

European Integration Fund

2010 - 2013

Final Outputs and Outcomes Report

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EXECUTIVE SUMMARY

BACKGROUND TO THE EUROPEAN INTEGRATION FUND

The general objective of the European Integration Fund (EIF) is to support the integration of ‘Third- Country Nationals’ within EU member states.

A third-country national is a person from outside the European Union or European Economic Area who has legal permission to live in Ireland. Under the EIF, asylum seekers and refugees are not identified as third-country nationals.

Integration supports are focused on activities that promote durable and sustainable participation in the social, economic and cultural life of Member States.

BACKGROUND TO MONITORING AND EVALUATION FRAMEWORK

In November 2010, Pobal contracted NEXUS Research Co-operative to design a monitoring and evaluation framework for the EIF and the European Refugee Fund (ERF) in Ireland, to address a number of weaknesses in the existing arrangements. Following wide consultation, it was finalised in March 2011¹. The resulting framework incorporated three inter-related levels as follows:

- Final programme evaluation report, contracted by the Office for the Promotion of Migrant Integration to an independent evaluator(s).
- Programme-level evaluation which included a focus on programme level outputs and outcomes and, separately on, a thematic evaluation.
- Project-level monitoring and evaluation with a focus on monitoring of progress, process evaluation, project-level thematic learning and project-level outputs and outcomes evaluation.

The new framework was subsequently implemented by the 23 groups funded under the EIF and ERF programmes. This comprises the final programme-level evaluation of the EIF programme, covering the entire period from July 1st 2010 to October 31st 2013.

Two major sources of data were drawn upon. Extensive data, quantitative and qualitative, was gathered from projects through online *outputs and outcomes surveys*. The project-level final evaluations, submitted at the end of each project, were also utilised extensively.

INTERVENTIONS AND OUTPUTS

Outputs are distinguished from outcomes in the report in several ways. Outputs emerge as immediate results of project interventions. They tend to be under the direct influence of projects and represent means to ends rather than ends in themselves. Each intervention usually aims at achieving a determined and known set of outputs.

Outcomes, on the other hand, tend to emerge over a longer period. They can be influenced by many factors, and confer actual benefits on the target group.

Interventions are intended to begin sequences of events that result first in outputs and then in outcomes.

1 Monitoring and Evaluation Framework for the *European Refugee Fund* and *European Integration Fund*. Final Report March 1st 2011. NEXUS Research.

The EIF projects have, in terms of sheer volume, produced a very large number of outputs in the three year period covered. A broad aggregation of the number of third-country nationals participating in the activities of the 13 projects amounts to 27,056 people². 18,360 third-country nationals were direct beneficiaries of specific services. Even allowing that about 4,500 beneficiaries attended a series of national and regional information events run by a single project, and for other duplication among beneficiaries, the volume of services provided to third-country nationals is impressive. 7,666 third-country nationals participated in intercultural dialogue activities and 1,030 people participated and benefitted from capacity building activities directed at the statutory and community / voluntary sectors. The data suggests that the EIF programme has touched the lives of a significant proportion of third-country people in Ireland. A gender breakdown indicates that about 48% of those receiving services were women, pointing to a good gender balance.

Worth noting is that over 600 people from other marginalised groups also benefited from EIF initiatives (at no extra cost to the programme). There are also an unknown number of beneficiaries who used EIF services available to the public such as websites or publications.

A total of 881 volunteers also participated in project activities. In total, volunteers devoted 2,345 working days to support the implementation of EIF projects - the equivalent of over 6 working years.

However, perhaps more important than the volume is the *nature* of these services, of which some are one-off and limited in impact, and others are intensive and enduring. The following points include some highlights:

- **Drop-in centres**, offered by four of the 13 projects, saw 3,087 unique visitors and 5,354 visits, addressing a range of issues for a great diversity of nationalities.
- **603 outreach, information and advice** visits were made by five projects to third-country national individuals, families and small groups, visiting a total of 5,786 people. Themed information workshops of various kinds, 133 of them, reached a further 5,470 TCNs.
- A total of 310 third-country people received **English language training** from four projects. In **other areas of training and education** offered by three projects, a total of 496 third country adults enrolled in non-accredited courses, and 130 in accredited courses (some in more than one course). By the end of the programme, participants had successfully completed 975 non-accredited and 115 accredited training places on courses. Women significantly outnumbered men in both areas.
- Six projects **targeted services at young third-country nationals**, most also involving young people of other nationalities. These included both educational and non-educational activities, the former with the participation of 414 third-country young people, and the latter with 796 third-country young people.
- **Legal and advocacy support** was provided by three projects to 1,581 third-country nationals. Support ranged from general legal advice, support to access free legal aid and from additional support in their interactions with immigration and social welfare services.
- Nine of the 13 projects engaged in activities encouraging and supporting **intercultural and interfaith dialogue**. Quite a few of the once-off activities were public events designed to attract big audiences and participant numbers. The numbers involved, of numerous nationalities and types, were large – totalling over 7,600 third-country nationals and almost as many Irish or other nationalities. On-going activities ranged from training programmes to various forms of participation in Local Authority activities and consultation structures, to the creation of artistic intercultural spaces.

2 This represents the grand total of third-country nationals benefitting from direct supports plus the total number of those participating in intercultural activities plus third-country nationals participating in capacity building activities in the statutory, community and voluntary sector. See Tables 8, 9 and 10 for more information.

- Four projects supported **actions to combat racism and discrimination**, completing 17 different activities. A total of 284 third-country people, 191 Irish people and 135 others were involved.

Other interventions focused on working with **service providers rather than third-country nationals themselves**. This work involved the community/voluntary sector (nine projects), the statutory sector (six projects) and the business sector (one project), through training courses, seminars and on-going support.

Capacity building in service co-ordination, in delivery and in interacting with the target groups included activities such as:

- Quarterly forums for staff of statutory agencies (including the Gardaí) and NGOs involved with immigration.
- Good practice seminars for NGOs on working with migrant workers.
- Diversity training and awareness-raising with hospital management and staff.
- Support for collaboration between worker and employer representatives in the catering sector to improve understanding of the needs of migrant workers and compliance with requirements.

A total of 1,888 third-country nationals were involved in promoting capacity building (e.g. making presentations, highlighting barriers to integration) or by receiving capacity building supports themselves. But the immediate target in this work was more often Irish people involved in service provision. Almost 1,991 Irish people benefited, making it one of the most significant activities in terms of levels of participation.

OUTCOMES

The 12 EIF programme outcomes represent specific benefits for TCNs and/or wider society along the pathway to integration. The outcomes complement each other and build cumulatively to achieve the desired goal. The programme outcomes were grouped under two broad categories or ‘dimensions’. First is the *community, social and employment dimension* i.e. the way in which TCNs can relate to and integrate within their communities. Second is the *service provision dimension* i.e. the manner and extent to which TCN people can access and use public and community voluntary sector services.

Limitations in available evidence meant that outcomes from some project interventions could not be considered in this report. This is not to say that some projects did not have beneficial outcomes; only that the credible evidence available was insufficient to determine their extent.

Overall, the EIF has been active in encouraging and enabling the integration of TCNs at community level and in improving service quality and accessibility, in some cases significantly.

Evidence of Community, Social and Employment Integration

The overall evidence available demonstrates that the EIF has contributed, in some cases significantly, to programme outcomes at a social and community level in Ireland.

Life skills and personal development (outcome 1), considered prerequisites to integration, were considerably enhanced for a large number of young people and adults. Better English language skills were largely responsible. In practice, projects often integrated language with other skills into a wider programme of training or supports.

Of the projects delivering English language in combination with communication, basic IT, arts and crafts and other short term training, many have evidence to demonstrate success in terms of confidence building and ability to interact. Where support has been concentrated onto a smaller

number of third-country nationals, the outcomes have been particularly positive in terms of reducing isolation.

Although large numbers of third-country people accessed training, the ERF programme appears to have had less impact on the capacity of third-country adults to access employment opportunities or *mainstream education* (outcome 5). However, The EIF programme has demonstrated some success in increasing access to mainstream education for children and young people.

Findings from project evaluations also show that the EIF programme did have a substantial influence in empowering third-country people to engage more widely in their communities and in civil society (outcome 4). Several projects supported third-country nationals to pursue collective actions, sometimes applying skills and experience gained from training and/or community development initiatives. These included third-country nationals both creating their own organisations and actively participating in other community and voluntary sector bodies (outcome 4). A number of successful initiatives were developed as a result.

A significant number of young and adult TCNs have been supported to become involved in local youth, sport and recreational activities and in some cases, at the organisational level of local groups (outcome 3). However, there was less concrete evidence of enhanced day to day interaction and intercultural dialogue with the wider community (outcome 2). Enhanced daily interaction between Irish and third-country people might yet emerge over time, building on the programme's success in other areas.

Evidence of Improved Service Provision to Third Country Nationals

The findings show that the EIF programme has also impacted very positively on a number of outcomes relating to service provision in Ireland.

The provision of information, referrals and in some cases advocacy, through dedicated drop-in centres and outreach has, for a very large number of third-country nationals, significantly reduced hurdles to accessing services (outcome 6). Particularly isolated groups, e.g. those with very poor English and newly arrived TCNs, gained significantly from these interventions.

There is significant evidence of improved collaboration between statutory and community voluntary sector service providers leading to better co-ordination and procedures in their work with third-country service users (outcome 9). There is also very positive evidence of immediate policy and practice changes among agencies and service providers (outcome 12) leading to a wide range of improvements for third-country people. These include new inter-agency initiatives in addressing racism or supporting young people from the target group.

At this stage, the extent to which there has been greater embedding of interculturalism among these organisations as a result of training is unclear (outcome 10). However, there is *some evidence* of increased knowledge and awareness of cultural diversity and inclusion among community, voluntary and local authority staff and management, which could contribute to improved services (outcome 8).

Sustainability and Mainstreaming

There is substantial evidence that quite a number of interventions are continuing to generate or sustain outcomes through different forms of mainstreaming. The set-up and continued support for integration forums and other TCN networks have led to greater inclusion and representation of TCNs in their Local Authorities and in their interactions and services. The commitment of projects to maintain certain policies and interventions should enable the EIF's impact to continue and multiply into the future.

SECTION 1: BACKGROUND AND METHODOLOGY

1.1 BACKGROUND TO THE EUROPEAN INTEGRATION FUND

The European Integration Fund (EIF) is one of four funds (along with the European Refugee Fund) that form the European Commission's general programme, Solidarity and Management of Migration Flows, for the period 2007-2013. This general programme is administered by the Directorate General for Home Affairs within the European Commission.

The general objective of the EIF is to support the integration of legally resident individuals from outside the EU (referred to as 'third-country nationals'), within EU member states. The EIF supports national and EU initiatives that facilitate the integration of third-country nationals (TCNs)³ into European societies. The EIF is primarily targeted at newly arrived non-EU immigrants (other than asylum seekers and refugees). It supports EU countries and civil society to develop, implement, monitor and evaluate integration strategies, policies and measures, as well as exchange information and best practice on integration issues.

Integration supports are focused on activities that promote durable and sustainable participation in the social, economic and cultural life of Member States. In Ireland, the EIF supports integration, intercultural and interfaith projects at local and national level. Eligible projects focus on areas such as information provision, education, training, employment, the arts, community development, and the promotion of intercultural dialogue.

In Ireland, the Responsible Authority for the EIF (and ERF) is the Office for the Promotion of Migrant Integration. Responsibility for overseeing the implementation of both Funds has been delegated to Pobal since 2007.

Following a national call for applications in late 2009, 13 organisations were awarded funding under the EIF. A total of €1,909,280 was awarded in grant aid to these groups, with a further €636,428 in co-funding provided from a range of public and private sources. Grant allocations under the EIF range from €75,000 to €236,000. Projects were funded on a multi-annual basis, initially from the 2009 EIF Annual programme with funding also to be provided from the 2010, 2011 and 2012 Annual programmes in some instances.

Funded groups commenced their EIF projects on three different dates in 2010: 1st July, 1st September and 1st November 2010. Projects varied in duration from 20 months to three years. Two projects, *The Link Youth Project* of **Balbriggan Youth Service** and the **Clare Immigrant Support Centre**, completed their work on June 30th 2012; the last to complete was **South Dublin Co. Partnership** on October 31st 2013.

Funded groups came from across the state and included a mix of national and locally based community sector and non-governmental organisations (10) and Local Development Companies (3). The groups funded comprise the following:

- Balbriggan Youth Service (as a member of the Foróige network).
- Canal Communities Intercultural Centre.
- Clare Immigrant Support Centre.
- South Dublin Co. Partnership (formerly CPLN Area Partnership).
- Crosscare Migrant Project.
- Cultúr.
- Dublin Employment Pact and New Communities Partnership.

