imearcach Phort Láirge (2020 – 2023) le linn an tarna leath den bhliain 2019. Rinne grúpa oibre straitéis imeascadh an Choiste Áitiúil um Fhostaíocht agus um Fhorbairt Phobail Phort Láirge maoirsiú ar an bpróiseas comhairliúcháin, taighde agus dréachta. Leanfaidh ról tábhachtach an ghrúpa seo, a thógann geallshealbhóirí éagsúla san áireamh, ar aghaidh sa phróiseas seo.

Beidh gá le hiarracht ar leith ó fhorais iomlána reatha ar an gCoiste Áitiúil um Fhorbairt Phobail (CAFP), i measc foras ábhartha eile. Teastóidh cur chuige comhpháirtíoch chun riachtanais uilig an phobail imearcaigh a aithint agus freagairt dóibh, agus chun cinntiú go mbeifear in ann teacht ar acmhainní seachtracha a thacóidh le gníomhaíocht áitiúil. Tá an cumas ag an CAFP tacaíocht a thabhairt agus athbhreithniú a dhéanamh ar chur i bhfeidhm na straitéise agus chun tacú le haistriú eolais gheallshealbhóirí. Is féidir leis an CAFP tacú le taighde agus le cinntiú go bhfoghlaimíonn geallshealbhóirí ó dheachleachtas idirnáisiúnta. Tá geallshealbhóirí tiomanta cheana féin do rannpháirtíocht chontae Phort Láirge i ngréasáin náisiúnta agus eorpacha chun deachleachtas a chothú agus chun timpeallachtaí beartas atá fabhrach do chur chun cinn an lánpháirtithe a fhorbairt. Ar leibhéal practiciúil, beidh gá le hOifigeach Imeascadh a fhostú a mbeidh de chúram air comhardanú a dhéanamh ar na moltaí seo agus tacaíocht a thabhairt do sholáthraithe seirbhísí, go háirithe dóibh siúd atá ag feidhmiú sa phobal agus san earnáil dheonach.

Tairgeann an straitéis seo creatlach tacúil do chur chun cinn an lánpháirtithe i bPort Láirge do na ceithre bliana atá le teacht. Le linn an ama seo, beidh deiseanna gan choinne romhainn agus ba cheart iad a thapú. D’fhéadfadh dúshláin gan choinne a bheith i gceist chomh maith céanna agus beidh gá le breis tacaíochta agus infheistíochta chun tabhairt faoi na dúshláin sin. Tá an cumas agus an taithí i gContae Phort Láirge, chun buntáiste a bhaint as gnóthachtain eacnamaíochta agus shóisialta a bhaineann leis an imeascadh agus cuireann an tsraith moltaí anseo comharthaithe soiléire ar fáil chun an ilghnéitheacht a cheiliúradh agus chun tarraingt ar thobar scileanna agus acmhainní sa chontae.

## 1. Introduction and Context

Over the past twenty years, there have been considerable changes in Waterford's population. The city and county have become more diverse, as many people have come from other parts of the world to seek a better life here. Most of those who have come to Waterford are from Eastern Europe, mainly Poland and Lithuania. Waterford also has a growing number of people from Romania, Slovakia and Hungary. People come from further afield as well, including The Philippines, India, Pakistan, Brazil and several African countries. Some come in search of employment, and migrants play very important roles in our health services and in the hospitality sector. The ethnic shops and many new businesses migrants have established are an indication of how they are contributing to the local economy. Other migrants come here, as they are fleeing conflict and persecution. As this strategy notes, most migrants are happy in Waterford; they have Irish friends and they are enriching Ireland's culture and identity. However, migrants also face challenges; they can be vulnerable to exploitation, prejudice and intolerance. Sometimes, they can hit a glass ceiling, and can find it difficult to progress their careers. At other times, they can find it difficult to understand Irish ways and systems. As a result, they may lose out on opportunities, and they can be excluded from community and social events. Some migrant communities can be mis-understood because of the way they dress or express their cultural identity, which can seem strange to Irish eyes. This strategy seeks to build on the positives – as experienced by migrants and by Irish people. It also seeks to address issues and challenges facing migrants, and to enable them to play full and active parts in all aspects of Irish life.

Recognising the opportunities and conscious of the diverse needs of migrants, Waterford City and County Council has instigated this strategy. Other local authorities across Ireland are taking their own steps to promote integration. All are doing so in the context of a national integration strategy (*The Migrant Integration Strategy – a Blueprint for the Future*) that the government launched in 2017. Locally, Waterford City and County Council has established a dedicated steering group to oversee this strategy. This group brings together representatives from public bodies, service providers, community organisations and the Migrant Integration Forum. Therefore, a diverse range of stakeholders has been involved in putting this strategy together, and all will be involved delivering it over the coming four years. This integration strategy for Waterford City and County (2020 – 2023) takes a very inclusive approach, as it encompasses migrants, refugees, asylum seekers and persons in direct provision. It also includes second-generation Irish and persons of dual nationality.

This document contains six chapters:

- The first chapter provides an overview of the strategy; it outlines why integration is important, and it refers to relevant EU and national frameworks.
- Chapter two explains how this strategy was compiled; it describes how migrants and other stakeholders were consulted and enabled to put forward recommendations.
- Chapter three presents a profile of migrant communities in Waterford City and County – their nationalities, places of birth and languages. It identifies where the main migrant communities reside.
- The fourth chapter presents the findings from the various consultations. It refers to the results from a survey questionnaire, interviews and focus groups with migrants. It also includes observations and recommendations from service providers and agencies.
- Chapter five deals with the recommendations to be implemented over the next four years. These reflect national policy, but respond to Waterford's needs and potential.
- The final chapter outlines an implementation framework.

## Rationale

This strategy offers a supportive framework for the integration and inclusion of all migrant communities in Waterford City and County. This multi-annual strategy (2020 – 2023) seeks to support the integration of migrants in all facets of life in our city and county; it encompasses strategic actions that relate to the economy, civic life, public administration, services, community development, sport, the arts and recreation. The strategy recognises that Waterford’s population has become more diverse over recent years, and that we will become an even more diverse and multi-cultural society over the coming decades. Diversity in terms of nationality, ethnicity, culture, language and modes of expression has certainly enriched our society.

Migrants make significant contributions to the local, regional and national economies; they increase the pool of skills in our labour market, and they fill vital positions in several sectors, most notably in our health service and the hospitality industry. Migrants have brought new ideas and energies to communities; they have established businesses, particularly in our town centres and are among the most active, creative and enthusiastic members of community arts and music groups. Migrants have also made us aware of Irish culture and heritage, including our own emigration experiences, and they are embracing Irish ways – while hopefully, holding on to their own culture and traditions. While Ireland and Waterford are new to in-migration, relative to most other western societies, we have already demonstrated, in many ways, our capacity to be welcoming, inclusive and embracing, and this strategy notes the importance of building on the many good practices that already pertain – in policy and practice.

This is a bespoke integration strategy; it has been driven from the bottom-up – by a range of stakeholders across Waterford City and County. Above all, it has been advanced through systematic and extensive consultations with migrant communities, and this bottom-up approach will continue to be a hallmark of the strategy over the course of its implementation. In addition, the formulation of the strategy has been characterised by generous buy-in and support from service providers in the statutory and community sectors, and these will continue to be strategic partners with Waterford City and County Council in giving effect to our stated objectives. Several NGOs and community-based organisations, both geographical and special interest, have contributed to this strategy, and they will be integral to its delivery over the next four years. In essence, this strategy is characterised by collaborative approaches and partnership working – in every sense.

## Context – Policy and Practice

In addition to responding to local needs, and harnessing and building on local supports and good practices, this strategy gives clear effect to EU and national policy goals and objectives. In 2010, Ireland signed up to the **Zaragoza Declaration** on migrant integration (European Council, 2010). This commits Ireland and other EU member states to ensuring that public services are provided on an equitable basis, and the declaration presents performance-monitoring indicators in respect of employment, education, social inclusion and active citizenship. By virtue of EU membership, Irish citizens are guaranteed the right to freedom of movement, and may reside, work, access public services and vote in municipal elections in any EU member state. Reciprocal rights pertain here, in Ireland, for all other EU nationals. Ireland is a party to a number of international human rights treaties including:

- the International Convention on the Elimination of all forms of Racial Discrimination;
- the Council of Europe Framework Convention for the Protection of National Minorities; and

- the European Convention for the Protection of Human Rights and Fundamental Freedoms.

Irish and EU policies and principles are nested within a United Nations' Framework that has its origins in the 1948 **UN Declaration on Human Rights**. In 2018, Ireland signed the **UN Global Compact for Migration**. Grounded in human-rights values, the Compact recognises that a cooperative approach is needed to optimise the overall benefits of migration, while addressing its risks and challenges for individuals and communities in countries of origin, transit and destination. Among its objectives are 'to create conducive conditions that enable all migrants to enrich our societies through their human, economic and social capacities, and thus facilitate their contributions to sustainable development at the local, national, regional and global levels'<sup>1</sup>. The Global Compact seeks to build on the **International Convention on the Protection of the Rights of All Migrant Workers and Members of their Families** (1990). This convention, to which Ireland is a signatory, sets out clear provisions for the safeguarding of the human rights, dignity and wellbeing of migrant workers and members of their families. The **2030 Agenda for Sustainable Development** notes the contribution of migration to sustainable development. Migration is a cross-cutting issue in respect of all of the **UN Sustainable Development Goals (SDGs)**. Eleven of the goals contain targets and indicators that are relevant to migration or mobility. The Agenda's core principle to "leave no one behind" refers specifically to migrants. These global frameworks, which espouse a human-rights approach, are core principles and values of the Waterford Integration Strategy (2020-2023).

National policy, in Ireland, is reflective of the EU commitment to achieving a more inclusive and integrated society. In 2017, the Department of Justice and Equality brought forward a national integration strategy entitled '**The Migrant Integration Strategy – A Blueprint for the Future**', which was formulated in conjunction with several government departments and other stakeholders, including the City and County Managers' Association. The strategy aims to "ensure that barriers to full participation in Irish society by migrants or their Irish-born children are identified and addressed... [and that] Ireland... will be a society in which migrants and those of migrant origin play an active role in communities, workplaces and politics" (Department of Justice and Equality, 2017: 8). Government policy envisages a 'whole-of-government' and 'whole-of-society' approach to promoting the integration and inclusion of all migrant communities. At local level, this implies that all stakeholders work collaboratively and in partnership to identify needs and opportunities, and to be creative, ambitious and inclusive in reaching out to migrant communities and enabling them to fully participate in decision making, local governance and economic and community development. In addition to enabling, encouraging and guiding local government, public bodies and the wider civil society, government policy also places particular obligations on public bodies and those in receipt of public funds. These obligations are set out in the 2014 **Irish Human Rights and Equality Commission (IHREC) Act**, which requires agencies to:

- eliminate discrimination;
- promote equality of opportunity and treatment for staff and persons to whom it provides services; and
- protect the human rights of staff and services users.

The Irish Human Rights and Equality Commission Act envisages that all agencies / organisations pursue a three-pronged approach to "positively transform how public bodies engage with members of the public, and their own staff" (2019: 2):

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<sup>1</sup> The full text of the Global Compact for Migration can be accessed at:  
[https://refugeesmigrants.un.org/sites/default/files/180713\\_agreed\\_outcome\\_global\\_compact\\_for\\_migration.pdf](https://refugeesmigrants.un.org/sites/default/files/180713_agreed_outcome_global_compact_for_migration.pdf)

1. **Assess** - set out in its strategic plan an assessment of the human rights and equality issues it believes to be relevant to the functions and purpose of the body;
2. **Address** - set out in its strategic plan the policies, plans and actions in place or proposed to be put in place to address those issues; and
3. **Report** - report on developments and achievements in its annual report.

At local level, Waterford City and County Council and several other organisations give effect to the vision and objectives that are articulated in national policy goals and legislation. The **Waterford Local Economic and Community Plan (LECP) (2015-2020)** represents an enabling mechanism to ensure that the local authority and other stakeholders collectively drive and promote integration at county and local community levels. In addition, Waterford is being proactive and prompt in responding to a discussion document, published by the Immigrant Council of Ireland and endorsed by the Minister of State for Local Government and Electoral Reform (2018), to deliver on six specific actions<sup>2</sup> set out in the national integration strategy. Thus, Waterford City and County Council and its partners locally have committed to an incremental and iterative process – with two clear strands. The first strand saw the successful establishment of the Waterford Migrant Integration Forum, while the second involves the formulation of this integration strategy. These strands, which are being rolled-out in tandem with the other commitments, are interlinked, and the Migrant Integration Forum has been an active agent in advancing this strategy. The Forum currently (December 2019) has eighteen affiliated groups that represent migrant communities, and it is envisaged to grow this number and to consolidate and expand the Forum over the lifetime of this strategy.

## Relevance and Vision

Waterford City and County Council and its partner agencies and organisations present this strategy in the context of a supportive legislative and policy framework at EU and national level. We also welcome Irish society’s recognition of the importance and merits of integration and of the valuable contributions migrants make to our country, city and county. We are however, cognisant of new and persistent challenges. This strategy was formulated during a time when there were public protests – some of them unsavoury – against the siting of direct provision centres<sup>3</sup>. Indeed, we need to recognise and challenge the existence of any form or manifestation of prejudice, intolerance, discrimination, xenophobia or racism in our society. The history, heritage and identity of Waterford, more than any other part of Ireland, embody and reflect diversity and a fusion of cultures over many centuries. Contemporary Irish identity has been fused and enriched from waves of migration and exposure to external cultures; the associated intercultural interfaces have added to our core entity and have made us, in many respects, more assured in our Irishness and more cosmopolitan as a proud European nation and progressive EU member state. Waterford’s experience, in particular, demonstrates that integration is a two-way process. This implies, as articulated in the government’s Migrant Integration Strategy that those of Irish heritage “expand their notion of Irishness to include migrants and those of migrant origin. Equally, migrants who make their homes in Ireland on a long-

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<sup>2</sup> Action 17: Initiatives will be undertaken aimed at increasing the number of migrant representatives in local authority fora, like Public Participation Networks (PPNs) and other representative for a; Action 52. Integration strategies will be updated; Action 53. A Migrant Integration Forum will be established in every local authority area, ideally through existing Public Participation Network (PPN) structures, and will meet regularly; Action 60. Multi-lingual materials on voter registration and on elections will be made accessible and available; Action 62. Local Authorities will take action to have migrant representation on all Joint-Policing Committees; and Action 64. Local Authorities will develop and publish their policy on the early removal of racist graffiti in their respective areas

<sup>3</sup> These happened in other counties – not in Waterford. For media reports see *The Irish Times*: <https://www.irishtimes.com/news/social-affairs/direct-provision-the-controversial-system-turns-20-1.4081833>

term basis will be expected to engage actively and to assume shared civic responsibilities for promoting the well-being of our society (Department of Justice and Equality, 2017: 8).

When approached correctly – based on mutual respect and inter-culturalism, migration can, as described by Price and Chacko (2012: 13), “bring benefits such as needed skills, cultural diversity, and entrepreneurship that can boost the economic growth and performance of a city”. Their research, across several cities and regions, indicates that, “when efforts to include migrants are practiced, evidence suggests that cities function better and are more prosperous. Making this effort, therefore, is a benefit for all residents of the city” (ibid.). Migration can also deliver tangible benefits beyond the city boundaries, and in particular to those parts of County Waterford that have been adversely affected by demographic weaknesses and an ageing of the population. Indeed, there is already clear evidence of many rural communities embracing immigration and harnessing the associated social and economic benefits. As the European Commission has noted, “third-country nationals have a positive fiscal net contribution if they are well integrated in a timely manner, starting with early integration into education and the labour market” (2016: 3). The international evidence indicates that the integration of migrant communities can deliver several benefits to Waterford City and County – economically, socially and culturally. However, integration is not an easy process, and it is necessary to work with migrants and host communities in collectively addressing issues and in co-creating inter-cultural communities.



## 2. Methodological Approach

This chapter outlines how the Waterford Migrant Integration Strategy was compiled. It describes the approaches that were used to ensure that migrant communities were made aware of the strategy and were enabled to have a voice. It also refers to the various consultations that took place with service providers, agencies, public bodies and community groups. Over two hundred migrants completed a survey questionnaire, while several others participated in interviews, focus groups, workshops and conversations. Irish people were also surveyed, as they have an important role to play in supporting and enabling integration. Over three hundred completed a survey questionnaire, while those working in frontline services provided valuable insights and put forward clear recommendations. The Integration Strategy Steering Group oversaw the entire process. They ensured that the methods were inclusive and that events were well advertised and promoted. They worked alongside two external consultants, who brought fresh perspectives and whose research was conducted to the highest standards. As this chapter deals with the methodologies, it is more technical than other parts of the document. This is important and necessary, so that readers are fully aware of the evidence and sources behind this strategy. The following chapter (three) illustrates the findings – in text and in graphs - that emerged from the research and consultations.

This integration strategy for migrant communities in Waterford City and County is the product of collaborative working, extensive consultation and objective research. The Urban Agenda for the EU (Wolffhardt, 2019: 3) recommends that, “developing clear goals, indicators and evaluation mechanisms are necessary to adjust policy, evaluate progress on integration and to make the exchange of information more effective”.

In promoting **collaborative approaches** to the attainment of integration, the Waterford Local Community Development Committee (LCDC), which is itself an inter-agency body, established a dedicated Integration Steering Group. This steering group, which had already led the establishment of the Migrant Integration Forum, was charged with overseeing the formulation of the strategy. It brought together representatives from local government, the statutory sector, Waterford Area Partnership, NGOs, the Public Participation Network (PPN) and the Waterford Migrant Integration Forum. The Steering Group appointed Breandán Ó Caoimh and Margaret Ward, as independent consultants, to undertake research and consultations that would inform and guide the strategy. The consultants reported regularly to the Steering Group, during the period July to November 2019, as they engaged and spoke with stakeholders across the city and county. The consultants also reported formally to the LCDC (October and December).

This strategy has been informed by **extensive and meaningful engagements and consultations** with migrant communities, service providers – statutory and non-statutory and other interested parties. The **research** underpinning this strategy is based on a **mixed-methods approach** – involving references to policy and literature, baseline data collection, questionnaires surveys, one-to-one interviews with migrants and other stakeholders, focus groups, workshops and public meetings.

The consultants began with an extensive brainstorming session with members of Waterford Migrant Integration Forum on the issues of most concern to them and their member organisations, which represent eighteen migrant communities across Waterford City and County. This helped inform the rest of the process, as it raised awareness of the strategy and it provided for an initial scoping of issues and ideas. Moreover, it opened up some access routes to enabling contacts between the consultants and migrant communities.

## Quantitative Research

A questionnaire survey was then circulated to migrant communities across the city and county (See Annex 1). Two hundred and forty migrants responded, and the findings provide quantitative data in respect of their experiences across a range of indicators including: access to public services; prejudice / intolerance; civic engagement; welfare; employment; and social interaction. The questionnaire was available on-line, and several organisations including the City and County Council, PPN and Baltic Ireland provided links via their websites. Paper copies were also distributed and collected at meetings and gatherings, including at Friday Prayers and at the Polish School. The questionnaire was available in six languages: Arabic, English, French, Latvian, Lithuanian and Polish, and the on-line data collectors were open for a period of four months. The survey results provide very specific pointers for this integration strategy, and they have generated baseline data against which targets can be set and progress monitored over the coming years.

As outlined in the national integration strategy, and supported by international literature (Deardorff, 2011; McGinnity *et al.*, 2018) attaining and sustaining integration require two-way processes, whereby migrants interface and integrate with one another – across all nationalities and ethnicities – and with the ‘host’ community. In our case, the ‘host’ community is predominantly made up of Irish nationals. Therefore, this strategy has been further underpinned by a strand of data collection that was specifically targeted at the ‘host’ community. This focused on measuring host community attitudes to a range of nationalities, ethnicities and social groups – based on the Bogardus Scale of Social Distance. This seven-point scale is widely used in attitude measurement (MacGréil, 1977; Parrillo and Donoghue, 2005; Maurer and Keim, 2018), and it allows researchers to establish how ‘host’ communities perceive migrants. A bespoke questionnaire was circulated in Waterford City and County, and the consultants engaged specifically with second-level schools, so that senior-cycle students would complete the questionnaire – as a contribution towards future-proofing the strategy. Over 350 (n=354) responses were received. Annex 2 presents the core question on social distance that was applied in Waterford.

## Qualitative Research

The consultants spoke with several agencies and service providers, in the statutory and non-statutory sectors, and invited them to put forward their observations in respect of integration in Waterford. Face-to-face interviews were held with more than a dozen people, covering health, education, sport, culture, social inclusion, migrant support, refugee resettlement and direct provision. A number of supplementary phone interviews were also conducted regarding English language provision and other training. Specifically, the interviews enabled personnel to identify current practices that are working well, so that the strategy (2020-2023) could build effectively on existing achievements. In addition, the interviews allowed service providers and community-based organisations to identify issues and challenges that ought to be addressed, and to outline ways in which public bodies, NGOs and communities could contribute to the two-way processes that are required to sustain integration. Both sets of interviews addressed resource issues, and informants spoke about the importance of collaboration and partnership – across agencies and with all communities – migrants and non-migrants.

## Focus Group Engagement with Stakeholders

In addition to engagement with the Migrant Integration Forum, the consultants and Steering Group convened two public meetings – one in Waterford City and one in Dungarvan, which were

extensively advertised – on local media (print, broadcast and social). At these events the consultants provided an overview of the findings (up to then), issues and recommendations emerging from the research and consultations, and attendees discussed and proposed ways forward – based on the themes that are presented in the national integration strategy. Migrants from more than a dozen countries attended, along with councillors and other local people and agencies with an interest in integration.

The consultants were anxious to ensure that voices which might not usually be heard were included in the formulation of the strategy. Waterford has four direct provision centres (two in the city and two in Tramore) and an Emergency Reception and Orientation Centre in Clonea, near Dungarvan. One of the consultants visited two of these centres to engage with asylum seekers. Meetings were also held with members of the Roma community in Waterford. These consultative interviews asked migrants to recount their experiences – positive, negative and ambivalent – of integration in Waterford City and County and their ideas for what needs to be done to support integration

Having collected a significant volume of both qualitative and quantitative data, the consultants and the Steering Group organised a workshop (held on November 4) to which sixty agencies and service providers (including elected representatives and LCDC members) were invited. A total of twenty-six attended with a number of others providing inputs directly to the consultants – via phone and e-mail. With respect to each theme, they worked on a set of bespoke questions that were adapted from the following generic prompts:

1. What is your agency doing with respect to the delivery of IHREC and the current national integration strategy, and what is working well? (agency workshop only)
2. What are the main new and emerging issues and challenges in respect of integration here in Waterford City and County?
3. Where do you see the opportunities to promote integration – particularly at local level?
4. How can migrant communities play an enhanced role in the civic and economic life of our city and county? (be as specific as possible, please)
5. What specific recommendations ought to be included in the Waterford City and County integration strategy?

Annex 3 lists the agencies / organisations that participated in interviews, focus groups and / or the consultative workshops.

This mixed-methods approach (quantitative and qualitative) ensured that Waterford was effectively addressing the ‘data gaps’ referenced on page nine of the (national) Migrant Integration Strategy. Moreover, the scale and extent of the consultations and survey work have served to increase public awareness of the integration strategy and of integration issues more generally.

The collaborations, consultations and data collection that underpin and guide this strategy ensure that the strategic actions presented here are strongly evidence based. In addition, they represent a building on experiences to date, including those garnered from the delivery of the Waterford City Integration Strategy 2012 – 2016. That strategy, which was formulated by the City Development Board, has achieved notable successes in protecting migrants from discrimination; ensuring that migrants can avail of economic support and opportunities; encouraging and assisting service

providers to accommodate the increasingly diverse expectations, interests and needs; promoting awareness raising; and in increasing migrants' participation in civic life. Thus, over the course of the past eight years, several agencies, service providers and members of migrant communities have gained insights and lessons that inform the strategy for the period 2020 to 2023. In addition to harnessing experiences, this strategy provides a supportive scaffold and it complements the delivery of the objectives, which the Waterford Migrant Integration Forum has presented in its work programme. These include, *inter alia*, actions to promote inclusion in respect of local government structures and political engagement; education and employment; public relations; social and cultural engagement; and interfaith relations across all main religious groups.

### 3. Migrants in Waterford City and County

This chapter presents a profile of migrants in Waterford. It uses data from the most recent Census of Population (2016). The census is a useful data source, as it allows for comparisons over time and between places (temporal and spatial). The figures, presented in this chapter, illustrate Waterford's increasing diversity and they allow for a mapping of migrant populations at local levels. However, it should be noted that there have been changes in the composition of Waterford's migrant population in the three years since the census was conducted. Programme refugees from Syria, who came to Waterford in 2018 are not recorded here, nor are other persons who arrived since 2016. The census figures are also tempered by the fact that migrant populations tend to be more mobile than the native population. Some persons were enumerated in 2016, who may have been temporarily resident in Waterford, while others ordinarily resident in Waterford may have been enumerated elsewhere. Thus, while the Census of Population is a useful tool in analysing needs, assessing scale and planning, stakeholders need to draw on other complementary sources of information. The next census is due in April 2021.

When reading census of population data it is also important to bear in mind that the census forms are completed by householders / citizens themselves, rather than by a third party or government official. Thus, the census operates on the basis of self-declaration. Migrants who may be living in Ireland for several years, but who do not qualify for an Irish passport may declare themselves as Irish, as according to some "that is how we feel". Nationality does not always equate with citizenship. Up to 2004, all children born on the island of Ireland were entitled to Irish citizenship. However, following constitutional change that year, Irish citizenship is now accessible only to those with at least one Irish parent, regardless of where they were born or reside. This has caused considerable challenges for children and young people of foreign parentage, who have spent their entire lives in Ireland and see themselves as Irish, but who are denied Irish citizenship. The census figures are also affected by the number of persons who have undergone naturalisation; approximately 20,000 people were conferred with Irish citizenship in ceremonies that took place over the course of 2018 and 2019<sup>4</sup>. Thus, legal anomalies, personal perceptions and changes over time affect how people record themselves in the census.

Waterford's migrant population is mainly made up of economic migrants, most of whom have come here to seek employment and a better standard of living for themselves and their families. East European nationals comprise the largest proportion of economic migrants, and they enjoy full rights here, as EU citizens, in the same way that Irish people enjoy citizenship rights in their countries. Other economic migrants include so-called 'guest workers' from non-EU countries, such as Brazil, The Philippines, India and Pakistan, who are generally recruited by Irish employers to work in sectors such as meat processing, agriculture and health. Waterford is also home to persons who are fleeing conflict and persecution, and approximately four hundred people reside in 'direct provision' centres in Tramore (Ocean View and Atlantic House) and Waterford City (Birchwood House and Viking House) and in the Emergency Reception and Orientation Centre (in Clonea, near Dungarvan). Waterford Institute of Technology has a substantial overseas student and staff population, and there are significant numbers of foreign nationals working at University Hospital of Waterford as well as other major employers in the city and county. Programme refugees invited here by the government are welcomed for a short period of orientation and language classes, prior to being settled in

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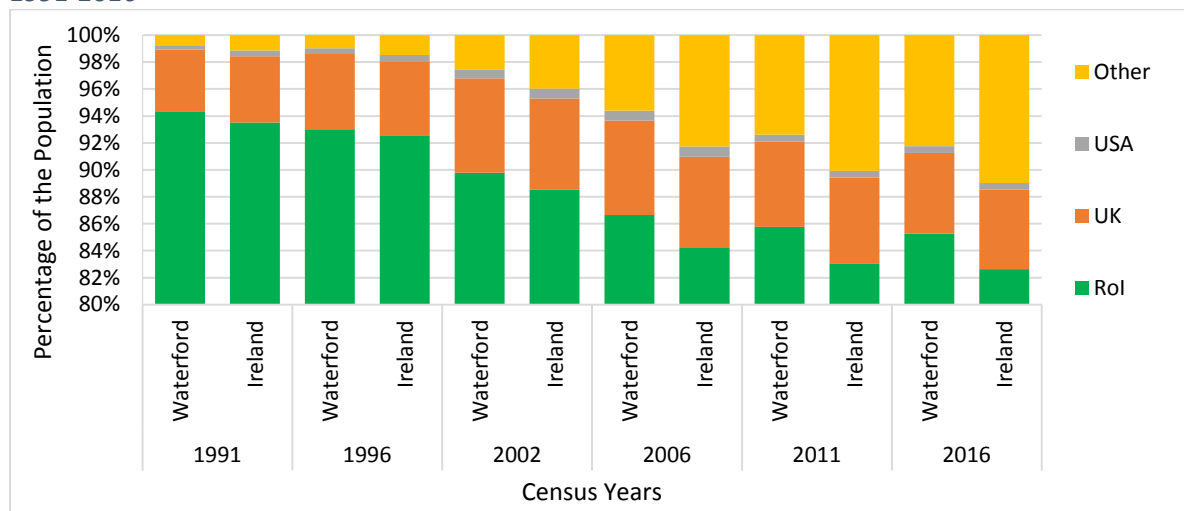
<sup>4</sup> Details of the Irish citizenship process and ceremonies can be accessed on the website of the Department of Justice and Equality at: <http://www.inis.gov.ie/en/INIS/Pages/citizenship-updates>. In June 2019, Waterford Institute of Technology hosted a citizenship ceremony at which 650 persons became Irish citizens.

Waterford or in other locations across Ireland. Recently, a group of Syrian refugees was resettled in the county, but, as their arrival was after the 2016 Census of Population, they are not reflected in the figures presented here.

## Waterford's Growing Diversity

Waterford's population has become increasingly diverse over the past twenty years. According to the most recent Census of Population (2016), the city and county have a combined population of 114,641. Of these, over one in seven (14.7%) was born outside the State. Over the twenty years to 2016, Waterford witnessed a doubling of the proportion of persons resident in the county who were born outside the State. The following bar graph illustrates the growing diversity of Waterford's population and that of Ireland.

