



**Strategy for the Coordination of Services to the  
Immigrant Communities in County Clare**

**Strategic Actions 2009-2012**



## Theme 1: Communication and Language

### Goal 1: INCREASE THE CAPACITY OF ADULTS TO PARTICIPATE FULLY IN SOCIETY

Action	Result	Progress Indicators	Agency Responsible
<p><b>1.1.1</b> Disseminate information on multiple levels of English language certification amongst groups and individuals</p>	<p>Information disseminated regarding FETAC English certification courses available amongst groups and individuals</p>	<p>Information prepared and circulated</p> <p>Information sessions held</p>	<p><b>Lead</b> County Clare VEC</p> <p><b>Partner</b> Clare Immigrant Support Centre Citizens Information Service</p>
<p><b>1.1.2</b> Engage parents through the school networks to engage with social activities i.e. cooking classes in order to develop language skills more informally</p>	<p>Activity based language learning provided</p>	<p>Diversity of activity / language session provided</p> <p>Perception of benefit to participants recorded</p> <p>Comparisons to standard provision recorded</p>	<p><b>Lead</b> County Clare VEC</p> <p><b>Partner</b> Home School Community Liaison Coordinators</p>



## Theme 1: Communication and Language

### Goal 2: PUBLIC SERVICE COMMUNICATION SYSTEMS IN COUNTY CLARE ENHANCED TO IMPROVE RELATIONS WITH CLIENTS/CUSTOMERS FROM IMMIGRANT COMMUNITIES

Action	Result	Progress Indicators	Agency Responsible
1.2.1 Undertake an audit of existing language support provision and training supports including international best practice for frontline staff	Supports provided for service providers, including training in the use of interpreters	Audit of language support completed	<b>Lead Agency</b> Clare County Council (Corporate Services)
1.2.2 Investigate use of ICT (Information and Communications Technology) to provide interpretation	Formalised language supports provided for service providers	Report on ICT interpretation potential completed	<b>Lead Agency</b> Clare County Council
1.2.3 Investigate the feasibility of designing an accredited interpretation course	Formalised language supports provided for service providers, including training in the use of interpreters	Feasibility study on interpretation course completed	<b>Lead Agency</b> County Clare VEC
1.2.4 Modules delivered to the public on relevant service areas, such as health, local authority structure and services as an integral component of English language courses	Disseminate information on local services through language classes	Service related modules developed and delivered to English language learners	<b>Lead</b> County Clare VEC (Adult Education Services)
1.2.5 Develop / adapt a handbook of basic phrases in core languages	Handbook adapted and tailored by each agency to meet the needs of their specific service areas	Handbook on basic phrases produced	<b>Lead</b> Clare County Council
1.2.6 Provide “meet and greet” and anti-racism training for frontline staff	Basic language training and support provided for service providers	Number of interagency training programmes for frontline staff developed  Number of public sector staff participating in training	<b>Lead</b> HSE Clare County Council (Training Unit)  <b>Partner</b> Clare Immigrant Support Centre



<b>1.2.7</b> Review existing good practice regarding multi-lingual signage in public sector buildings	Report produced on examples of multi-lingual signage	Signage for public service facilities researched	<b><u>Lead</u></b> Clare County Council
<b>1.2.8</b> Design and implement a pilot signage project in one service centre	Improved accessibility for the public	Good practice report completed  Pilot project initiated and completed  Pilot project learning documented and disseminated to public agencies	<b><u>Lead</u></b> Clare County Council



## Theme 2: Education

### Goal 1: COMMUNICATION AND LANGUAGE SUPPORTS ENHANCED IN SCHOOLS AND PRE-SCHOOLS

Action	Result	Progress Indicators	Agency Responsible
2.1.1 Access potential funding streams to provide technology and software assistance to a selected number of schools participating in an I.T based language support project	Audit of necessary technology completed in order to advance the project to the next stage of its implementation	Technology provided to schools where required	<b>Lead</b> I.T Consultant Ennis Schools Completion Programme Participating schools
2.1.2 Work with designated pilot schools to design and implement curricular language support software packages in partnership with an IT Consultant	Curricular language support packages designed and tested in the pilot schools to assist students where English is not their first language	Six schools identified (3 primary and 3 secondary schools) to take part in the pilot  Curricular language support packages evaluated, piloted and recommendations compiled by year 2	<b>Lead</b> I.T Consultant Ennis Schools Completion Programme Participating schools <b>Partner</b> Clare Education Centre
2.1.3 Translated template letters available to schools to assist in communicating with parents of immigrant children	Template letters available for schools	Template school letters and forms available in the County by year 1  Availability of template letters promoted to schools  Documented use of the materials by schools	<b>Lead</b> I.T Consultant Ennis Schools Completion Programme <b>Partner</b> Home School Community Liaison Coordinators
2.1.4 Gather information on non-verbal testing methods and tools.	Once assessment tools are identified training and support is provided for teachers on non verbal testing	One training seminar organised per year	<b>Lead</b> Clare Education Centre