³ For brevity, the initials 'TCN' will be used from here on.

- Galway City Partnership.
- Irish Council of Churches.
- Friars' Gate Theatre.
- Migrant Rights Centre Ireland (MRCI)
- Nasc.
- Near Media Co-op.

Projects funded under the EIF varied in their focus, covering a range of issues, themes and approaches in areas such as education and training, community development, direct service provision, capacity building for service providers, and intercultural and inter-religious dialogue. Many projects adopted a mix of strategies in their efforts to promote more effective integration outcomes for TCNs.

Each project funded staff to manage and support the implementation of their respective interventions. A total of approximately 14.5 full-time equivalent (FTE) project development posts were supported under the EIF.

1.2 BACKGROUND TO THE MONITORING AND EVALUATION FRAMEWORK

In November 2010, Pobal contracted NEXUS Research Co-operative to design a monitoring and evaluation framework for the EIF and ERF in Ireland. The need for a new framework arose out of a review of existing monitoring and evaluation arrangements that identified a number of weaknesses that needed to be addressed. These included:

- The inadequacy of indicators set at the EIF/ERF programme level.
- The variety of approaches to monitoring and evaluation adopted at an individual project level.
- The lack of an agreed integrated monitoring and evaluation framework specific to Ireland that provided coherence between individual project evaluations and programme-wide evaluation, and aligned with EU monitoring and evaluation requirements.
- The potential for a disjuncture between current monitoring arrangements and future evaluation requirements at EU level.

Following a consultation process with a range of stakeholders, including direct engagement with funded EIF/ERF groups, a Framework was finalised in March 2011⁴.

The new monitoring and evaluation framework had three inter-related levels as follows:

- Final programme evaluation reports which will be contracted by the Office for the Promotion of Migrant Integration to an independent evaluator(s).
- Programme-level evaluation which included a focus on both thematic evaluation and programme level outputs and outcomes.
- Project-level monitoring and evaluation with a focus on monitoring of progress, process evaluation, project-level thematic learning and project-level outputs and outcomes evaluation.

The framework addressed the weaknesses outlined above by providing the EIF with appropriate output and outcome indicators, ensuring coherence and consistency between project level and programme level evaluation, and by ensuring complementarity with European Commission requirements. The framework was subsequently implemented by the 23 groups funded under the EIF and ERF following the last call for applications in 2010.

4 Monitoring and Evaluation Framework for the *European Refugee Fund* and *European Integration Fund*. Final Report March 1st 2011. NEXUS Research.

A central component of the framework is the programme-level evaluation which aggregated the results from individual projects, and added value specifically at the programme level. The programme-level evaluation was focused on two key elements, the programme-level outputs and outcomes and the thematic evaluation.

The *Final Outputs and Outcomes Report*, the present report, draws together results from the project level. Groups completed an online evaluation survey annually and upon completion of their projects, they submitted details of their projects' cumulative outputs and outcomes. The survey was completed by project staff, with the support of their respective external evaluators where necessary. The completion of the online evaluation survey by each project enabled outputs and outcomes to be aggregated at the programme level.

1.3 METHODOLOGY

Work on the framework began after the projects had been designed and approved. As they were allowed considerable flexibility in terms of their goals and methods, a key challenge for the framework was to somehow render the disparate set of project objectives, outputs and outcomes into a coherent and comparable set of programme-level outputs and outcomes.

Key goals for the framework were to:

- Ensure coherence between project goals, national programme goals and European Commission goals.
- Maintain a focus on *actual outcomes* at project and programme level, while establishing a *causal link* between these and the concrete actions and outputs undertaken by projects.
- Facilitate the Office for the Promotion of Migrant Integration's reporting to the European Commission.

At the same time, it was important to minimise any additional burden on projects in terms of their participation in programme level activities, and indeed to take into account the limited staff time and budget that Pobal could devote to it.

The framework proposed a solution with a number of characteristics:

1. The evaluation comprised two components:
 - A thematic component, grouping projects together to explore and extract policy and practice learning.
 - An aggregated component where the results of each project were combined in the context of a common and comparable set of programme outputs and outcomes.
2. The overall framework was based loosely on the Theory of Change⁵ and Logic Model, which explicitly trace the linkages between objectives, actions, outputs and outcomes. It also facilitated a link to be established between project and programme level activities, from the level of project objectives through to European Commission reporting requirements.
3. The process combined the experience and knowledge of those working in the projects, staff and volunteers, with independent empirical research.
4. For ease of reporting and analysis, it was decided to use an online tool for the aggregated component into which projects could input their individual data. Originally it was hoped to

5 See www.theoryofchange.org and <http://www.wkkf.org/knowledge-center/resources/2010/Logic-Model-Development-Guide.aspx> for more on these.

develop a custom-built tool, that could also display and explore results, but budgetary constraints meant that a commercial online survey tool, *Survey Monkey*, was used.

5. The framework covers both the EIF and the ERF programmes, but was implemented separately for each, to allow separate reporting. There was some scope for collaboration between projects, however, in the thematic component.

Following a further contract with NEXUS in May 2011, a detailed set of guidelines⁶ were issued to enable projects both to fully understand the principles and practice of the programme level evaluation and to participate effectively in the process. The guidelines covered both the thematic component and what was called the ‘outputs and outcomes’ component. This report draws primarily on the latter, as well as other sources.

The following were the main features of the ‘Outputs and Outcomes Evaluation’.

1. Each Project individually completed an online *outputs and outcomes survey* annually covering the period to the end of June⁷. A closing survey was also completed that *cumulatively* covered the period from the beginning of the project to its final completion.
2. Drawing on a list of interventions and outputs agreed in consultation with the projects, each project selected those outputs that were relevant to itself, and reported in the closing survey on what they produced during the entire period.
3. Drawing similarly on a list of agreed outcomes, each project reported for each relevant outcome:
 - The focus it represented for the project during the period in terms of effort and resources.
 - The extent to which the project believed it had influenced that outcome.
 - The extent to which each output identified had contributed to this outcome.
 - The evidence available to sustain these conclusions.
4. Each group also completed a section to document what they learned, and how they might improve their effectiveness.

In addition, each project engaged its own independent evaluator, whose terms of reference included assisting with the completion of the programme level evaluation, in particular in gathering evidence for the outcomes claimed. The appointed project evaluator produced a final evaluation for each project, the analysis and conclusions of which have been taken into consideration here.

This *Final Outputs and Outcomes Report* presents the results of the entire process.

1.4 IDENTIFICATION AND SCRUTINY OF OUTCOMES

The data from online surveys combined with the individual project evaluations generated an enormous volume and wealth of evidence and documented experiences, gathered within the context of a coherent framework in which significant efforts were made to ensure comparability of evidence.

The EIF comprised a large set of projects, each unique, each of which had formulated its own specific goals interventions. Thus meaningful comparability, based on some equivalence of the indicators of change, was perhaps the biggest challenge facing the programme evaluation.

⁶ Programme Level Evaluation for the European Integration Fund and European Refugee Fund: Guidelines for projects. June 2011.
⁷ In 2013, only the outputs part of the survey had to be completed, to avoid duplication with the final outputs and outcomes survey later that year.

As part of the process of ensuring comparability, projects worked at the earliest stages with NEXUS and Pobal to produce a uniform set of output and outcome indicators. Each group then chose the outputs and outcomes most relevant to their project and reported on them, ignoring the rest.

The role of the programme-level evaluation was to aggregate cumulative outputs and outcomes, and to extract overall conclusions. Outputs involved mostly quantitative indicators, which simplified the task considerably. For outcomes, however, the task was more difficult since the changes sought, especially in the short and medium term, tended to be qualitative in nature. Even the quantitative outcomes indicators, for reasons referred to above, were methodologically more difficult to measure and compare.

1.4.1 Assessing the Level of Influence on Programme Outcomes

Aggregating evidence on the extent to which individual projects impacted on programme outcomes presented some challenges.

As already noted, the range of project interventions achieving the *same programme outcome* varied in a number of cases. The level of influence upon a programme outcome also depended on the *scale of the problem* that individual projects attempted to address. For example, some projects addressed a problem by offering supports or training to large numbers of people. Other projects addressed inequalities by working with a smaller group of people to remove obstacles to integration within wider society. The outcomes of both interventions had to be evaluated differently in these cases. For instance, although a large, intractable problem may be influenced to only a slight degree, in laying the groundwork for future progress towards integration, the project may be considered to be a success.

It was essential not only to take account of the benefits to large numbers of people but also to consider evidence where a tangible change had been made in relation to stated barriers to the integration of TCNs in Ireland. In order to facilitate both the capture and collation of diverse outcomes at a programme level, the online surveys asked all groups the following question:

“Compared to the **size of the challenge** faced by **your immediate Target Group** in this Outcome area, how much influence do you believe your Project’s activities have had since you began your work?”

This allowed projects to estimate the gravity of the problem faced and the extent of their own project’s success in solving that problem.

In the annual and final surveys, projects were asked to rate their influence on a scale of 0 to 4, taking into consideration the overall level of target group needs in this outcome area, where:

- 0 = “no influence”.
- 1 = “a very small influence, not directly discernible”.
- 2 = “a small but discernible influence”.
- 3 = “some influence but not major”.
- 4 = “a major influence”.

The question posed is whether projects believed not just that their work was efficient but that their interventions successfully addressed the matter in question. If a project claimed that it had a major influence on a given area of outcome, this suggests that the effort devoted to it was both effective *and commensurate* with the scale of the challenge in the area being addressed. 1.5 Evidence used to demonstrate Outcomes

1.5 EVIDENCE USED TO DEMONSTRATE OUTCOMES

A comment will be useful concerning the nature and validity of the evidence available to assess outcomes. There were two main sources of evidence: the self-reported data entered by each of the projects in the annual and final online surveys; and the evidence contained in the final project evaluations⁸ that were completed by independent evaluators for each of the projects.

Such self-reported data must of course be used carefully. With this in mind, several key questions concerning outcomes and their relationship to interventions and outputs were included in the survey. The survey was designed to facilitate a uniform understanding by those completing it. Direct advice by phone or email was available to projects at all times, and used by many. The data entered was also verified as much as possible by Pobal staff working directly with projects, offering guidance where appropriate.

The surveys were not limited to self-reported data. They also asked for *verifiable evidence* of the projects' conclusions regarding outcomes. Such evidence was, in the first place, summarised by the project in the survey itself. Secondly, the project evaluations, conducted by independent evaluators, were also drawn upon extensively by projects to verify the results and amplify the lessons learned. These final project evaluations had among their primary goals the identification and documentation of evidence of both outputs and outcomes.

In the case of some EIF project interventions, there were significant gaps in evidence. Hence, full assessments of whether particular interventions resulted in positive outcomes for asylum seekers and refugees, were not always possible. This was partly because evidence was difficult to gather about some types of actions, such as the mass distribution of information or large intercultural events. However, limitations in a number of the final evaluations also played a part, either by failing to, or lacking the resources to, put in place the methodologies and tools needed to gather evidence on the achievement of outcomes. This is not to say that beneficial outcomes did not accrue in these cases; only that the evidence available was insufficient to confirm their existence or determine their extent.

In order to ensure the veracity of findings regarding outcomes, the *Final Outputs and Outcomes Report*, focuses solely on *verified and documented cases* where real changes have taken place and contributed to the wider EIF programme outcomes.

8 Guidelines were provided on the evaluation framework regarding the broad contents of these project evaluations.

SECTION 2: INTERVENTIONS AND OUTPUTS

The different categories of interventions and related outputs, as defined in the monitoring and evaluation framework, are presented below. This is followed by consideration, in turn, of the projects' aggregate outputs during the period, grouped in activities of a similar nature.

2.1 TYPES OF INTERVENTIONS

16 types of interventions were identified in the framework. They are sorted below under two broad headings: those that involve *working directly with the TCNs*, and those that relate to *service providers and the wider environment* including the public in general. Also shown is the number of projects engaging in each type of intervention.