Figure 3.1: Percentage of persons by place of birth (dominant locations) in Waterford and Ireland, 1991-2016



As the graph shows, Waterford is slightly less diverse (based on place of birth) than Ireland as a whole; in Ireland 17% of the population was born outside the State, while the corresponding figure for Waterford is 15%<sup>5</sup>. The graph also illustrates that the proportion of persons, resident in Waterford, who were born in the UK and the USA has changed little over time. At the same time, the county and city have experienced a notable increase in the number and proportion of persons coming from beyond the Anglophone world. Indeed, up to the 1990s, the Central Statistics Office (CSO) did not publish sub-county population data relating to persons born outside the geographies presented in Figure 3.1. More recent population censuses take account of Ireland's growing diversity, and the CSO publishes extensive county-level data on the population by place of birth, nationality and languages spoken. These reveal some distinctive features in respect of the demographics of migration in Waterford. There are 11,169 people, in Waterford City and County, who have a nationality other than Irish. These represent 9.6% of the total resident population. While Poles are now the most numerous nationality other than Irish, in Ireland as a whole, UK nationals continue to outnumber them in Waterford, particularly in rural areas. Lithuanians are the fourth most numerous nationality in Ireland and in Waterford, but Waterford's Latvian population is relatively small. The census returns also indicate increased migration from Slovakia, Romania, Croatia and Hungary (all EU) and from Pakistan. Waterford is also becoming increasingly diverse with respect to language, and as subsequent sections in this strategy note, the ability to

<sup>5</sup> Figures may include temporary residents e.g., international students at Waterford Institute of Technology, but they may exclude persons who did not complete their census form. Although, completion of the census form is a legal obligation, a small proportion of persons do not do so, and enumerators have reported difficulties accessing migrant populations, particularly those who live in apartment blocks. Further information is available on the website of the Central Statistics Office at: <https://www.cso.ie/en/csolatestnews/pressreleases/2018pressreleases/pressstatementcensus2016non-irishnationalitieslivinginireland2016/>

communicate is integral to successful integration. In Waterford, the most widely spoken foreign language is Polish, followed by French, German and Lithuanian. The relatively high number of Francophones is associated with migration from West Africa, rather than from France. Migration from German-speaking countries, particularly to rural Ireland, is associated with family ties, economic investment and lifestyle choices. In any event, migration from Western European countries, and from the UK, is less likely to meet the same integration challenges or merit the same attention as do the more recent waves of migration from Eastern Europe and further afield. According to the most recent CSO datasets, the twenty most numerous nationalities and the most widely spoken languages, apart from Irish and English, in Waterford, are as follows:

*Table 3.2: Number of persons by nationality (excluding Irish) of the twenty most numerous nationalities and number of speakers by language (excluding Irish and English) in Waterford, 2011 and 2016<sup>6</sup>*

Nationality	Number of Persons	Language	Number of Speakers	
			2011	2016
UK	3,387	Polish	2,178	2,615
Polish	2,330	French	1,181	1,092
Lithuanian	498	German	598	563
Irish-UK	414	Lithuanian	406	488
Slovak	364	Russian	548	463
Irish-American	337	Spanish	287	448
Romanian	256	Arabic	341	413
Pakistani	251	Slovak	375	402
Hungarian	248	Romanian	219	332
Latvian	244	Urdu	138	329
Czech	222	Malayalam	192	328
American (US)	205	Chinese, nec	256	293
Croatian	198	Hungarian	213	269
Indian	194	Czech	241	252
Irish-Other European	193	Portuguese	168	243
Irish-Polish	178	Yoruba	210	213
Irish-Australian	170	Croatian	35	181
Nigerian	161	Latvian	153	177
German	160	Italian	170	150
Chinese	136	Other African	150	132

The growth in the number of Arabic speakers, in Waterford, is associated with employment in the health services and with the arrival of refugees from conflict zones (e.g. Syria and Iraq). Meanwhile, recruitment of ‘guest workers’ from Brazil and parts of Africa – mainly to the meat and agri-processing industries is reflected in the number of Portuguese speakers who reside in Waterford. The data presented in this table (3.1) indicate the diversity and heterogeneity that pertain across migrant communities. Indeed, as consultations with agencies, civil society and migrant communities acknowledged, integration requires harnessing diversity, applying bespoke approaches and avoiding

<sup>6</sup> When reading the figures presented here it is important to bear in mind that the geographies of nationality and language do not exactly coincide. There are many second and third generation migrants, some / many of whom have Irish citizenship, but speak a language other than English or Irish at home. Moreover, as noted in the introduction to this chapter, census data are on the basis of self-declaration, and personal circumstances change over time. Such change may account for the fact that there are more than 300 people listed as speaking Malayalam, most of whom are from Kerala, but there are only 194 altogether reporting Indian nationality.



any tendency to view migrants as a collective or homogenous group. These data and the stakeholder consultations also highlight the significance of language in promoting integration. Considering that integration is a two-way process; this implies enabling migrants to increase their competence in English and / or Irish, and ensuring that the host community is more accommodating of Waterford’s contemporary linguistic profile. The census data, for Waterford, reveal that among those for whom English or Irish is not their mother tongue (n= 11,687), 15% (n=1,725) do not speak English ‘well’ or ‘at all’. This is significant in economic terms, as, in Ireland, persons who do not speak English ‘at all’ are 2.5 times more likely to be ‘out of the workforce’ than are persons who can speak at least some English. As the consultations with agencies and community groups also revealed, English language competence is essential in accessing public services and participating in civic and social life. Thus, language acquisition and investments in translation / interpretation emerge as important elements of this strategy.

In line with the national integration strategy, this strategy provides for actions that enable economic integration. These respond to issues that emerged during the consultation process, and they serve to reduce inequalities and to promote social inclusion. The following table provides indicative baseline data in respect of the associated challenges. It shows that, relative to Irish nationals, migrants are under-represented in professional and managerial occupations and are more likely to be employed as manual workers. This is despite the fact that many migrants have third level and professional qualifications, and Ireland has labour supply deficits in certain industries and services.

*Table 3.3: Irish and ‘other’ nationalities by social class group in Waterford, 2016*

<b>Nationality</b>	<b>Professional workers</b>	<b>Managerial and technical</b>	<b>Non-manual</b>	<b>Skilled manual</b>	<b>Semi-skilled</b>	<b>Unskilled</b>	<b>Others</b>
All nationalities	7.5%	25.4%	17.5%	14.2%	12.2%	4.4%	18.9%
Irish	7.8%	26.6%	18.1%	13.9%	12.0%	4.2%	17.4%
All 'non-Irish'	5.0%	15.5%	13.1%	16.5%	13.7%	5.4%	30.9%

When these socio-economic status data are further analysed by nationality, they reveal that Lithuanians and Poles have the highest percentage of persons employed in ‘unskilled’ occupations; their respective values are 15% and 11%. Romanians have the highest proportion of persons, of any named nationality, working in ‘semi-skilled’ employment (n=27%). The highest values in respect of persons in ‘other’ occupations are among Africans (64.1%), other<sup>7</sup> Asians (53.9%) and Brazilians (45.4%). Those who are classified as having ‘other’ occupations include those with a number of part-time and / or seasonal income streams and those whose work transcends at least two sectors<sup>8</sup>.

Roma are also over-represented in this category (other), relative to other ethnicities; in the south-east region, they often rely on seasonal work (e.g., fruit-picking), and their employment status can be precarious. Pavee Point (2018) has documented the specific and multi-layered challenges Roma people face in achieving economic integration in Ireland; almost 80% reported facing discrimination when trying to access work and many hide their Roma identity. They reported (2018: 81) that “given the poverty and difficulties in accessing employment and supports outlined above, some Roma beg to survive. 17.6% of adults across households reported begging as their source of income and 14% reported having no income”. The local-level consultations here in Waterford identified similar

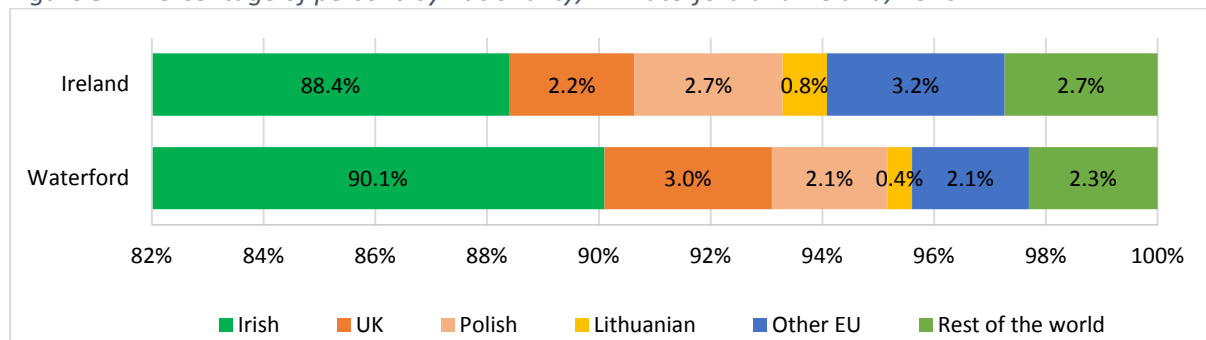
<sup>7</sup> Persons with Indian nationality are enumerated separately. Thus, the figure for ‘other’ Asian includes all other Asian nationalities e.g., Pakistani, Philippine and Chinese.

<sup>8</sup> The definitions used by the Central Statistics Office (CSO) for the 2016 Census of Population can be accessed at: <https://www.cso.ie/en/releasesandpublications/ep/p-cp11eoi/cp11eoi/bgn/>

issues, and the need for particular interventions to empower and support the Roma community. Agency personnel in Waterford estimate that there are approximately 60 to 80 Roma living in the city and county, but this number is highly variable and subject to seasonality. They concur with the Pavee Point research (2018: 48) on the merits of undertaking “periodic research to monitor the situation of Roma in Ireland, using the Roma peer researcher model (working with Roma in partnership with an NGO who engages with Roma); and explore the introduction of stratified sampling to gather statistically significant data on Roma”. Our consultations also tally with the recommendations of the Pavee Point research (2018) on the integration of the Roma community.

This (Waterford Integration) strategy outlines the need for strategic interventions in both urban and rural areas, and it notes the importance of rural-proofing in the delivery of the actions presented herein. Indeed, the consultation process involved outreach to rural communities. The CSO datasets provide some useful pointers in respect of identifying the urban and rural communities towards which resources and interventions are best directed in order to ensure the most effective outcomes. These datasets enumerate, at Electoral Division (ED) level and at Small Area (SA) level, the number of persons born in each of the following: Ireland, UK, Poland, Lithuania, other EU member states and the ‘rest of the world’. They also record, for these micro-geographies, the number of Irish, UK, Polish, Lithuanian, other EU and ‘rest of the world’ nationalities, as well as the number of speakers of the main languages. The following graph synthesises the data on nationalities, at county level, while the ED- and SA-level maps in Annex 4 illustrate the spatial distribution of migrant communities across Waterford.

Figure 3.2: Percentage of persons by nationality, in Waterford and Ireland, 2016



### Where migrants live

The maps (Annex 4) show that, within Waterford, the highest concentrations of migrant populations are in Waterford City – particularly in the City Centre, as well as in Dungarvan and its immediate environs. There are a number of rural communities with above average proportions of persons with a nationality other than Irish, and the highest values are in Aghlish, Cappoquin and Dunmore East. The EDs with the highest proportions of persons with a nationality other than Irish are as follows: Custom House B (56.9%), The Glen (51.1%), Custom House A (39.1%), Park (37.3%), Centre A (36.1%) and Bilberry (35.8%). The figures in parenthesis indicate the proportion of the resident population that was born outside of Ireland. As the maps clearly illustrate, there are particular spatial patterns associated with the distribution of the various migrant communities (by nationality and ethnicity) across Waterford. Poles, who are the single largest migrant community (after UK nationals), are more likely to reside in Waterford City, Dungarvan and Cappoquin, than elsewhere. They account for over ten percent of the population of the ED of The Glen (City) and over five percent of the population in the following EDs: Kilbarry, Bilberry, Park, Gracedieu, Morrisson's Avenue East, Dungarvan Rural, Dungarvan No. 1 Urban and Poleberry. The areas with the highest proportions of

Lithuanian nationals are predominantly in Waterford City, but their distribution is somewhat different to that of Polish nationals. The EDs with the highest proportions of Lithuanians, in the resident population (>2%), are as follows: Custom House A, The Glen, Shortcourse, Bilberry and Lisduggan. Persons born outside of the EU are more concentrated in the City Centre than elsewhere in Waterford. In the ED of Custom House B, they account for 39% of the resident population. In this ED, 14% of persons describe their ethnicity as 'Black or Black-Irish', and a further 15% describe their ethnicity as 'Asian or Asian Irish'. Almost half the population in this ED (46%) is a non-English speaker. Other EDs in which persons born outside the EU constitute over ten percent of the population are: Centre A, The Glen, Centre B, Park, Custom House A, Poleberry, Mount Sion, Bilberry, Kilbarry and Grange Upper. The increasingly cosmopolitan nature of these areas is reflected in the variety of ethnic shops, restaurants and other businesses therein. These outlets are indicative of innovation and entrepreneurship among migrant communities and are emblematic of the economic benefits they bring to Waterford. Harnessing and fostering these attributes will enhance integration.

The spatial patterns referred to above and illustrated in the maps in Annex 4 provide baseline data against which to measure Waterford's progress in ensuring ethnically mixed neighbourhoods and communities. Several studies (European Commission (Eurobarometer), 2017) show that social contact between migrants and 'host' communities promotes integration. A discussion document circulated to local authorities, and endorsed by the Minister of State for Local Government and Electoral Reform (Department of Housing, Planning and Local Government), encourages councils to avoid ghettoization in housing and to enable migrants to participate more fully in Irish civic life, including in community associations and electoral politics (Immigrant Council of Ireland, 2018). Fahey *et al.*, (2019: ii-iii) observe that, in Ireland, migrants as a whole are found to live in rather affluent areas, and in particular in districts with advantaged educational profiles. They note however, that, "this is not the case for people with poor English-language proficiency. Instead, they tend to live in areas with average affluence/deprivation and below average rates of third-level educational attainment. There is evidence that within the three largest cities, this group is concentrated in EDs with high unemployment rates". The situation in Waterford appears to be more complex than the national picture; the following table indicates associations between migrant communities and socio-economic deprivation (as measured on the Haase-Pratschke Index). As the table shows, the majority (75%) of the twenty EDs with the highest proportions of migrants in the resident population record negative scores on the Pobal HP Index<sup>9</sup>.

The demographic and socio-economic profile of migrant communities in Waterford highlights their diversity and underscores the importance of ensuring bespoke, area-based, community-led initiatives and partnership approaches.

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<sup>9</sup> The most widely-used measure of affluence and deprivation in Ireland is the Haase-Pratschke Index (HP Index). Variants of this index have been applied to successive censuses since 1991 in order to profile locations and to score and rank them in terms of affluence and deprivation. The scores on the index range from -30 to +30, where negative scores indicate disadvantage/deprivation and positive scores indicate affluence. Thus, the more negative the score (i.e. the closer to -30), the more deprived the location, and the more positive the score (i.e., the closer to +30), the more affluent the location.

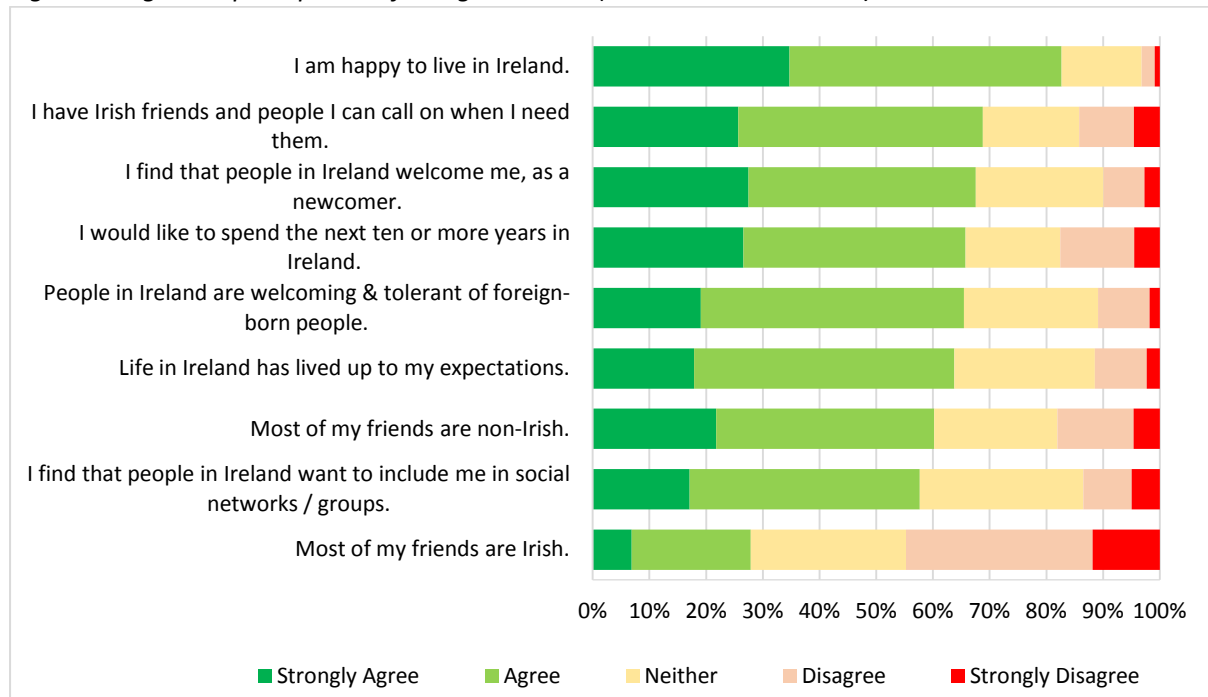
Table 3.4: Levels of Deprivation (measured on the Pobal HP Index) in the Electoral Divisions (EDs) with the highest proportions of migrants in Waterford, 2016

Electoral Division	Pobal HP Score	Place of Birth		Nationality							Ethnicity				Language	
		Non-Irish born	Non-Irish and Non-UK born	% non-Irish	% non-Irish non UK	% UK	% Polish	% Lithuanian	% Other EU 28	% Rest of World	% Other White	% Black and Black Irish	% Asian and Asian Irish	% other	% non-English Speakers	English Not well or at all
Custom House B	<b>-8.85</b>	56.9%	50.2%	48.8%	43.4%	5.4%	3.9%	1.6%	6.2%	31.8%	25.4%	13.7%	15.2%	4.7%	46.1%	21%
The Glen	<b>-0.44</b>	51.1%	45.9%	48.6%	44.4%	4.2%	11.4%	2.3%	15.1%	15.6%	36.4%	7.1%	6.1%	6.0%	42.6%	26%
Custom House A	<b>-18.29</b>	39.1%	34.0%	36.6%	31.7%	4.9%	3.1%	2.6%	15.1%	10.9%	26.2%	4.9%	6.5%	6.2%	28.9%	20%
Park	<b>-1.23</b>	37.3%	31.6%	32.5%	29.4%	3.2%	6.1%	1.0%	11.3%	11.0%	23.1%	3.4%	5.4%	7.3%	31.3%	21%
Centre A	<b>-6.42</b>	36.1%	31.0%	31.3%	29.2%	2.1%	5.2%	1.6%	5.2%	17.3%	15.0%	12.5%	10.2%	2.1%	31.2%	20%
Bilberry	<b>-6.38</b>	35.8%	31.4%	31.3%	29.3%	2.0%	7.3%	1.7%	10.2%	10.1%	22.5%	8.2%	2.1%	2.7%	31.0%	24%
Poleberry	<b>-4.12</b>	32.3%	25.9%	27.8%	24.7%	3.1%	5.5%	1.0%	7.2%	10.9%	20.3%	2.6%	6.9%	2.1%	26.8%	16%
Centre B	<b>-11.95</b>	31.6%	26.1%	27.6%	22.4%	5.3%	2.2%	1.3%	7.9%	11.0%	23.8%	5.1%	5.6%	2.3%	30.8%	13%
Mount Sion	<b>-16.81</b>	28.4%	23.4%	25.7%	21.7%	4.1%	4.6%	0.4%	5.9%	10.8%	14.8%	3.1%	7.6%	4.6%	21.8%	19%
Kilbarry (Part Rural)	<b>14.18</b>	25.8%	14.3%	11.6%	5.2%	6.4%	0.0%	1.2%	0.8%	3.2%	9.9%	0.0%	7.1%	0.0%	9.9%	8%
Kilbarry	<b>6.60</b>	24.5%	22.0%	21.2%	19.5%	1.7%	7.2%	1.5%	4.0%	6.8%	15.2%	7.8%	3.0%	4.3%	23.5%	11%
Grange Upper	<b>5.51</b>	23.6%	20.3%	15.9%	14.4%	1.6%	3.3%	1.3%	4.6%	5.3%	11.8%	1.8%	11.9%	2.3%	25.6%	13%
Shortcourse	<b>-16.92</b>	23.6%	15.6%	18.5%	13.4%	5.0%	2.0%	2.0%	5.7%	3.7%	11.5%	1.4%	7.3%	2.8%	18.6%	18%
Gracedieu	<b>-3.92</b>	23.0%	18.4%	15.1%	13.1%	2.0%	5.6%	0.9%	4.2%	2.4%	15.0%	8.4%	0.8%	2.6%	22.2%	12%
Dromore	<b>0.86</b>	20.4%	9.6%	14.2%	7.1%	7.1%	2.1%	0.0%	4.2%	0.8%	15.7%	0.0%	0.0%	1.3%	7.1%	18%
Dungarvan No. 1	<b>-12.84</b>	18.0%	11.0%	13.8%	10.7%	3.1%	5.4%	1.3%	2.7%	1.2%	11.7%	0.2%	1.2%	1.4%	13.0%	19%
Farranshoneen	<b>7.45</b>	17.9%	11.7%	10.8%	8.2%	2.6%	2.1%	0.5%	3.4%	2.2%	10.2%	0.9%	3.2%	1.3%	14.1%	10%
Ballynakill	<b>2.36</b>	17.8%	11.2%	10.4%	7.7%	2.7%	1.0%	0.1%	2.3%	4.3%	6.7%	0.5%	4.6%	1.9%	12.5%	11%
Drumroe	<b>-3.45</b>	17.8%	3.7%	14.2%	1.9%	12.3%	0.0%	0.0%	0.4%	1.5%	16.0%	0.0%	0.0%	0.4%	1.9%	0%
Morrisson's Ave. E.	<b>-14.12</b>	17.7%	13.2%	15.6%	13.6%	2.1%	5.8%	0.4%	4.3%	3.1%	13.1%	1.1%	4.1%	1.5%	17.3%	29%
Cappoquin	<b>-7.82</b>	17.0%	8.8%	13.3%	8.4%	5.0%	4.2%	0.2%	2.0%	1.9%	10.8%	0.1%	0.9%	2.1%	10.7%	16%



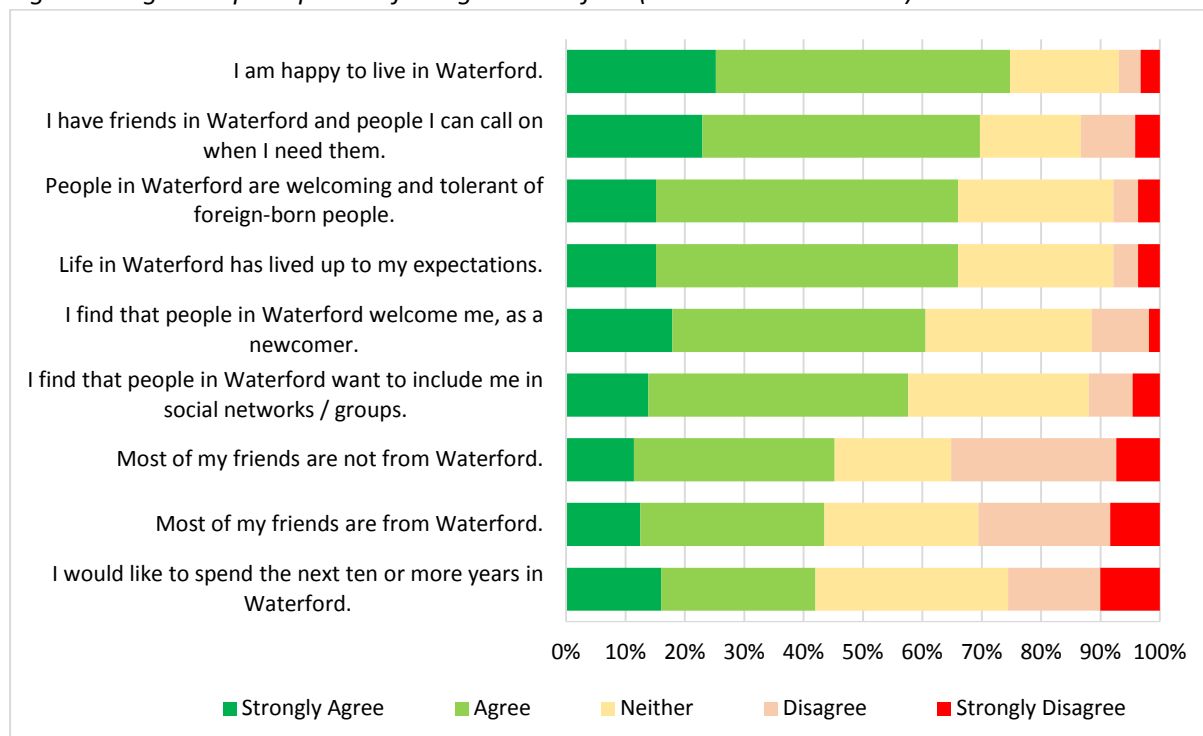


Fig. 4.3: Migrants' perceptions of living in Ireland (on selected indicators)



The questionnaire also asked respondents the same questions (as those presented in Fig. 4.3) in relation to Waterford (and Ireland), as the following graph shows. The findings follow a similar pattern to those that emerged in response to the questions about Ireland. Three quarters (75%) either agree or strongly agree with the statement 'I am happy to live in Waterford'; the corresponding figure for Ireland is 83%. Two-thirds (66%) of respondents agree or strongly agree with the statement 'People in Waterford are welcoming and tolerant of foreign-born people'; the corresponding figure for Ireland is 68%. The majority of respondents (58%) indicate that people in Waterford want to include them (migrants) in their social networks / groups. Only a minority of respondents (42%) agree or strongly agree with the statement 'I would like to spend the next ten or more years in Waterford'. Meanwhile most (66%) indicate that they would like to live in Ireland for the next ten or more years. When this apparent discrepancy was explored in the face-to-face consultations, migrants reported, as do many Irish people, that there are more job opportunities in the Greater Dublin Area (GDA). This results in a pull factor towards the GDA. Others reported that they have family members and friends living in other parts of Ireland, and that, at some point in the future, they would like to live closer to kin members and compatriots.

Fig. 4.4: Migrants' perceptions of living in Waterford (on selected indicators)



These sets of findings, in respect of perceptions of life in Ireland / Waterford point to needs in respect of:

- Ensuring that Irish people are more conscious of including migrants in their social networks and in community organisations; and
- Equipping migrants with the know-how of community development/participation in Ireland – how to get involved and how structures and systems operate.

### Community and Civil Society

The consultations with migrant communities explored social and community-level integration in greater depth – in line with the objectives set out in the national integration strategy. Migrants were asked about civic (voter) participation, membership of civil society organisations and social interaction with Irish people. The following results emerged from the survey questionnaire<sup>12</sup>.

- Most migrants (58%) are not members of community or voluntary groups;
- Most (60%) are not registered to vote;
- Only a minority (33%) has ever voted in an Irish election; and
- Just over a quarter (27%) voted in the 2019 local and EU Parliament elections.

When these figures are analysed by gender and world region of origin<sup>13</sup>, they reveal that, among migrants in Waterford:

- Men are more likely than women (45% relative to 41%) to be a member of a community or voluntary group;

<sup>12</sup> The figures that emerged from our research are broadly in line with those reported by the Immigrant Council of Ireland (2019). Their report states (2019: 5) that “Of the 949 elected Councillors just 3 are from a migrant background, less than one third of one percent. Voter registration rates are also very low with only between 33 and 50 per cent of eligible migrants registered to vote in the various local authorities in Ireland”.

<sup>13</sup> This analysis selects two broad population cohorts, namely persons from Africa and Eastern Europe, as these represent the two largest groupings of nationalities among survey respondents.



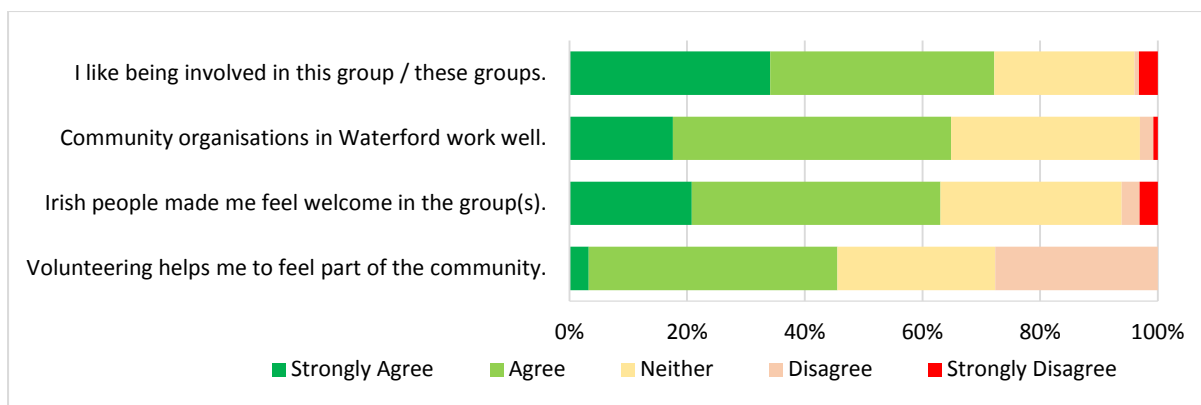
- Men are more likely than women (33% relative to 24%) to be registered to vote in Ireland, and to have exercised their franchise.
- People from Africa or of African heritage are more likely than people from Eastern Europe (49% relative to 30%) to be members of community and voluntary groups; and
- People from Africa or of African heritage are more likely than people from Eastern Europe (35% relative to 24%) to be members of community and voluntary groups.

International research indicates that cultural norms and the political environment in migrants' countries of origin can affect their participation in the democratic process in host countries (Voicu and Comşa, 2014; Bouoiyour and Miftah, 2017). The findings in Waterford also reveal, as did the interviews and focus groups, the significance of gender and language with respect to integration. They point to the need for gender proofing of actions and for enhanced access to language acquisition, translation and interpretation services. The interviews highlighted particular issues with respect to gender norms among some migrant cultures and a lack of agency among some women and girls to exercise their rights in line with EU/Irish norms. They referred to the rights of women and children to bodily integrity and to feel safe from harm at all times, including in the family home. They noted the need for information provision and for women to receive support – not just from agencies and NGOs, but also from within their own extended families and communities.