<p><b>2.1.5</b> Develop an orientation pack and programme for parents and children to assist children in preparing for primary school</p>	<p>Parent's knowledge and awareness of the education and school system increased</p>	<p>An increase in children being enrolled at the correct time of year</p> <p>An increase in children being enrolled at the correct age</p> <p>Feedback system by which parents who receive the pack rate it's usefulness and accessibility</p>	<p><b><u>Lead</u></b> Clare Immigrant Support Centre</p> <p><b><u>Partner</u></b> Home School Community Liaison Coordinators Local schools Ennis Schools Completion Programme</p>
<p><b>2.1.6</b> Profile current school transition programmes from primary to secondary school</p> <p>Determine support needs to facilitate inclusion of immigrant students</p>	<p>Transition to secondary school supported</p>	<p>Number of schools operating programme identified</p> <p>Number of immigrant students supported to participate in programmes</p>	<p><b><u>Lead</u></b> Clare Immigrant Support Centre</p> <p><b><u>Partner</u></b> Clarecare Home School Community Liaison Coordinators Ennis Schools Completion Programme</p>



## Theme 2: Education

### Goal 2: IMPROVED ACCESS TO EDUCATION INFORMATION FOR STUDENTS, PARENTS AND SCHOOLS

Action	Result	Progress Indicators	Agency Responsible
2.2.1 Information distributed to parents in identified core languages about educating children and the importance of children attending school	Increased school retention and attendance rates for immigrant students	Curricular information leaflets distributed to parents at the start of the academic year  Number of information leaflets distributed	<b>Lead</b> Home Schools Community Liaison Coordinators Ennis School Completion Programme
2.2.2 Information given to students where English is not their first language about the possibility of taking their native language as an examination subject	Increased uptake of language subjects by students  Increased school retention and attendance rates for immigrant pupils	Tracking system in place to monitor the uptake of the additional subjects over the 3 year period	<b>Lead</b> Ennis Schools Completion Programme  <b>Partner</b> Clare Education Centre to distribute Department of Education circulars relevant to immigrant students through their school database
2.2.3 Establish formal mechanism for key agencies to share information on children who are regularly absent from school	Initiatives identified which support schools to assist children at risk of leaving school early	A multi-agency absenteeism committee formed to discuss practical initiatives to combat absenteeism	<b>Lead</b> Home School Community Liaison Coordinators Ennis Schools Completion Programme <b>Partner</b> Home School Community Liaison Coordinators HSE (Child Care and Family Support Services) National Educational Welfare Board Clarecare (Adolescent Worker & Springboard Project)
2.2.4 Promote through established networks and fora information sharing amongst schools regarding innovative teaching methods with non-Irish national students	Increased sharing of information and experiences between schools through existing networks	Number of information exchange sessions at network meetings in one year.	<b>Lead</b> Clare Education Centre



<p><b>2.2.5</b> Provide advice and information to schools regarding referral service, cultural queries and advocacy</p>	<p>Linkages promoted between Clare Immigrant Support Centre and schools</p>	<p>Numbers of school support interventions/ referrals recorded</p>	<p><b>Lead</b> Clare Immigrant Support Centre</p>
<p><b>2.2.6</b> Develop referrals list between Clare Immigrant Support Centre and schools around children's participation in the homework clubs</p>	<p>Children given additional homework supports</p>	<p>Numbers of children referred to Clare Immigrant Support Centre by schools in an academic year</p>	<p><b>Lead</b> Clare Immigrant Support Centre <b>Partner</b> Clarecare Ennis Schools Completion Programme</p>
<p><b>2.2.7</b> Develop referrals procedures between Clare Immigrant Support Centre /County Clare VEC Adult Education Services and schools to target parents in need of language support</p>	<p>Parents English language skills improved in order to communicate more effectively with schools and other agencies about their children's education</p>	<p>Number of referrals made to English language classes by schools</p>	<p><b>Lead</b> Clare Immigrant Support Centre County Clare VEC <b>Partner</b> Home School Community Liaison Coordinators</p>
<p><b>2.2.8</b> Link schools with existing homework clubs in their community to encourage inclusion and integration</p>	<p>Children are given additional homework supports and integration is encouraged</p>	<p>Number of referrals made by schools to community based homework support clubs</p>	<p><b>Lead</b> Home School Community Liaison Coordinators</p>
<p><b>2.2.9</b> Deliver homework club with subject and language supports to children</p>	<p>Children's capacity to engage with the school curriculum is improved</p>	<p>Number of children attending homework club  Retention rates in school</p>	<p><b>Lead</b> Clare Immigrant Support Centre <b>Partner</b> Clarecare</p>
<p><b>2.2.10</b> Develop school referral list for participation in the Clare Immigrant Support Centre's homework club</p>	<p>Additional out-of-school support provided to children</p>	<p>Number of children referred to Clare Immigrant Support Centre by schools in an academic year</p>	<p><b>Lead</b> Clare Immigrant Support Centre <b>Partner</b> Clarecare</p>
<p><b>2.2.11</b> Engage with homework clubs throughout County Clare to promote inclusion of immigrant children</p>	<p>Increased participation of immigrant children in homework support clubs</p>	<p>Number of groups contacted  Number of children attending homework clubs</p>	<p><b>Lead</b> Clare Immigrant Support Centre</p>