Table 1: Interventions by Projects

Interventions	Number of projects engaged in each Intervention
Direct Support to TCNs	
1. Providing information and advice through a 'drop-in' service	4
2. Providing information and advice through outreach services	5
3. Delivering themed information supports	7
4. Building capacity in English language	5
5. Delivering non-language related education & training	7
6. Providing mentoring supports	1
7. Providing targeted support to young people from target group	6
8. Providing advocacy and legal support for individuals	3
Interventions with Service providers and the wider Environment	
10. Supporting intercultural/interfaith dialogue	9
11. Supporting actions to directly combat racism	4
12. Building capacity of the statutory sector	6
13. Building capacity of the business sector	1
14. Building capacity of community/voluntary sector	9
15. Promoting mainstreaming and developing policy	11
16. Supporting other marginalised groups	4

Note: there is no Intervention 9 as it relates only to the ERF.

11 of the 13 projects were concerned with promoting mainstreaming and/or influencing policy in relation to their activities or focus. Otherwise, the most common activity among projects was building the capacity of the community and voluntary sector (intervention 14), which included

community based services and representative groups and organisations formed or run by the target group and others.

2.2 OUTPUTS FROM INTERVENTIONS

The interventions from **Table 1** are categorised further by drawing together those that are similar in nature to yield the following list:

Categories of Intervention that relate directly to the Target Group

- Providing information and advice to the target group (interventions 1-3).
- Building target group capabilities through training and education (interventions 4-6).
- Targeting support at young people (intervention 7).
- Providing advocacy and legal support (intervention 8).

Categories of Interventions that relate to Service Providers and the wider Environment

- Supporting intercultural or interfaith dialogue (intervention 10).
- Supporting actions that directly combat racism or xenophobia (intervention 11).
- Building the capacity of statutory, business and community/voluntary sectors to address the needs of the target group (interventions 12-14).
- Promoting mainstreaming of project activities and policy development (intervention 15).
- Providing support to marginalised groups, beyond the primary target group (intervention 16).

The immediate outputs produced by these interventions are enumerated below under these headings. The data covers the entire duration of each project and is drawn from the closing survey of each.

As noted, the earliest project began on July 1st 2010 and the last completed in 31st October 2013, and varied in direction from 20 to 36 months. It should be noted that many of the services provided continued after the period of funding, some on-going today. This issue is returned to later.

2.2.1 Information and Advice Services

Information and advice was provided to TCNs in a number of contexts and forms, primarily by drop-in centres, but also through outreach services and in the context of information workshops or seminars.

Four projects ran drop-in centres, and five offered outreach services (interventions 1 & 2). These have seen a total of 8,873 different people, about 48% of them women, as shown in the table below.

Table 2: Unique visitors to Drop-in Centres and People visited by Outreach services, by gender, 2010 – 2013

	Drop-in Centre	Outreach services	Total
Male	1,575	3,046	4,621
Female	1,512	2,740	4,252
Total	3,087	5,786	8,873

Drop-in centres had a total of **5,354 visits**⁹ (i.e. some people visited more than once); and made a total of **3,980 referrals** to other service providers.

A total of **603 outreach visits** to individuals, families or small groups were recorded during the period. The vast majority of recipients of outreach services, about 86%, attended the 80 group outreach events organised by **MRCI**.

Visitors brought diverse issues to drop-in centres. Queries about *social welfare*,¹⁰ *immigration status*, *citizen applications* and *training & employment*, were the most common, followed by *education*, and *work permits* and *family reunification*. *General medical issues*, *housing*, *domestic violence* and *mental health* also featured. Outreach visits covered a similarly broad range of issues.

Although precise figures on the nationalities of those visiting were unavailable¹¹, Nigerians appear to be the largest group, followed well behind by Brazilians. At least 13 other nationalities featured among the five most frequent visitors to the four drop-in centres.

The third activity is the delivery of information supports in the form of information workshops or clinics on specific themes (intervention 3). A total of **133 information workshops and clinics** were delivered by the seven projects pursuing this activity, to **5,470 people**. The subject matter ranged from *citizenship*, to *family reunification*, *workplace and permit issues*, *mental health* and *cyber-bullying*.

MRCI delivered 65 workshops (some at national forums and regional meetings), covering a wide range of issues of concern to TCNs in an introductory way, reaching altogether about 4,500 participants.

Projects also created and disseminated a variety of resource materials, from information fliers and leaflets, to guides on understanding the Irish political system, *A Beginners Guide to Ireland* by **Dublin Employment Pact** and **New Communities Partnership**, to general guides about services, rights and entitlements such as *Welcome Pack for Immigrants in Clare* by **Clare Immigrant Support Centre** and the *Living in Ireland* website (www.livinginireland.ie) from **Crosscare Migrant Project**.

2.2.2 Building capacity and training/education of individuals

Several projects engaged in building the capacity of TCNs, five through English language training, seven through other forms of training and education (one project provided both), and one through a mentoring programme.

The total number having begun or completed the various levels of English language training (**intervention 4**) is **310 people**, **189** (61%) of them women. Most participated in conversational or beginner's English (**142 people**), with some completing intermediate level (**100 people**), and advanced (**70 people**). A total of **28 people** received FETAC accreditation, all with the **Cultúr** project.

At least **19 nationalities** were given training, with Nigerians, Russians, Moldovans and Democratic Republic of Congo among the larger groups.¹²

9 Data presented in bold font are usually figures taken from the online surveys but not included in tables.

10 The use of italics (other than for emphasis) indicates that the text refers to the survey's closed-option questions, or to outputs and outcomes specified in Annex 1, and not to freehand responses to open questions.

11 Projects were asked to indicate the five most common nationalities, but not the precise number of each. Thus the average is not an average of total numbers, but those most commonly represented among the top five across projects.

12 See previous footnote.

Non-language training and education (intervention 5), offered by seven projects, covered both accredited and non-accredited areas.

Table 3: Numbers in Accredited and Non-Accredited Training, 2010 - 2013

Table 3 shows the number of individuals enrolling in courses. It also gives the number of courses completed by TCNs. Note: some individuals completed more than one course).

Table 3: Numbers in Accredited and Non-Accredited Training, 2010 - 2013

	Individuals enrolled in <i>non-accredited</i> courses	Individuals enrolled in accredited courses	Total Enrolled	<i>Non-accredited</i> training course placements successfully completed	<i>Accredited</i> training course placements successfully completed	Total number course completions by TCNs
Male	186	45	231	975	235	1,210
Female	310	85	390			
Total	496*	130	323			

* One project did not provide figures on those enrolled, but did note that 32 courses had been completed. The total number enrolled is thus underestimated by up to 32 people.

Among non-accredited training courses (of which 40% were run by **MRCI**), the most popular course was communication/facilitation/ negotiation skills (run by six projects, accounting for **254** of the 975 training places that successfully completed), followed by community development (**231 training places**) and personal development/confidence building (**200 training places**).

Accredited courses covered community development (**15** completed to FETAC level 5 by the **South Dublin Co. Partnership** project); radio production (**18** to FETAC level 4 including intercultural media literacy, run by the **NEAR Media Co-op**); and intercultural community arts and facilitation (**six** brought to HETAC level 5 by **NASC** and **Mayfield Arts Centre**).

Mentoring support (intervention 6), the third form of capacity building provided, was offered by a single project, and worked with **six** people, four of them women. The same number participated as mentors.

2.2.3 Targeted Support for Youth

Six projects targeted services at young people (intervention 7). These brought together young TCNs and other young people, the latter often larger in number, and involved both educational and non-educational activities.

The table below presents the educational activities, and the various groups involved:

Table 4: Number of Young People targeted with educational activities, 2010 - 2013

	Third Country National	Irish National & Irish ethnic origin	Irish National from other ethnic origin	Asylum seekers/ refugees	Other EU national	Grand Total
Male	186	155	35	7	35	418
Female	228	213	36	12	50	539
Total	414	368	71	19	85	843

Activities varied greatly, encompassing after-school homework support, committee and meeting skills, youth theatre and drama, equality training, and health and safety.

Non-educational youth activities (though the line was sometimes difficult to draw), were even more numerous. **Balbriggan Youth Service's Link Youth Project** accounted for **454** (57%) of all TCNs receiving the service.

Table 5: Number of young people receiving non-educational activities 2010 - 2013

	Third Country National	Irish National of Irish ethnic origin	Irish National of other ethnic origin	Asylum seekers/ refugees	Other EU national	Total
Male	446	316	42	30	131	965
Female	350	263	29	31	97	770
Total	796	579	71	61	228	1504

In the educational activities girls and women tended to outnumber boys and men, while the reverse was true in non-educational activities. The latter activities included a number of different sports, summer camps, and musical and social activities as well as some planning actions and visits to events.

2.2.4 Legal and Advocacy Supports

Three projects provided advocacy and legal support (intervention 8) to a total of **1,581** TCNs, 54% of them male. The **Clare Immigrant Support Centre** accounted for more than three quarters of these, with significant numbers also supported by **Crosscare Migrant Project** and **Galway City Partnership**. Services included:

- Direct advocacy to immigration services.
- Direct advocacy to social welfare.
- Referral to legal aid services.
- General legal advice on domestic, immigration and citizenship issues.

2.2.5 Intercultural and Interfaith Dialogue

Activities to encourage and support dialogue between cultures and between faith communities (intervention 10), embraced many groups of people and included the participation of TCNs alongside other nationalities. Nine projects engaged in these types of activities.

Project activity mainly comprised one-off events (eight projects) and on-going actions (seven projects), with projects usually supporting more than one activity of each type.

Table 6 gives an indication of the total numbers involved.

Table 6: Intercultural and Interfaith Events and Actions, 2010 - 2013

	One-off Events	On-going Actions	Total
Number of events/actions	117	24	141
Number of Third Country Nationals	6,518	1,148	7,666
Number of Irish participants	3,621	344	3,965
Number of other participants	2,479	654	3,133
Total Participants	12,618	2,146	14,764

The nature of the on-going and one-off activities varied greatly, reflected in the participation levels at any given event. Numbers ranged from over **2000**, to a **couple of dozen** or less. One project, the **Galway City Partnership**, accounted for about one third of the one-off events, and two thirds of the total attending the on-going actions.

Among one-off events were:

- National Seminar on Freedom of Religion and Faith (**MRCI**).
- Lucan Intercultural Dance Camp; Adamstown Summer Camp; four Adamstown Family Play Days; and three Liffey after-school intercultural open days (**South Dublin Co. Partnership**).
- Celebration of the 50th Independence Anniversary of Sierra Leone; an Intercultural Festival; and a BBQ Competition (**Galway City Partnership**).
- Six inter-religious seminars / workshops; Interfaith event in Cork, inviting Parish Councils, UCC and CUH Chaplaincies, Parish Council members and community leaders; Public art workshops; and two installations in the Cork Midsummer Festival (**Nasc, Mayfield Arts Centre and Cois Tine**).
- Additional intercultural support, with a particular focus on diversity and racism, for a youth exchange with young people from Northern Ireland (**Canal Communities Intercultural Centre**).
- Public launch of the Intercultural Faith Forum; and Interfaith Workshop, *Come to the Celebration*, showcasing religious diversity in Dublin City (**Irish Council of Churches**).
- Intercultural Family Days' Summer Social; festivals in Clare and Limerick; and a Moroccan cultural exchange event (**Clare Immigrant Support Centre**);
- Drama Youth Summer Camp; and the *X-Factory* once off multimedia performance (**Friars' Gate Theatre**).

On-going intercultural activities included:

- International Youth Theatre after-school workshops (**Friars' Gate Theatre**).
- Training course in *Community Media and Intercultural Media Literacy*, for a mix of Irish and TCN people. Training informed the production of a series of radio programmes, *Culture Shots*, (<http://nearfm.ie/podcast/tag/culture-shots>) by course participants (**NEAR Media Co-op**).
- Linking migrant groups with local organisations to participate in the Lucan festival on an on-going basis (**South Dublin Co. Partnership**).
- Training course in *Intercultural Creative Facilitation* for 19 women in the Cork area, including a mix of Irish and TCNs (**Nasc and Mayfield Arts Centre**).
- An Intercultural Festival and Barbecue Competition, and an Intercultural Soccer League – FUTSAL (**Galway City Partnership**).
- The establishment and development of *Dublin City Inter-Faith Forum* (**Irish Council of Churches**).

2.2.6 Direct Actions to Combat Racism

Four projects **supported direct actions to combat racism and discrimination** (intervention 11), undertaking **17** different activities or sets of activities. Of a grand total of **610** active participants, **284** were TCNs, **191** were Irish and **135** were others.

Actions organised by **South Dublin Co. Partnership** included: A workshop and focus group on how to record racist incidents; a workshop on diversity and anti-racism with South Dublin County Childcare Committee; supporting local networks and the Gardaí in reporting and logging racist incidents; and a network discussion group on making community centres migrant-friendly.