The interviews with migrants and service providers highlighted the importance of language. English language competency tends to be greater among persons from Southern Asia (India, Pakistan and Bangladesh) and among people from African countries that were British colonies than among persons from Eastern Europe. The latter tend to prioritise the acquisition of functional English – the vocabulary relating to their employment, over the English that is necessary to participate in civic dialogue in Ireland. Poor language skills, particularly among older migrants can place responsibilities and obligations on their children to act as interpreters / translators. Reliance on a child (or other young family member) to act as a translator can cause a migrant to hold back on integrating into Irish society and / to progress his / her career. Acting as an interpreter can also place undue burdens on children, and service providers in Waterford reported that young migrants have found themselves interpreting for adults in places where potentially sensitive information was being relayed, such as doctors' surgeries and banks. Education providers also pointed to the importance of language acquisition in enabling migrant parents to play a more active and fulfilled role in their children's education and socialisation.

Religious, sporting and cultural organisations account for the bulk of the voluntary groups to which migrants belong. The following graph presents perceptions of migrants who are members of community and voluntary groups:

*Fig. 4.5: Migrants' perceptions of community and voluntary groups in Waterford*

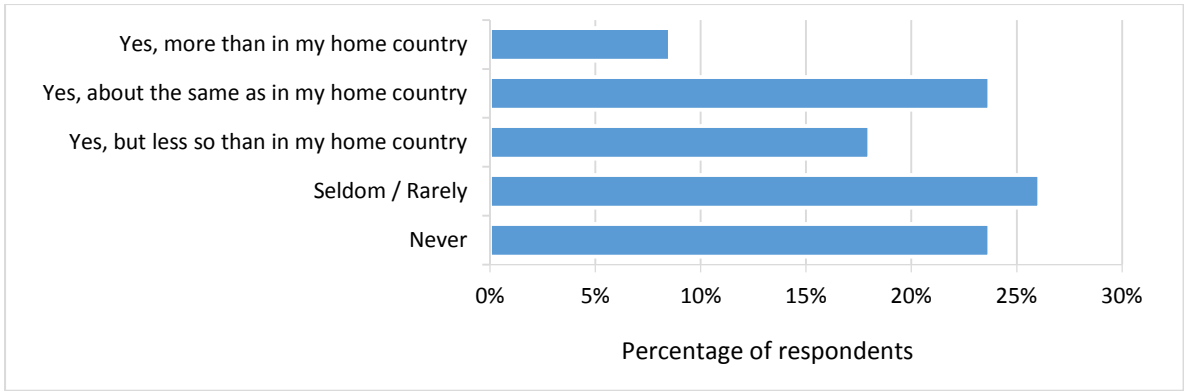


These findings indicate (Fig. 4.5) that participation in community and voluntary groups contributes to integration, thus indicating that community development and support for the voluntary sector ought to be imbedded into the promotion of integration over the coming four years. In advance of commissioning this integration strategy, the Waterford LCDC supported the establishment of the Waterford Migrant Integration Forum. The Forum acts as a platform for the articulation of migrant issues and as a consultative forum for agencies and service providers. Thus, it represents an important element in Waterford’s participative democracy infrastructure, and it merits ongoing support and investment over the lifetime of this strategy and beyond. The consultations at local level and observations of experiences elsewhere point to the need for a development officer (paid professional) to support the Forum’s development, and for its membership base to broaden – to include more European and Latin American migrants, and Irish people.

The survey findings also reveal that community and voluntary organisations such as the St Vincent de Paul Society and Waterford Integration Services have been to the fore in providing migrants with information about life in Ireland. Religious bodies, including parish groups and the local mosques also emerge as important sources of information. These organisations and channels will therefore have a role to play in the rollout of this integration strategy. Indeed, the consultations underscored the importance of ensuring migrants have timely and systematic access to reliable and impartial information that will enable their economic and social integration. At present, migrants are, as observed by some stakeholders, inclined ‘to fall through the cracks’, and be vulnerable to exploitation and / or mis-information.

The research findings also indicate scope for more informal engagements with migrants. As the following graph shows, half of respondents report that Irish people seldom / rarely or never invite them to their homes. While house-to-house visiting has declined across Irish society, it remains a strong aspect of life in Southern and Eastern Europe and in other world regions, and migrants reported that they appreciated and valued being invited to Irish friends’ homes.

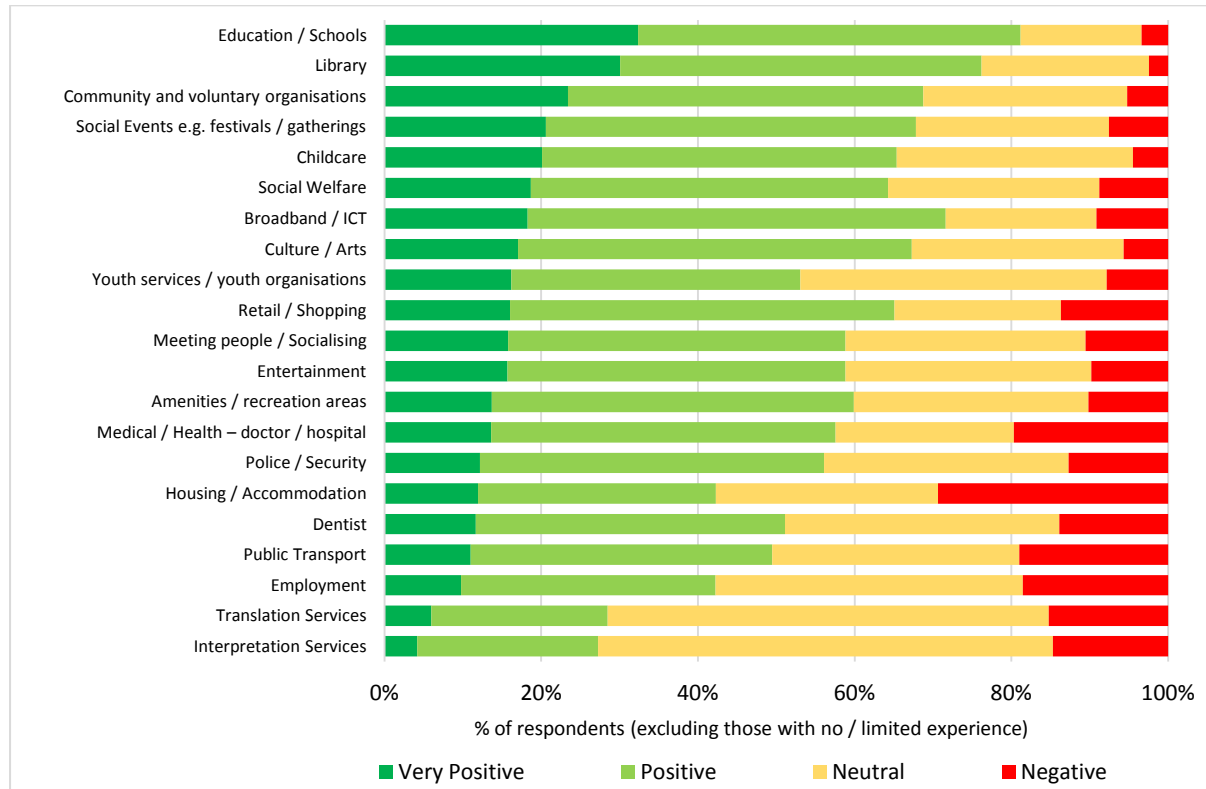
Fig. 4.6: Extent to which Irish people invite migrants to their homes



## Accessing Services

Ireland's national integration strategy notes the importance of service providers, particularly statutory bodies reaching out to and engaging with migrant communities. In this context, the survey questionnaire and other consultations elicited migrants' experiences and recommendations with respect to services in Waterford. The following graph summarises their perceptions of selected services locally.

Fig. 4.7: Migrants' perceptions of selected services in Waterford



The largely positive experiences associated with schools, libraries and community & voluntary groups indicate that these conduits ought to be integral to the ongoing promotion of integration in Waterford. In the focus groups and interviews, migrants reported favourably on their interactions with teachers, although education providers remarked that they would like to see a profile of the teaching population that is more in line with the ethnic composition of Irish society than is currently the case. Several migrants reported that they perceive libraries as reliable places in which to source information, including information about public services. They also appreciate the open spaces and the social gatherings that are increasingly taking place in libraries across the city and county. They recommended further gatherings and more multi-lingual events in libraries. Civil society bodies, including arts and cultural organisations also emerge as sources of largely positive experiences, and the focus groups reiterated the significance of inter-cultural events in encouraging integration. Migrants recommended, as did service providers, that cultural events be accessible and affordable, rather than high-brow, and that they focus on educating migrants about Irish culture and Irish people about the range of migrant cultures that now find expression in Waterford. Almost two-thirds of respondents report having very positive or positive experiences of childcare in Waterford, and as the interviews with migrants and service providers indicated, access to affordable childcare is an important contributor to enabling integration.

Over half of migrants have had positive experiences of youth organisations / services. When this was explored in the face-to-face consultations, participants reported very favourably on the services provided by the Waterford and South Tipperary Youth Services. Some also mentioned sporting organisations, although they pointed out that minority sporting endeavours (e.g., basketball) are poorly catered for in many parts of Waterford. They are less satisfied with youth services in respect of mental health and wellbeing. Of all the State services covered in the questionnaire, those provided by the Department of Employment Affairs and Social Protection receive the most positive assessment. This was substantiated in the focus groups, with migrants also reporting favourably on the ancillary supports provided by the Money Advise and Budgeting Service (MABS) and the Citizens' Information Centres (CIC), and they recommended highlighting these services, particularly in rural West Waterford.

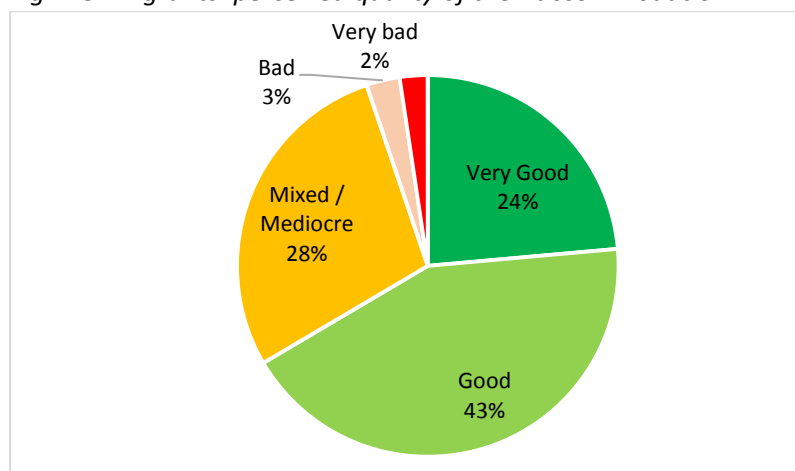
Slightly over half (58% and 56% respectively) of migrants report having positive experiences with medical services and An Garda Síochána. They acknowledged the HSE's multi-lingual provision of information, and positive mention was also made of some health promotion activities. However, migrants were critical of what they perceive to be the rushed nature of GP visits and the cost of same. Most have not had direct experience of hospital as patients, but those who work in the health service reported on being under tremendous pressure and struggling to provide patient care to the level to which they want. The survey findings in respect of experiences of An Garda Síochána suggest further room for confidence-building measures. When these figures were analysed by migrants' backgrounds, they revealed that those from Africa were more likely to have had positive experiences with gardaí than were migrants as a whole. Locally, the gardaí have been proactive in engaging with migrant communities, and consultations suggest value in further investing in the garda capacity and resolve to engage in further community-based engagement. They also point to the need for effective implementation of hate crime legislation, as recommended in research recently published by the University of Limerick (Schweppe and Haynes, 2019).

The survey findings and the consultations with migrants and with service providers point to the importance of further investment in translation and interpretation services and facilities, in addition to language acquisition opportunities and incentives.

## Housing / Accommodation

As illustrated in Fig 4.7 (experiences of services), less than half of migrants reported having had positive experiences of housing services/provision, and slightly less than a third (29%) claim to have had negative experiences. Housing experiences were further explored in the questionnaire and in the focus group discussions. When asked to describe their current home ownership status, 60% of migrants reported that they are in the private rental sector; 45% (of the total sample) pay their own rent in full, while 15% receive state support (HAP or RAS scheme). Less than one-in-five (17%) is a homeowner, and most of these have a mortgage. This level of home ownership is indicative of migrants' experiences across Ireland, and is lower than among Irish nationals. The survey questionnaire asked migrants: 'How easy or difficult did you find it to get accommodation?' Answers ranged on a scale from 1 = easy to 5 = difficult. The mean, median and modal responses were: 3.2; 3.0 and 5 respectively. The questionnaire also asked 'How easy or difficult do you find it to afford your accommodation?' The mean, median and modal responses were as follows: 3.3; 3.0 and 4 respectively. These responses are indicative of how the current blockages in the Irish housing system are affecting migrants and non-migrants alike. Indeed, several authors have used the term 'crisis' to describe the current housing situation in Ireland (Kearns *et al.*, 2014; Kitchin *et al.*, 2015; Healy and Goldrick-Kelly, 2018). The Irish Council for Civil Liberties states that "The current housing crisis in Ireland creates enormous challenges for vulnerable migrant and minority communities who experience discrimination in accessing private sector housing, and often experience poorer housing conditions and overcrowding<sup>14</sup>". The following graph presents migrants' assessments of the quality of their accommodation:

Fig. 4.8: Migrants' perceived quality of their accommodation



Over three-quarters (67%) describe their current accommodation as either 'good' or 'very good', while the remainder, almost all of whom are in the private rental sector, are less complimentary in their assessments. This figures are a product of Irish housing policy, as much as migrant experiences. As Byrne and Norris (2018) note, policy in Ireland has adversely affected the supply and quality of private rental and social housing.

In her assessment of the housing of migrants in Ireland Gilmartin (2014: 169) contends that, "urban residential concentrations are not, of themselves, problematic. Instead, the relationship between these concentrations and broader societal structures requires attention". In this regard, she draws attention to housing tenure and the high concentrations of migrants (relative to Irish people) in the

<sup>14</sup> Statement on the Council's website: <https://www.iccl.ie/tag/hate-crime/> (accessed 7 December 2019).

private rental sector. She argues that, “limited access to secure housing tenure, and enforced residence in poorly serviced marginalized areas, may lead to (similarly) unjust outcomes in Ireland” (2014: 171).

### Employment and Pathways to Work

Ireland’s national integration strategy (pages 8 and 9) presents a number of objectives in relation to ensuring that migrants are enabled to play a full and active part in Ireland’s labour force. Indeed, economic autonomy is integral to good integration among other dimensions of wellbeing. A majority (59%) of those who responded to our survey questionnaire reported that they work outside the home, although, as the following table shows, males are more likely than females to do so. These data are comparable with the overall population.

*Table 4.1: Percentage of migrants who work outside the home, by gender*

	<b>Yes</b>	<b>No</b>
Female	50%	50%
Male	66%	34%
<b>All respondents</b>	<b>59%</b>	<b>44%</b>

A review of their job titles reveals that the majority are working in caring, retail, manufacturing and construction and cleaning jobs, and are underrepresented in professional services. The national integration strategy for migrants commits the government to increasing the proportion of migrants who work in the public service. The preponderance of migrant employment in manual, semi-skilled and unskilled occupations represents an underutilisation of their skills and qualifications. Among those who participated in our survey, 70% (79% of males and 65% of females) reported having a third-level or professional qualification. These findings suggest that migrants are hitting a glass ceiling in the labour market. The focus group consultations suggested that this glass ceiling is associated with several inter-related factors including prejudices among supervisors / managers / employers, lack of knowledge of workers’ rights/entitlements and non-recognition of qualifications acquired outside the EU. The following emerged as migrants’ main recommendations with respect to advancing their economic integration:

- More information on jobs;
- Recognition of my qualifications;
- Mentoring / finance for new businesses;
- Childcare; and
- Language Course(s).

Consultations with SIPTU confirm the importance of clear and timely information provision and of greater advocacy on behalf of migrant workers.

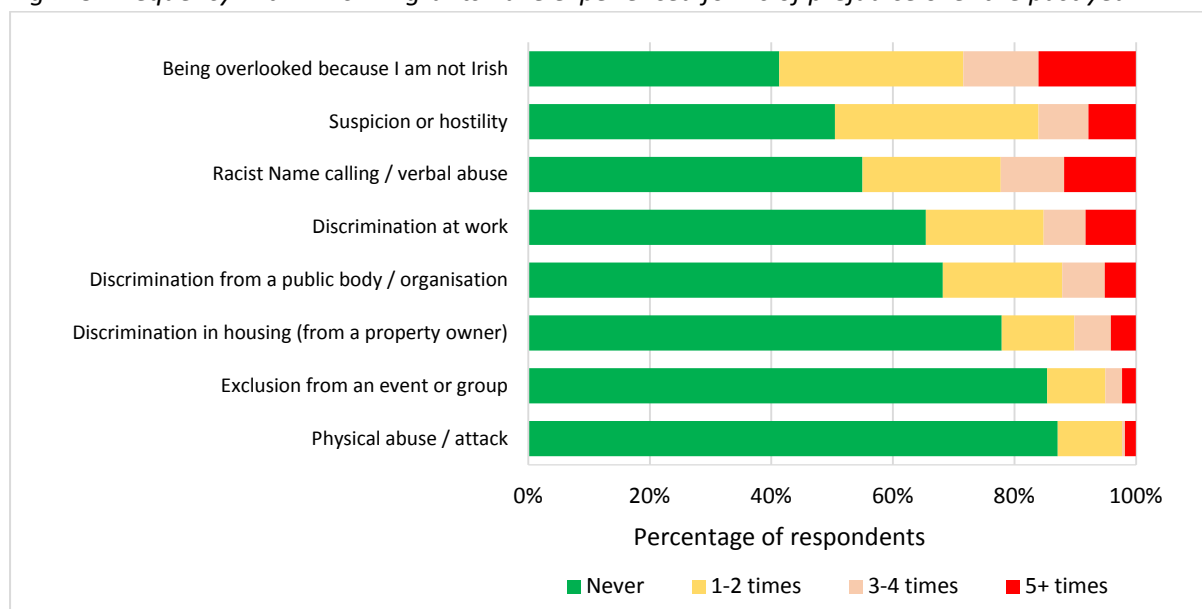
Stakeholder consultations underscore the importance of enabling members of the Roma community to progress economically. They tend to have the highest levels of poverty of any population cohort living in Ireland. Those who are in employment are likely to be in low-paid manual employment. Although they are EU citizens, they tend not to know how to go about accessing welfare supports or to access accredited training. Their lack of fluency in English and frequent illiteracy in their own language are significant barriers in accessing employment. Stakeholders advise that Roma could be facilitated to have an enhanced role in economic life by continued support for the Atelier (Workshop) Roma Men’s Training Development and Health Literacy Programme which is delivered to Roma men from Waterford by the U-Casadh Atelier Roma Project, with support from the HSE.

The strengthening of linkages with employers would also support Roma progression. Learning from other counties indicates that increased positive profiling of Roma culture, including responsible media reporting, helps promote understanding of Roma as an ethnic minority group and helps Roma inclusion – sometimes combating discrimination.

### Experiences of ‘host’ community attitudes and behaviours

The consultations with migrant communities revealed that while most people are happy with life in Ireland/Waterford, prejudice, racism and intolerance affect their lives, to varying degrees, and addressing the attitudes and behaviours of the ‘host’ community is integral to promoting integration. The consultations also revealed the need to promote tolerance and understanding among the various migrant communities, as prejudices, historical legacies and political conflict from their own countries and / or world regions can affect their interactions with one another here in Ireland/Waterford. The following graph shows the frequency with which migrants have experienced manifestations of prejudice and/or discrimination over the past year.

Fig. 4.9: Frequency with which migrants have experienced forms of prejudice over the past year



The findings reveal that the majority of migrants have experienced being overlooked, while almost half have experienced ‘suspicion or hostility’. An analysis of the data reveals no discernible differences between males and females. There are however, notable differences between the reported experiences of people from Africa and those from Eastern Europe; 47% of the latter reported ‘never’ having been overlooked (because I am not Irish), while the corresponding figure for persons from Africa is 38%. These findings further illustrate that migrants’ experiences in Waterford are not homogenous. The data on ‘host’ community attitudes to migrants provides further evidence of the need for differentiation (see the section at the end of this chapter). Thus, a ‘one-size-fits-all’ approach will not work, and bespoke interventions are required in promoting integration. Tackling prejudice, racism and xenophobia in Ireland will require cultural and attitudinal change – brought about by social interaction (European Commission, 2018). In addition, it will require relevant statutory interventions, including support for An Garda Síochána and full implementation of hate crime legislation, as recommended by the Irish Council for Civil Liberties (2018).



## Service Providers' Experiences and Perceptions

In addition to the questionnaires, and the public meetings in Waterford and Dungarvan to which all migrants were welcome, the consultants engaged in informal discussions with asylum seekers living in direct provision in Waterford and Tramore. We also met small groups of Roma men and women, with the assistance of the Intercultural Health Hub and U-Casadh Atelier Roma Project. The consultants felt it was important that those who were least likely to be integrated into life in Waterford should be consulted as part of the process.

Asylum seekers live apart from the rest of the community, and until recently, could not take up work, meaning their chances of integration were extremely low. While asylum seekers main concern is with the length of time they are in direct provision, they also report difficulties in leaving DP due to the accommodation crisis, and lack of knowledge and support around training and work options. The low level of weekly allowance (€38.80) means they are limited in terms of taking part in social or community activities. Some centres are more proactive than are others in terms of facilitating classes, children's sporting activities, transport and interaction with the local community. Those with families reported higher degree of connection with the local community via their children in school, compared to men living in men-only centres. Several said that they feel isolated and cut off, and that their time in DP is completely wasted. Waterford and Wexford Education Training Board has indicated it is working to get into DP centres to provide English classes on the spot, and suggested that protocols should be developed at national level so that after three months in Ireland asylum seekers must take up some form of classes or training. Childcare is a major barrier for women in DP who would like to take up some kind of training or employment, and others report that having a DP centre as an address is also a barrier to work. In cases where an asylum seeker finally gains refugee status, they do not get anything like the support given to programme refugees at that point either, and in most cases are left to their own devices during the transition to Irish citizenship.

While we did not consult directly with programme refugees, we consulted the resettlement worker who worked with the recent group of resettled Syrian refugees. The difference in terms of programme refugees' progress compared to asylum seekers is evident, and it would seem fair to conclude that additional support plays a major role in integration; within a year of arrival some Syrians were already employed, many had done their driving tests, and one had even volunteered to teach literacy at the local ETB centre. Deise Refugee Response and Waterford People to People had also engaged with the refugees. In Lismore, local people are involved in a community sponsorship programme. These community-based approaches emerge as among the most commendable efforts at promoting integration.

The refugee resettlement worker, among other interviewees, also recommended that there be more communication with receiving neighbourhoods in advance to help support the integration process. She also pointed to the importance of childcare in allowing women in particular to take up opportunities, and she noted the need for ongoing support once the formal resettlement programme is over. She has since referred the refugees towards Waterford Integration Services, but sees the need for a one-stop-shop for migrants, with a welcoming physical location as an anchor point.

Members of the Roma community, while generally EU citizens, have low levels of English and often struggle to find work. The Roma community has developed close relationships with the Intercultural Health Hub and with U-Casadh Atelier Roma Project (Ferrybank) a training programme for Roma

men. While they reported high satisfaction with the programme itself, and general satisfaction with living in Waterford, several expressed frustration at the difficulties they encounter in finding anything other than very casual work such as food delivery, with some sensing that discrimination plays a role in this. Roma women would like to improve their English and take part in training, but the lack of childcare is also a factor here. They also struggle to understand communications from their children's schools, and visits to the doctor or pharmacy. Roma report major difficulties in opening a bank account, due to a lack of official documentation.

Both the Intercultural Health Hub and U-Casadh Atelier Roma Project often assist with issues unrelated to their main role, e.g. assisting with finding school places, acquiring PPS (Personal Public Service) numbers, and filling out forms. These two organisations are filling many unmet needs, but are also an indication of the fragmented nature of services for migrants, and the lack of a central hub, which can offer migrants a one-stop-shop for their queries. The closure of the Integration Support Unit at Mount Sion, which was the lead agency on issues involving migrants, for a decade, was mentioned by many of those involved in service provision. While some of its services have been dispersed among other agencies, the hub effect has been lost. That said, the Waterford Integration Services (WIS) are continuing to provide a drop-in service – offering specialist information, advice and advocacy, together with referrals to other appropriate services and access to education and social enterprise opportunities.

While government policy is to mainstream services in so far as possible, vulnerable groups have specific needs and require support to navigate the Irish system, which is quite complex in terms of the range of statutory and non-statutory bodies involved in the delivery of services such as health, housing, education, training, employment support and so on.

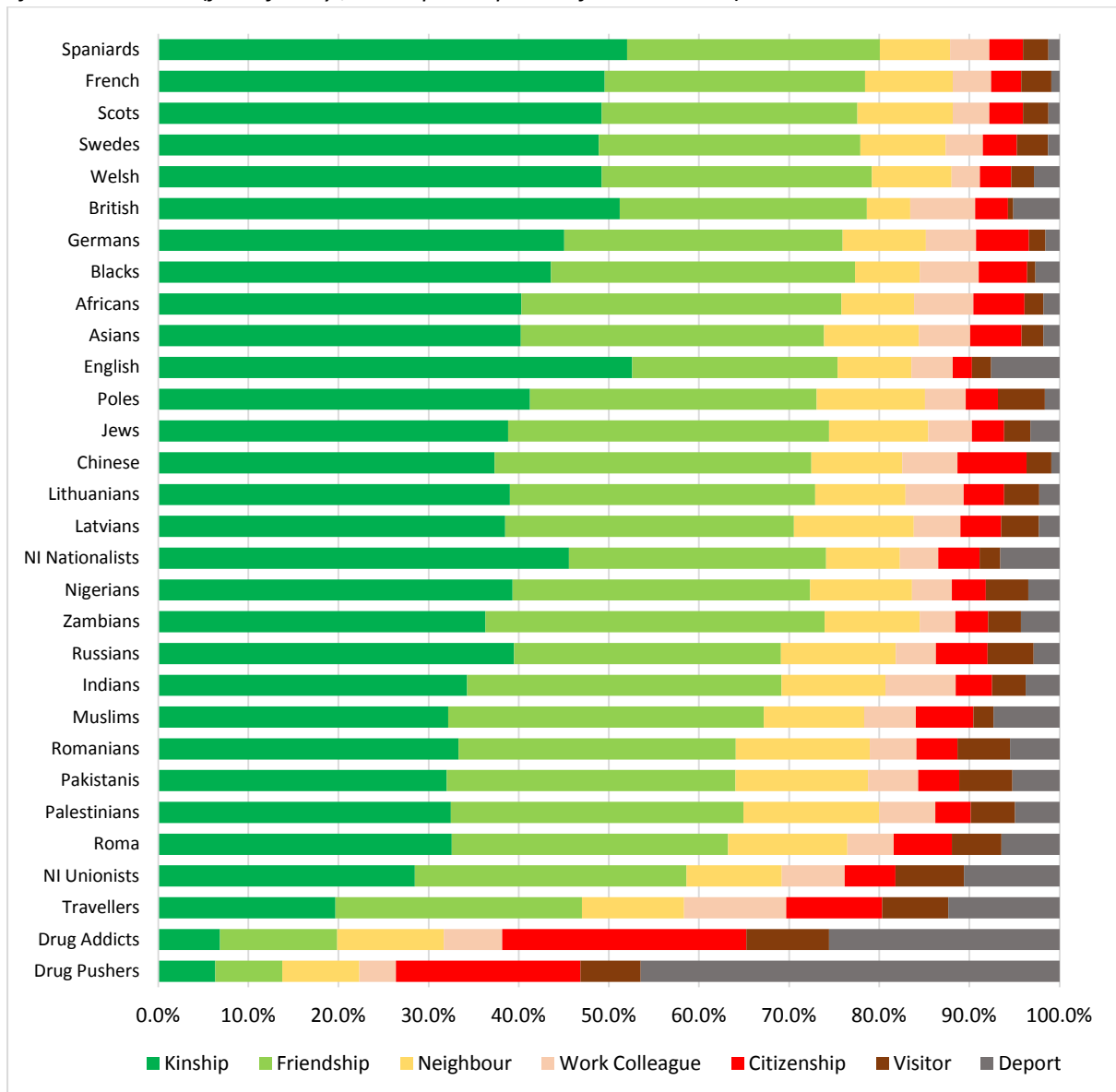
Those in Waterford who work directly with migrants report good personal relationships with their counterparts in other organisations (and there is a good deal of referral between them). However, they also express concern about fragmentation, confusion among service users about who does what, and the lack of any overall sense of direction or leadership.

Interagency steering groups for the Roma community and for programme refugees, which have very specific remits, appear to be working well, and several service providers suggested that they may provide a model for addressing the needs of asylum seekers and other migrants.

## Host Community Attitudes and Perceptions

Migrants' experiences and perceptions are varied, and are affected by a broad range of structural factors, including Irish people's attitudes and behaviours. In order to further explore the two-way process that is integration, as noted in the national integration strategy, our consultations included a survey among the 'host' community that measured social distance to a range of nationalities, ethnicities and social groups. The following graph shows the percentage of persons (in the host community), who would be willing to accept each cohort into a range of social situations ranging from family / kinship to citizenship – and beyond to exclusion.

Fig. 4.10: Percentage of Respondents willing to admit selected nationalities or ethnicities to degrees of social distance (from family / kinship to expulsion from Ireland<sup>15</sup>)



<sup>15</sup> With the survey questionnaire, respondents were asked to indicate their closest level of social distance to each nationality / ethnicity on the following scale: I would be willing: to marry or accept as a member of my immediate family (kinship); to have as my close personal friend (friendship); to have as my neighbour (neighbourhood); to have as a colleague at work (co-worker); to have as a citizen or my country (citizenship); or I would deport or bar these people from my country (expel). Note: One of the participating second level schools requested that the text to represent expulsion be worded as follows: 'I don't think members of this group should be allowed to settle in this country.'

The following table presents the mean social distance in respect of each of the population cohorts presented in the questionnaire.

*Table 4.1: Mean Social Distance (MSD) from a range of population cohorts, as communicated by the 'host' community in Waterford City and County*

<b>Cohort</b>	<b>MSD (2019)</b>
Spaniards	1.93
French	1.97
Scots	1.98
Swedes	2.00
Welsh	2.01
British	2.07
Germans	2.08
Blacks	2.10
Africans	2.15
Asians	2.17
English	2.18
Poles	2.19
Jews	2.20
Chinese	2.24
Lithuanians	2.24
Latvians	2.27
NI Nationalists	2.27
Nigerians	2.28
Zambians	2.29
Russians	2.34
Indians	2.39
Palestinians	2.51
Muslims	2.55
Romanians	2.56
Pakistanis	2.57
Roma	2.65
NI Unionists	2.96
Travellers	3.37
Drug Addicts	4.64
Drug Pushers	5.31

The survey results in respect of social distance among the predominantly Irish 'host' community in Waterford indicate a greater willingness to accept and include persons from other West European nations (Spaniards, French, Scots, Swedes, Welsh, British) than persons from further afield. The values in respect of Lithuanians, Latvians and various African nationalities are a cause for concern given those populations' significance in Waterford and their contributions to the local economy and society. The relatively large social distance from Indians and Pakistanis is also a cause for concern, and suggests that host community members are not fully appreciative of the roles played by people from Southern Asia in sustaining Ireland's health service. The mean social distance (MSD) in respect of Muslims indicates an element of islamophobia in the population, and this needs to be addressed in the integration strategy. The values for Romanians and Roma further highlight their respective vulnerabilities and are indicative of a conflation of the two population cohorts. It is evident that the Roma population merits targeted support, and that the host community needs to be made more aware of Roma culture and experiences.