<b>2.2.12</b> Support individual families in accessing appropriate school placements	Families supported with regard to accessing the education system for their children	Number of placements supported	<b><u>Lead</u></b> Clare Immigrant Support Centre
<b>2.2.13</b> Work with identified schools interested in devising equality statements and policy for their school	Support provided to schools to assist in the development of a school equality/integration policy	Number of training sessions offered to schools in County Clare	<b><u>Lead</u></b> Clare Education Centre supported by Department of Education funded specialist support services  <b><u>Partner</u></b> Home School Community Liaison Coordinators



### Theme 3: Health

#### GOAL 1: ACCESS TO HEALTH INFORMATION IS IMPROVED

Action	Result	Progress Indicators	Agency Responsible
3.1.1 Establish a HSE staff network to assist and support in the development of accessible and appropriate information	HSE network established  User friendly information developed providing information on the Irish Health Service	Network established by end of year 1  Information produced and piloted by end of year 2	<b>Lead</b> HSE (Social Inclusion Unit) HSE (Community Development Service) <b>Partners</b> Clare Immigrant Support Centre Citizens Information Service
3.1.2 Develop and deliver targeted information sessions for immigrant communities	Rights and entitlements regarding the health and personal social services will be promoted amongst the immigrant communities	Numbers of outreach sessions held in each area  User survey feedback sheets used to monitor effectiveness of the information	<b>Lead</b> HSE (Community Welfare Service) <b>Partners</b> Clare Immigrant Support Centre Citizens Information Service Community and Voluntary Groups
3.1.3 Ensure that best practice guidelines with regard to translation/interpretation services in conjunction with the National Intercultural Working Group are developed and shared with all relevant service providers	Bank of translated information available  Guidelines outlining the process for best practice in tendering and culture proofing available  Guide for staff wanting or needing to effect translations available  Guidelines/protocols in the use of interpretation services available	Information and knowledge with regard to the implementation of the National Intercultural Strategy/Regional Multicultural Health action plan to be disseminated through the HSE Social Inclusion Unit/Community Development Service to relevant local agencies in County Clare	<b>Lead</b> HSE (Social Inclusion Unit) HSE (Community Development Service)



<p><b>3.1.4</b> Develop and pilot usage of multi-lingual web based appointment cards by HSE staff and medical professionals</p>	<p>Improved attendance at appointments by people from immigrant communities</p> <p>Improved access for people from immigrant communities to health services</p>	<p>Appointment cards piloted in a number of HSE sites in County Clare</p> <p>Pilot evaluated by services over a 12 month period</p>	<p><b>Lead</b> HSE (Community Development Service) HSE (Social Inclusion Unit).</p> <p><b>Partner</b> Agreed pilot sites in County Clare</p>
<p><b>3.1.5</b> Engage with Primary Care and relevant General Practitioners with regard to the provision of more culturally appropriate information for immigrant communities at various health settings e.g. by providing translated information stands in General Practitioner’s waiting rooms and better signage.</p>	<p>Patients can access a wide variety of information in languages</p> <p>Improved access and utilisation of General Practitioner and Primary Care services</p>	<p>Number of General Practitioners piloting the information stands in their clinics</p> <p>Number of information brochures taken by patients on a quarterly basis</p>	<p><b>Lead</b> Primary Care Development Officer Primary Care Teams H.SE (Social Inclusion Unit) H.SE (Community Development Service)</p>