The **MRCI** organised: two workshops on racism for migrant activists and trade union leaders; three Migrant Forums on reporting racism; and power and equality residential training with a focus on racism.

Actions delivered by **Canal Communities Intercultural Centre** comprised: developing and piloting templates for reporting racist incidents; working with two nominated Gardaí on reporting and recording racist incidents; undertaking empirical research on racist incidents for the local Community Policing Forum which formed an action sub-group; and convening four meetings of Rialto based workers and activists to tackle racism in the community.

The **Irish Council of Churches'** activities in this area include: a high-level meeting with the Garda Racial Intercultural and Diversity Office on combating racism; and an interfaith workshop looking at dialogue as a tool to challenge racism.

2.2.7 Building the Capacity of the Statutory, Business, Community and Voluntary Sectors

Three types of service providers, in a broad sense, were targeted in order to improve their understanding of TCNs and the manner in which they interact with them and deliver services: Statutory sector organisations (intervention 12) were targeted by six projects, the business sector (intervention 13) by just one; and community/voluntary sector organisations (intervention 14) by nine projects (making it among the most common activity pursued by projects).

Projects also supported the establishment and development of organisations and groups led by the target groups.

Table 7 indicates the types of activities taken in relation to each, and **Table 8** the number of participants.

Table 7: Capacity Building Activities for Statutory, Business and Community/Voluntary Sectors, 2010 - 2013

	Courses	Seminars	Workshops	On-going support	Other	Total
Statutory sector	2	4	12	19	23	60
Business sector	0	0	1	0	0	1
Community and Voluntary sector	31	11	43	8	19	112
Total	33	15	56	27	42	173

Table 8: Participants and Beneficiaries of capacity building actions 2010 – 2013

	Irish People	Other	Target Group	Total
Statutory sector	1,055	540	205	1,800
Business Sector	22	0	0	22
Community voluntary sector	914	149	825	1,888
Total	1,991	689	1,030	3,710

TCNs took part in most of the events, sometimes as contributors, sometimes as participants, or both, depending on the nature of the event.

Examples of activities to build the capacity of **statutory sector service providers** included:

- An information workshop to HSE social workers on understanding the backgrounds of different migrants with regard to child protection and welfare (**South Dublin Co. Partnership**).

- Four workshops focusing on the benefits of integration, for senior management and elected representatives, in all four Dublin Local Authorities (**Dublin Employment Pact** and **New Communities Partnership**).
- NGO quarterly forums with the Irish Naturalisation & Immigration Service and the Garda National Immigration Bureau, with inputs from NGOs (**Crosscare Migrant Project**).
- A project worker played a key role on the Galway University Hospitals Diversity Committee in implementing an on-going diversity training and awareness programme with management and staff of the two Galway City hospitals; the project also supported the development of an intercultural housing programme for Galway City Council Housing Department (**Galway City Partnership**).
- Presentations to the Community Policing Forum (comprising statutory service providers and community and voluntary organisations) on best practice in recording and responding to racist incidents, resulting in testing new recording practices in a local pilot project (**Canal Communities Intercultural Centre**).

A single action was pursued in relation to building the capacity of **the business sector**. **Galway City Partnership** held a cafe network workshop in collaboration with Galway Chamber of Commerce for its members on the need for and benefits of managing diversity in the workplace. A total of **22 people** attended. A generic diversity policy was developed and circulated to **500** Galway Chamber of Commerce members

The **community/voluntary sector** saw a huge amount of activities in this area, examples of which include:

- ‘World café’ style discussion and presentations on political engagement in Ireland; on-going delivery of support to members of community and voluntary organisations to prepare funding applications, organise events and engage with media (**Clare Immigrant Support Centre**).
- On-going support to TCNs participating in regular meetings of all four Dublin Local Authority Integration Forums (**Dublin Employment Pact** and **New Communities Partnership**).
- Four practice seminars with community development and integration workers; a joint training programme with SIPTU officials and migrant leaders; eight outreach events in conjunction with local organisations; inputs at conferences targeting community and youth workers; and inputs at academic events and international conferences (**MRCI**).
- Intercultural communication and facilitation workshops, attended by three youth workers; *Realising Human Rights* training attended by seven workers; intercultural youth work training attended by one worker; and equality and diversity training delivered to 27 volunteers (**Canal Communities Intercultural Centre**).
- Six diversity workshops to South Dublin County Childcare Committee and another to South Dublin Community Platform on responding to racism; 38 volunteers trained to support the management the Lucan festival; 20 volunteers trained in the intercultural aspects of their work as youth leaders or English tutors; and a seminar to community centres to make centres community friendly (**South Dublin Co. Partnership**).

Finally seven projects also assisted in setting up of a number of groups either led by TCNs or involved with TCNs (intervention 14), including the following:

- **Dublin Employment Pact** and **New Communities Partnership** supported the establishment of a total 21 ethnic minority-led groups throughout Dublin; the project also set up two new Integration Forums and supported the development and expansion of two existing Integration Forums – all established with the purpose of increasing TCN participation in Local Authority structures.
- **Canal Communities Intercultural Centre** project supported a local Mosque to target young people for summer camps; it provided training in interculturalism to a group of local youth

leaders aiming to make their own projects more inclusive; and resourced, along with project partners, the *Project Phakama* process that uses the arts to explore interculturalism.

- **South Dublin Co. Partnership** supported six groups including the Liffey Homework and After-School Club, giving homework support and intercultural activities. The project also supported the set up and development of the *Intercultural Family Support Network*.
- Supported by **MRCI**, the Restaurant Workers Action Group established a workers forum with SIPTU, called the Restaurant and Catering Workers Forum; on-going efforts are underway, including with the Restaurants Association of Ireland, to highlight to the experiences and concerns of migrant workers in the restaurant industry.
- **Cultúr** supported the establishment of a TCN women's group and a local Work Experience and Training Group, which explored barriers to training and employment for TCNs in Meath.

2.2.8 Mainstreaming and Policy Development

All but two of the thirteen projects undertook some form of mainstreaming and policy development activities (intervention 15). Meetings with policy makers and institutional actors were among the most common activity (seven of the thirteen engaged in this) but several projects also made submissions to policy forums, created working groups, and produced policy and research papers.

The huge and diverse range of activities includes:

- **Cultúr** facilitated a seminar to enable TCNs to make presentations to various local bodies and to encourage support for integration initiatives; members of the Work Experience and Training Group also made a presentation to the Dáil.
- **Crosscare Migrant Project** conducted forums with the Garda National Immigration Bureau and the Irish National Immigration Service; the project's work with both forums also informed the Department of Social Protection's decision to set up a similar forum, launched in 2012; the project also successfully obtained agreement from the Joint Administration Committee of the Houses of the Oireachtas to mainstream the innovative *Opening Power to Diversity* scheme (subject to available funding).
- **Dublin Employment Pact** and **New Communities Partnership** submitted a policy paper to the Minister for Environment, Community and Local Government calling for TCN membership on the new Local Authority structures, and held a follow-up meeting with the Minister of State; the project supported the creation of two new Integration Forums and the development and expansion of two existing Integration Forums in all four Local Authority areas; A total of 15 TCNs were supported to become representatives on committees across all four Local Authorities; the Dublin City Integration Forum is now formally recognised as the replacement for the Intercultural Committee of the Dublin City Community Forum; and the project successfully mainstreamed an information leaflet on voter registration which is now distributed at all citizenship ceremonies.
- As a result of **Canal Communities Intercultural Centre's** work with the local Community Policing Forum, racism is now a permanent item on the agenda of the forum; and local youth projects have confirmed that intercultural and anti-racism training will be included in induction training and continual professional development for staff.
- **Near Media Co-op** shared project learning with a group of teachers and trainers who took part in an EU Grundtvig learning partnership project.
- **MRCI** produced a research paper on achieving rights and justice for migrant workers; its work with the National Employment Rights Authority has led to improved practices in the inspection of employment conditions in private homes; the project also produced webpages on religious discrimination and on women and racism developed to build awareness and influence policy making process; and resources produced by the project's *mPower* initiative have been mainstreamed by the Curriculum Development Unit into the equality module of the Transition Programme in second level schools.

- **Nasc and Mayfield Arts Centre's Intercultural Creative Facilitation Course** received accreditation at HETAC Level 8 and is now approved as a module by Cork Institute of Technology.

2.2.9 Support for Other Marginalised Groups

Although all EIF projects focus their resources specifically on TCNs, four projects provided services to other marginalised groups (intervention 16) at no additional cost, and with some advantages.

The number benefiting was an estimated **609 people**, comprising **235 EU Nationals**, **229 asylum seekers and refugees**, **58 Travellers** and **87 'others'** including people from the Roma community.

2.3 AGGREGATE OUTPUT FIGURES FOR TCNS

Some projects point out that the number and nature of beneficiaries are not always known. For instance, projects cannot measure the number of people accessing their publications and information leaflets. Although websites can produce statistics on the number of people viewing webpages, they cannot state exactly where those people may be from. Policy interventions with agencies can also create improvements to procedures that benefit TCNs, however, the number of people benefiting from new systems procedures in relation to citizenship, rights and entitlements can be difficult to

Table 9 presents the overall numbers involved in activities delivered *directly* to TCNs, either on an individual or group basis.

The grand total below, over 18,000 people receiving these services, should be treated with a degree of caution since some duplication is undoubtedly involved where a proportion of individuals may have been in receipt of more than one service. Nevertheless, the totals are impressive.

Table 9: Aggregate TCN numbers for selected Outputs, 2010 – 2013

Activity	Male	Female	Total	Additional Data
Drop in Centre	Unique Visitors			Visits
	1,575	1,512	3,087	5,354
Outreach Services	Unique people met by outreach services			Visits
	3,046	2,740	5,786	603
Themed Information supports	TCNs attending			Workshops/Clinics
	No data	No data	5,470	133
English Language training	People enrolling in Courses			
	121	189	310	
Non English-Language training	People enrolling in courses			Total No. of training placements successfully completed
Non-accredited courses	186	310	496	975
Accredited courses	45	85	130	235

Activity	Male	Female	Total	Additional Data
Mentoring Supports	Number receiving mentoring support			Total mentors
	2	4	6	6
Targeted youth support 1	Youth receiving <i>educational</i> supports			
	186	228	414	
Targeted youth support 2	Youth receiving <i>non-educational</i> supports			
	446	350	796	
Advocacy/legal supports	Numbers receiving these supports			
	854	727	1,581	
Anti-Racism actions	Numbers participating in anti-racism forums, events or training			Total Actions
			284	17
GRAND TOTAL	6,461	6,145	18,360*	

*Total is greater than the total of males and female as three activities did not differentiate by gender.

Table 10 shows additional TCN participation, over and above those recorded in **Table 9**, in intercultural activities, estimated at 7,666. Almost half as many Irish people participated.

Table 10: Intercultural and Interfaith Events and Actions, 2010 –2013

	One-off Events	On-going Actions	Total
Number of events/actions	117	24	141
Number of Third Country Nationals	6,518	1,148	7,666
Number of Irish participants	3,621	344	3,965
Number of other participants	2,479	654	3,133
Total Participants	12,618	2,146	14,764

Finally, there were also actions to build the capacity of service providers both in the statutory sector and among community and voluntary organisations. TCNs were also involved in many of these activities, sometimes in support positions and as contributors.

(Note: See **Table 8** for more information on numbers of asylum seekers and refugees involved).

2.4 PROJECT RESOURCES

As already stated, 13 organisations were awarded funding under the EIF. A total of €1,909,280 was awarded in grant aid to these groups, with a further €636,428 in co-funding provided from a range of public and private sources.

Each project funded staff to manage and support the implementation of their respective interventions. A total of approximately 14.5 full-time equivalent project development posts were supported under the EIF.

In addition, many projects recruited volunteers. During the full period of the EIF programme, a total of 881 volunteers participated in project activities, working the equivalent of 2,345 days supporting the implementation of EIF projects. This represents a very considerable added-value to the initial investment.

SECTION 3: OUTCOMES

The previous section enumerated and described the outputs of the EIF programme over its duration. The volume of the benefits accruing has undoubtedly had a perceptible impact on the overall scale of the challenge faced by TCNs in Ireland. The sheer number of outputs suggests this.

The key question, however, is: what benefits accrue for TCNs, immediately and in the medium term i.e. what are the *practical outcomes* of all these project interventions and outputs?

The programme-level evaluation found that evidence of outcomes demonstrated by individual projects was uneven. In some cases, project evaluations stopped short of indicating outcomes, and focused simply on outputs. This is not to say that outcomes have not occurred. However, in this section, the emphasis is on *documented cases* where real changes have taken place and contributed to the wider EIF programme outcomes.