## Stakeholder Analysis

Stakeholders in Waterford concur on the importance of building on the positives and good practices that already pertain locally in respect of integration. At the same time, they emphasise the need to avoid any complacency, and they note the imperative for increased and sustained government investment in services, development projects and outreach activities. The financial cuts imposed on the community and voluntary sector during the period of austerity policies (2009-2015) continue to have delimiting effects on the capacity of organisations to respond effectively to migrants' needs. While new initiatives have emerged over the past three years, much more needs to be done to redress the resource deficits that continue to impact on the community and voluntary sector.

Migrants report favourably on several of the public services and modes of citizen engagement in Waterford, and they take solace from anti-racism campaigns such as those promoted by Iarnród Éireann / Bus Éireann and the visible celebrations of inter-culturalism, such as the 'Waterford Wall', Africa Day and various food festivals. Expanding such initiatives and increasing their visibility will contribute to the 'two-way' promotion of integration, as advocated in the national integration strategy and the international literature. Such initiatives, coupled with investment in social inclusion and community development will enable migrants to play more active roles in political and civic life.

The consultations, especially those with migrant communities, stress the need to ensure coordinated, timely and comprehensive access to information. The provision of information emerges as a vital 'first step,' in enabling migrants to progress – economically and socially. Migrants' experiences and prospects (for integration) are also shaped by the quality and extent of the support services provided to them. Those who come to Waterford / Ireland under the refugee resettlement programme report more favourable experiences than do those who have to go through the direct provision system. Indeed, the refugee resettlement programme has elements, in respect of empowerment, that ought to be mainstreamed, so that other migrant cohorts, particularly those coming out of the DP system, can be supported to realise their potential.

The stakeholder consultations and the survey on social distance highlight the diversity of migrant experiences and the broad range of challenges they can face in participating in civil society and / or progressing in the labour market. The data reveal that particular population cohorts, including Roma and persons from Sub-Saharan Africa, tend to be more vulnerable and susceptible to exploitation and exclusion. The data also reveal that women have particular needs. Thus, there is a need to reach out specifically to, and to empower particular population cohorts.

## 5. Strategic Framework and Actions

This section presents a framework for the delivery of strategic actions to promote the integration of migrants in Waterford over the coming four years. These actions have emerged from objective research and extensive consultations. They are aligned with those in Ireland's national integration strategy. Thus, the Waterford Integration Strategy seeks to give local effect to national policy objectives and respond effectively to local needs. This integration strategy builds on the achievements of the previous Waterford City Integration Strategy (2012-2016). It seeks to further its outputs and to draw on the knowledge and experiences of the organisations currently involved in delivering services and running projects that have a direct or indirect impact in promoting integration. These include public sector bodies and civil society organisations, as a 'whole of society' approach is required.

### Building on current structures and services

The promotion of migrant integration requires buy-in and support from statutory and non-statutory bodies. Integration requires tapping into and strengthening expertise and skillsets in all agencies and sectors (e.g., health, education), in addition to enhanced inter-agency working and partnership. Experiences to date and feedback from migrants indicate that there are several good practices pertaining in Waterford that ought to be expanded and mainstreamed over the coming four years. Among the current successful inter-agency approaches is that, which oversees the integration of so-called 'programme' refugees. An inter-agency group involving various local and national agencies (health, housing, and education) supports programme refugees in transitioning to independent living. The project was implemented locally by Respond, who employed a resettlement worker and an intercultural worker (translator) to help the refugees settle into their new lives. Integration in housing and participation in community structures, such as residents' associations, will be features of migrants' experiences over the lifetime of this strategy and beyond.

While most public services are mainstreamed, in line with government policy, with migrants having access to them at varying levels depending on their status, there are some migrant-specific services operating within the city and county. The Department of Employment Affairs and Social Protection used to have a migrant outreach programme, but its services have now been centralised. The Education and Training Board runs a wide range of English Language classes throughout the city and county. The continuation and expansion of these and other language classes are integral to the promotion of integration.

The Integration Support Unit, an NGO established by the Christian Brothers at Mount Sion, has closed, but some of its services have been continued through other means. The Intercultural Health Hub is now run by Waterford and Tipperary Youth Services in cooperation with the HSE. It assists migrants, particularly asylum seekers and refugees, to access health services, and employs workers fluent in relevant languages. Waterford Area Partnership is involved in various training programmes for migrants and the newly established Waterford Integration Service is designing other programmes in the area of social enterprise. Waterford LEADER Partnership has supported welcoming and befriending initiatives in West Waterford. These bottom-up efforts are proving effective in communities, and will continue to be important in the rollout of this strategy.

The Waterford Migrant Integration Forum was established earlier this year (2019), and involves eighteen different groups. Some are focused around religious identity / expression and others around specific nationalities. Many of these groups offer services within their own communities,

and provide a forum for new arrivals and others to meet people from their own culture and celebrate particular occasions. The Forum provides a new opportunity to represent migrants collective concerns in their dealings with local authorities and agencies. It is an important source and generator of social capital, and merits further investment – specifically to employ a development officer.

Sporting organisations such as Waterford Sports Partnership, the FAI and GAA have undertaken various initiatives using the Communities’ Integration Fund to encourage greater participation in sport, and these have been well received by migrant communities. Cultural events such as Africa Day and PolskaÉire<sup>16</sup> have been well supported in Waterford by migrant and host communities and local agencies. The stakeholder consultations underpinning this strategy point to the value of inter-cultural, sporting, recreational and arts events in promoting integration. Such events ought to be inter-connected and be rolled out systematically, rather than on a once-off basis.

There are also new and emerging projects, structures and initiatives in Waterford that can contribute to, and support, integration. These include, among others, the Waterford Cultural Quarter project<sup>17</sup>. This is particularly relevant as its remit is in Waterford City Centre, which as chapter two of this strategy has illustrated, has a high proportion of migrants among its residents. The project’s community focus and its emphasis on heritage and storytelling sit well with integration; the present generation of migrants is adding to the layers of the city’s heritage since the arrival of the Vikings over a millennium ago. Storytelling – through various media – allows for a celebration of Waterford’s migrant heritage and global interconnectedness, while also enabling migrants to share their experiences with one another and with the host community. Storytelling and the celebration of heritage should also enable migrants to pass on their culture and identity to second and third generations. Therefore, the recording, telling and celebration of immigrant stories should transcend, and be imbedded in, all element of this strategy.

Work is already underway, in the Cultural Quarter, to tell the story of the Quaker community, who came to Ireland as refugees escaping religious persecution, and who have made very significant contributions to the city’s economic and social fabric – not least through Waterford Crystal, ship building, education, art, culture and even the humble Jacob’s cracker! The recounting of theirs and other migrant stories, in the heart of the city, will represent a potentially powerful conveying of Waterford’s inter-cultural standing. These initiatives in the Waterford Cultural Quarter should be emblematic of Waterford’s confident celebration of its culture and heritage and the contributions of various communities to making it the city it is today. In this respect, they should serve to spawn similar initiatives throughout the county and enable Waterford to work collaboratively with other locations in the South-East Region, in the first instance, and, in turn, throughout Europe. The City’s participation in European Networks to support integration should enable Waterford to learn from, and contribute to, best international practice<sup>18</sup>.

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<sup>16</sup> The PolskaÉire Festival is a nationwide celebration of Irish-Polish friendship and culture. It was established to coincide with the UEFA Republic of Ireland vs. Poland qualifier in March 2015. Information is available on: <http://polskaeirefestival.org/>

<sup>17</sup> Details of this inner-city and neighbourhood renewal project are available on: [www.waterfordculturalquarter.ie](http://www.waterfordculturalquarter.ie)

<sup>18</sup> The Council of Europe has produced a useful guide with examples of best practice: *The intercultural city step-by-step: a practical guide for applying the urban model of intercultural inclusion* (revised edition).

## Key Principles

In line with the national strategy for the integration of migrants (2017: 12-13), Waterford City and County Council, the Waterford Integration Steering Group, the Local Community Development Committee (LCDC), its member organisations and partners commit to the following core principles:

- i A **partnership** approach between Government and non-Governmental organisations;
- ii A strong link between integration policy and wider **social inclusion** measures, strategies and initiatives;
- iii A clear public policy focus that avoids the creation of parallel societies, communities and urban ghettos, i.e. mainstream public services are expected, by Government, to be designed and delivered in ways that include immigrants, as an integral part of the community they serve;
- iv A commitment to effective local delivery mechanisms that align services to migrants with those for indigenous communities; and
- v A focus on the role of local authorities, sporting bodies, faith-based groups and political parties in building integrated communities and the plans to target funding in these areas.

These principles dovetail with those of the Waterford Place of Sanctuary<sup>19</sup>, which aims to build bridges of connection between locals and migrants, based on the following principles:

- We respect the innate dignity, quality and potential of each person in his or her own right;
- We value the inclusion of all people in Waterford and embrace the challenge this involves;
- We celebrate our rich diversity and that we need each other; and
- We invite every person to take his/her responsibility in making Waterford a place where people can flourish and be safe.

Above all, as noted in the introduction to this strategy, stakeholders advocate a **human rights-based approach** and to giving effect to the United Nations' Sustainable Development Goals. This implies that in addition to engaging with and empowering migrant communities, parties to this strategy should, where appropriate, engage in advocacy work. Integration must never yield to assimilationist tendencies, and subject to EU laws and norms, all nationalities and ethnicities should be encouraged and supported to celebrate their own culture, heritage and traditions, and to passing these on to the coming generations.

In addition, all stakeholders commit to providing civic leadership in publicly espousing the value and merits of integration and inter-culturalism and acknowledging the contributions migrants make to Irish society. Stakeholders also note that migrants have **diverse needs** and that some communities and cohorts are particularly vulnerable and susceptible to exploitation, prejudice, discrimination and mis-understanding. Thus, this strategy is underpinned by a clear commitment to supporting, as a priority, the inclusion and wellbeing of those with the greatest needs.

As noted in Ireland's national strategy, the promotion of integration will require action not alone by all government departments, but also by public bodies, business networks, the social partners (farmers, trade unions and employers), civil society organisations, local communities, schools / colleges, the churches and NGOs. The needs analysis presented in chapters three and four of this document capture the main issues currently affecting migrant communities. However, needs may

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<sup>19</sup> For further information about the Waterford Place of Sanctuary, please see its website: <https://waterford.cityofsanctuary.org/>



change and new challenges and opportunities will emerge over the lifetime of this strategy. Indeed, many more people will come to Waterford, while others will leave. Therefore, it is essential to **systematically listen to migrant communities**, record and document their evolving needs and engage them in planning for the totality of their needs. This implies investing in research and evaluation, in tandem with delivering this strategy, while seeking new opportunities, new partnerships and new sources of funding and investment to foster participation, innovation and creativity in delivering this strategy. Waterford City and County Council, as the instigator of this strategy, will take responsibility for the ongoing needs' analysis and for conveying issues, trends and recommendations to government, so that public policy is responsive, constructive and supportive.

The research informing this strategy has noted the importance of **gender-proofing and child-proofing** the delivery of the actions set out here. The spatial analysis (see annex four) has identified the main areas of need, and while these are predominantly in the city and in Dungarvan, it is necessary to bear in mind the dispersed nature of some migrant communities, and to ensure that interventions are fully rural-proofed. In line with the principles of partnership working, and in supporting community-led local development, it is essential to **engage Irish people**, particularly civil society in promoting integration.

The following pages present the main deliverables for the period 2020 to 2023, noting that as needs and issues evolve, the strategy will be to respond effectively – based on evidence and in partnership with migrant communities.

## Access to Public Services

Information provision has emerged as essential to ensuring that migrants are aware of the services and supports that are available to them. They also need information and guidance regarding how to go about accessing services. Particular cohorts of migrants are more vulnerable to exclusion and exploitation, and dedicated supports ought to be targeted towards Roma, Romanians, Pakistanis and people who have come from areas of conflict. The following strategic approaches are recommended:

- Develop a ‘Welcome to Waterford / Fáilte go Phort Láirge’ Hub – as a focal point and a source of streamlined and coordinated information – a bright, lively, vibrant, creative, open, inclusive, diverse, inter-cultural and multi-lingual space. Migrants ought to be to the fore in the hub’s governance, management and staffing, and it should celebrate and showcase Waterford’s cultural diversity. The hub should work in partnership with existing agencies and support services, and it should complement and add value to the work they do in providing information and enabling progression in all walks of life.
- Compile an online directory of public services and social inclusion supports. This should provide an explanation of each support / service and the role of the respective agency / agencies. It should be available in a number of languages, and should be used to enable agency personnel to refer migrants (among others) to the most appropriate services / supports.
- Deliver a systematic training programme to all agency personnel. This should equip them with the appropriate skills to respond more effectively to migrants’ needs – to better understand cultural backgrounds and to be more sensitive in identifying and responding to vulnerabilities. The training should reflect and give effect to the principles of inter-culturalism. It should also ensure that personnel are informed about the services and supports provided by other agencies, so that they can refer migrants to the most appropriate channels. Training needs to systematically cover obligations and best practices in respect of Irish Human Rights and Equality Commission (IHREC) Act.
- Undertake a campaign to inform migrants about their rights, particularly in relation to employment and social welfare / social insurance. This needs to target, in particular, migrants who are not EU citizens. It ought to be delivered in workplaces and on an outreach basis, so that those who live in rural communities are fully included.
- Develop a ‘Welcome to Waterford / Fáilte go Phort Láirge’ online directory and app, available in multiple languages, and providing information on opportunities and mechanisms for social engagement and interaction e.g., churches, community organisations, social gatherings and especially the work of the Waterford Integration Forum. This app needs to be consumer / user focused – for use among migrants, and complementary to the directory to be used among service providers.
- Build on and invest in the pre-existing information channels and those that are favourably perceived among migrants, particularly libraries, schools / colleges and religious organisations, in disseminating information.

## Education and Lifelong Learning

Waterford's education providers are already proactive in promoting integration, and migrants readily note their contributions and achievements in enabling them to feel part of Irish society. The education sector needs to be supported in its ongoing work with migrant communities. Education providers are at the coalface of interfacing with children and are positioned to ensure their integration, while also enabling them to share and celebrate their cultural backgrounds and heritage. Inter-cultural activities in education settings can serve to engage parents more effectively in local communities and in opening doors to allow parents and grandparents to access lifelong learning. The following strategic approaches are recommended:

- Inform all education providers about 'yellow flag status' (recognition of integration / diversity) and actively encourage them to apply for it.
- Invest in additional supports to the Education and Training Board and other providers to ensure the provision and expansion of English-language classes. Increase the uptake of recognised and accredited language programmes. Subsidised childcare ought to be provided, so that women from poorer households and particular cultural backgrounds are enabled to avail of the classes.
- Work with the Department of Education and Skills to bring about structural changes in the Irish education system, so that it is more aligned with integration objectives. Reforms ought to include the following: enabling migrants to sit 'English as a foreign language' at junior and leaving certificate levels; allowing schools the flexibility to place children / students in classes that are more commensurate with their educational needs, rather than their age; providing school-based tuition in migrants' home languages, so that they retain their cultural heritage; providing more systematic and structured English-language instruction for children / young people (within the mainstream education system); and offering timetable flexibility, so that children are enabled to attend cultural and religious events (e.g., Friday prayers at the mosque).
- Equip schools with the resources to provide information material in multiple languages, to better engage parents in supporting their children's education.
- Run an annual competition of the 'most inter-cultural project' in education.
- Support teachers, ancillary staff, boards of management and parents' associations in their efforts to promote integration and encourage greater diversity in the composition of school staff and parents' associations.
- Support all schools, and in particular second-level schools, to challenge and eradicate all forms of bullying or harassment on the basis of ethnicity / nationality / creed / heritage / cultural background or identity.
- Equip schools to provide translation / interpretation services at public information events, e.g., open nights (for first year students entering second-level education).

## Employment and Pathways to Work

Securing and maintaining employment that is commensurate with skills and qualifications are essential to migrants' integration in Waterford. Pathways to work can be more complex for non-EU migrants and for women from certain cultural backgrounds. Gender proofing is integral to the targeting and mode of delivery of actions to promote economic integration. The following strategic approaches are recommended:

- Achieve, within two years, the commitment in the national integration strategy to increase the number of persons from an immigrant background working at all levels in the civil service and wider public service, particularly in frontline positions. A target of three percent is recommended locally.
- Support employers and workplaces in being more inclusive and supportive of migrant workers and of their career progression. This could operate along similar lines to the Age Friendly Business Scheme model, whereby businesses receive inter-cultural training and they appoint 'champions' from within their business who are responsible for ensuring a more inter-cultural and inclusive workplace.
- Include an 'integration' category in the annual Waterford business awards, and incentivise businesses and employers to foster inter-culturalism in the workplace.
- Support regional events that aim to promote entrepreneurship and innovation – in collaboration with LEOs and local development companies across the South-East Region.
- Publicise and support the awareness-raising events convened by the trade unions, and provide visible and tangible support for their engagements to ensure migrants are fully integrated into the workforce.
- Work with national bodies (e.g., Department of Employment Affairs and Social Protection) to ensure transitional arrangements that are conducive to allowing migrants, and in particular those exiting direct provision and with refugee status to access the labour market. Supports should include retaining – on a phased basis – social insurance supports and the rollout of an internship scheme.
- Undertake a skills audit among migrants, and disseminate the results, as part of the awareness-raising and two-way processes that are integral to integration.

## Health

The Waterford Intercultural Health Hub provides an established basis on which to consolidate existing services and to rollout additional supports and interventions in respect of community-based health provision. In addition, mainstreaming of the practices promoted by the HSE in respect of translation and interpretation, across all agencies and service providers, would represent definitive and concrete promotion of integration. There is a need to address information deficits among some healthcare providers and to ensure that they are fully aware of their obligations to all persons – as citizens and service users. The following strategic approaches are recommended:

- Further consolidate the health hub as a provider of information and a promoter of community-based and preventive health interventions and supports.
- Mainstream the best practices associated with the Roma Health Advocacy Project.
- Ensure that migrants are better informed and equipped to access GP services, and ensure that GPs are more fully aware of migrants' needs and of the supports that are available from the HSE.

## Integration in the Community and Social Inclusion

There are several good practices pertaining locally, with civil society organisations being proactive in engaging with and welcoming members of migrant communities. These merit further and ongoing supports. However, migrants remain under-represented in civil society and local level decision-making in Waterford. Groups that focus on and / or respond to migrants' needs and those that celebrate their culture need to involve greater numbers of Irish people. It is also important to promote tolerance, mutual respect and constructive interfacing across the various migrant communities, so that legacy issues, cultural barriers and / or misperceptions do not come in the way of inter-cultural engagement, understanding and engagement. Gender proofing of interventions is essential given the relative underrepresentation of migrant women in civil society organisations. The following strategic approaches are recommended:

- Engage with all women's groups / organisations across Waterford City and County to make them more aware of their roles and potential in promoting integration, and incentivise them to be more inclusive and ethnically diverse<sup>20</sup>.
- Add extra weighting to the promotion of integration when assessing community and voluntary organisations for funding and / or awards.
- Further develop the Waterford Integration Forum by resourcing it to employ a development officer and compile its own strategic plan. The Forum (including its staff person) needs to be multilingual (in as far as is practical) and to make concerted efforts to include persons from all cultural, ethnic and linguistic backgrounds.
- Utilise the Integration Forum as a conduit for information dissemination and as a platform for migrants' engagement in community / society. Social gatherings, with food, are

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<sup>20</sup> This recommendation is put forward, bearing in mind that groups are voluntary, and already demonstrate an openness to inclusion. Therefore, interventions should be constructive, and supportive of groups.

important in enabling participation and in ensuring that newcomers are welcomed to civic life.

- Promote stronger linkages between the Integration Forum and the Public Participation Network (PPN).
- Extend the services that are currently available to resettled refugees and asylum seekers who are granted refugee status and / or work permits and to the Roma population. Services ought to encompass orientation, securing accommodation and accessing employment. The expansion of this approach will necessitate the recruitment of a dedicated worker - possibly based in the 'hub'.
- Involve the family resource centres and community development projects, to a greater extent, in promoting the Integration Forum, and in ensuring its inclusion of, and appeal to, all migrant communities.
- Ensure that approaches to planning and the provision of housing avoid any degree of segregation or ghettoization.
- Equip the City and County Council with the resources and means to ensure that tenants in the private rental market, who are in receipt of housing assistance payments, live in comfortable accommodation.

## Political and civic participation

Their under-representation in political fora has emerged as one of the greatest deficits among migrant communities in Waterford. This is not unique to Waterford, and it is associated with the relative newness of migration and with the complexities and vagrancies of the Irish political system and the centralised nature of the State. School-based civic and political education is likely to yield dividends in respect of ensuring that second generation migrants and today's young migrants are more engaged in political life than their parents and grandparents have been. These need to be followed-up in third-level education settings and to be promoted among adults. There are opportunities to build on the work done by the WIS (Waterford Integration Services); this has included running voter registration campaigns, informing migrants about Ireland's electoral and political systems and assisting CSO enumerators, among others, in accessing Roma, transient populations and other 'hard-to-reach' cohorts'. The following strategic approaches are recommended:

- Work with WIT (staff and students) to ensure that migrants and overseas students are more informed about the operation of Ireland's political system and the avenues through which citizens can have a voice in decision-making.
- Provide targeted supports for those coming out of direct provision and from countries that lack democratic structures and ensure they are informed about Irish and EU citizenship rights and responsibilities. Such interventions need to be particularly supportive of women.

## Promoting Intercultural Awareness and Combating Racism and Xenophobia

Unfortunately racism, xenophobia, prejudice and intolerance exist and find expression in Waterford, as is the case elsewhere in Ireland. While Ireland has been avoiding the hard-line political trends that have emerged in some other European countries, public pronouncements by certain politicians and election candidates have served to stir-up fears among migrants and have propagated misinformation and intolerance in Irish society. These are indicative of underlying currents that are, at least, contrary to the delivery of the national integration strategy. Moreover, they hamper the work being done by agencies and civil society organisations, and they need to be challenged, so that truths are always in the public domain. The following strategic approaches are recommended:

- All councillors, TDs and MEPs will pledge, through public expression, to supporting, in full, the national and Waterford Integration Strategies.
- Public bodies, offices, schools, community and sporting organisations and workplaces will display symbols and signs to convey their support for inter-culturalism.
- Waterford will fully and actively participate in events, networks and fora at national and EU levels to promote best practices in respect of integration and the promotion of inter-culturalism.
- Promote the work of Waterford Place of Sanctuary.

## Volunteering

Participation in community and voluntary groups is positively associated with integration. At present, migrants are under-represented in civil society in Waterford. Yet, this integration strategy has much to build on in respect of the achievements of community and voluntary groups in ensuring that integration happens. There is a particular need to proactively enable women and younger migrants to engage with the community and voluntary sector. Dedicated efforts are also required to reach out to and support those from countries that don't tend to have a tradition or culture of volunteerism. The following strategic approaches are recommended:

- Build on the LEADER-supported community-based-welcoming programme that took place in Lismore, and mainstream its best elements across communities in Waterford and throughout the South-East Region.
- Provide systematic training in inter-culturalism for all community and voluntary groups, especially residents' associations.
- Support the work of those community-based and voluntary organisations that are active in engaging with migrant communities.

## Sport

The research and consultations underpinning this strategy tally with the assertions in the national integration strategy in respect of the constructive role of sport and sporting organisations in enabling integration. Several sporting and cultural organisations across Waterford are already proactive in inclusion, and they merit further investment and supports, so that their structures and activities are open to, and inclusive of, a wider range of migrants. Sporting organisations working with young people are rightly obliged to undertake background checks, via an Garda Síochána, in respect of all officers – paid and voluntary. The current system, while needing to be watertight, can pose challenges for clubs / organisations wishing to recruit persons from countries where records are inaccessible and /or the act of seeking police clearance could pose a risk to the individual concerned. Thus, there is a need for structural reform at national and transnational levels, as part of the processes to enable migrants to play a fuller and more active role in sporting organisations and events. The following strategic approaches are recommended:

- Work with the Department of Justice and Equality to ensure that systems for police / garda clearance work effectively in the best interest of child protection and enabling increased migrant participation in sporting organisations – in paid and voluntary capacities.
- Encourage sporting organisations to recruit coaches from a range of cultural and ethnic backgrounds.
- Organise / host an inter-cultural sporting exhibition.



## 6. Delivery and Implementation

The Integration Steering Group, established by the Waterford Local and Community Development Committee (LCDC), has steered, guided and overseen the compilation of this strategy. The Steering Group represents a coalition of interests and experiences, and it is well positioned to promote and drive this strategy over the coming four years. In addition, the LCDC, by virtue of its multi-agency composition and its oversight of the Local Economic and Community Development Plan (LECP) is positioned to engender wide support for investing in, and delivering on, the strategies and actions presented here. As the instigator of the strategy, Waterford City and County Council ought to ensure ongoing monitoring and periodic reviews, so that the strategy remains relevant in the context of evolving needs and opportunities over the coming years.

The range and scope of the issues presented in this strategy underscore how the promotion of integration requires collaborative and partnership approaches, and stakeholders need to be overt in their efforts. Thus, public commitments to integration and inter-culturalism, on the parts of all agencies, and in particular those in civic leadership positions, are essential in ensuring public support and universal buy-in. Other counties are adopting ‘integration charters’, and a similar statement of commitment by agencies and public representatives in Waterford would stand the city and county in good stead.

While the integration steering group and LCDC can drive the strategy and engender agency support, the operational delivery of actions will require the recruitment of a development coordinator / integration officer.

This strategy (chapter five) advances forty-three recommendations. These converge around **core priorities**, namely:

- improving migrants’ access to reliable, accurate and timely information about public and community-based services and opportunities;
- development of the Waterford Migrant Integration Forum, and other structures that enhance the ability of migrants to play an active role in civil society;
- enhancing migrants’ fluency in the English (and Irish) language, as part of the process of promoting their advancement in the labour market, social networks and decision-making bodies;
- enabling migrants’ to tell their stories as part of a wider celebration of the contributions – historical, contemporary and potential – to Waterford’s economy, heritage and society; and
- engaging greater numbers of Irish people in promoting integration and tackling all forms of racism, prejudice and intolerance.

The list of recommendations is neither exhaustive nor exclusive; new ideas and opportunities may emerge over the lifetime of this strategy, which, if complementary to its overall vision, ought to be pursued. Many of the recommendations are complementary to one another, and they build on best practices that already pertain and which merit further investment and support. Delivering on some of the recommendations will require new approaches and initiatives, and will imply external, including central government, funding. Indeed, stakeholders’ abilities to deliver on the recommendations presented here can be subject to resource provision, which when considering the importance of promoting integration in contemporary Ireland, places an onus on government to support local actors in pursuing this strategy.

The following table summarises the strategic actions that will be pursued 2020 – 2023. **Expanding and populating the third column will allow the LCDC to identify, guide and support the agencies and organisations that will be involved in, and responsible for, the vision and recommendations** that have emerged. As the strategy evolves, and as new opportunities emerge, this table should be updated and refreshed, and additional partners and organisations ought to be invited and enabled to contribute to the delivery of new and additional actions.

**Table 6.1: Framework for the Delivery of the Waterford Integration Strategy, 2020 – 2023**

<b>Theme</b>	<b>Strategic Actions</b>	<b>Main Actors – <i>Agencies that relate to government departments as follows:</i></b>
Access to Public Services	Welcome / Fáilte Hub	Department of Rural and Community Affairs
	On-line directory	Department of Rural and Community Affairs
	Training for personnel	All
	Information campaign(s)	Department of Rural and Community Affairs; Department of Justice and Equality
	Welcome to Waterford app	Department of Rural and Community Affairs; Department of Housing, Planning and Local Government
	Stronger information channels	Department of Rural and Community Affairs; Department of Employment Affairs and Social Protection
Education and Lifelong Learning	Promotion of yellow flag status	Department of Education and Skills
	English-language classes	Department of Education and Skills
	Work with the DES to bring about structural changes	Department of Education and Skills
	Multi-lingual information in schools	Department of Education and Skills
	Inter-cultural education project	Department of Education and Skills
	Tackling bullying in schools	Department of Education and Skills; Department of Justice and Equality;
	Translation / interpretation at information events	Department of Education and Skills; Department of Justice and Equality
Employment and Pathways to Work	Public sector recruitment	Department of Finance & Public Expenditure and Reform
	Integration-friendly business scheme	Department of Business, Enterprise and Innovation
	Integration category in business awards	Department of Business, Enterprise and Innovation
	Regional innovation	Department of Business, Enterprise and Innovation
	Trade Union awareness raising	Department of Business, Enterprise and Innovation; Department of Employment Affairs and Social Protection
	Supporting transitions to work	Department of Employment Affairs and Social Protection
	Skills Audit	Department of Employment Affairs and Social Protection
Health	Consolidate health hub	Department of Health
	Roma Health Advocacy Project	Department of Health
	Information with GPs	Department of Health
Integration in the Community and	Engagement with women’s groups	Department of Rural and Community Affairs
	Weight integration when assessing	All

Social Inclusion	groups for funds	
	Development Officer for the Integration Forum	Department of Rural and Community Affairs
	Social gatherings – associated with the Forum	Department of Rural and Community Affairs
	Strengthen linkages between the Integration Forum and the PPN	Department of Rural and Community Affairs
	Mainstreaming of refugee resettlement programme practices	Department of Rural and Community Affairs
	Liaison with FRCs and CDPs	Department of Rural and Community Affairs
	Avoidance of segregation / ghettoization	Department of Rural and Community Affairs
	Full enforcement of accommodation standards	Department of Rural and Community Affairs
Political and Civic participation	Civic education for adults	Department of Rural and Community Affairs
	Citizenship education	Department of Rural and Community Affairs
Promoting Intercultural Awareness and Combating Racism and Xenophobia	Public pledge by civic leaders	Department of Rural and Community Affairs
	Public displays and symbols to support Interculturalism	Department of Rural and Community Affairs
	Participation in EU networks	Department of Foreign Affairs and Trade
	Promote City of Sanctuary	Department of Housing, Planning and Local Government; Department of Justice and Equality
Volunteering	Community-based welcoming	Department of Rural and Community Affairs
	Training for voluntary groups	Department of Rural and Community Affairs
	Support for groups active in integration	Department of Rural and Community Affairs
Sport	Enable more migrants to assume positions in sporting organisations	Department of Transport, Tourism and Sport
	Inter-cultural sporting exhibition	Department of Transport, Tourism and Sport

# Appendices

## Annex 1 – Migrants’ Questionnaire

### Integration of Migrant Communities in Waterford

This questionnaire is open to all migrants, ethnic minority communities and foreign-born nationals who live / work in Waterford. It is also open to the children (first generation) of migrants. The Waterford Local Community Development Committee (LCDC) along with partner agencies, are preparing a three-year strategy to promote the integration of migrants. The purpose of the strategy is to make Waterford a more welcoming and inclusive place, and to eliminate all forms of prejudice and intolerance.