### Theme 3: Health

#### Goal 2: ACCESS TO HEALTH SERVICES IS IMPROVED

Action	Result	Progress Indicators	Agency Responsible
<p><b>3.2.1</b> Engage with Primary Care Teams and relevant General Practitioners to elicit their views/experiences in identifying the needs specific to members of immigrant communities, while taking cognisance of HSE national direction and standardised assessment of community needs.</p>	<p>Professional support needs of General Practitioners and key primary care personnel identified.</p> <p>Improved access to and utilisation of General Practitioner and Primary Care services by immigrant communities</p>	<p>Number of General Practitioners contacted and number of inputs recorded</p>	<p><b>Lead</b> Primary Care Development Officer Primary Care Teams HSE (Social Inclusion Unit) HSE (Community Development Service)</p>
<p><b>3.2.2</b> Research and identify communication tools to support General Practitioners to engage with patients with poor English language skills (e.g. I.T based anatomy software with a translated language component)</p>	<p>Communication between patients with poor English language skills and their General Practitioners enhanced</p>	<p>Number of communication tools/projects delivered</p> <p>Number of General Practitioners who use the communication tools in their practices</p>	<p><b>Lead</b> Primary Care Development Officer H.SE Social Inclusion Unit HSE Community Development</p>
<p><b>3.2.3</b> To develop and strengthen linkages between Primary Care Teams and voluntary agencies.</p>	<p>A reliable and effective referral system developed between HSE services and relevant voluntary agencies</p>	<p>Information identified</p> <p>Tracking system between relevant disciplines/agencies developed</p>	<p><b>Lead</b> HSE (Community Development Service) <b>Partner</b> Primary Care Development Officer Community and Voluntary Groups</p>



## Theme 4: Work and Training

### Goal 1: FACILITATING PATHWAYS TO EMPLOYMENT AND ENTERPRISE DEVELOPMENT

Action	Result	Progress Indicators	Agency Responsible
4.1.1 Review of employment advice information services available	Information provided on employment and job seeking	Review of existing provision completed	<b>Lead</b> FÁS <b>Partners</b> Citizens Information Service
4.1.2 Identify key supports being delivered and undertake to collectively review content, delivery and training available	Information provided on employment and job seeking	Supports identified and updated	<b>Lead</b> FÁS <b>Partners</b> Citizens Information Service
4.1.3 Job seeking skills training promoted and delivered	Information provided on employment and job seeking	Level of take up, by immigrants in job seeking training  Numbers entering employment	<b>Lead</b> FÁS <b>Partners</b> Ennis CDP
4.1.4 To provide targeted information sessions to migrant workers in relation to employment rights and entitlements	Greater access to information on employment rights and entitlements	Number of sessions delivered	<b>Lead</b> Citizens Information Service <b>Partners</b> HSE (Community Welfare Service) Clare Immigrant Support Centre
4.1.5 Deliver a customer focused service that meets the information needs of all immigrant communities in County Clare	Easier access for immigrant communities to information pertaining to their lives	Integrated service delivery ensured  Query levels monitored and analysed  Number of queries received	<b>Lead</b> Citizens Information Service
4.1.6 Provide advocacy where needed to migrant workers as part of an integrated information, advice and advocacy service	Migrant workers supported in order to progress their queries and ensure their rights and entitlements	Case management and record keeping guidelines for advocacy queries in Citizens Information Service used to evaluate and review this work	<b>Lead</b> Citizens Information Service



<p><b>4.1.7</b> Collaborate with NERA ( National Employment Rights Authority) in providing information on employment rights</p>	<p>Information provided locally is consistent with and complementary to information dispersed by NERA at a national level</p>	<p>Number of employment rights information and publications disseminated</p> <p>Referral process in place</p>	<p><b>Lead</b> Citizens Information Service</p>
<p><b>4.1.8</b> Identify and quantify recurring social policy issues of migrant workers in relation to employment and bring them to the attention of the Citizen Information Board and other agencies</p>	<p>Recorded experiences to inform social policy at local and national levels</p>	<p>Shared template used for recording similar information</p> <p>Information recorded and submitted to Citizens Information Board</p> <p>Working group of service providers to meet quarterly to share information and monitor trends on workplace exploitation/ breach of employment legislation</p>	<p><b>Lead</b> Citizens Information Service</p>
<p><b>4.1.9</b> Continue the provision of the “Start Your Own Business” programme for the Polish community</p>	<p>Training provided</p> <p>Capacity and skills of immigrants increased in order to develop their own enterprises</p>	<p>Number of programmes delivered</p> <p>Number of new businesses developed by programme participants</p>	<p><b>Lead</b> Clare County Enterprise Board</p>
<p><b>4.1.10</b> Profile existing services to prepare resource materials for migrants and Third Country Nationals, in particular</p>	<p>Relevant resource material available for distribution to Third Country Nationals on employment issues</p>	<p>Resource material database developed</p> <p>Number of Third Country Nationals accessing the employment material database in a given year</p>	<p><b>Lead</b> Clare Immigrant Support Centre</p>
<p><b>4.1.11</b> Support the provision of tailored, work specific language courses through the Skillsnet programme</p>	<p>Technical English training included into modules as part of employment training courses.</p>	<p>Work place language skills developed</p>	<p><b>Lead</b> County Clare VEC <b>Partners</b> Clare Immigrant Support Centre</p>
<p><b>4.1.12</b> Investigate the creation of linkages with the Traveller Enterprise and Employment Limited Company with a view to exploring a model for the delivery of services to the immigrant community.</p>	<p>Sharing the learning from the Traveller Integrated Strategy to support enterprise initiatives with the immigrant community</p>	<p>Number of meetings held</p> <p>Service model identified</p>	<p><b>Lead</b> Clare County Development Board</p>