The analysis in this *Final Outputs and Outcomes Report* takes account of interventions where tangible benefits have accrued to reasonably large numbers of people. In other cases, the report also accepts evidence demonstrating that positive inroads have been made in relation to particular barriers to integration for TCN people in Ireland.

3.1 THE NATURE OF EIF PROGRAMME OUTCOMES

12 distinct types of outcomes were identified for the EIF programme¹³.

The design of the outcomes was informed by the Council of the European Union's *Common Basic Principles of Integration* and also by the stated objectives of the EIF.

The 12 EIF programme outcomes below¹⁴ represent practical pre-requisites for the longer-term goal of integration. Each individual outcome characterises specific benefits for TCNs or wider society along the pathway to integration. From this, a *progressive, complementary sequence* of outcomes can be discerned that complements builds cumulatively to achieve the desired goal.

1. Enhanced life-skills and personal development of target groups.
2. Enhanced day-to-day interaction of target groups with the local community, and intercultural dialogue.
3. Increased level of participation of target groups in social and recreational activities and community bodies.
4. Enhanced capacity of target groups to engage in collective action and in civil society.
5. Enhanced capacity of target groups to seek and obtain training, education and employment.
6. Enhanced capacity and empowerment of target groups to access social and community services.
7. Improved redress for target groups regarding racism, xenophobia and other forms of discrimination.
8. Improved skills and capacities of statutory bodies and community/voluntary organisations in interacting with target groups.
9. Improved collaboration between statutory bodies and community/voluntary organisations.
10. Greater embedding of interculturalism among social and other groups and the public.
11. Mainstreaming replicating good practices, within and outside project partners.

13 Methodologically, the possibility of unanticipated outcomes was also considered and a means included documenting any.

14 The wording of the listed EIF programme outcomes is based on the wording in the annual and final online surveys. Projects were asked to provide evidence of their level of influence on these programme outcomes in the online surveys and in their project level evaluations.

12. Changes in policy or practices among organisations or companies with which target groups relate.

There are two broad dimensions through which the 12 EIF programme outcomes can be considered.

First is the *community, social and employment dimension* i.e. the way in which TCNs can relate to and integrate within their communities, including for example sports and cultural clubs, schools, local community development activities, and in developing the personal skills needed for employment.

Second is the *service provision dimension* i.e. the manner and extent to which TCN people can access and use public, community and voluntary services. This includes services targeting their specific needs, such as drop-in centres but applies more widely to mainstream services. Working within this dimension, the immediate target of many EIF project interventions were the staff of organisations, with a view to improving the quality and level of the services they provided.

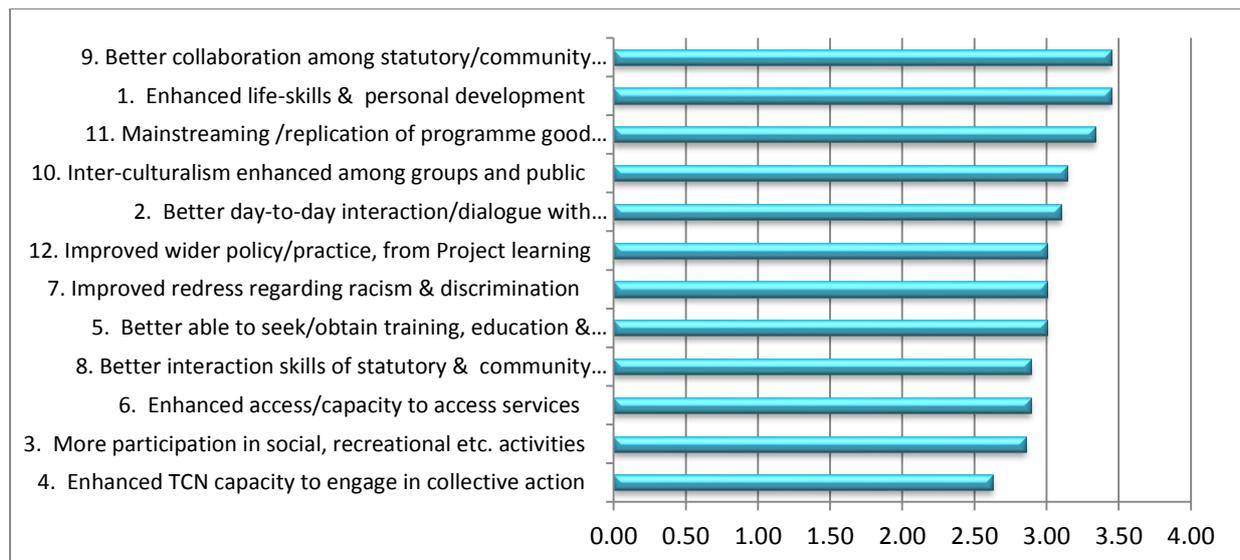
3.2 THE PERCEIVED DEGREE OF INFLUENCE ON OUTCOMES

Projects were asked to judge, taking into account the gravity of the problem faced in each outcome they sought to achieve, the extent of their project’s influence on it i.e. the extent to which their project succeeded in solving the problem they had identified.

The question posed is whether projects believed not only that their work was efficient but that their interventions successfully addressed the matter in question. If a project claimed that it had a major influence on a given area of outcome, this suggests that the effort devoted to it was both effective *and commensurate* with the scale of the challenge in the area being addressed.

Figure 1 below looks at the extent to which projects believed they influenced different outcomes. Note that **Figure 1** includes a control for the number of projects that actually sought to achieve each outcome. For example, the perceived level of influence on the first outcome only takes into account the views of those projects that sought to bring about that outcome.

Figure 1: Projects’ perceived Degree of Influence of on Outcomes



In relation to four of the twelve outcomes (from outcome 8 descending to outcome 4), projects felt that their impact on outcomes ranged between ‘a small but discernible difference’ and ‘some influence, but not major’.

The remainder of projects reported that, at a minimum, their interventions had *some influence, but not major* on the outcomes.

Overall the outcomes are clustered quite tightly. There are no major outliers. At the higher end of the scale, projects felt they had the most influence on better collaboration amongst statutory and community bodies (outcome 9), enhanced life skills and personal development of TCNs (outcome 1), and to a slightly lesser extent succeeded in mainstreaming or replicating project best practice (outcome 11).

The projects' perception in relation to their influence on particular outcomes does differ from the findings of this report. Based on the evidence provided, it appears as though projects underestimated their influence in enhancing access to services (outcome 6), increasing TCNs participation in social and other groups (outcome 3) and in empowering TCNs to engage in collective action and in civil society (outcome 4).

Due to a lack of evidence provided, this report is unable to substantiate projects' claims on their impact on day-to-day interaction between TCNs and their local communities (outcome 2) and greater embedding of interculturalism amongst organisations (outcome 10).

3.3 LINKING INTERVENTIONS, OUTPUTS AND OUTCOMES

An examination of the evidence suggests a rough correspondence between certain interventions and certain outcomes. While being only approximate, **Table 11** offers a useful way to link interventions to outcomes via the outputs generated. The outcomes (and hence corresponding interventions) are grouped into the three categories. In a couple of cases the interventions are repeated as they influence different outcomes.

Table 11: From Interventions to Outcomes

Each of the outcomes as presented below can be traced back to one of more of these outputs and interventions.

Project Interventions	Outcomes Sought
Building Target Group's Capacities	
4. Building capacity in English language. 5. Delivering non-language related education and training. 6. Providing mentoring supports. 7. Providing targeted support to young people from the target group. 14. Building capacity of community / voluntary sector.	1. Enhanced life skills and personal development of target groups. 4. Enhanced capacity of target groups to engage in collective action and in civil society. 5. Enhanced capacity of target groups to seek and obtain training, education and employment.

Enhancing Interaction in the Community	
<ul style="list-style-type: none"> 7. Providing targeted support to young people from target group. 10. Supporting intercultural / interfaith dialogue. 5. Delivering non-language related education and training. 14. Building capacity of community / voluntary sector. 4. Building capacity in English language. 5. Delivering non-language related training. 	<ul style="list-style-type: none"> 2. Enhanced day-to-day interaction of target groups with the local community, and intercultural dialogue. 3. Increased level of participation of target groups in social and recreational activities and community bodies. 10. Greater embedding of interculturalism among social and other groups and the public.
Enhancing Service Provision	
<ul style="list-style-type: none"> 1. Providing information and advice through a 'drop-in' service. 2. Providing information and advice through outreach services. 3. Delivering themed information supports. 8. Providing advocacy and legal support for individuals. 12. Building capacity of the statutory sector. 14. Building capacity of community/voluntary sector. 15. Promoting mainstreaming and developing policy. 11. Supporting actions to directly combat racism. 4. Building capacity in English language. 5. Delivering non-language related education and training. 	<ul style="list-style-type: none"> 6. Enhanced capacity and empowerment of target groups to access social and community services. 7. Improved redress for target groups regarding racism, xenophobia and other forms of discrimination. 8. Improved skills and capacities of statutory bodies and community / voluntary organisations in interacting with target groups. 9. Improved collaboration between statutory bodies and community/voluntary organisations. 12. Changes in policy or practices among organisations or companies with which target groups relate.

3.4 OUTCOMES: EVIDENCE OF COMMUNITY, EMPLOYMENT AND SOCIAL INTEGRATION

The *community, social and employment dimension* encompasses the way in which TCNs relate to and integrate within their immediate and wider communities.

The findings show that within this dimension, EIF projects broadly employed three types of strategies to promote integration at the individual, social and community levels:

1. Providing training and personal supports with a view to developing TCNs' life skills and personal development (outcome 1) and to increase education, training and employment opportunities (outcome 5).
2. Bringing individuals, communities and faith groups together through one-off and on-going intercultural activities to increase TCN participation in social activities and bodies (outcome 3) and to enhance day-to-day interaction with the local community (outcome 2).
3. Capacity building activities supporting TCNs to engage in collective action and in civil society (outcome 4).

3.4.1 Training Provision and Personal Support for Integration

Direct interventions with the target group included training and other supports that developed language skills, personal development and self-confidence, job-seeking skills and addressed personal issues. All activities aimed at enabling TCNs to engage with and integrate more effectively into the wider community.

Developing Life Skills and Personal Development through English Language Training

Developing language skills has been a central feature of 5 EIF projects. In terms of confidence building of TCNs through language skills, many projects have demonstrated evidence of success.

Projects delivering English language classes or English language combined with basic IT skills, arts, crafts and other short term training, have evidence to demonstrate success in terms of confidence building and increased ability to interact with people. Where support has been concentrated on a smaller number of TCNs, such as the 17 isolated TCN women supported in the NASC *Integration through Learning* project, the outcomes have been very positive in terms of reducing isolation. The Nasc evaluation found that:

“The outcomes for participants were significant and would appear to be lasting. All those surveyed reported that their sense of isolation was reduced; that they can communicate better, opening doors in their everyday lives to shopping, leisure activities, and interactions with schools and health professionals.” (p21)

Where larger numbers are involved, there is also clear evidence of benefits to integration. **Galway City Partnership** provided English language classes to 126 TCNs using volunteer tutor. This constituted the largest number of TCN people developing their English language skills within the EIF programme. Most participants completed intermediate and advanced levels of English language. Participants pointed to benefits including:

“... making it easier to find employment; making it easier to integrate into Irish society; better able to communicate” (p20-21).

The **Cultúr Project** (called *MIME: Migrants Integrating in Meath Equally*) included training in English language, delivered by the VEC. Originally intended to include job-seeking and IT skills, the focus remained on language. Of the 77 TCNs who enrolled in English classes, 28 people were accredited at FETAC levels 3, 4, or 5.

South Dublin Co. Partnership delivered English language classes to 68 TCN women and 10 TCN men. According to the evidence, participants viewed themselves more positively, and found it easier to interact more effectively within their communities as a result of the training.

Developing Life Skills and Personal Development through other Training Interventions

Some projects worked with specific groups of TCN people, providing intensive training and education in particular areas. Others provided short-term courses on a variety of topics. The development of personal development and life skills were not the primary objectives of these training courses. However, project evaluations report that increased confidence and life skills did emerge as unanticipated outcomes for the target group.

NEAR Media Coop provided 18 TCNs (half of them women) with training in community radio, to FETAC level 4. The outcomes sought were mainly about promoting intercultural communication and interaction. The final evaluation demonstrated benefits in terms of confidence and skills (p30-31). The final evaluation also concluded that these were amongst the most significant benefits of the project.