Completed questionnaires can be returned by post to:  
**Breandán Ó Caoimh, Cloghoulabeg, Millstreet, Co. Cork.**

All questionnaires are anonymous, and responses will be treated with **COMPLETE CONFIDENTIALITY**. You will not be identified in any way, and your participation is greatly appreciated.  
 Any questions or queries should be addressed to [breandanok7@gmail.com](mailto:breandanok7@gmail.com)

#### A. About Yourself

*By proceeding, you consent to your confidential and anonymised responses being included in the research.*

**A1. What is your gender?**  
*Please tick one option:*  
 Male                       Female                       Other

**A2. In what country were you born?** \_\_\_\_\_

**A3a. What is your nationality?** \_\_\_\_\_

**A3b. What is / was your mother's nationality?** \_\_\_\_\_

**A4. How long have you been living in Ireland?**  
*Please tick one option*  
 Less than 1 year  
 1 to 5 years  
 6 to 10 years  
 Over 10 years

**A5. How long have you been living in Waterford?**  
*Please tick one option*  
 Less than 1 year  
 1 to 5 years  
 6 to 10 years  
 Over 10 years

**A6. Where did you live immediately prior to coming to live in Waterford?** \_\_\_\_\_

**A7. Do you have an Irish spouse / partner?**  
*Please tick one option*  
 Yes  
 No  
 I had, but I don't at present

**A8a. Do you have a child / children born in Ireland?**  
*Please tick one option*  
 Yes  
 No

**A8b. Do you have any children under 16?**  
 Yes  
 No

**A8c. If yes, how many?** \_\_\_\_\_

**A8d. How many of them live in Ireland?** \_\_\_\_\_

**A9. To what extent do you agree or disagree with the following statements?**  
*Please tick one option in each case. / Mark only one oval per row.*

	Strongly disagree	Disagree	Neutral/ Neither agree nor disagree	Agree	Strongly Agree
In general, people in my home country / my parents' home country (if this is NOT Ireland) are welcome and tolerant of foreigners.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am an open and tolerant person.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### B. Experiences of Ireland and Waterford

**B1. What THREE words describe Ireland for you?**  
 \_\_\_\_\_

**B2. What THREE words describe Waterford for you?**  
 \_\_\_\_\_

**B3. To what extent do you agree or disagree with the following statements?**  
*Please tick one option in each case. / Mark only one oval per row.*

	Strongly Disagree	Disagree	Neutral/ Neither Agree nor Disagree	Agree	Strongly Agree
Life in Ireland has lived up to my expectations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am happy to live in Ireland.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would like to spend the next ten or more years in Ireland.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I find that people in Ireland welcome me, as a newcomer.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I find that people in Ireland want to include me in social networks and groups.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have Irish friends and people I can call on when I need them.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Most of my friends are Irish.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Most of my friends are non-Irish.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
People in Ireland are welcoming and tolerant of foreign born people.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**B4. To what extent do you agree or disagree with the following statements?**

Please tick one option in each case. Mark only one oval per row.

	Strongly Disagree	Disagree	Neutral/ Neither Agree nor Disagree	Agree	Strongly Agree
Life in WATERFORD has lived up to my expectations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am happy to live in WATERFORD.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would like to spend the next ten or more years in WATERFORD	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I find that people in WATERFORD welcome me, as a newcomer.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I find that people in WATERFORD want to include me in social networks and groups.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have WATERFORD friends and people I can call on when I need them.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Most of my friends are FROM WATERFORD.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Most of my friends are NOT FROM WATERFORD.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
People in WATERFORD are welcoming and tolerant of foreign-born people	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**B5. How would you rate your experiences of the following services and amenities in Waterford?**

Please tick one option in each case. Mark only one oval per row.

	Very positive	Positive	Neutral	Negative	No / Limited Experience
Education / Schools	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Childcare	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Medical / Health - doctor / hospital	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dentist	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Police / Security	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social Welfare	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public Transport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Culture / Arts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Entertainment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Retail / Shopping	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Broadband / ICT	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Meeting people / Socialising	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Youth Services / Youth Organisations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Amenities / Recreation Areas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social Events e.g. festivals / gatherings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community / Voluntary Organisations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Housing / Accommodation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Translation Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Interpretation Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please comment on any of your experiences: \_\_\_\_\_

**C. Work Experience in Ireland**

- C1a. Do you have a job outside the home? Please tick one option. Yes No
- C1b. If yes, how many hours do you work during an average week? \_\_\_\_\_ hours / week.  
What is your job title? \_\_\_\_\_
- C2. Do you have a third-level or professional qualification? Please tick one option. Yes No  
If yes, do you currently work in the sector / area for which you qualified? Yes No
- C3. What supports would you find most helpful to allow you get a better job in Waterford? Please tick all that apply.  
 Language Training  
 Recognition of my qualifications  
 More information on jobs  
 More information on training  
 Mentoring / finance for new businesses  
 Childcare  
 Other: \_\_\_\_\_

**D. Community Involvement and Citizen Engagement**

- D1. Are you a member of any community, sports or voluntary group? Please tick one option.  
Yes No  
If yes, which one(s)? \_\_\_\_\_
- D2a. If you are a member of a community, sports or voluntary group, how have you found the experience? Please tick one box in each row. Mark only one oval per row.  

	Strongly disagree	Disagree	Neutral / Neither agree nor Disagree	Agree	Strongly agree
I like being involved in this group / these groups	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community organisations in Waterford work well.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Irish people made me feel welcome in the group(s).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Volunteering helps me to feel part of the community.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
- D2b. If you are not, what prevents you from joining a community, sports or voluntary group? You may tick as many boxes as you wish.  
 No time  
 No interest  
 I never really thought about it  
 I was never asked  
 Language issues / barriers  
 I am a private person.  
 I find it hard to get involved in groups where the majority are Irish.  
 Discrimination / Racism  
 No childcare  
 Lack of transport  
 Costs  
 Other: \_\_\_\_\_

**B6. Have you experienced any of the following, in Waterford, over the course of the past year?**

Please tick one option in each case. Mark only one oval per row.

	Never (no)	Once or Twice (1 or 2)	3 to 5 times	At least 5 times (5+)
Racial name-calling / verbal abuse	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Suspicion or hostility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Being overlooked because I am not Irish	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Discrimination from a public body	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Discrimination at work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Discrimination in housing (from a property owner)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Exclusion from an event or group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Physical abuse / attack	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please comment on any of the above: \_\_\_\_\_

**B7a. Which of the following best describes your home ownership? Please tick one option**

- I am a home owner, without a mortgage.
- I am a home owner with a mortgage.
- I am renting in the private sector, and pay my own rent.
- I am renting in the private sector, and I receive a rent supplement (e.g. HAP / RAS)
- I am renting from the local authority (Waterford City & County Council).
- I am renting from a voluntary body / social housing provider.
- I live in a direct provision centre.
- I am homeless / of no fixed abode.
- Other: \_\_\_\_\_

**B7b. How easy or difficult did you find it to get accommodation? (Please tick the value that corresponds to your opinion).**

	1	2	3	4	5
Easy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Difficult	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**B7c. How easy or difficult do you find it to afford your accommodation? (Please tick the value that corresponds to your opinion).**

	1	2	3	4	5
Easy to afford	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Difficult to afford	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**B7d. How do you find the quality of your accommodation?**

- Very bad
- Bad
- Mixed / Mediocre
- Good
- Very Good

**D3a. Are you registered to vote in Ireland? Please tick one option.**

Yes No

**D3b. Have you ever voted in an Irish election? Please tick one option.**

Yes No

**D3c. Did you vote in the recent local and European Elections (May 2019)? Please tick one option.**

Yes No

**D4. Do Irish people invite you to their homes? Please tick one option.**

- Yes, more than in my home country
- Yes, about the same as in my home country
- Yes, but less so than in my home country
- Seldom / Rarely
- Never

**D5a. Were you ever provided with support, guidance or advice about understanding Irish culture and way-of-life?**

Yes No

**D5b. If yes, who provided this support, guidance or advice? \_\_\_\_\_**

**D5c. How satisfactory was the support, guidance or advice you received?**

- Not Satisfactory
- Mixed
- Satisfactory (OK)
- Very Satisfactory

**D6. What needs to be done to develop a more multi-cultural Waterford?**

By the local community:

By foreign-born people / migrants:

By organisations here in Waterford:

**D7. What suggestions do you have for good / positive integration in Waterford?**

Annex 2 – Core Question on Social Distance from the questionnaire that was circulated to the ‘host’ community in Waterford City and County

8. Please indicate how close you feel to each of the following groups / nationalities. You only need to tick ONE option in each case i.e., the option that is CLOSEST TO HOW YOU FEEL - all other things being equal. TICK ONE ONLY ON EACH ROW. (There is NO need to tick any options to the right of your closest feeling). \*

Mark only one oval per row.

	I would be willing to marry a member of this group or have them as a family member.	I would be willing to have a member of this group as my close personal friend.	I would be willing to have a member of this group as my neighbour.	I would be willing to have a member of this group as a colleague at work.	I would be willing to have a member of this group as a citizen of my country.	I would be willing to have a member of this group as a visitor (non-citizen) to my country.	I would deport or bar these people from my country.	No Opinion / Don't know
Africans	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Asians	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Blacks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
British	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Chinese	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Drug Addicts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Drug Pushers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dubliners	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
English	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
French	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Germans	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gardaí	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Indians (not American)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Irish-speakers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Kilkenny people	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Jews	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Latvians	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lithuanians	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Muslims	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Nigerians	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Northern Irish Nationalists	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pakistanis	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Palestinians	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Poles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Russians	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Roma	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Romanians	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Scots	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Spaniards	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Swedes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Travellers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unemployed people	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unionists (from Northern Ireland)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Welsh	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Zambians	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

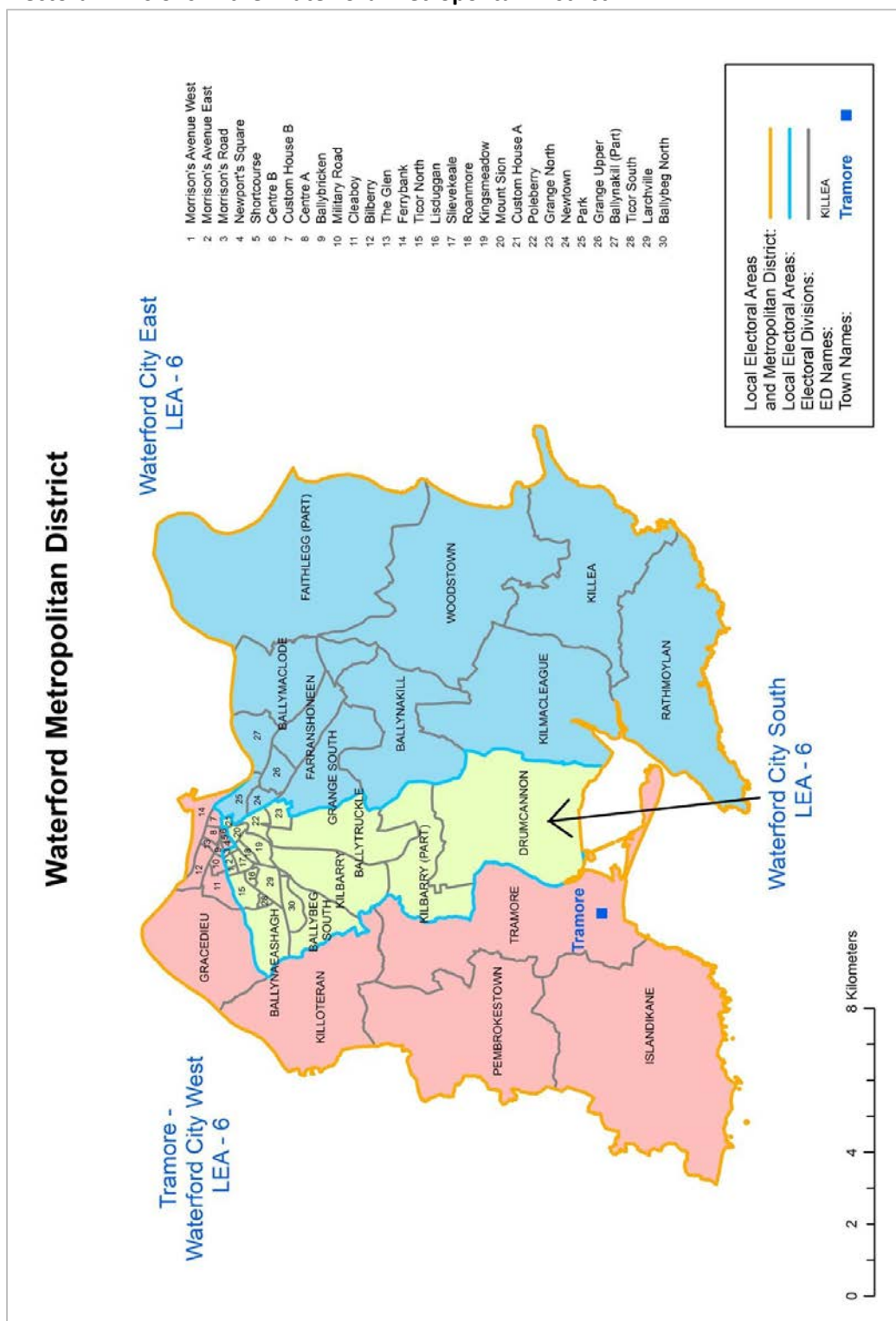
## Annex 3 – Agencies, Public Bodies, Service Providers, NGOs and Community-based Organisations that contributed to the formulation of this strategy

Al-Munir Islamic Centre  
An Garda Síochana  
BRILL Family Resource Centre (FRC)  
Calvary Church  
Children's Group Link  
Clúid Waterford  
Community Development Projects  
Community Ireland Regional Support Officer  
Core Creations  
Department of Social Employment Affairs & Social Protection  
Dungarvan Community Church  
Focus Ireland  
Football Association of Ireland (FAI)  
GAA  
Health Service Executive (HSE)  
Intercultural Health Hub  
Lighthouse Community Church  
Men's Development Network  
NCCWN Waterford Women's Centre  
Ocean View Direct Provision Centre  
Religious Communities  
Respond!  
Revenue Commissioners  
Schools  
Services, Industrial, Professional and Technical Union (SIPTU)  
South East community Healthcare, Regional Social Inclusion Office  
St Vincent de Paul - St Christopher's Conference  
Syrian Resettlement Worker  
U-casadh Atelier Roma Project  
Waterford Area Partnership  
Waterford City and County Council  
Individual Councillors from Waterford, Tramore and Dungarvan  
Waterford Cultural Quarter  
Waterford Institute of Technology (WIT) International Affairs Office  
Waterford Integration Services  
Waterford LEADER Partnership  
Waterford Local Economic and Community Development Committee (LCDC)  
Waterford Local Employment Services (LES)  
Waterford Migrant Integration Forum  
Waterford and South Tipperary Youth Work Services  
Waterford Wexford Education and Training Board  
Waterford Sports Partnership

## Annex 4 – Electoral Division (ED) and Small Area (SA) Level Maps of Migrant Communities in Waterford City and County

The following pages present ED (Electoral Division) and SA (Small Area) level maps, showing the spatial distribution of migrant communities in Waterford – based on place of birth, nationality, ethnicity and ability to speak English / Irish. In order to facilitate the reading of these maps and the associated text in Section 3 of the Integration Strategy, the first two maps, presented here, show all EDs in Waterford.

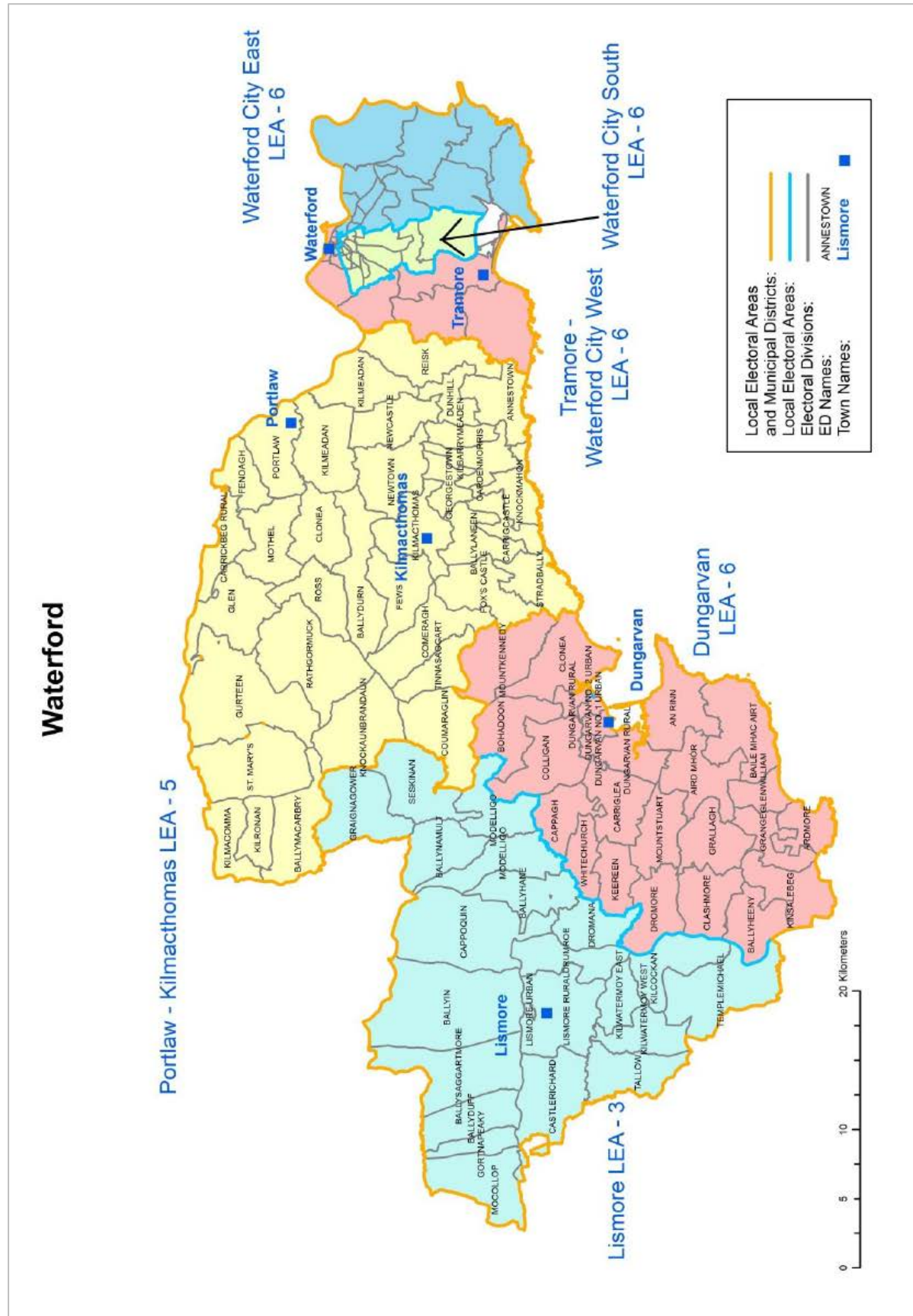
### Electoral Divisions in the Waterford Metropolitan District





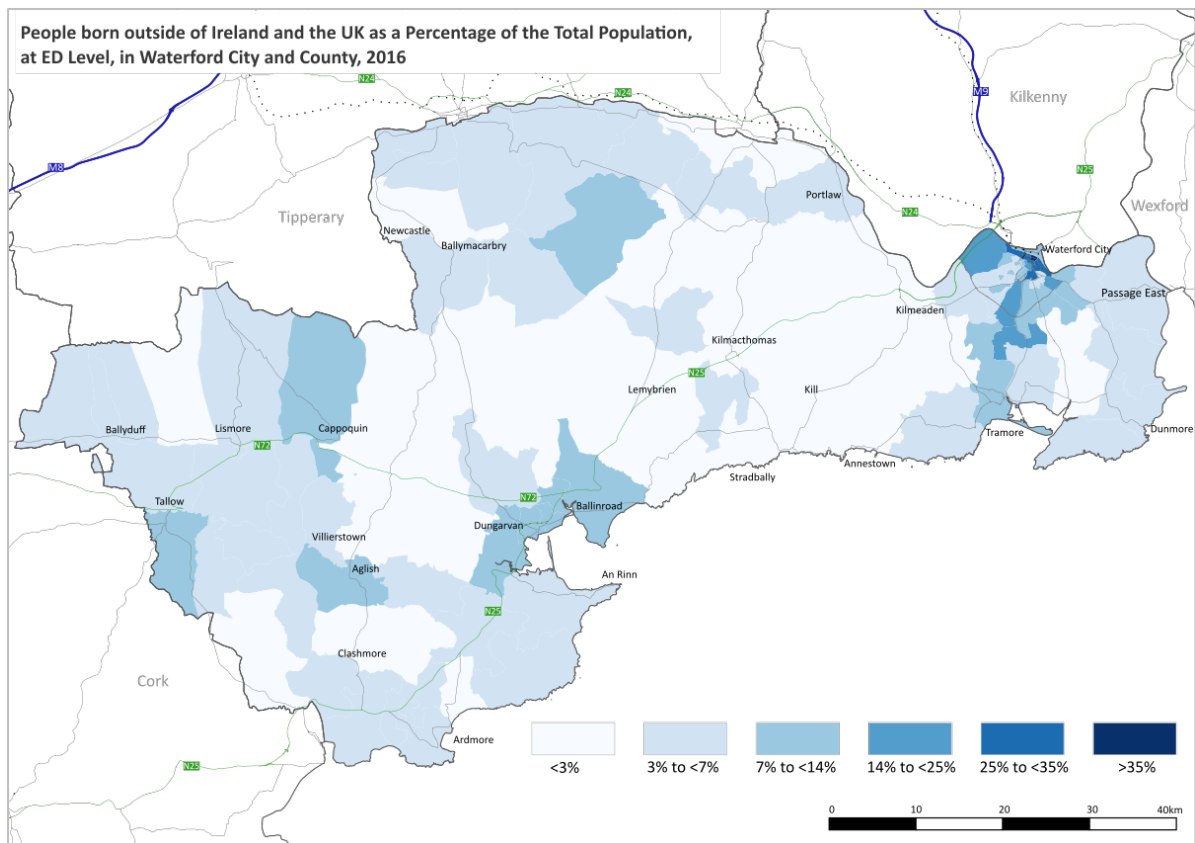
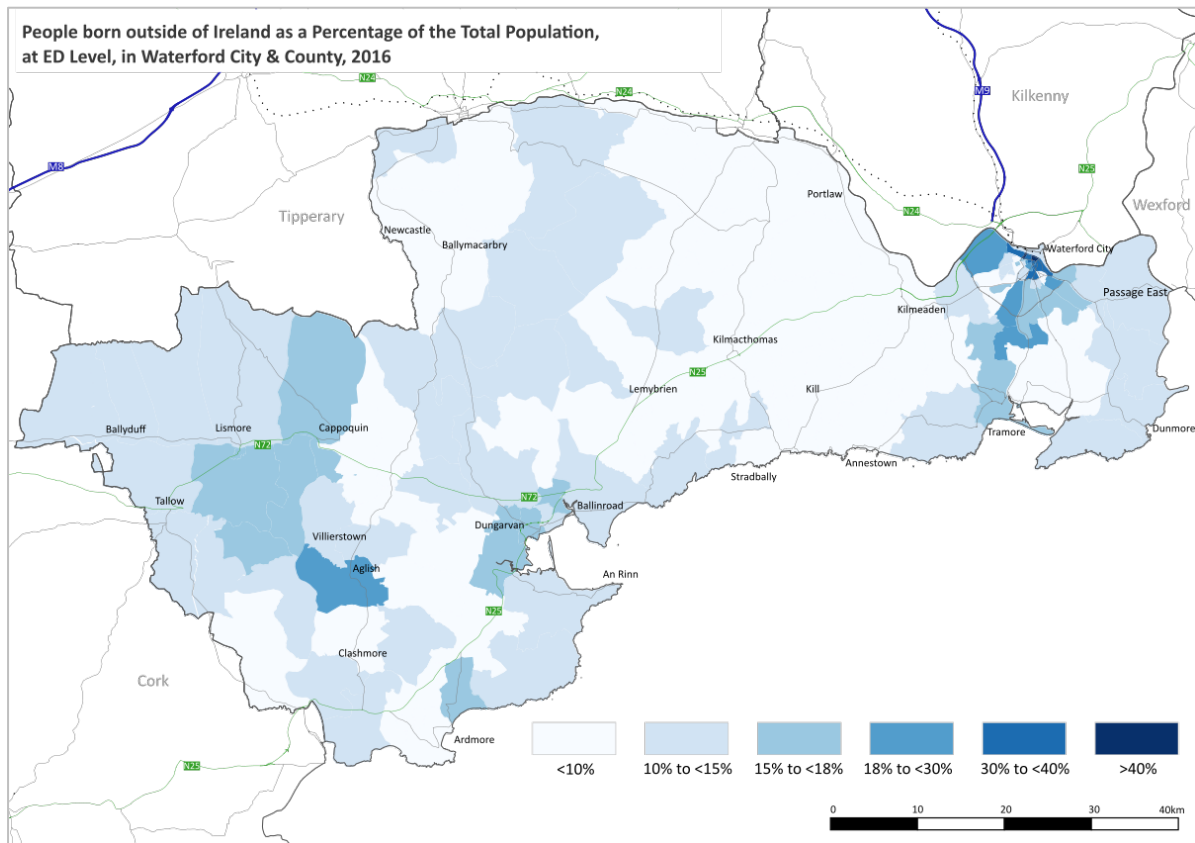
Source: Local Area Boundary Committee No. 1 Report, 2018. Dublin: Government Publications.