## Theme 5: Community Participation and Social Supports

### Goal 1: BUILDING LOCAL SUPPORTS FOR IMMIGRANT COMMUNITIES IN COUNTY CLARE

Action	Result	Progress Indicators	Agency Responsible
5.1.1 Profile existing local services and prepare an Orientation Pack for immigrants on living and working in Ireland	People will have a better understanding of the services and practices that are in place while they are living in the Country	Pack developed in a number of languages  Information distributed via key service access points	<b>Lead</b> Clare Immigrant Support Centre  <b>Partner</b> Citizens Information Service
5.1.2 Deliver a dedicated support service established for immigrant communities including an out-reach service developed for non EU and Third Country Nationals.	Countywide support service established for immigrant communities	Dedicated drop-in support service in place  Number of service users recorded  Number of nationalities using services  Numbers availing of out-reach service recorded  Number of contacts per individual recorded  Feedback and satisfaction with service recorded	<b>Lead</b> Clare Immigrant Support Centre  <b>Partner</b> Ennis CDP Clarecare (Community Development)
5.1.3 Develop an out-reach drop-in information service to immigrants in designated towns in County Clare	Information service provided in smaller centres of population in County Clare	Number of people attending outreach drop-in service around the County	<b>Lead</b> Clare Immigrant Support Centre
5.1.4 Provide targeted themed information sessions targeting women and young people	Tailored information provided to women and young people	Number of themed sessions provided around the County  Number of people attending themed information sessions	<b>Lead</b> Clare Immigrant Support Centre



<p><b>5.1.5</b> Research and identify a database of cultural diversity programmes and trainers with a view to developing a training plan for voluntary management committees</p>	<p>Existing cultural awareness programmes reviewed</p>	<p>Listing of trainers identified</p>	<p><b>Lead</b> Ennis CDP <b>Partner</b> Clare Immigrant Support Centre</p>
<p><b>5.1.6</b> Provide information and advice where required to local development organisations, immigrants and voluntary groups to assist with their work</p>	<p>Capacity of local organisations developed</p>	<p>Record and monitor participation of immigrants in community based activities delivered by established community groups</p> <p>Number of immigrant led organisations developed</p> <p>Record levels of support provided to immigrants and voluntary groups</p>	<p><b>Lead</b> Clare Immigrant Support Centre <b>Partner</b> HSE (Community Development Service) Ennis CDP</p>
<p><b>5.1.7</b> Explore the potential for delivering “Welcome Your Neighbour” training for residents associations in order to develop a pilot initiative for the Ennis RAPID area</p>	<p>Residents associations receive training on how to promote a culturally inclusive community with a view to rolling out the pilot to other residents associations around the County.</p>	<p>Follow up questionnaire with Residents Associations regarding the effectiveness of the training</p>	<p><b>Lead</b> Clare County Council <b>Partner</b> Clare Immigrant Support Centre</p>
<p><b>5.1.8</b> Provide basic training to members of the immigrant community on rights and entitlements to act as advocates in their communities</p>	<p>To build the capacity of individuals to act as advocate/information providers in their own communities</p>	<p>Two to three training sessions to be provided in the first two years</p> <p>Number of participants completing training</p> <p>Number of individuals supported</p>	<p><b>Lead</b> Citizens Information Service Clare Immigrants Support Centre</p>
<p><b>5.1.9</b> Support community integration through organised social, cultural and sporting activities</p>	<p>Number of social, cultural and sporting activities organised</p>	<p>Number of activities organised</p> <p>Levels of participation recorded</p>	<p><b>Lead</b> Clare Immigrant Support Centre Solas Clare Intercultural Network Ennis CDP</p>