The **Friars' Gate Theatre** project aimed to promote integration through the creation of a youth theatre and a women's drama group for newly arrived TCNs. A major outcome, according to the evaluation, was enhanced life-skills and personal development of the participants. Amongst the school drama groups, students reported that the main benefits of participation were improved English,

making new friends, and increased self-confidence and assertiveness. They also developed a new appreciation for drama and in critical literacy (p28, 30).

The Women's Drama group evolved into two groups, a 'Basic English' group for women only, and an 'Everyday English' for both women and men. A total of 43 TCNs participated, and many completed a communication skills module. Benefits recorded by participants were similar to those above: they found 'new family' and made friends, increased their confidence in English, found a place where they can plan their future ambitions, and through role play they improved their job seeking skills.

Increasing TCNs capacity to access Education and Employment Opportunities through Training and Personal Supports

The output data revealed significantly high numbers of TCNs engaged in a range of training supports throughout the lifetime of the EIF programme. However, a small minority of projects included initiatives on employment:

South Dublin Co. Partnership supported 30 TCNs to participate in the FÁS Local Training Initiative. The project's final evaluation reported that participants, "... developed greater networking skills which helped them in their work or job seeking" (p15). The project also delivered community development training to 15 TCNs.

Dublin Employment Pact and **New Communities Partnership** supported the four Dublin Local Authorities to offer work experience placements to 15 TCNs.

Cultúr supported a group of TCNs to set up a strategic group that focused on training and employment for TCNs in Co. Meath.

Nasc provided participants with pre-employment supports.

Near Media Co-op also supported a number of participants to take up work experience placements with Newstalk's *Global Village* programme.

There are anecdotal reports throughout project evaluations and evaluation surveys that increased English language skills and training enhanced people's ability to pursue further education and employment. However, there is limited hard data on TCNs' progression to employment. This may be because the majority of projects' primary focus was on skills development.

Initiatives supporting children and young people to engage in mainstream education have been relatively successful. **Balbriggan Youth Service, Clare Immigrant Support Centre** and **South Dublin Co. Partnership** emphasised the unique needs of migrant schoolchildren, supporting educational integration through homework clubs, buddy systems, parent information days for school entry preparation, transition from primary to secondary school and enabling networking between services. The evidence points to significant initial success.

Personal Supports

Drop-in centres and outreach into target group families and communities are considered mainly in the next section since their main goal was to improve access to services. However, drop-in projects also served other purposes. Outreach and drop-in centres helped to reduce the sense of isolation and to encourage more interaction with the local community. Some provided valuable services such as writing letters, communicating with local recreational and sporting facilities, and interacting with landlords and other groups in the locality. To the extent that they served this purpose, this report has found that drop-in centres and outreach also made a contribution to local integration and everyday life in the community.

Section 3.4.2 Bringing Individuals, Communities, Cultures and Faiths together

Interculturalism became a predominant theme in this EIF programme with projects either focusing solely on intercultural work or as a component of their wider work. At the core of these projects was the idea that bringing individuals or communities together would ultimately reinforce mutual understanding, tolerance and integration.

Promoting interculturalism through Training Interventions

The three intercultural training initiatives funded by EIF have much in common. All projects offered training in the arts and media. The training programmes also required collaboration between TCN and Irish participants enabling a peer-based intercultural experience. In addition, all training participants then used the skills learned as a tool for promoting intercultural dialogue with the wider community.

Near Media Co-op trained 18 TCNs and 16 Irish people in radio production and in *Intercultural Media Literacy*. The project brought significant benefits to participants in terms of personal development, skills and intercultural communication. The final evaluation concluded:

“The intercultural project was highly successful in terms of the skills, competencies and confidence it developed with its four participant groups, 34 people. There is substantive evidence that this was its highest achievement. It was also highly successful in the number and quality of [intercultural] radio programmes it broadcast during its life cycle – 60 programmes...” (p6)

Nasc’s and Mayfield Arts Centre’s Creative Connections initiative trained 18 people, half of them TCNs, in *Intercultural Creative Facilitation*. As trained intercultural arts facilitators, participants then produced two arts installations and ran a series of workshops in community arts across Cork City.

Another dedicated arts programme, *Shoulder to Shoulder: Integration through the Arts*, delivered by **Friars’ Gate Theatre**, ran drama workshops in line with the National Council for Curriculum and Assessment guidelines for intercultural education. 70 TCN young people and 46 young people from other backgrounds (including Irish) participated in the workshops and participated in four public performances.

There is strong evidence from all projects that participants substantively developed their understanding of interculturalism and issues around integration.

Promoting Interfaith dialogue through creation of Platforms for Dialogue

Two ambitious efforts to build communication platforms between faith communities presented evidence that those participating benefited.

The **Irish Council of Churches** project, entitled the *Dublin City Interfaith Forum*, had the primary aim of encouraging interfaith dialogue and to promote TCN involvement in civic community and public life. Over the course of the project, faith communities and networks were brought together in consultation on the creation of *Dublin City Inter-Faith Forum*. The forum itself met six times, and members undertook visits to places of worship, workshops and a residential retreat, as well as some public activities such as the event in Dublin City Council’s offices: *Come to the Celebration*.

The survey notes that 334 TCNs, 356 Irish and 269 others participated in *Dublin City Interfaith Forum's* activities. The formation of the forum was in itself the most significant outcome of the project.

Nasc's and **Cois Tine's** initiative aimed to build constructive Christian Muslim dialogue through a series of seminars. About 140 people in total attended public events. A unique booklet, *A Journey Together*, was also produced. However, the goal of setting up a more permanent mechanism for on-going dialogue was not achieved.

Promoting interaction and interculturalism through one-off Seminars and Social Events

The majority of projects undertook quite a number of interventions that brought the target groups, Irish people and other nationalities together to collaborate and join in drama, arts, sports, youth and community activities, and to interact in a variety of collective events and celebrations. Many of the activities were targeted at young people, aiming to enable Irish and TCN young people to get together in a positive environment and in creative situations.

Overall, the attendance numbers from these events were very high with over 6,000 TCN people, over 3,000 Irish people and over 2,000 other nationalities attending.

A brief overview of the larger-scale activities includes:

- **Nasc's** and **Mayfield Arts Centre's** series of creative workshops and two arts installations.
- **Galway City Partnership's** neighbourhood and city-wide events and festivals.
- **South Dublin Co. Partnership's** support for existing local festivals and new intercultural events.
- **MRCI's** support of a national intercultural seminar on the theme of religious diversity.
- **Clare Immigrant Support Centre's** organisation of two intercultural events and support for additional intercultural events at a local level.

In *some cases*, projects have used these events to create more sustainable opportunities for diversity and interaction. As a result of its involvement with the Lucan Community Festival, **South Dublin Co. Partnership** has facilitated the participation of TCN representation on the local festival's committee. **Galway City Partnership** has also had some successes in this regard with an intercultural soccer league.

A quote from Galway City Partnership's project evaluation articulates the challenges involved in promoting one-off intercultural events:

“... it was stated the strategy needs to be more ambitious and to move away from providing funding for once-off events with more of a focus on long-term sustainable integration ... The events/projects that worked best according to some of the interviewees were those that managed to build on initial events to embed a focus on diversity into their longer term plans.”
(p23)

As a result of both one-off events and on-going activities, the EIF programme has yielded high levels of TCN participation in social and recreational activities (outcome 3). Training courses and interfaith platforms have demonstrated success in terms of increasing intercultural awareness and the intercultural competencies of participants. The creation of formal platforms for dialogue such as *Dublin City Interfaith Forum* should facilitate further intercultural dialogue in the long-term. However, at present both on-going interventions and one-off events (in particular) have demonstrated a limited impact on increasing intercultural dialogue and minimal influence in terms of enhancing day-to-day interaction between the target group and local communities (outcome 2). There was also

little evidence of greater embedding of interculturalism among social groups and the public (Outcome 10).

This is contrast to the projects' perceived degree of their influence of on these outcomes (**Figure 1**).

Promoting interaction between Young People

Several projects focused especially on young people, mainly in an intercultural context. Both TCN and Irish young people benefited from a wide range of intercultural youth activities. The total number of TCN and Irish young people benefiting from both education and non-educational youth supports totalled 1,210 and 947 young people respectively.

Activities varied greatly, encompassing after-school homework support, youth leadership development, peer-led programmes, summer camps, sports and arts programmes and participation in the organisation of local events.

A brief overview of activities included:

- **South Dublin Co. Partnership's** funded an intercultural arts programme, *Street Arts Academy*, and the *12th Lock Community Games* group. The project also set up new and supported existing summer and dance camps and festivals and homework clubs.
- **Canal Communities Intercultural Centre** promoted interculturalism through arts projects such as *Project Phakama*, staff training in *Diversity through Drama*, training of youth leaders and an exchange programme.
- **Balbriggan Youth Service** offered the most extensive intercultural supports to young people in the EIF programme. Activities included drama and dance groups, a tailored Summer programme, a St. Patrick's day arts programme, band nights, a Halloween festival, the Nitrogen Festival, a peer education programme in Balbriggan Community College and *Mentoring for Achievement*, a pilot to support TCNs' transition from primary to secondary school.
- **Clare Immigrant Support Centre** also assisted about 100 young TCNs to engage in social and sports activities.
- **MRCI** facilitated workshops exploring issues for TCN young people growing up in Ireland and produced the film *Making Ireland Home* (<http://vimeo.com/31951767>).
- **Friars' Gate Theatre**

Project level evaluations provided evidence that the youth programmes supported the development of critical life skills amongst those Irish and TCN young people involved (outcome 1).

South Dublin Co. Partnership's evaluation of the *Street Arts Academy* sums up the range of benefits:

“The young people were also conscious of learning the skills and knowledge for their social development – they spoke about learning team-work, co-operation, collaboration ...” (p6)

Beyond skills and confidence building, evidence points to some success in encouraging a non-judgemental attitude towards others. The **Balbriggan Youth Service** evaluation refers to an increased respect for diversity amongst participants. The **Canal Communities Intercultural Centre** also highlights increased understanding of intercultural issues:

“Young people named the fact that the EIF Worker raised the idea of inclusion and how to actively include people of different cultures in youth projects, she also supported and resourced them and as a result they are aware of being more inclusive. The Diversity support and training was very positively received by young people and they actively engaged in it.”
(p39)

The higher participation of TCN youth in social and recreational groups (outcome 3) is a very positive outcome of these interventions particularly as there are specific challenges to engaging TCN young people in youth activities. Evaluations also indicate increased levels of awareness of diversity and interculturalism amongst both Irish and TCN young people. However, the level of increased day-to-day interaction between young people from different communities (outcome 2) appeared to vary between projects and could not be fully evaluated.

Section 3.4.3 Building the capacity of TCNs to engage in collective action and in civil society

The application of community development principles and working methods has been central to the practice of the majority of EIF projects. Within the EIF programme, capacity building and empowerment have been fundamental to promoting self-organisation, encouraging TCN participation in community organisations and asserting TCNs’ specific perspectives as part of a diverse society.

The type of capacity building interventions employed depended on the starting point of individuals that projects initially engaged with. The type of support provided to TCN representative groups also relied upon each group’s stage of development.

Overall, the EIF programme is considered to have positively impacted the capacity of TCNs to engage in collective action and in civil society (outcome 4). However, the extent of the impact should be viewed as a continuum ranging from upskilling TCNs, to enhancing the self-organisation of representative groups, to increasing active engagement at a local and societal level.

Training was a key component of many capacity building initiatives. TCN participants benefited from a wide range of training courses including workshops on Irish culture and politics, committee skills, negotiation skills, conflict management, intercultural skills, facilitation, leadership development and accredited training in community development.

Supporting the establishment and development of Migrant-led Groups

The number of new and existing groups (either led by TCNs or promoting relevant migrant issues) established and/or supported through the EIF programme is considered to be relatively high. The final evaluation surveys and project level evaluations identified approximately 38 groups that were either established or supported by EIF projects. These included:

- One inter-faith forum
- Three committees
- 21 ethnic minority led groups
- Five TCN-led integration fora (working within local decision making structures)
- Two policy working groups
- Six issue-based groups
- One intercultural liaison volunteer network

Primary capacity building activities included outreach, information sharing, provision of space and resources, tailored training, mentoring, facilitating meetings and intensive support on a regular basis.

In some cases, there is evidence that membership of existing groups has both grown or is working more effectively (e.g. **MRCI’s** Domestic Workers Action Group and Restaurant Workers Action

Group and two integration fora supported by **Dublin Employment Pact** and **New Communities Partnership**).