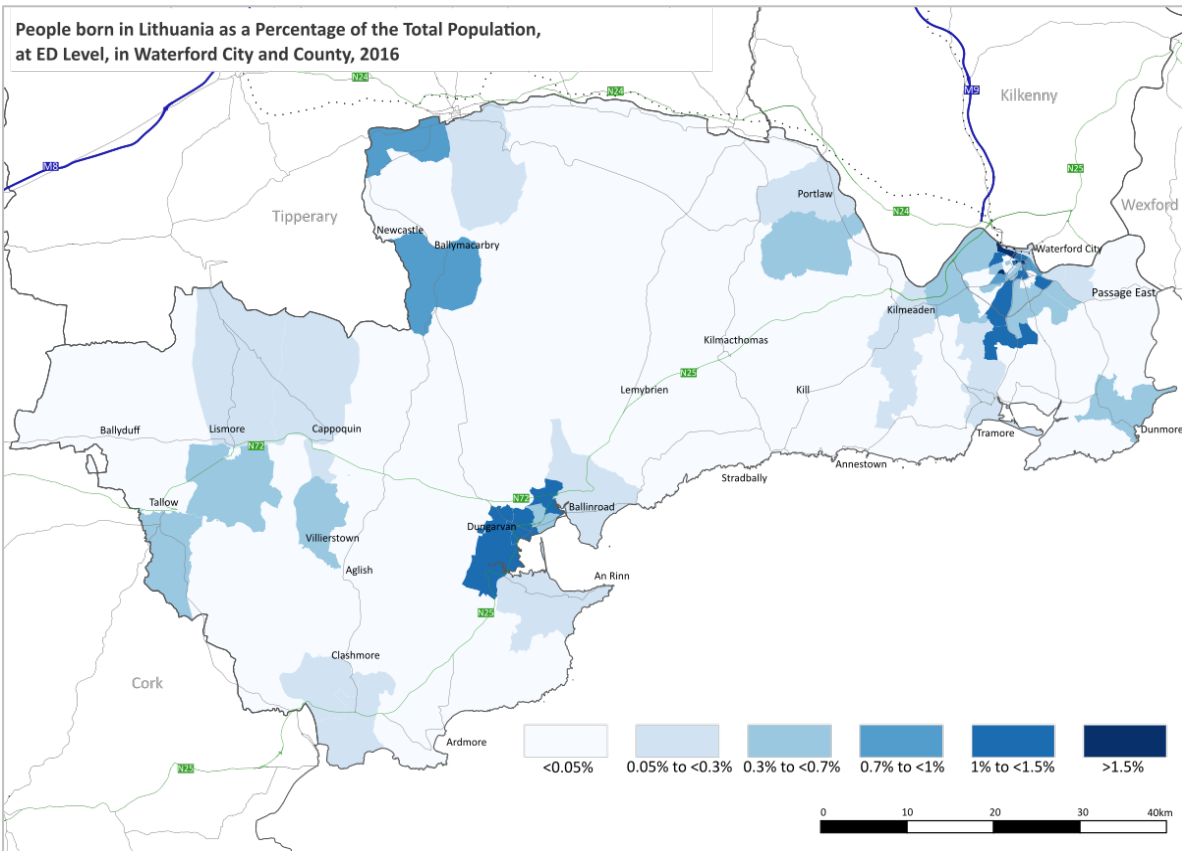
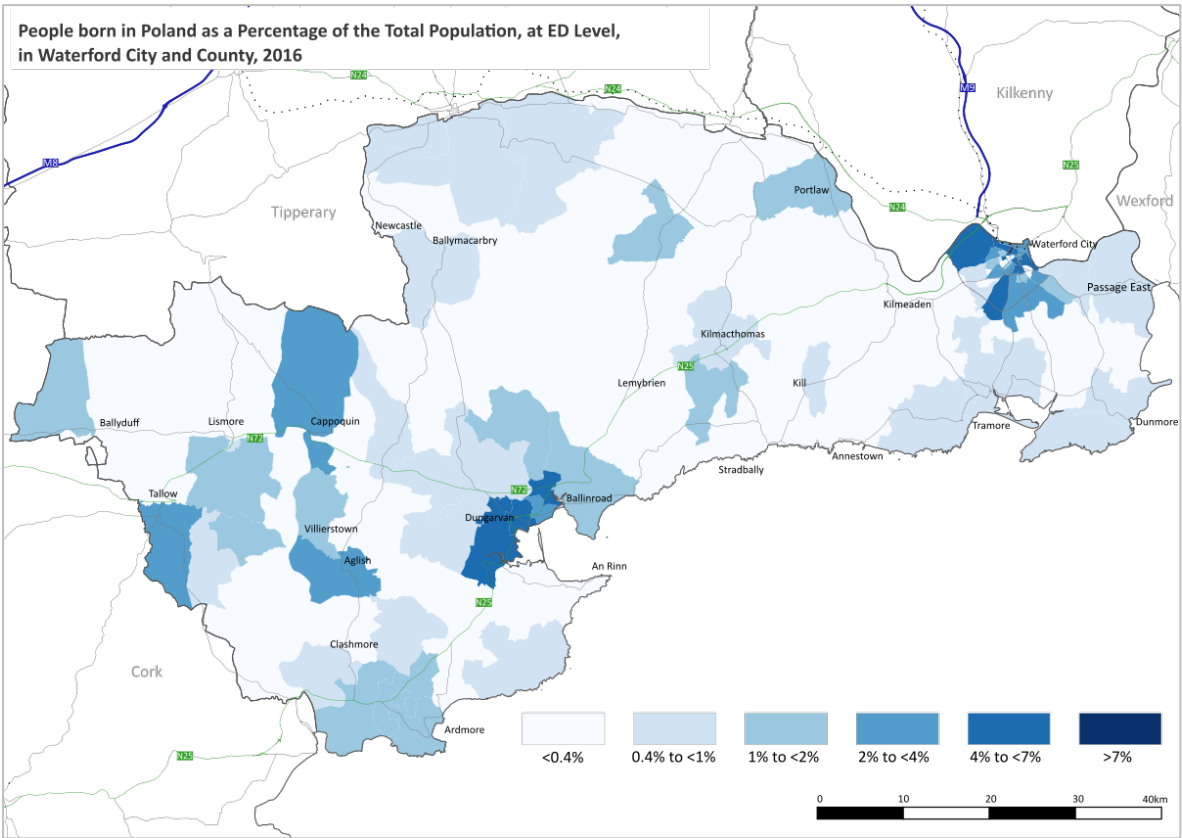
**Electoral Divisions in Waterford County**

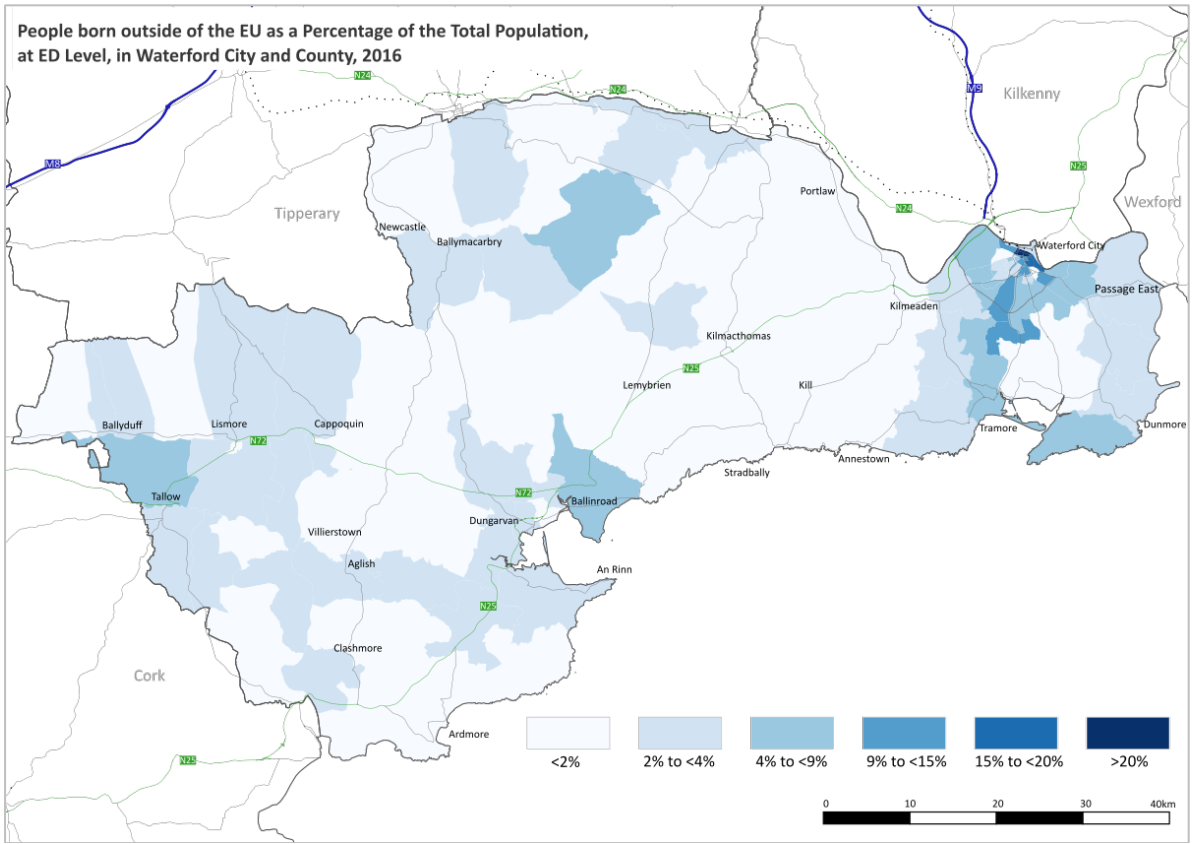
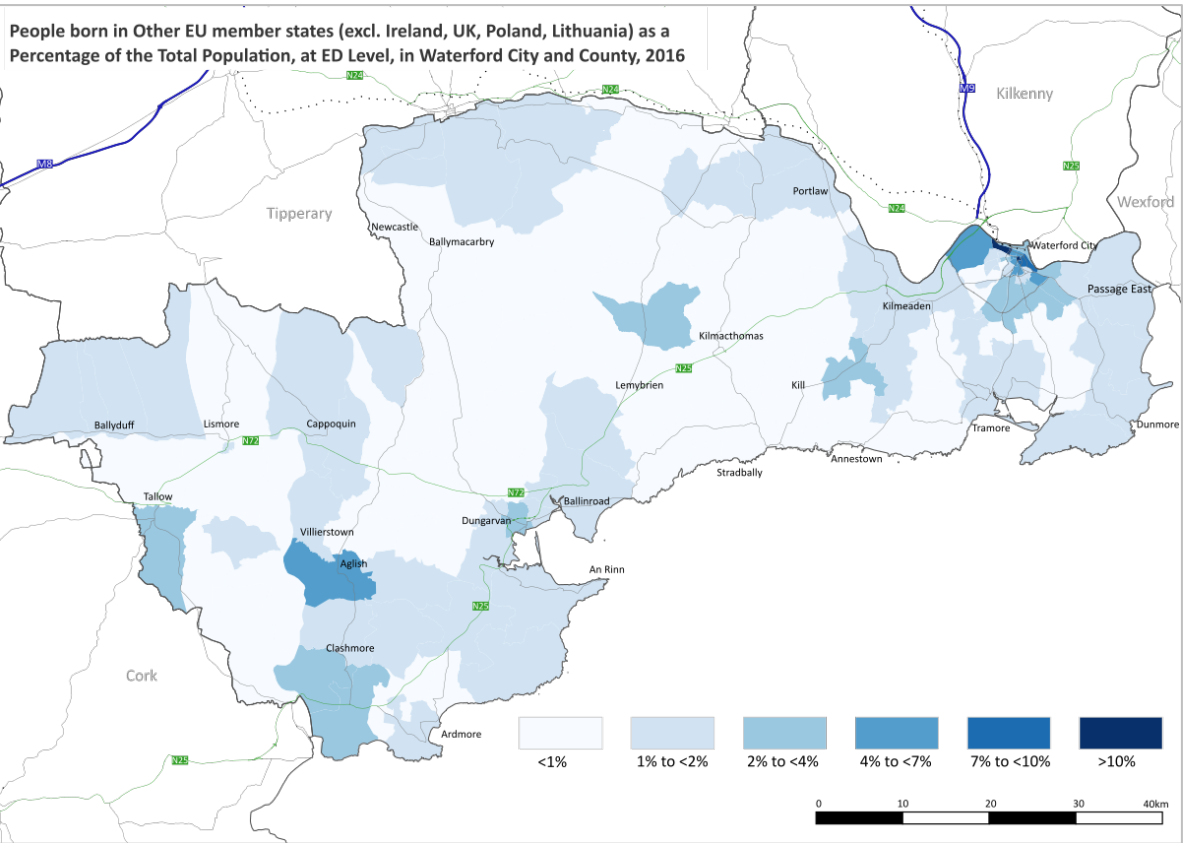


Source: Local Area Boundary Committee No. 1 Report, 2018. Dublin: Government Publications.

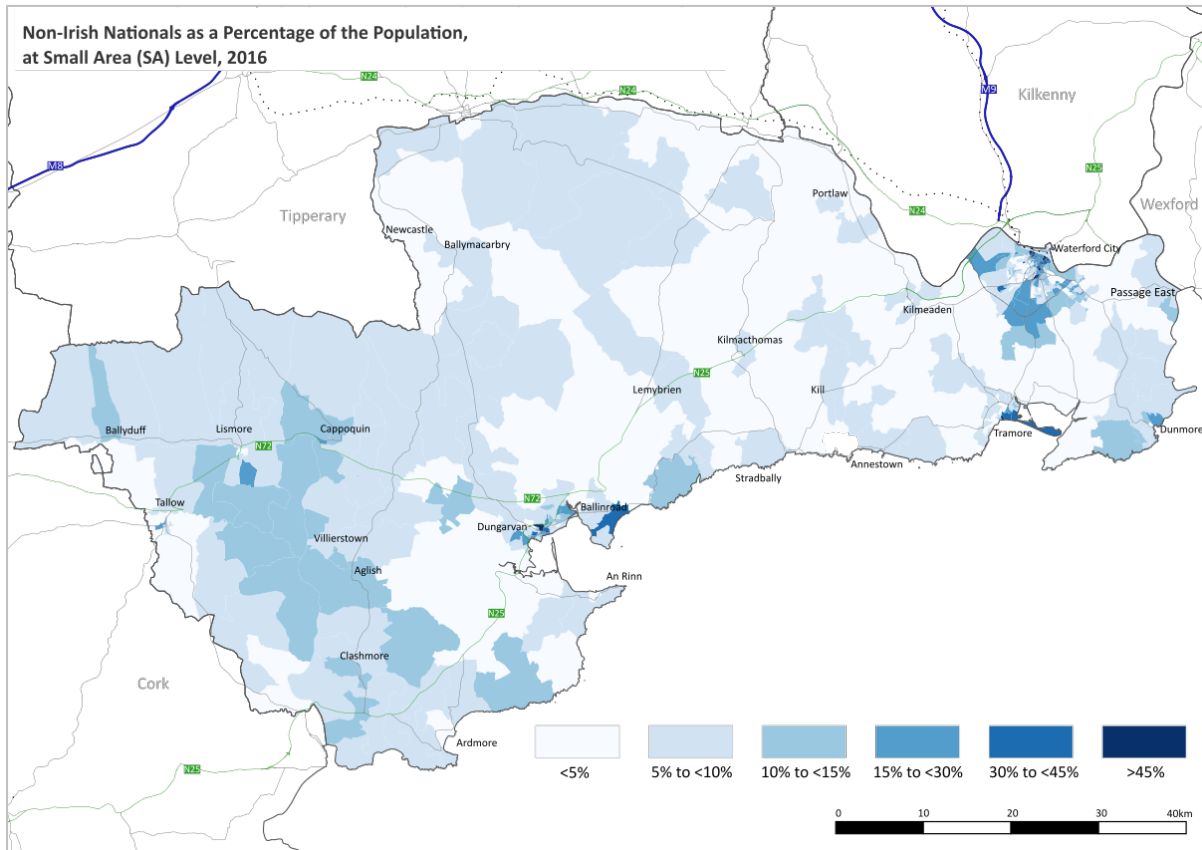
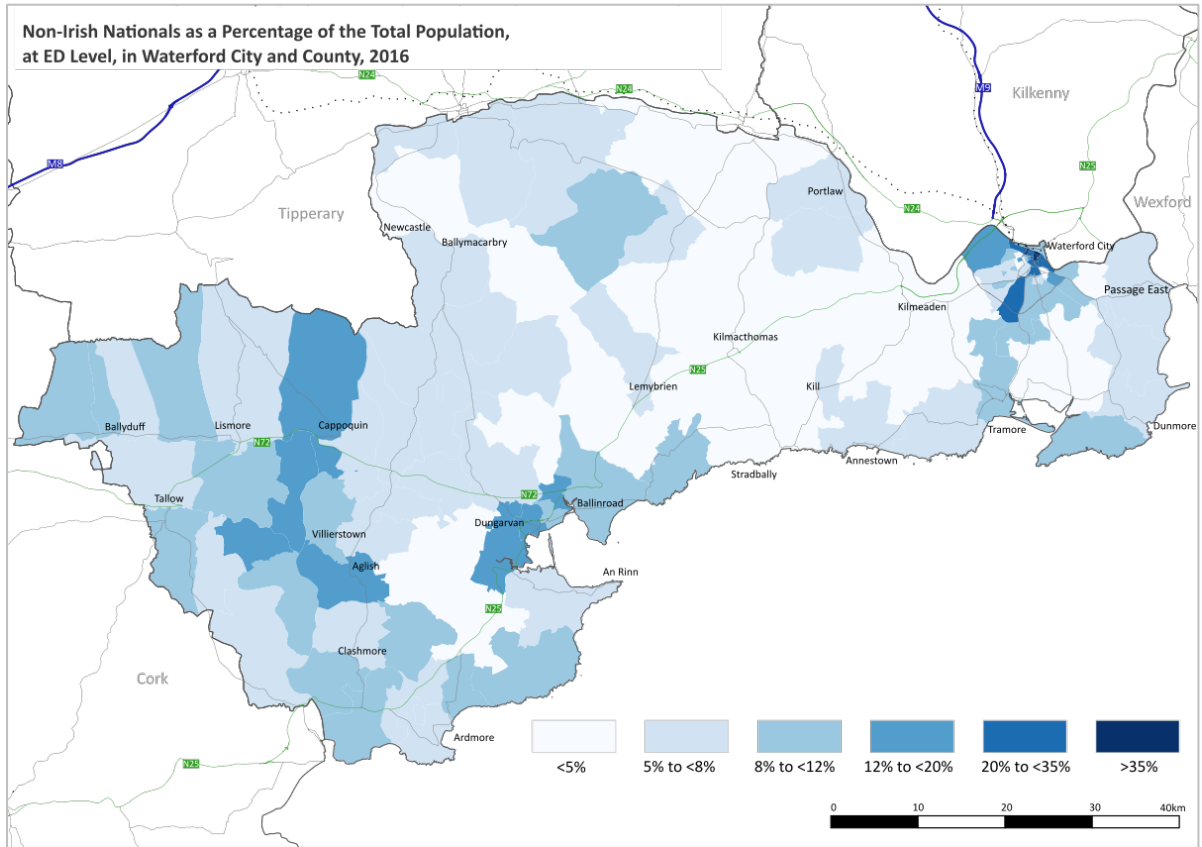
## Spatial Distribution of Migrant Communities by Place of Birth

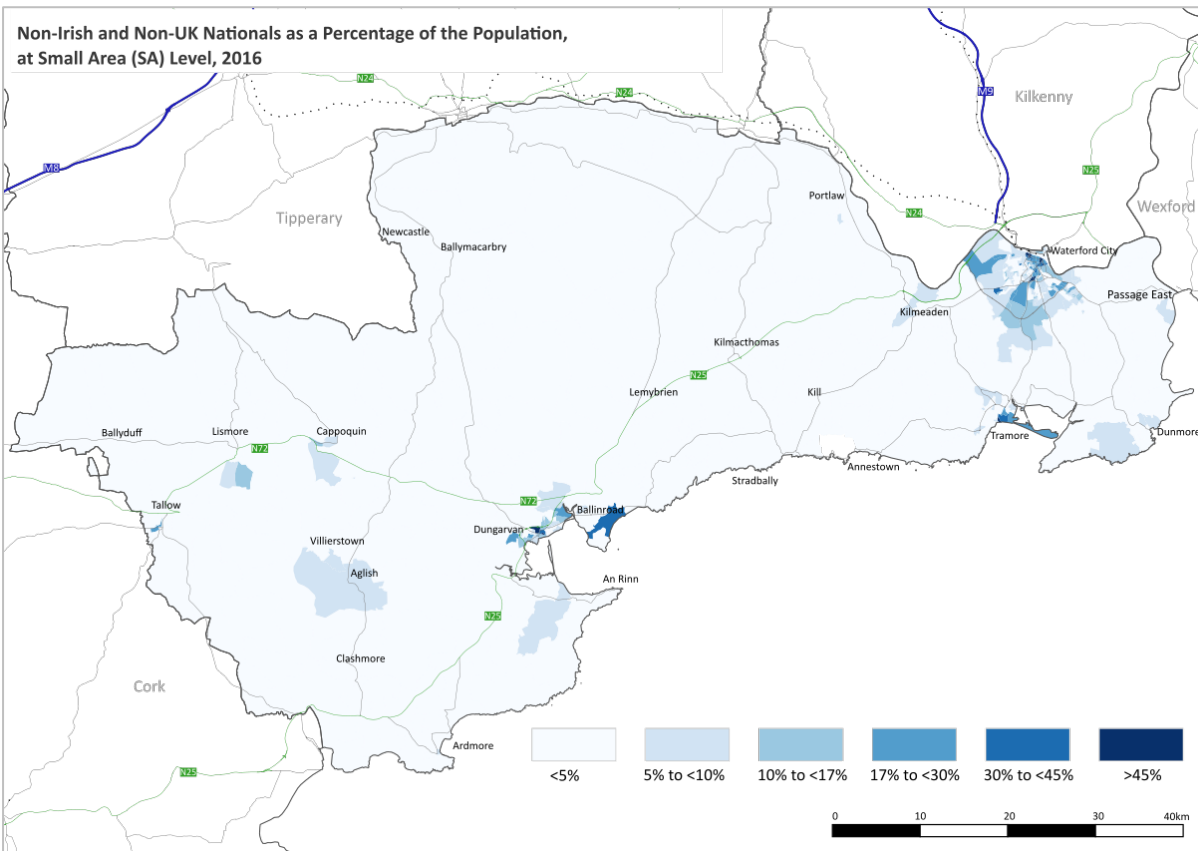
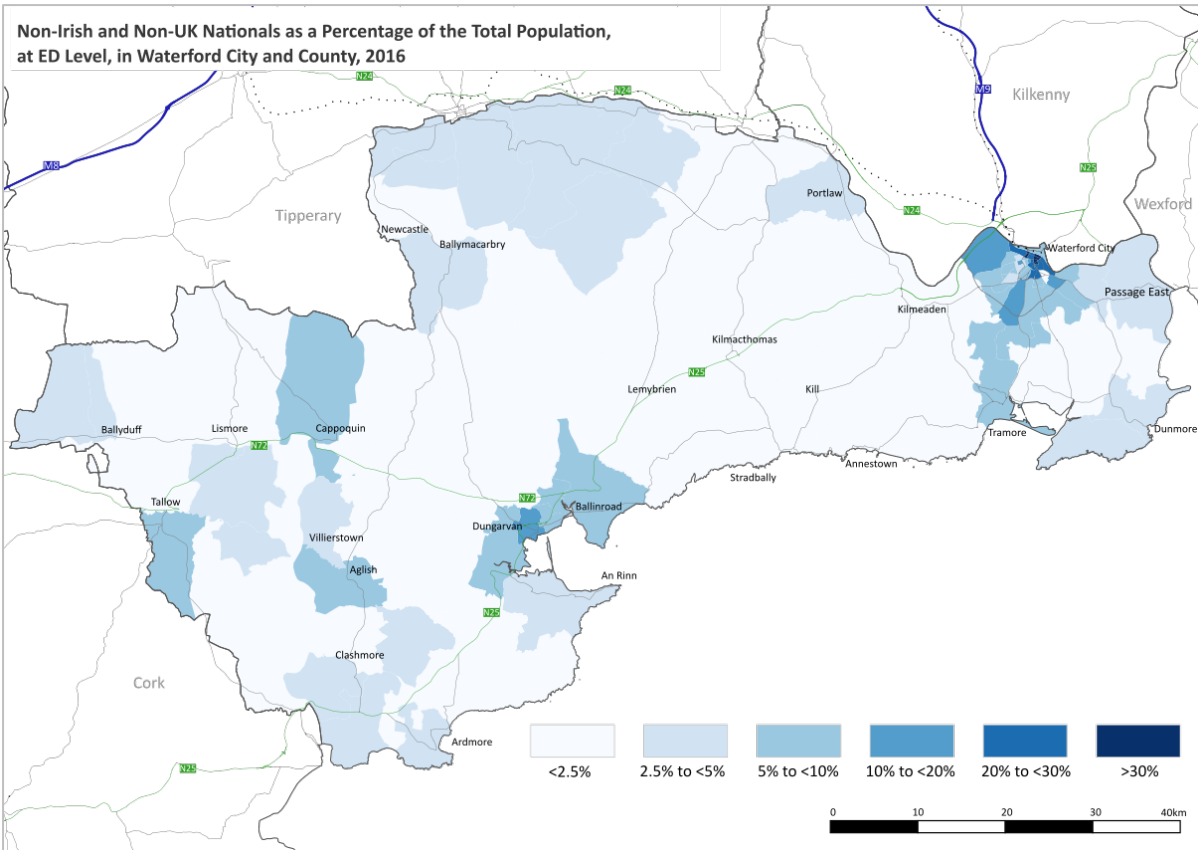




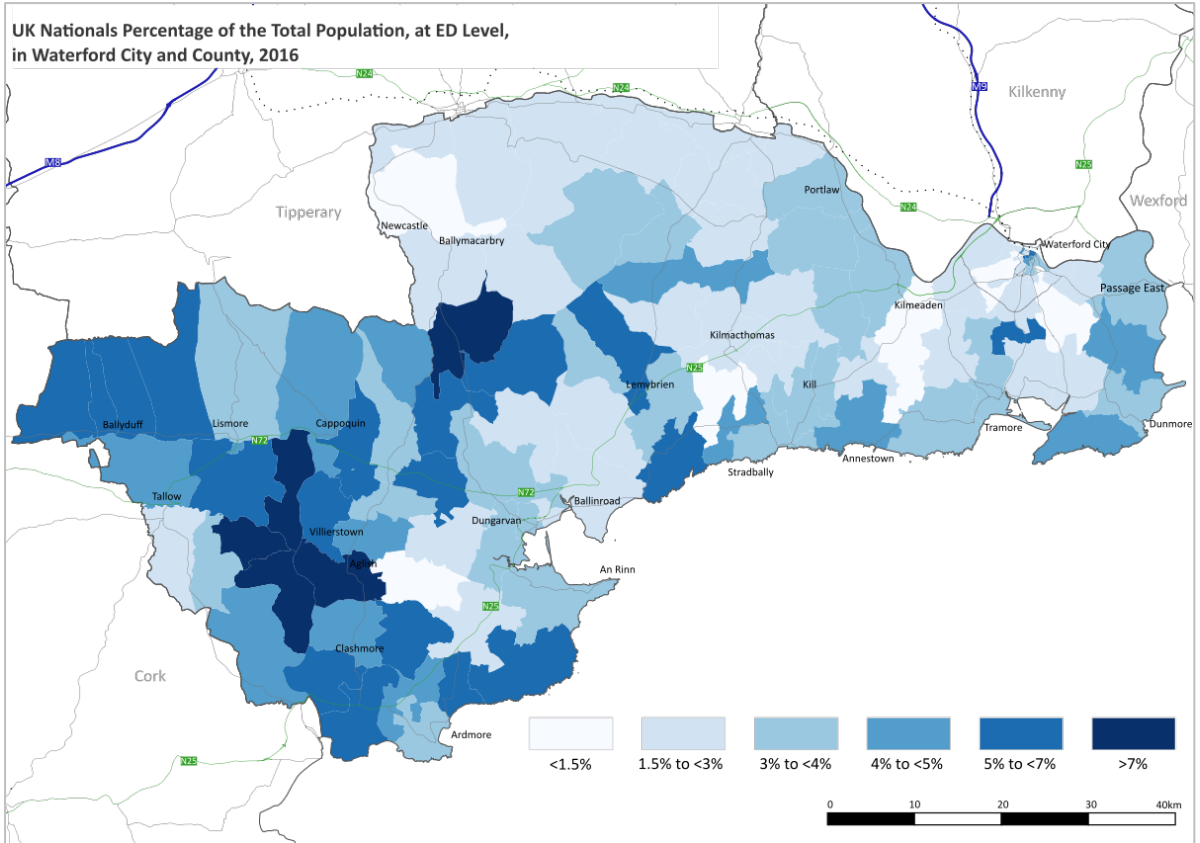


## Spatial Distribution of Migrant Communities – by Nationality

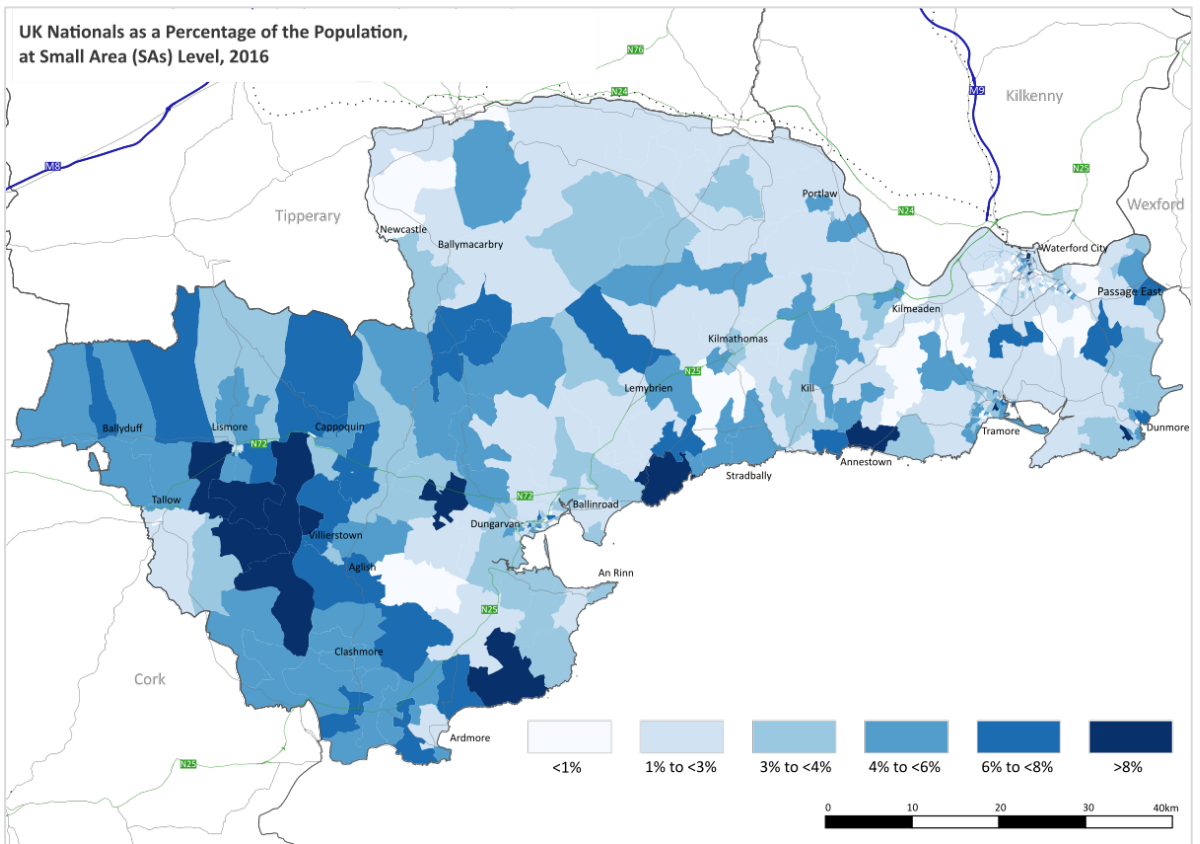


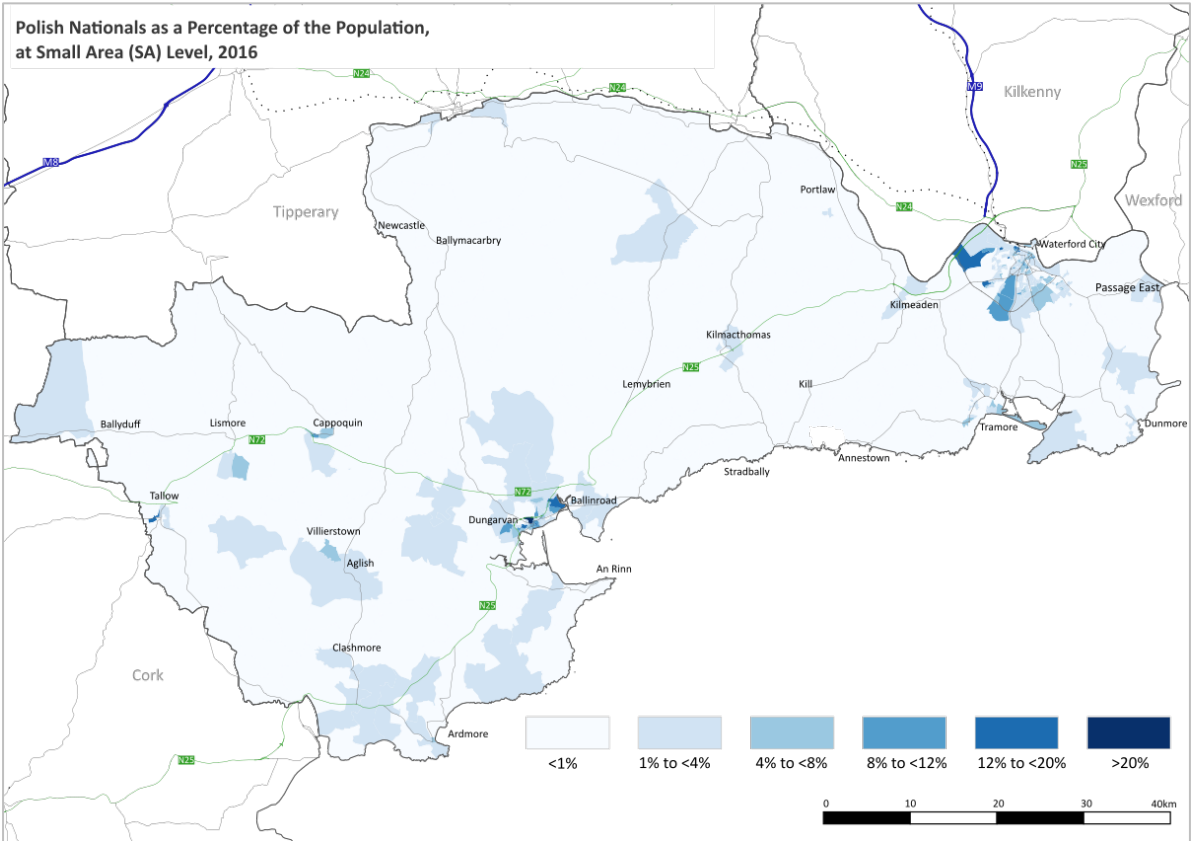
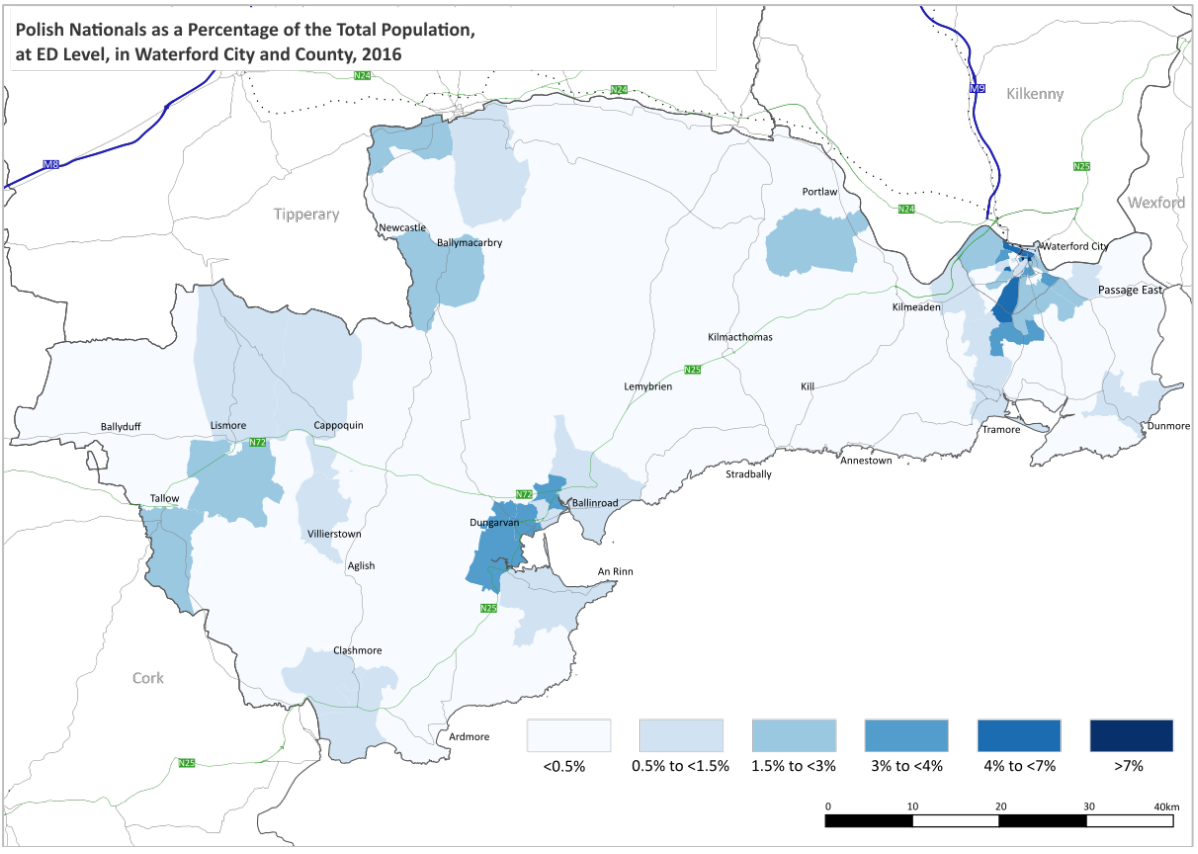