## Theme 5: Community Participation and Social Supports

### Goal 2: ENHANCING THE PERSONAL SAFETY AND SECURITY OF IMMIGRANTS

Action	Result	Progress Indicators	Agency Responsible
5.2.1 Members of new communities encouraged and supported to report incidents of intra and inter community intimidation / criminal incidents	Members of Ethnic Minority communities informed about criminal procedures and the supports that are available	Number of information sessions provided to groups about reporting criminal activity in a given year  Number of incidents reported Gardaí in a given year	<b>Lead</b> An Garda Síochana
5.2.2 Review existing mediation models with cultural elements explored	Development of an intervention / mediation service explored which is culture proofed for adaptability in the community  Good practice principles identified	Identification of appropriate and effective community mediation models with progress reports provided to all relevant agencies by the Interagency Mediation Group	<b>Lead</b> Ennis CDP Interagency Mediation Group
5.2.3 Provide community development drop-in mornings	Members of the immigrant community can avail of information, advice and support two mornings per week on a drop-in basis	Issues identified through the service recorded in annual report and reviewed as part of the planning process	<b>Lead</b> Ennis CDP
5.2.4 Identify the particular needs of immigrant women who experience domestic violence/sexual assault	Services enhanced for women experiencing violence and/or sexual assault	Report on the needs of women suffering domestic violence/sexual assault produced	<b>Lead</b> Clare Haven Service HSE <b>Partner</b> Clare Immigrant Support Centre
5.2.5 Formalise links and referral pathways between Clare Haven and Clare Immigrant Support Centre	Coordinated sharing of information between agencies engaging with women from immigrant communities	Number of referrals made between the agencies  Number of contacts made between the agencies	<b>Lead</b> Clare Haven Service Clare Immigrant Support Centre
5.2.6 Cultural components integrated into existing Violence Against Women training modules	Cultural components included in training modules	Training modules enhanced	<b>Lead</b> Clare Haven Service HSE



## Theme 5: Community Participation and Social Supports

### Goal 3: EQUAL ACCESS TO QUALITY CHILD CARE PROVIDED

Action	Result	Progress Indicators	Agency Responsible
5.3.1 Equality and Diversity training to be provided to childcare students and childcare staff working in services	The quality of management in childcare services is enhanced through capacity building	Number of training sessions delivered Number of participants attending training	<b>Lead</b> Clare County Childcare Committee  <b>Partner</b> HSE
5.3.2 Support participation of tutor on Equality and Diversity Training of Trainers (National Training Initiative)	Tutor is up skilled in equality and diversity training	Tutor is sourced and training provided Provide supports to enable attendance at training	<b>Lead</b> Clare County Childcare Committee  <b>Partner</b> HSE
5.3.3 Produce information targeting parents around the benefits of pre-school attendance	Parents better informed about the benefits of attending pre-school.	Information materials accessed Information on benefits of pre-school developed	<b>Lead</b> Clare County Childcare Committee HSE
5.3.4 Produce childcare information (produced through action 4.2.3) in a number of languages for inclusion in Orientation Pack, including information on choosing and using childcare and the requirements for operating a childminding service	Pre-school/childcare information is disseminated to parents through the Orientation Pack and frontline staff	Information translated into a number of languages Information produced for Orientation Pack Information made available for frontline staff	<b>Lead</b> Clare Immigrant Support Centre  <b>Partner</b> Clare County Childcare Committee HSE
5.3.5 Integrate Diversity and Equality training into current Pre-service FETAC Childcare Training in Clare – training supporting the implementation of the National Diversity and Equality Guidelines (Office of the Minister for Children and Youth Affairs)	Ongoing equality and diversity training programmes provided	Number of FETAC courses delivered having integrated the Diversity & Equality modules	<b>Lead</b> Clare County Childcare Committee  <b>Partner</b> HSE



<p><b>5.3.6</b> To update and extend the Clare County Childcare Committee resource library in order to support parents, providers and children with information that reflects diversity and equality.</p>	<p>To raise awareness of equality and diversity issues in the childcare sector</p>	<p>Number of publications available on equality and diversity supporting parents, children and childcare providers</p> <p>Number of Users/Members of Resource Library</p>	<p><b><u>Lead</u></b> Clare County Childcare Committee</p> <p><b><u>Partner</u></b> HSE</p>
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## Theme 5: Community Participation and Social Supports

### GOAL 4: IMPROVED SERVICE AND SUPPORTS TO RESIDENTS LIVING IN DIRECT PROVISION ACCOMMODATION (I.E. KNOCKALISHEEN AND CLARE LODGE CENTRES)

Action	Result	Progress Indicators	Agency Responsible
5.4.1 Develop and strengthen linkages with R.I.A, through HSE representation, to highlight issues effecting families living in the Knockalisheen Direct Provision Centre in County Clare	Improvement in the quality of life and enhancement of family friendly practices in the Direct Provision Accommodation Centre	Information gathered giving indicators of critical risk to be circulated/submitted to HSE Local Health Office/ Social Inclusion Unit	<b>Lead</b> H.S.E (Social Inclusion Unit) <b>Partner</b> RIA HSE (Child and Family Support Services)
5.4.2 Develop an appropriate referral/ support system between the centres management and support agencies to assist individuals and families moving from direct provision accommodation into the community	The programme will endeavour to ensure a smooth transition for families and individuals moving from direct provision accommodation into the community	Numbers of individuals being referred to support agencies on their move into the community  Transfer of learning and sharing of information	<b>Lead</b> Doras Luimni Clare Immigrant Support Centre <b>Partners</b> HSE (Social Inclusion Unit) HSE (Community Development Service) Direct Provision Centre Management HSE Community Welfare Service
5.4.3 Improve and enhance the quality of childcare provided at the Knockalisheen centre through engagement with childcare experts	Children's services in the Centre are supported to maintain a consistent service throughout the year.	Sufficient core funding in place to operate the service.  Childcare service compliant with Pre-School Regulations  Active involvement of Board of Management of Tiny Tots Creche in operation and development of the childcare facility	<b>Lead</b> Tiny Tots Creche Management Committee  <b>Partners</b> H.S.E (Community Development Service) Clare County Childcare Committee