Project evaluations reported that the majority of these groups were keen to sustain activities. Only a small minority of projects reported that groups had disbanded. The majority of EIF projects have also committed, where possible, to supporting the continued development of these groups.

The sustainability of these groups depends (to varying extents) on available funding. However, the stated commitment from their membership and from the EIF projects supporting them to continue is a positive acknowledgment of the value of collective participation as a means to promoting integration.

Empowering TCN-led Groups to promote Integration and Civic Participation within Society

There is significant evidence that a number of projects moved beyond initial capacity building activities with groups to activities that promoted their collective action and increased participation within wider society.

A core objective of the **Dublin Employment Pact** and **New Communities Partnership** project was to promote civic participation of TCNs through involvement in decision making structures within the four Local Authorities in Dublin. The main means to achieve this was to develop Integration Forums in each Local Authority area.

The project's support of the Integration Forums created a formal structure for Local Authorities to consult and engage with migrant communities on a range of issues. The forums have also provided routes for increased TCN representation in wider Local Authority decision making structures. A total of 15 TCNs were supported as representatives on policing committees, policy committees and County Development Boards across all four Local Authorities. The final evaluation notes one of the most significant outcomes as follows:

“The establishment and empowerment of ethnic minorities through structured Integration Forums in all four Local Authority areas has led to the enablement of both new communities and LAs for the first time to engage in structured dialogue on issues of concern, and offer structured routes through which to resolve these concerns, at both practical and strategic levels.” (p37-38)

MRCI had a major focus on strengthening NGOs that comprise and represent TCNs. The **MRCI** project funded TCN participation in a leadership programme delivered by NUI Maynooth to a group of TCN workers. The purpose of the training was not only to develop leadership skills of members of the Domestic Workers Action Group and the Restaurant Workers Action Group but to also support participants to counter workplace discrimination. The project also funded a full-time work to provide on-going support for both groups. Based on staff interviews and a focus group, the evaluation concluded:

“The DWAG [Domestic Workers Action Group] ... has grown substantially and has developed an impressive and extensive body of work to advance its objectives. The evaluation has found that it's Programme of activities and outputs have more than met expectations ... and have resulted in very significant achievements by MRCI/DWAG in advancing the objectives of the group. It's mainstreaming work and the initiatives undertaken to advance practice and policy development to support the integration of TCN migrants have had significant impact.” (p4)

Clear outcomes have been achieved, including a much larger and more diverse membership, and much greater TCN participation in leadership roles. Among numerous activities undertaken by was the launch of an annual Domestic Workers' Action Week and of a campaign to ratify an International Labour Organisation Convention on the issue (p5).

Similar work was undertaken to strengthen the Restaurant Workers Action Group, established in 2006. The evaluation found:

“...the RWAG [Restaurant Workers Action Group] consistently delivered outputs as expected in the Project Plan i.e. a significant expansion in its membership, regular and active membership meetings, leadership training, strategic policy engagements e.g. with the trade union movement, with political leaders, the Restaurant Association of Ireland, with a range of community sector organizations; and public engagements including with the media ... RWAG’s progress in delivering on its objectives has been monitored and evaluated on an on-going basis and as a result has enabled MRCI/ RWAG to (strategically) refocus and refine its work and the energies of MRCI staff and RWAG members to address new challenges as they have arisen.” (p9)

South Dublin Co. Partnership’s project aspired to set up a volunteer cultural mediation service. The desired outcomes for this action were increased understanding between the local TCN community and the HSE. The initiative faced a number of obstacles to the set-up of mediation service. However, the project did establish and continues to support the *Intercultural Family Support Network*. This network is a formal structure of 13 trained ‘intercultural liaison volunteers’ who formally engage with the HSE on issues relating to family care and child protection. According to the evaluation:

“There is clear evidence that these outcomes have been met with growing understanding between the HSE and the TCNs about their separate, conflicting and complementary issues and needs.” (p26)

Cultúr’s MIME project set up and supported a group of TCNs to explore employment and training issues in Co. Meath. The Work Experience and Training Group met with Meath-based representatives in the Dáil and delivered speeches outlining critical issues. At the end of the project, the group was in the process of developing a strategy to:

“... raise awareness and build solidarity with policy makers and TCNs to understand how legislation and policy is putting up obstacles to their potential contribution to Irish society, and to work out what changes are needed around their participation.” (p14)

Crosscare Migrant Project conceived, developed and launched the *Opening Power to Diversity* scheme. The initiative paired 16 TCNs with members of the Oireachtas. The TCN participants were based in the TDs’ and Senators’ office for two days a week over six months. The goal was to build the policy understanding of TCNs; while at the same time deepening the understanding of members of the Oireachtas of migrant issues through their personal contact with the TCN participants. The final evaluation, concluded:

“Significant positive outcomes were achieved for participants in relation to the scheme’s goals, especially the first one of providing migrants with a unique learning experience and insight into the Irish political system. The second goal of generating greater participation in the political systems among migrant communities appears to be achieved among participants, but there are also some indications that they will in turn bring that back to their communities.” (p9)

3.5 OUTCOMES: THE SERVICE PROVISION DIMENSION

This dimension relates to ensuring that public, community and voluntary sector services are accessible to TCN people and that these services adequately address their needs.

The findings show that within this dimension, EIF projects broadly employed two types of strategies to promote access and treatment within services:

1. Information provision through dedicated drop-in centres, outreach, information clinic and resources to enhance the capacity of the target group to access social and community services (outcome 6).
2. Improving national, public and community services by building up the understanding and capacities of staff (outcome 8), improving co-operation between services in order to enhance their delivery (outcome 9), and influencing the policies that shape service delivery (outcome 12).

Despite projects' own perception of their level of influence in this area (see **Figure 1**), the different strategies employed have increased access to services and have led to improvements in service provision.

3.5.1 Drop-in Centres, Outreach, Information Events and Resources

Drop-In Services combined with Outreach, Referrals and Advocacy Supports

Drop-in projects were tailored to meet the specific needs of TCNs by providing information on services, and supporting TCNs to access them. However, these projects were not merely conduits to mainstream services and they should be viewed as services within their own right. Drop-in centres responded directly to a broad range of diverse queries including (but not restricted to) the immigration system, residency, citizenship, rights, entitlements, employment issues and domestic violence. In some cases, drop-in projects also offered additional personal supports such as English language classes, after-school clubs, training courses, and support with official correspondence and applications; all of which contributed to confidence building and greater TCN engagement in the wider community.

Four EIF projects offered drop-in information services that also provided advocacy support and referrals. The drop-in services were also supplemented by outreach visits.

As noted in Section 2, the four drop-in centres attracted over 3,000 TCNs in over 5,300 visits and made almost 4,000 service referrals. Approximately 550 TCNs were seen during outreach visits made by three of the four projects. Three of the projects also followed up with advocacy and legal supports, in a total of 854 cases.

The sheer numbers involved in wrap-around drop-in services indicate that significant benefits did accrue. A couple of the EIF projects also targeted and engaged with groups that were particularly hard to reach.

Crosscare's drop-in service targeted Mandarin speaking TCNs who were particularly isolated by their inability to speak English. Their volunteer-based interpretation service attracted drop-in clients through advertising and word of mouth. The service was consistently oversubscribed and during the course of the project, it saw 859 people in 2,232 visits. Over 350 visits were followed up with direct advocacy or legal support. The evaluation concluded:

“... given their relatively low level of prior contact with mainstream services, it is reasonable to assume that the benefit accruing on average would be considerably higher than that gained by those attending non-interpreted clinics. The fact that the demand for the service is greater than they can cater for is also indicative of a high level of need and of potential benefit.”
(p13)

Galway City Partnership's drop-in centre, Galway Migrant Service, saw 626 TCNs in almost 1,200 individual sessions, and made approximately 600 referrals to service providers. It evolved into an appointment system, which it found was more efficient, offering a more tailored service. In the project evaluation, there was a consensus amongst TCN service users that,

“... the service provided by [Galway Migrant Service] was considerably more comprehensive and flexible than others where information only is provided. GMS also provides support to complete application or other forms and often provides advocacy as well.” (p13)

The report concluded:

“The service surpassed its targets and is seen as a key resource in Galway City by migrants and by other service providers. It has a high satisfaction rating amongst service users and is generally regarded as a comprehensive, specialised service that is client centred and expert in the area.” (p34)

Clare Immigrant Support Centre saw by far the largest number of individuals. Over 1,500 TCNs made a total of 1,800 visits to its drop-in centre. The number of referrals to service providers was 3,200 (as recorded in its final evaluation survey). The project evaluation notes that a:

“... large volume of client through put and a high level of success in helping clients successfully achieve the capacity to live and work in Ireland. The large number of clients and the variety of queries is a testament to the need for the service to continue.” (p17)

The final evaluation notes instances of positive outcomes such as successful family reunification for six families and ten positive decisions under the Zambrano ruling.

The aim of the **Cultúr** project was to support the active participation of TCNs in all aspects of life in Co. Meath. However, the project also offered a limited TCN drop-in service supplemented by outreach. 70 TCNs attended the drop-in clinic. Just over 70 TCNs benefited from 53 outreach visits. However, due to the project’s strategic mapping of TCN migrants in the county, the drop-in and outreach did have success in meeting the immediate needs of a number of hard-to-reach migrants who had had little previous contact with local agencies or services. The project level evaluation articulated both the benefits of tailored drop-in projects and also the on-going barriers for migrants in accessing services:

“ ... all participants reported that they now know more about the different agencies they need to engage with and are engaging with them. However, there is still evidence that there is much they do not understand or can manage on their own and for these reasons continue to need engagement with MIME.”

“I have now started going to FAS, the HSE, the VEC and so on. I did not feel confident to do this before.”

“I wrote to several companies to do interviews and they did not respond. I asked [Cultúr] and ... [the companies] are responding to me now.”

“When it is a one on one situation with [an agency] I definitely call [Cultúr] first and then go on my own”. (ps 26-27)

Outreach, Themed Information Events and Information Resources

The *total* number of outreach visits supported by the EIF programme is 603 visits. Over the lifetime of the programme, 5,786 TCNs were contacted by projects conducting outreach work.

In addition, 5,470 TCNs attended 133 information workshops on a variety of issues.

Outreach is central to making initial contact with people – particularly those who may be hardest to reach. As noted above, outreach can be a critical tool in raising awareness of services. Delivering themed information events can also be used to promote engagement with services. However, these

figures must be treated with caution when considering outcomes. Project evaluations revealed that apart from the drop-in projects, some of the outreach visits and information supports provided may not have been directly relevant to promoting access to service provision.

For instance the workshops run by **South Dublin Co. Partnership** focused more on encouraging TCNs to participate in wider democratic practices (specifically, the Children's Referendum) and offered general information on health issues..

MRCI implemented 80 individual and group outreach sessions, seeing 5,000 TCNs; and a further 65 themed workshops at which another 4,500 people attended. However, the project and the project evaluation interpretation of the term, 'outreach', referred to a national programme that made information available. In addition it supported outreach activities for the Domestic Workers Action Group and the Restaurant Workers Action Group, discussed earlier. Similarly, the themed workshops appear from the survey and final evaluation to relate to a series of events held around the country, regionally and nationally, covering a range of issues.

Thus although 5,550 attended themed information events, it is not possible to determine how many TCNs were provided with specific information relating to their needs in relation to services.

EIF projects produced a number of informative, user-friendly resources such as Clare Immigrant Support Centre's *Welcome Pack for Immigrants in Clare* (<http://www.clareimmigrantsupportcentre.com/index.php/information-pack>), **Dublin Employment Pact's** and **New Communities Partnership's** voter registration leaflets and **Crosscare's** *Living in Ireland* website (www.livinginireland.ie).

Crosscare's *Living in Ireland* website, enhanced through a participative process of adding multi-media and multi-lingual content, saw a doubling of users between the first and second year of the project, with a total of 240,000 hits during the project as a whole. In this case, an increase in demand is suggestive of positive results. However, it has not been possible to assess the impact of the other resources in terms of promoting access to services or different outcomes for those using the resources.

3.5.2 Improving Service Delivery to TCNs

Improving the skills and capacities of service providers was critical in both attracting TCNs to services and in ensuring that those services meet their needs more effectively.

Encouraging improvements in service quality and accessibility was the concern of several projects. This involved the direct training of service providers, and also encompassed extensive, structured interaction between NGOs, services, agencies, EIF projects and the target group themselves.

Improving the Skills and Capacity of Service Providers

As detailed below, projects engaged in a wide range of capacity building activities with statutory, community and voluntary services.