**UK Nationals Percentage of the Total Population, at ED Level, in Waterford City and County, 2016**

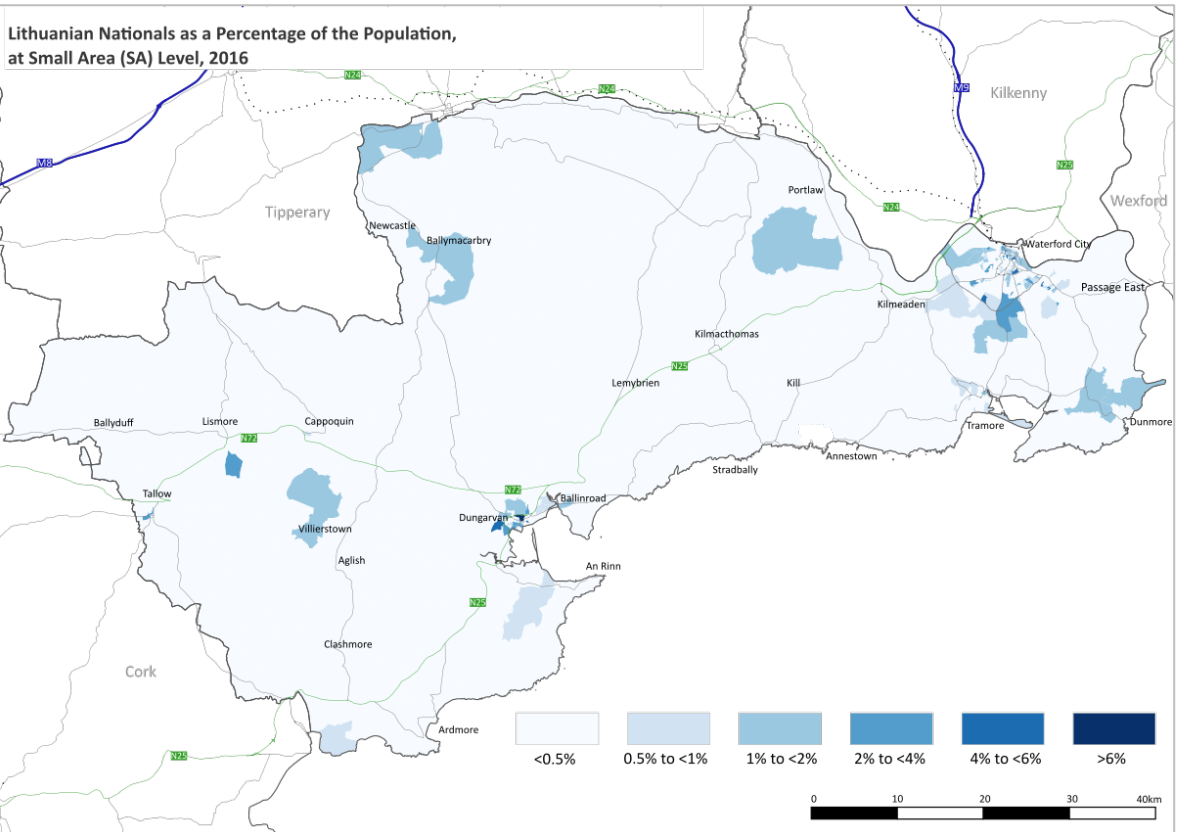
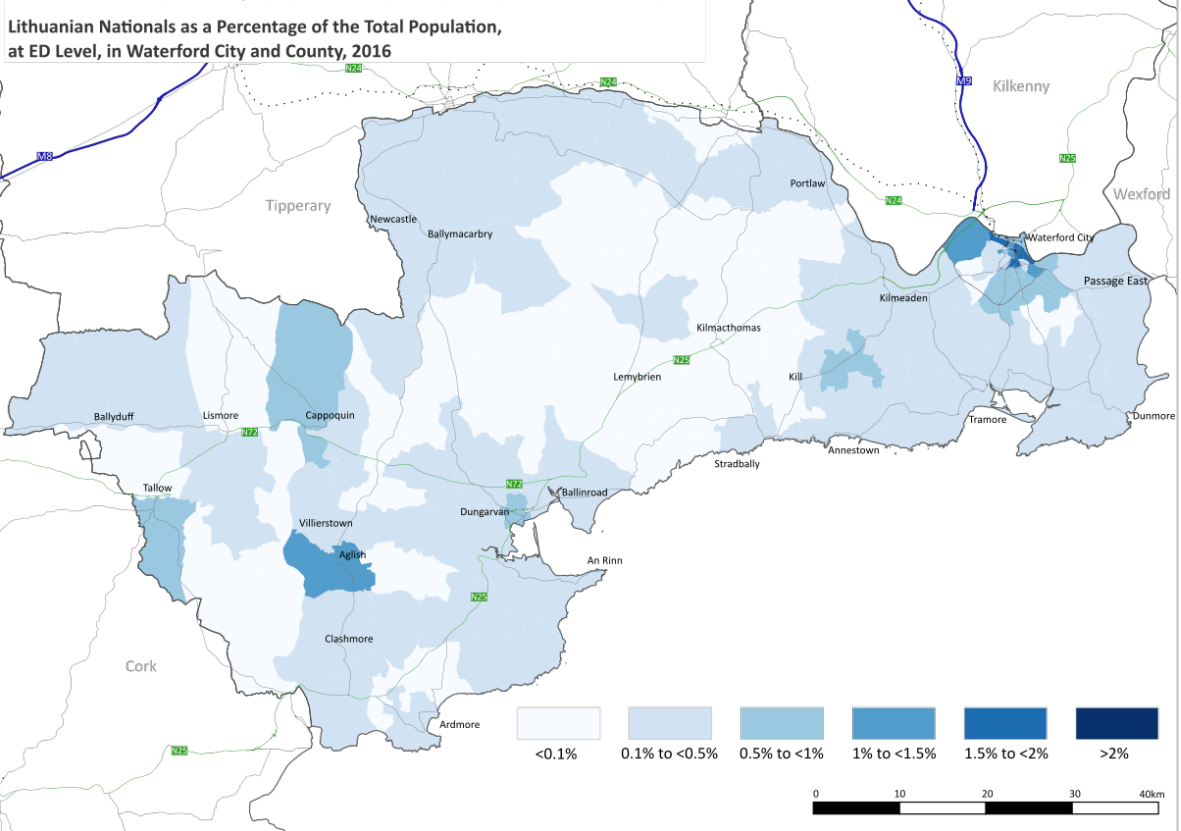


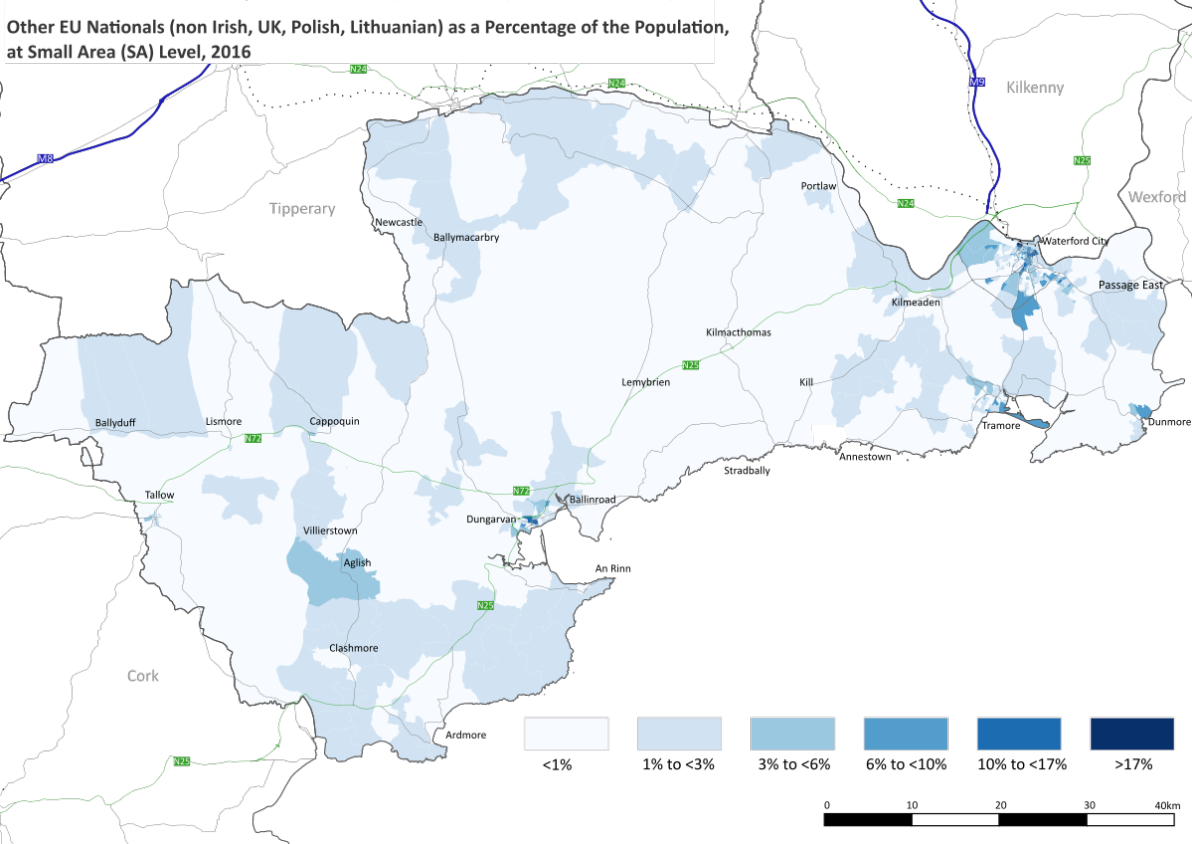
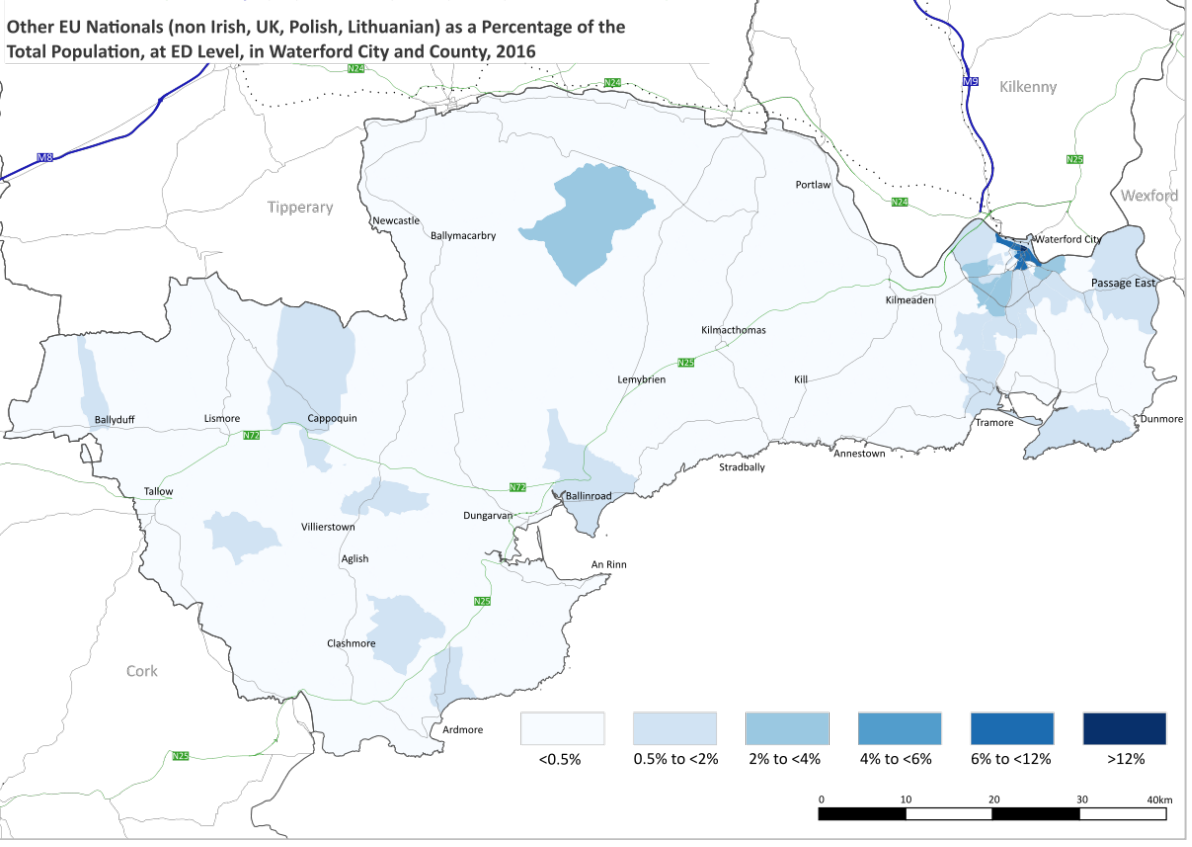
**UK Nationals as a Percentage of the Population, at Small Area (SAs) Level, 2016**



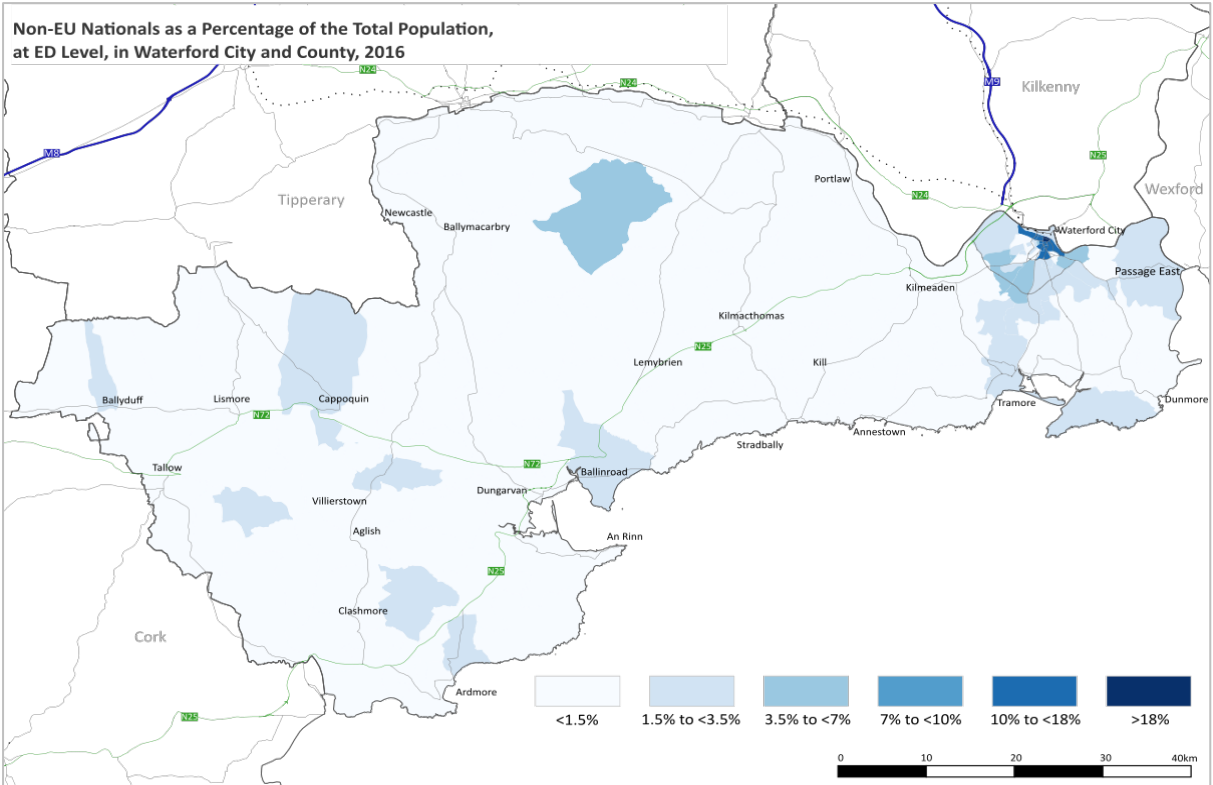




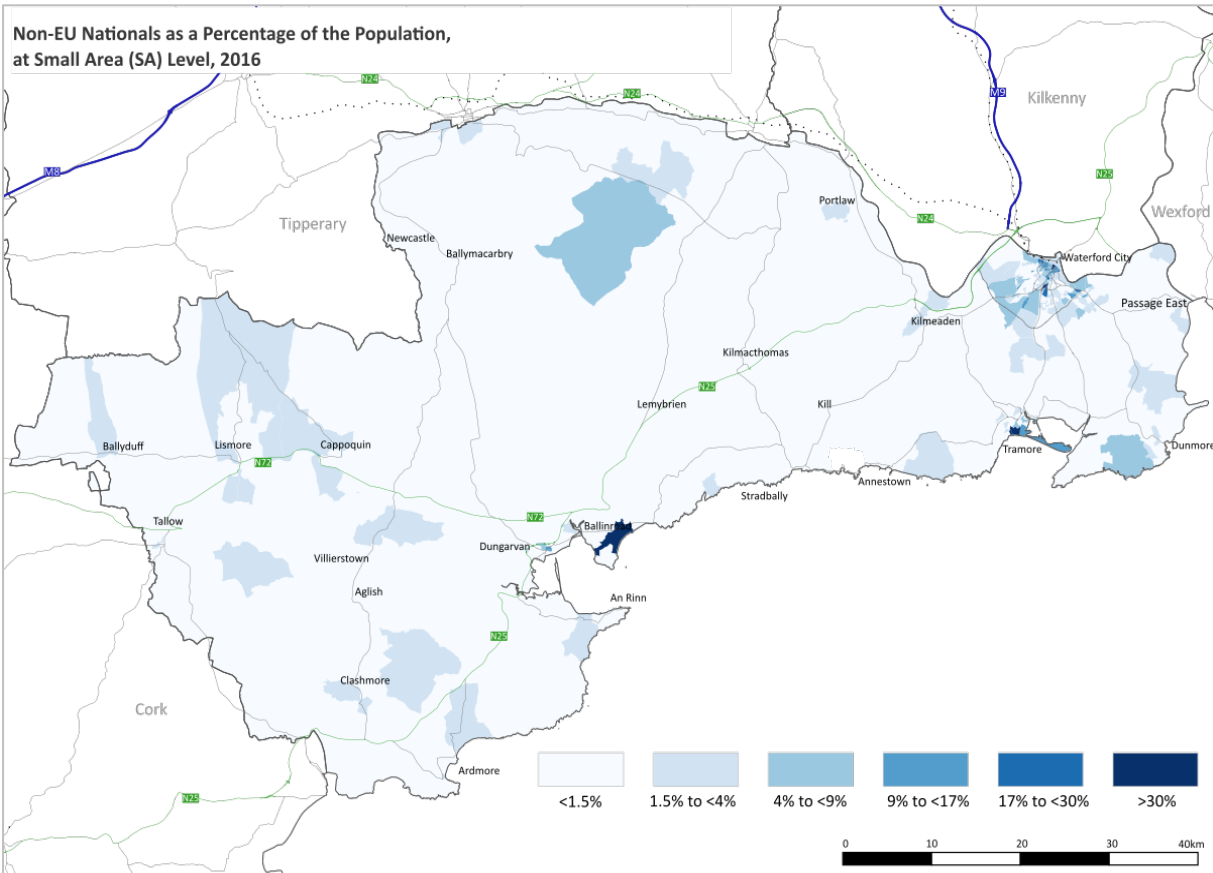




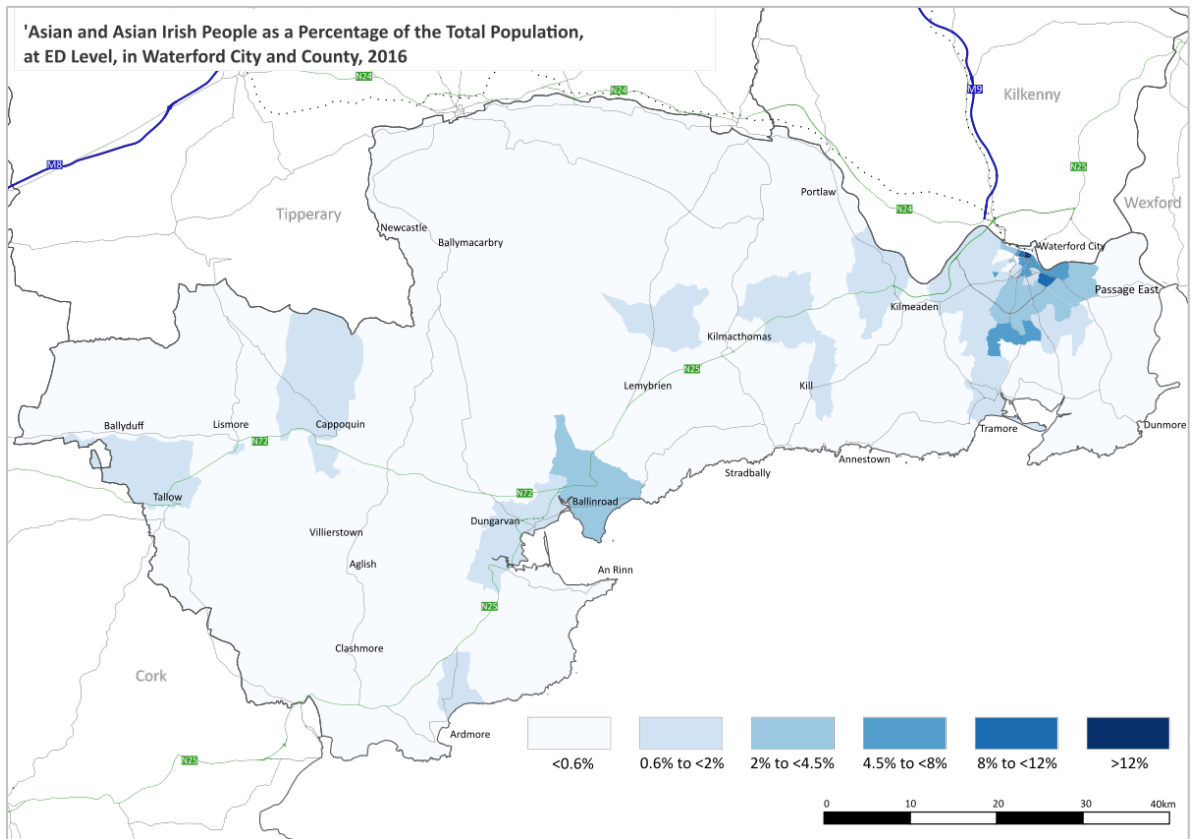
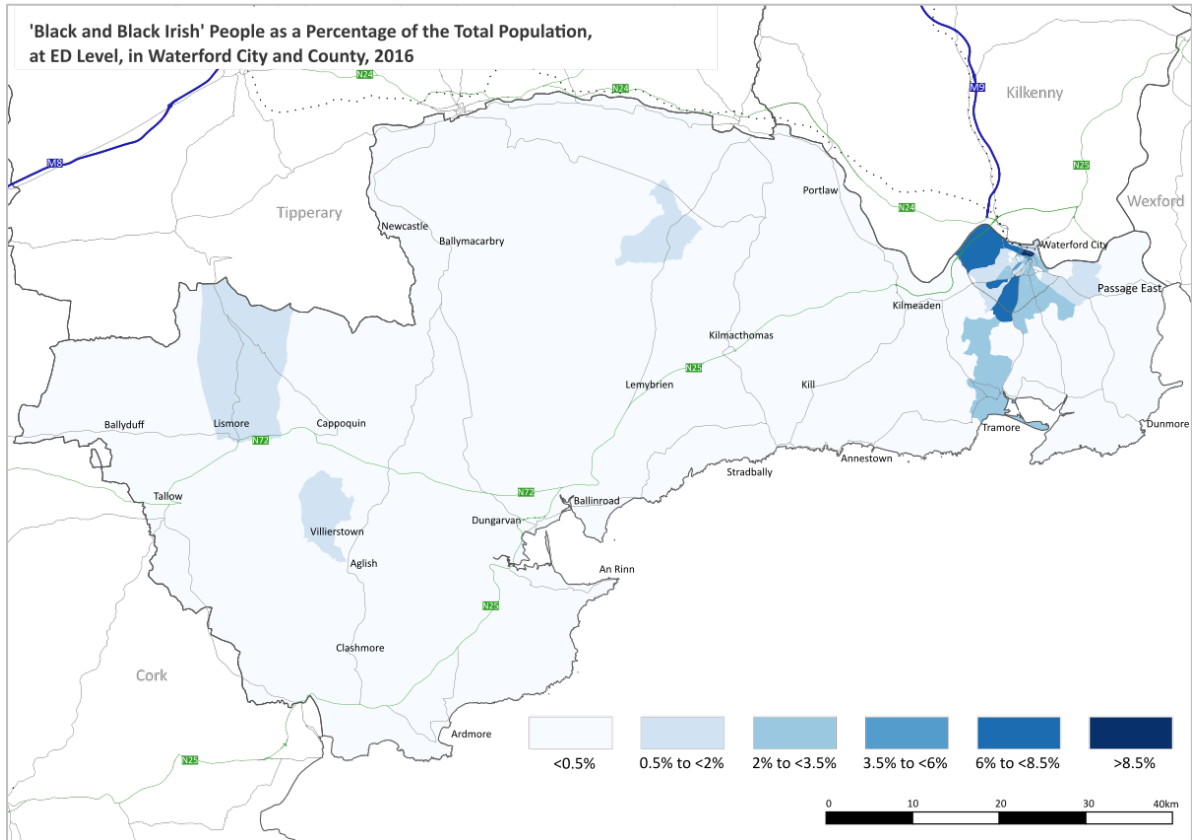
**Non-EU Nationals as a Percentage of the Total Population, at ED Level, in Waterford City and County, 2016**