<p><b>5.4.4</b> Provide one to one social work support for residents in Knockalisheen in order to screen for mental health concerns that may warrant referral to the Mental Health team for assessment</p>	<p>Support provided to residents (on a limited basis one afternoon per fortnight)</p>	<p>Number of people availing of Mental Health Social Work service on site in the centre</p> <p>Number of referrals made from Mental Health Social Work service to other disciplines.</p>	<p><b>Lead</b> HSE (Mental Health Social Worker)</p>
<p><b>5.4.5</b> Disseminate information on suicide and deliberate self harm</p> <p>Facilitate suicide prevention awareness training in the community</p> <p>Facilitate skills based training ASIST (Applied Suicide Intervention Skills Training)</p> <p>Identify further training and support needs</p>	<p>Increased awareness on suicide and deliberate self harm</p> <p>Acquire skills to help individuals at risk of suicide</p> <p>Identify referral pathways to care</p>	<p>Awareness and Training for all centre staff</p> <p>Link people with community resources</p>	<p><b>Lead</b> HSE (Suicide Prevention Office)</p>
<p><b>5.4.6</b> Inform residents about the broad range of education classes available to them in the community setting</p>	<p>Residents have access to a broader range of education classes than are currently available on site</p> <p>Residents have an increased opportunity to meet other members of the broader community</p>	<p>Numbers of residents availing of classes outside the centre</p> <p>Literature available at the centres about community education initiatives in Limerick City and Ennis</p>	<p><b>Lead</b> County Clare VEC Limerick Community Education Network <b>Partner</b> Doras Luimni Clare Immigrant Support Centre Ennis CDP</p>
<p><b>5.4.7</b> Develop a communication mechanism to discuss and explore opportunities for community initiatives within the centre</p>	<p>Increase communication between residents and staff in order to plan annual resident activities and discuss ways to enhance relations</p>	<p>Training provided to residents and management on committee skills and effective communication skills</p> <p>Supports given in order to progress the development of the forum</p>	<p><b>Lead</b> To be identified</p> <p><b>Partner</b> Centre Management and RIA</p>
<p><b>5.4.8</b> Inform residents of the options available to access volunteer work in the community</p>	<p>Residents can avail of the opportunity to use their skills in a voluntary capacity within the community and enhance their personal self-esteem</p>	<p>Volunteer opportunities advertised in the Centre through a notice board in reception</p> <p>Numbers of residents accessing volunteer work in the community</p>	<p><b>Lead</b> Clare Volunteer Centre <b>Partner</b> Centre Management Doras Luimni Clare Immigrant Support Centre Ennis CDP</p>



## Theme 5: Community Participation & Social Supports

### Goal 5: PROVIDE SUPPORTS FOR YOUNG PEOPLE

Action	Result	Progress Indicators	Agency Responsible
5.5.1 Provide support and advice to professionals already working with children in direct provision centres where behavioural and emotional difficulties have been identified	Staff given supports to make appropriate referrals to the child and adolescent psychology services on issues that may arise in the course of their work with children	Number of support sessions delivered to staff working with children in Direct Provision Accommodation Centres	<b>Lead</b> HSE Child and Adolescent Mental Health Services HSE Clinical Psychology <b>Partner</b> HSE (Community Development Service)
5.5.2 Link separated children and young people to existing provision	Increased involvement of young people from new ethnic communities in existing activities, sports clubs and Youth Service provision	Numbers of separated children participating in youth activities, clubs and youth work programmes in the County	<b>Lead</b> HSE Social Work – Project Leader for Separated Children & Young People <b>Partner</b> Clare Youth Service Clarecare (Aftercare/Adolescent Staff)
5.5.3 Deliver induction and support programmes to young people to enable them to engage in existing provision and build relationships with new communities	Increased involvement of young people from immigrant communities in existing Youth Service provision	One outreach activity proposed for the year through identified channels such as Clare Immigrant Support Centre, schools etc	<b>Lead</b> Clare Youth Service <b>Partner</b> HSE (Child & Family Support Service) Clare Immigrant Support Centre