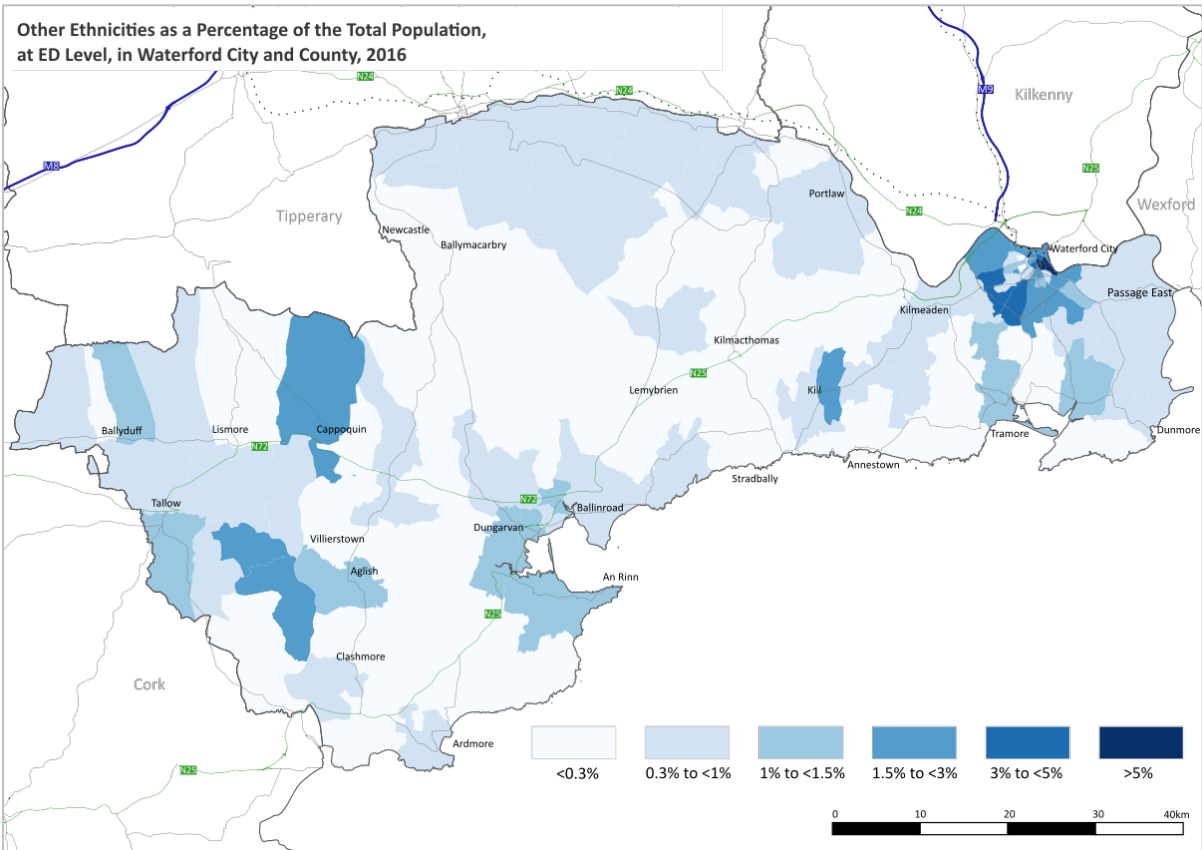
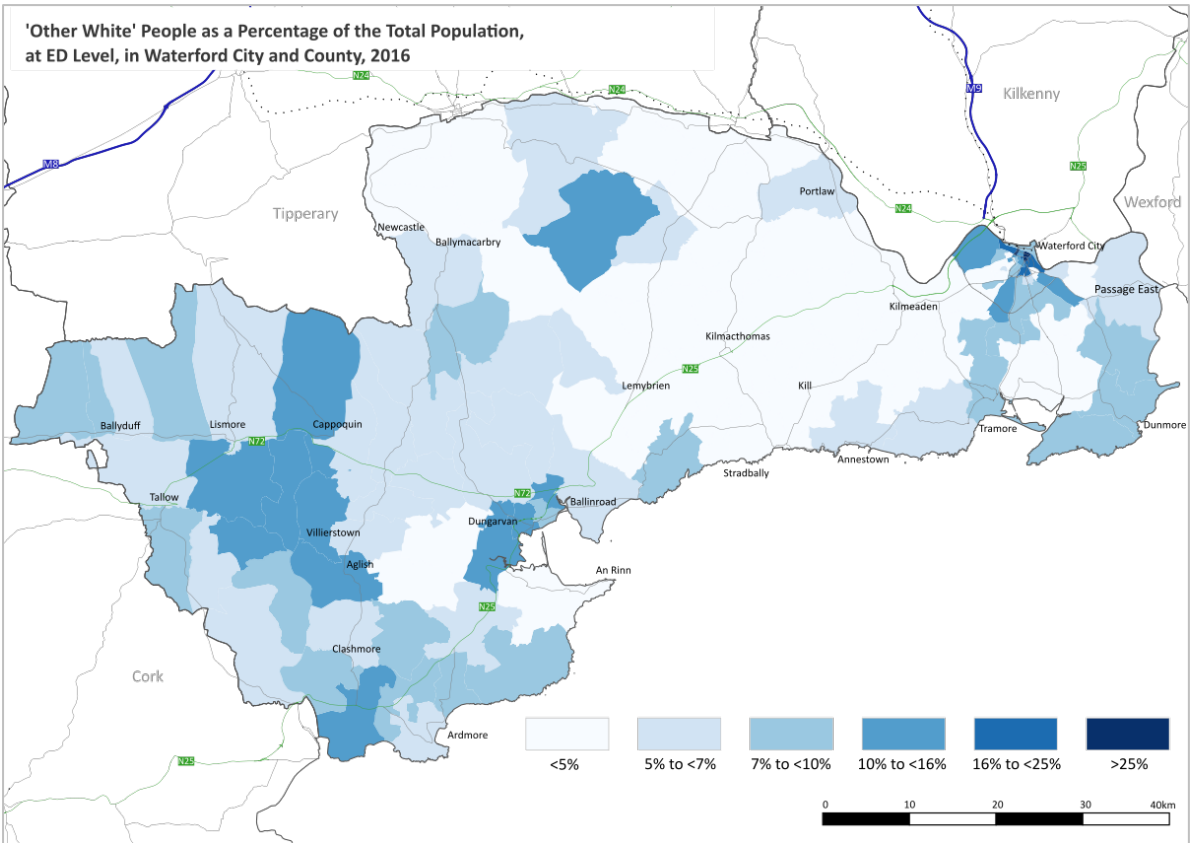


**Non-EU Nationals as a Percentage of the Population, at Small Area (SA) Level, 2016**

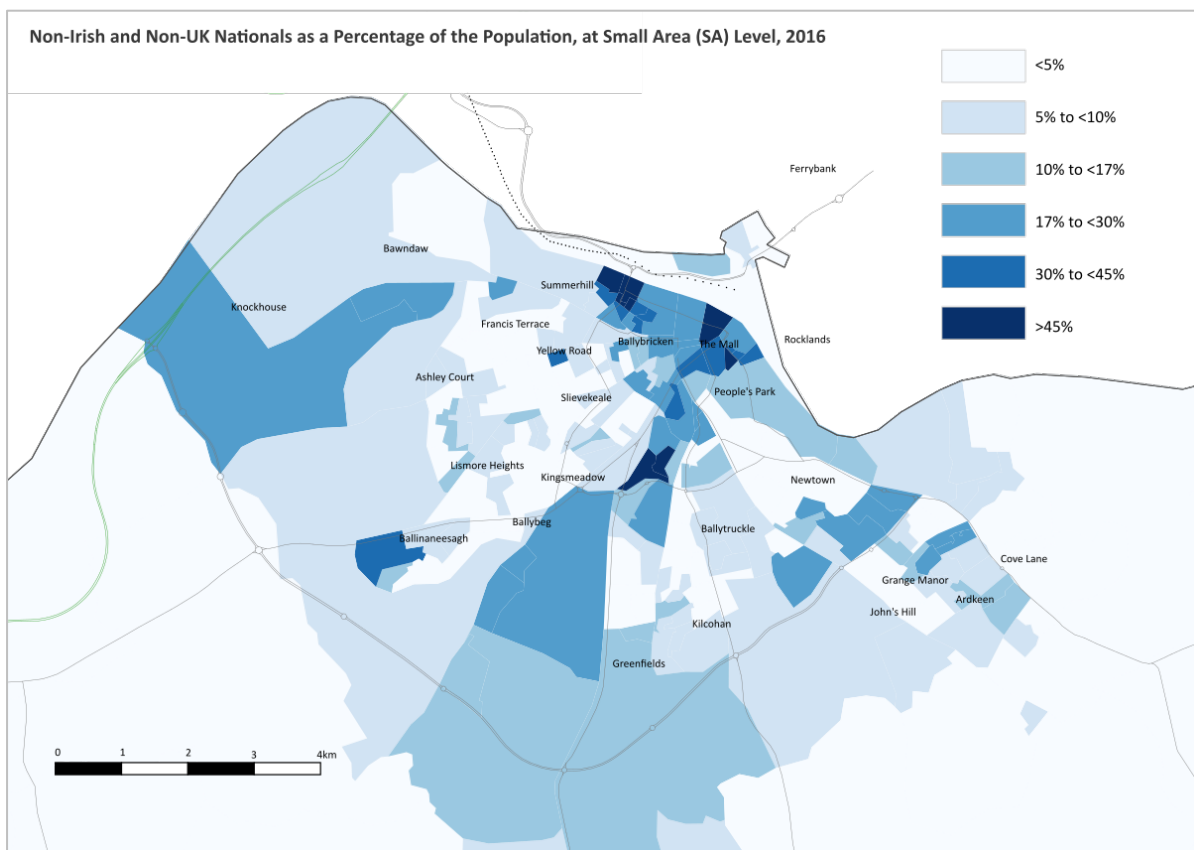
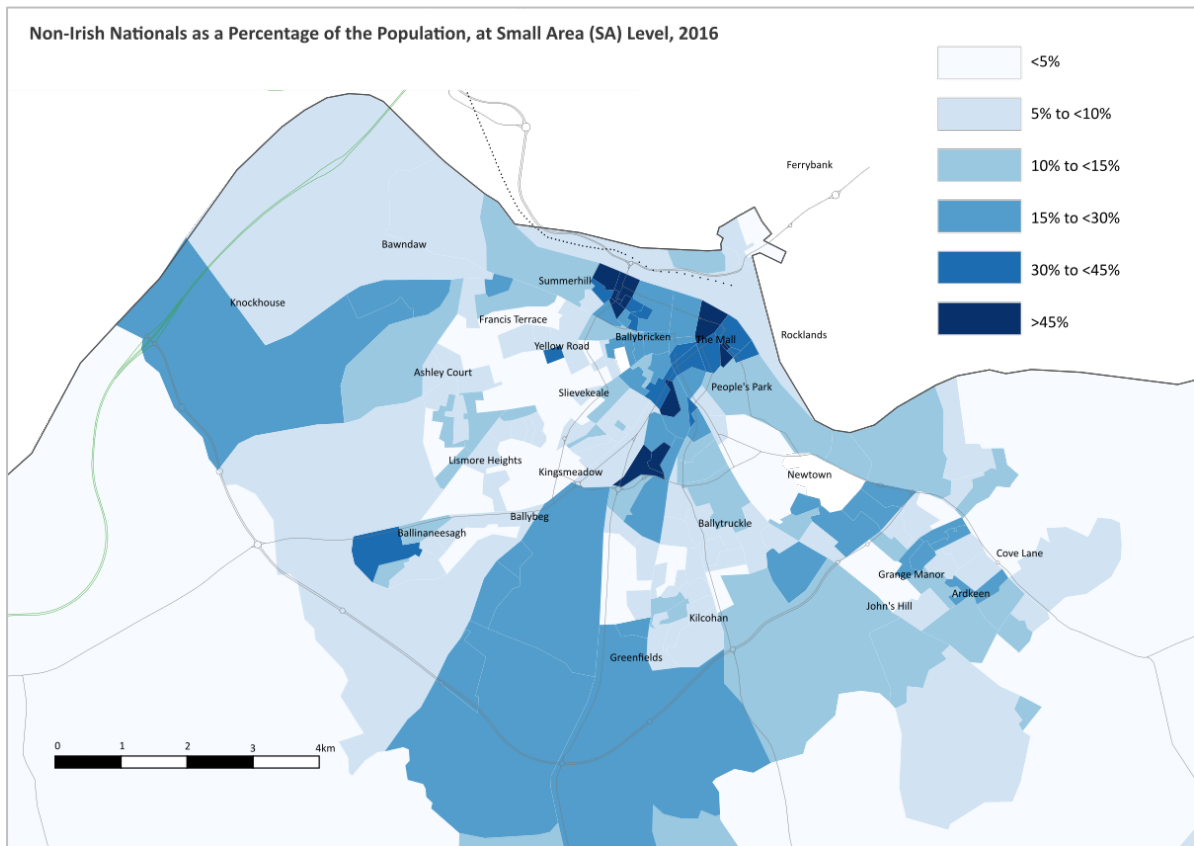


## Spatial Distribution of Migrant Communities by Ethnicity

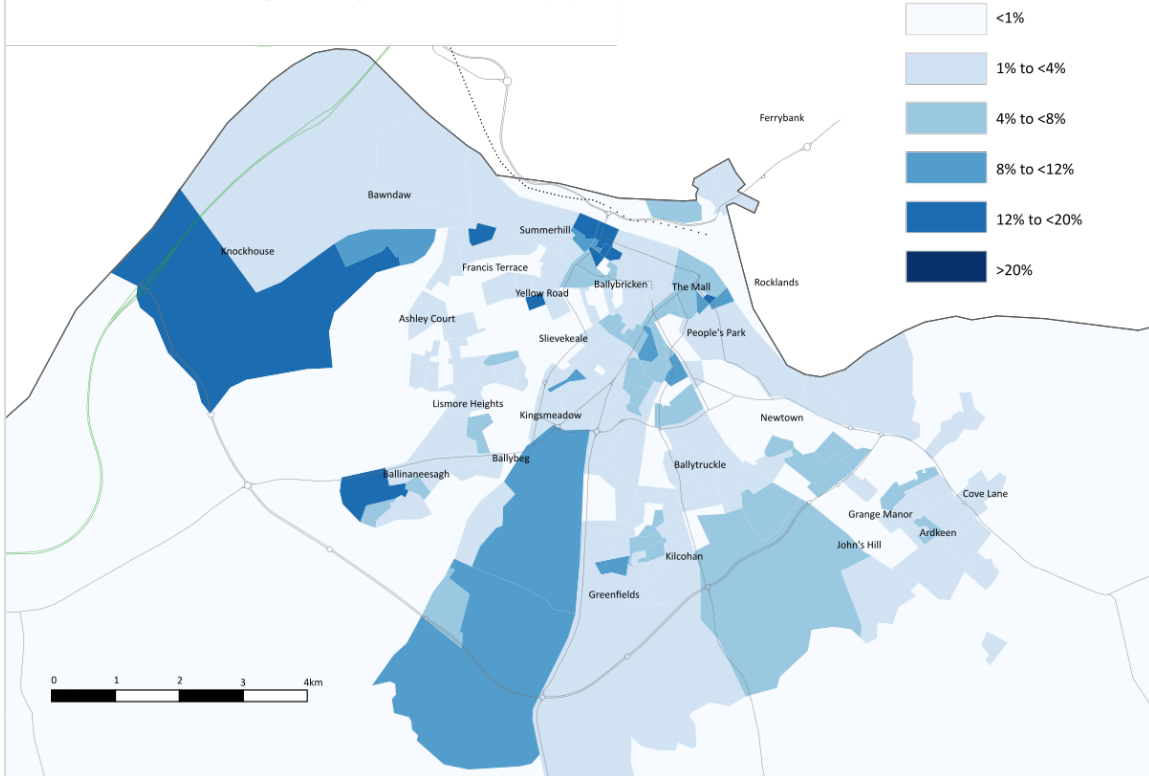




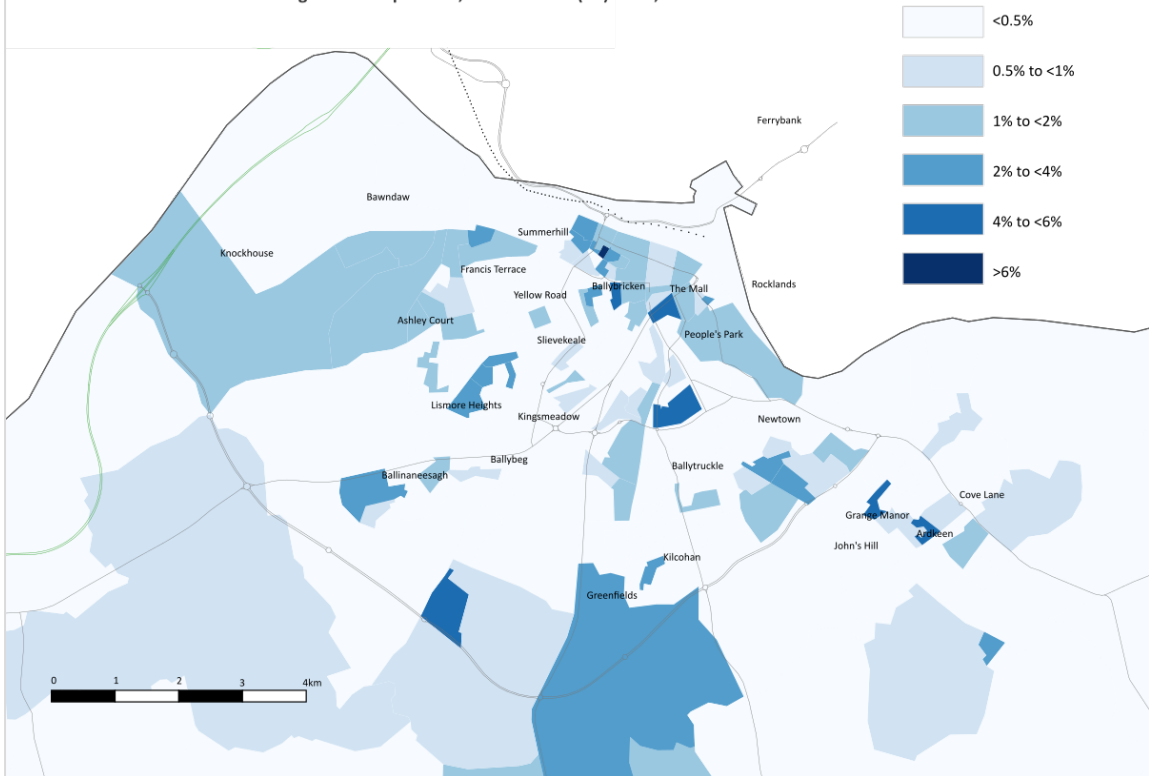
## Small Area (SA) Level Maps of Migrant Communities (by place of birth and nationality) in Waterford City and Environs



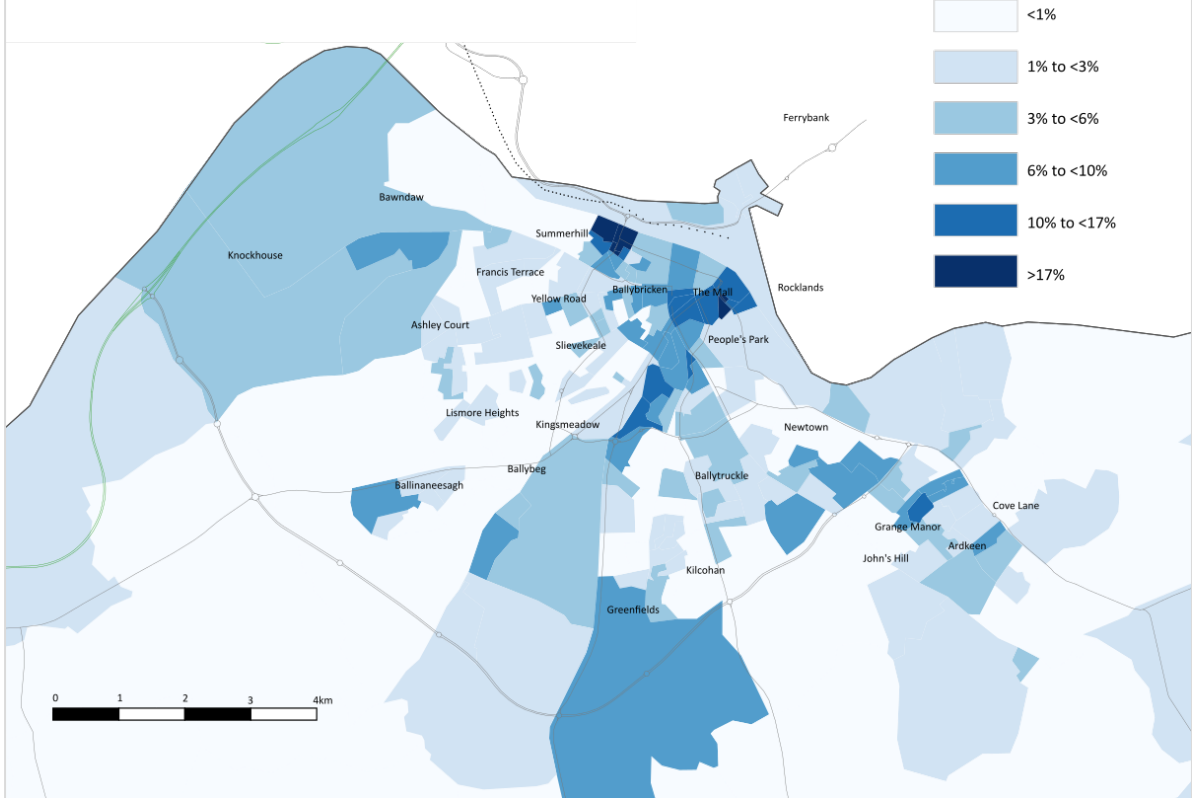
Polish Nationals as a Percentage of the Population, at Small Area (SA) Level, 2016



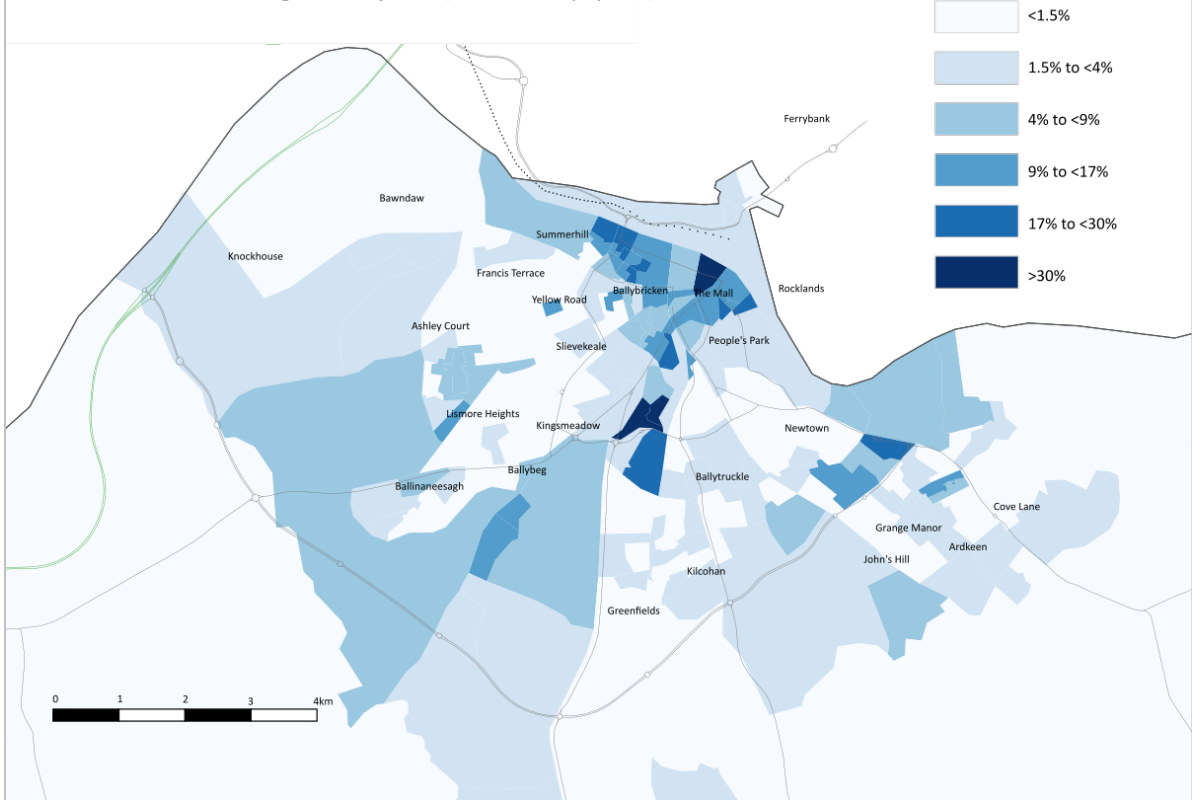
Lithuanian Nationals as a Percentage of the Population, at Small Area (SA) Level, 2016



Other EU Nationals (non Irish, UK, Polish, Lithuanian) as a Percentage of the Population, at Small Area (SA) Level, 2016

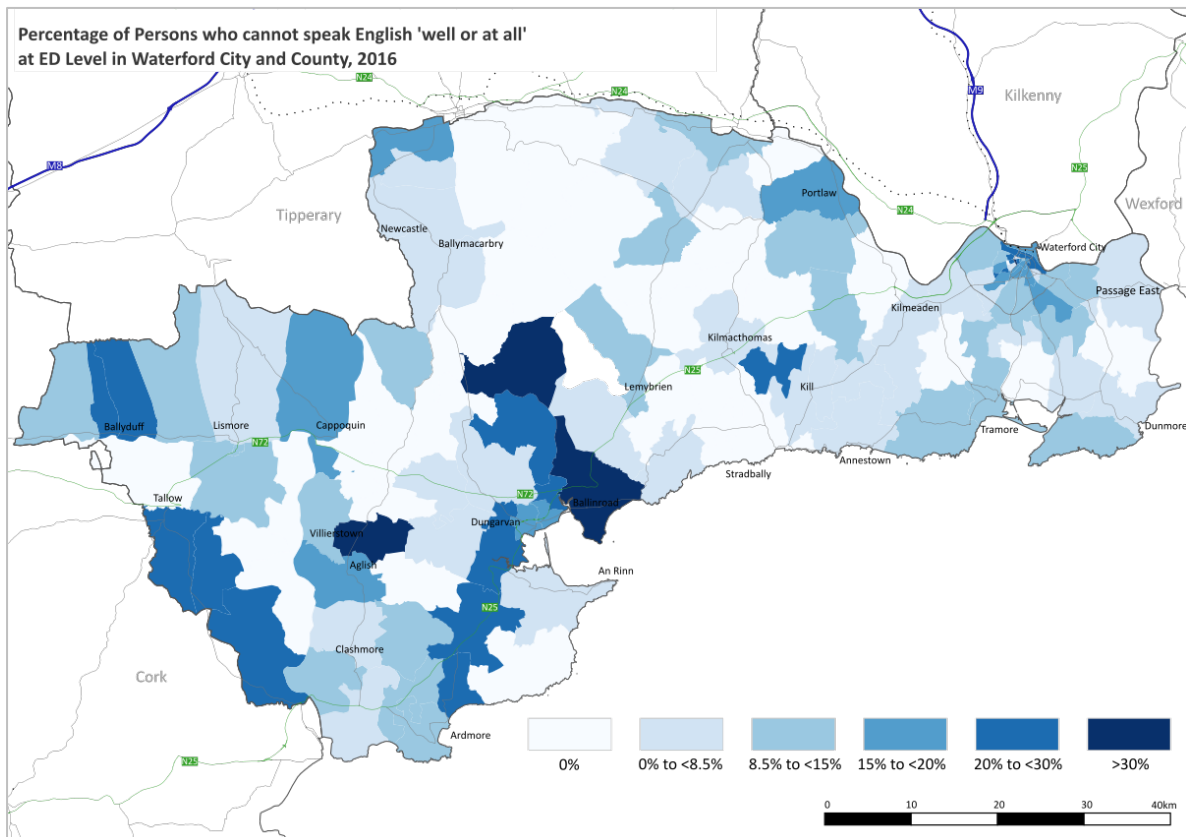
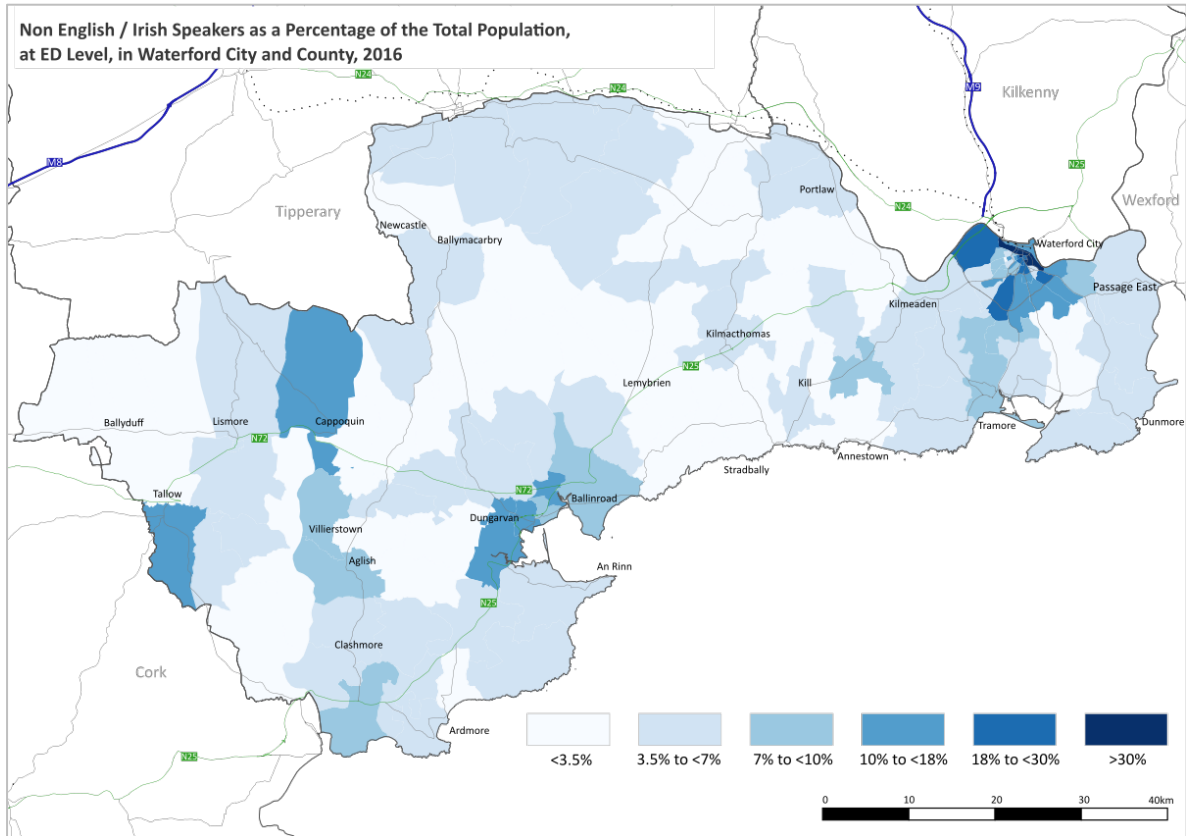


Non-EU Nationals as a Percentage of the Population, at Small Area (SA) Level, 2016





## Spatial Distribution of Persons by Language Competency



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