<p><b>5.5.4</b> To continue to proactively engage with existing groups to enable the effective integration of young people from immigrant communities</p>	<p>Integrated youth work provision enhanced</p>	<p>Programmes delivered</p> <p>Number of young people progressing into mainstream activities</p>	<p><b>Lead</b> Clare Youth Service ( Community Training Centre section )</p> <p><b>Partner</b> HSE Child and Family Support Services</p>
<p><b>5.5.5</b> Deliver cultural awareness training to volunteers and staff involved in youth groups /clubs</p>	<p>Enhanced understanding between professionals/volunteers who engage with young people on issues such as culture, equality, tolerance and diversity</p>	<p>Number of cultural awareness programmes delivered subject to funding</p>	<p><b>Lead</b> Clare Youth Service</p> <p><b>Partner</b> Clare Immigrant Support Centre</p>
<p><b>5.5.6</b> Offer teenagers from Knockalisheen the opportunity to engage in existing youth service groups and develop appropriate supports based on their expressed interests</p>	<p>Engage young people who are asylum seekers in youth activities and programmes</p>	<p>Number of programmes delivered</p>	<p><b>Lead</b> Clare Youth Service HSE (Child and Family Support Service)</p>
<p><b>5.5.7</b> Train and support a small group of teenagers from Knockalisheen and Clare to run an activity programme for pre-teens in Knockalisheen</p>	<p>Children 7 to 10 years offered the opportunity to be involved in a fun activity day</p> <p>Teenagers develop leadership skills and develop relationship with peers</p>	<p>Two activity sessions held</p> <p>Ten children avail of activities</p> <p>Six teenagers involved</p>	<p><b>Lead</b> Clare Youth Service</p>
<p><b>5.5.8</b> Relevant youth information sheets translated into a range of languages such as ‘The Book’ and other youth activity information. Link with Eurodesk and other Youth Information Centres to research best practice in other regions.</p>	<p>Youth Information available in relevant languages</p>	<p>Information booklets translated into 6 core languages and circulated through outreach and local youth clubs by year 3 <i>(Dependant on funding being available)</i></p>	<p><b>Lead</b> Clare Youth Service HSE (Child and Family Support Service)</p>
<p><b>5.5.9</b> Deliver cultural awareness training to volunteers and staff involved in sports activities.</p>	<p>Enhanced understanding between professionals/volunteers who engage with young people on issues such as culture, equality, tolerance and diversity</p>	<p>Number of programmes delivered</p>	<p><b>Lead</b> Clare Sports Partnership</p>



## **Abbreviations**

<b>ASIST:</b>	Applied Suicide Intervention Skills Training
<b>CDB:</b>	County Development Board
<b>CEB:</b>	County Enterprise Board
<b>CISC:</b>	Clare Immigrant Support Centre
<b>CDP:</b>	Community Development Project
<b>FÁS:</b>	Foras Aiseanna Saothair
<b>FETAC:</b>	Further Education and Training Awards Council
<b>HSE:</b>	Health Service Executive
<b>ICT:</b>	Information and Communications Technology
<b>IT:</b>	Information Technology
<b>NERA:</b>	National Employment Rights Authority
<b>NEWB:</b>	National Educational Welfare Board
<b>RAPID:</b>	Revitalising Areas through Planning Investment and Development – (Government initiative in designated parts of Ennis town)
<b>RIA:</b>	Reception and Integration Agency
<b>VEC:</b>	Vocational Education Committee



## Glossary

### Intercultural

Interculturalism is essentially about the interaction between majority and minority cultures to foster understanding and respect. It is about ensuring that cultural diversity is acknowledged and catered for. “Developing a more inclusive and intercultural society is about inclusion by design, not as an add-on or afterthought. It is essentially about creating the conditions for interaction, equality of opportunity, understanding and respect.”<sup>1</sup>

### Primary Care

Primary Care is an approach to care that includes a range of services designed to keep people well, from the promotion of health and screening for disease to assessment, diagnosis, treatment and rehabilitation as well as personal social services. The services provide first level contact that is fully accessible by self-referral and have a strong emphasis on working with communities and individuals to improve their health and social wellbeing.<sup>2</sup>

### Advocacy

Advocacy is a means of supporting or speaking up for someone, their needs and rights. It can involve pleading the case on behalf of the person, or supporting them to speak up for themselves. Advocacy can support people to access quality social services and ensure fair and dignified treatment by service providers.<sup>3</sup>

**Third Country Nationals** may be defined as people from non EU countries who legally entered an EU member state (EU27)

### Ethnic Minority

In the UK, an ethnic group was defined by the House of Lords as a group that regards itself or is regarded by others as a distinct community by virtue of certain characteristics that will help to distinguish the group from the surrounding community.<sup>4</sup>

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1 Department of Justice, Equality and Law Reform, (2005) “*Planning for Diversity, the National Action Plan Against Racism*”, p.38.

2 Department of Health (2001) “*Primary Care – A New Direction. Quality and Fairness- A Health System for You*”.

3 Comhairle, (July 2004) “*Developing an Advocacy Service for People with Disabilities*”

4 Commission for Racial Equality, [www.cre.gov.uk/duty/grr/glossary.html](http://www.cre.gov.uk/duty/grr/glossary.html)