There is a limited amount of *hard evidence* demonstrating improved competencies amongst staff in their day-to-day work. In addition, the EIF project evaluations have not fully demonstrated the link between capacity building and improvements made to organisations' service delivery to TCNs. However, evaluations do provide evidence of a deeper understanding amongst service providers of interculturalism, diversity and the varying needs of TCN service users.

The **Dublin Employment Pact** and **New Communities Partnership** project put considerable effort into improving skills of staff within the four Local Authorities. One project activity strategically

delivered workshops focusing on the values and benefits of integration delivered to senior management and elected representatives in each of the four local authorities with selected TCN community leaders also attending. The evaluation found that,

“... there was significant change in the knowledge and understanding of cultural diversity, inclusion and participation of new communities.” (p31)

On-going support was offered council staff (community and social inclusion officers and estate management officers) working with the project’s intercultural liaison volunteers, in the Dublin City, Fingal and South Dublin County Councils. In total over 100 local authority staff were resourced through on-going contact and meetings.

Galway City Partnership provided training to the Diversity Committee in the Galway University Hospital, as well as to Simon Community and two local Community Development projects. While evidence of outcomes is limited, the evaluation considered that diversity is now embedded within the work of the hospital. The final evaluation, based on interviews, concluded:

“It is believed that initiatives such as the Diversity Committee in UCHG resulted in increased communication between the community and hospital services and [its discontinuation] is considered a loss, though the work of the committee is now considered to be embedded in the work of the hospital.” (p29)

MRCI conducted a range of training and learning events for services providers, including practice seminars with community development and integration workers; a joint training programme with SIPTU officials and migrant leaders; outreach events in conjunction with local organisations; inputs to conferences; and two national seminars to community workers.

South Dublin Co. Partnership used informal meetings and collaborative activities to support service providers in their interactions with TCNs. The project evaluation notes a learning process occurred that led to increased awareness and improved services within the HSE and the Garda Síochána.

South Dublin Co. Partnership also ran a (non-accredited) course on volunteering. According to the final evaluation:

“The outcomes desired ... were that local volunteers would be much more confident in providing integration services and supports and this has proved to be so with volunteer tutors working well with TCN’s and volunteers and tutors are working in a manner that shows an awareness of interculturalism.” (p34)

Canal Communities Intercultural Centre used a variety of pragmatic approaches to build the capacity of local youth projects and youth services. The project took the existing staff resources of its project partners into account and pitched itself as a ‘support’ rather than organisation solely promoting ‘interculturalism’. The EIF project worker based herself one day a week in a local youth project as an additional resource not just for intercultural work but for youth work in general. The project offered training and resources relevant to the needs of youth workers and the wider community sector. The project made itself available through the provision of day-to-day support and knowledge. The project manager attended youth managers’ meetings to ensure that intercultural practices and learning would be incorporated into work at a management level.

Some projects also developed their own skills in supporting integration. For instance, **Balbriggan Youth Service’s Link Project** staff and volunteers attended the National Youth Council of Ireland’s training on embedding diversity in youth work, and the project afforded ample opportunity to build their skills into on-going practices. The project evaluation found that the project successfully embedded interculturalism into its youth programmes through changing its approach to promoting and including TCN young people.

Improved Co-ordination leading to enhanced Practices and Policies amongst Service Providers

A number of projects attempted to contribute to better co-ordination between service providers. In these cases, there is a more demonstrable and significant link between EIF funded activities and more streamlined or enhanced service provision within different organisations.

The **Dublin Employment Pact** and **New Communities Partnership** were very successful in using the EIF project to promote co-ordinated activities between the four Dublin Local Authorities who were project partners. The strategic process of piloting an initiative in one council and replicating that activity throughout each of the Local Authorities ensured a co-ordinated approach and also supported staff from the different councils to learn from each other on an on-going basis. According to the project evaluation, this led to a more consistent approach to integration across the four Local Authorities, and to a stronger commitment, awareness and knowledge among senior managers and elected representatives regarding integration policy and practice.

The project also supported the emergence of a new integration strategy in South County Dublin.

The **Crosscare** project aimed to ensure that the views of TCN people would be taken into account in significant policy making forums. **Crosscare** used the project to reinforce a process that was already underway: quarterly forums between NGOs and Garda National Immigration Bureau and the Irish National Immigration Service. As a result, there have been changes in how both agencies operate, which can be linked back to the forums. Changes include improvements in customer service (such as acknowledging letters and applications); information provision (many changes to the official website with significant improvements in information available); and policies (e.g. automatic interim registration of EU Treaty Rights Applicants while their application is pending).

One objective of the **Canal Communities Intercultural Centre's** project was to make the issue of racism visible and to set up systems to allow victims of racism to receive some redress. The project successfully developed a template for recording racist incidents and piloted a reporting system, based on research undertaken. A number of recommendations were adopted by the local community policing forum. The final evaluation further noted:

“CCIC was offered and took up a place of the Community Policing Forum and with the support of the Gardaí, CCP, DCC, the HSE and St. Michael's Regeneration Board the issue of racism has been mainstreamed and is taking on a life of its own outside the Project. [The Gardaí] see this as a way to make contact with migrants who would not normally approach them.” (p28)

The successful establishment of a 'referrals committee' comprising key service providers in Balbriggan by the **Balbriggan Youth Service's** *Link Project* was designed to support a co-ordinated inter-agency response to supporting TCN young people at risk. The final evaluation, based on interviews with committee members and documentation, reports that the multi-agency forum:

“...provides opportunities to share information and learning across the key agencies in Balbriggan working with young people ... Young people in Balbriggan have better access to needs-based programmes and interventions as a result of the multi-agency, collaborative working arrangements which have been established and reinforced.” (p14)

Through **Cultúr's** engagement with the Citizens Information Service, the project has successfully developed a new system of referrals for clients.

3.6 MAINSTREAMING OR REPLICATION OF GOOD PROJECT PRACTICE

The term ‘mainstreaming’ as an outcome is defined in the Programme Evaluation Guidelines as:

“... the current or future replication of the Project activities, within the Project sponsor or partners themselves or elsewhere for instance amongst other statutory agencies or community/voluntary bodies.”

Mainstreaming, in this sense, was not considered in the analysis of outputs above since it essentially comprises a process of reinforcing and prolonging those outcomes sought into the *future*. The question to be considered is thus:

What is the evidence that the interventions implemented under the EIF programme, and hence the outcomes sought, are being continued by projects or by others, to what extent, for what period, and in what areas (outcome 11)?

Several EIF projects have seen considerable success in mainstreaming, taking different approaches such as:

1. Mainstreaming interventions or processes within the project’s own organisation.
2. Identifying and supporting other organisations willing to continue the work.
3. Producing or tailoring substantive project materials or components, for use in other contexts or by other organisations.
4. Embedding a particular project intervention within a policy or strategy of a wider body that has been promoted by the project, including a commitment for future support.

There is evidence of substantial success. How the situation has evolved since final evaluations were completed at the end of most projects, however, is not known. This evaluation can only hypothesize based on the evidence about on-going influence into the future. An important part of that evidence is whether the interventions of projects have been or are likely to be ‘mainstreamed’ within the organisations or entities concerned, or replicated elsewhere.

Evidence of all three kinds of mainstreaming by projects and components is presented below.

The **Crosscare** Project succeeded in mainstreaming in several forms. Its success in gaining official Oireachtas approval for the OPD scheme has paved the way for continuation (subject to funding), and Crosscare is committed to sustaining the initiative for the foreseeable future. The volunteer interpreter service is also being continued for the moment, and all materials have been documented. Crosscare will also maintain its website, *Living in Ireland*. The project has also contributed to sustaining the NGO forum with Irish National Immigration Service and the Garda National Immigration Bureau, which is on-going. Overall the prospects for mainstreaming remain good.

There is evidence that the **MRCI** project’s support for the Domestic Workers Action Group was a factor in the decision of the National Employment Rights Authority to launch a pilot initiative to inspect employment conditions in private homes. Over 40 inspections took place during 2011, and Domestic Workers Action Group has also worked directly with the National Employment Rights Authority to improve inspections.

The Department of Foreign Affairs has drafted a protocol for TCN migrant women to protect the rights of domestic workers employed in diplomatic households.

Both the Domestic Workers Action Group and Restaurant Workers Action Group have also developed closer relations with SIPTU. The project has obtained commitment at national executive level to

migrant worker inclusion including the establishment of a migrant worker committee under the auspices of SIPTU's Equality Committee. The evaluation reported at the time of completion:

“High level discussions and negotiations are currently taking place with senior officials and with SIPTU’s Services Division to mainstream [the Restaurant Workers Action Group’s] work into SIPTU, to build on [the Restaurant Workers Action Group’s] significant achievements and to advance the work undertaken with EIF support.” (p 14)

The Curriculum Development Unit in the Department of Education and Skills has mainstreamed the materials developed by **MRCI’s mPower** initiative (including *Making Ireland Home*) and developed a lesson plan that incorporates issues raised by the project into the equality module in the Transition Programme in second level schools

Canal Communities Intercultural Centre successfully developed a template for recording racist incidents and emerging recommendations were adopted by the local community policing forum. Local project partners confirmed that intercultural / anti-racism training will form part of continual professional development for staff. New staff and volunteers will receive it as part of their general induction.

The two thematic action groups formed by **Cultúr** are continuing beyond the lifetime of the project. A system of referrals for TCN clients has been successfully developed in conjunction with the Citizens Information Service.

Balbriggan Youth Service has successfully integrated several of the *LINK Project* components into its ongoing work and has embedded interculturalism into its youth programmes. The referrals committee initiated by the project is continuing.

South Dublin Co. Partnership mainstreamed initiatives in different ways. For some, it has built relationships to ensure continuation: Tallaght Community Arts has agreed to take the lead on the *Street Arts Academy*; working with the Partnership, Clondalkin Healthy Living Centre will link with the Intercultural Women’s Group regarding health issues in the TCN communities. The *Intercultural Family Support Network* will continue to be supported in its ongoing work with the HSE on behalf of TCNs. After school clubs will continue to operate.

The project has successfully supported the Lucan Community Festival to incorporate TCN volunteers and to reflect the local TCN community in its annual programme. This has led to a greater awareness of interculturalism amongst local community leaders

The **Dublin Employment Pact and New Communities Partnership** have successfully established and/or supported the four Integration Forums in the local authorities, representing a form of policy mainstreaming. Mainstreaming is interpreted by the project in a deeper way i.e. integrating representation of TCNs views into the structures of the Local Authorities. Although this represents a long-term process, there has been some clear success with 15 TCN representatives now sitting on a number of other Local Authority decision making committees. The ten intercultural liaison volunteers trained by the project also continue to be actively involved in their localities.

The project’s *Register to Vote* leaflet was mainstreamed by the Irish Naturalisation and Immigration Service in the Department of Justice in July 2013. The leaflet is now included in the registration pack for all official citizenship ceremonies.

The project also produced a dedicated website www.integratingdublin.ie, and the publication, *A Practical Guide to assisting Integration for Local Authorities*.

The **Clare Immigrant Support Centre** final evaluation notes the following regarding mainstreaming:

“...it is considered too early to confirm that significant outcomes have been achieved in this direction. However, feedback from Clare County Council does suggest that its own approaches to addressing the needs of non-Irish populations are evolving and improving. It could be argued that the approaches taken by CISC to its work – collaboration, co-operation and connection – have helped to foster the types of relationship that encourage mutual learning and respect.” (p52)

Thus a form of ‘process mainstreaming’ is being suggested.

Irish Council of Churches Dublin City Interfaith Forum, has succeeded in attracting some funding for core activities for the moment. There is support from Dublin City Council for the project to continue (subject to available funding).

Friars’ Gate Theatre’s *Shoulder to Shoulder* Project, had, according to the closing survey, secured funding for 2013 through the International Youth Theatre, and the workshops and public performances were to continue at least until then. Following on the positive experience of the project, its director was appointed to the board of directors of the National Association of Youth Drama to promote replication of the approach in youth drama across the country. The approach has also been adopted by the VEC as a tool to enhance communication skills of adult TCN learners.

A component of **Nasc’s** highly successful *Creative Connections* sub-project, the *Intercultural Creative Facilitation* course, has been accredited by Cork Institute of Technology as a HETAC Level 8 (10 credit) module. It is available for use across the institute and is disseminated on Cork Institute of Technology’s website. The Arts Council of Ireland also selected it as a model of good practice of engagement between arts and the theme of interculturalism.

3.7 OUTCOME CONCLUSIONS – A FINAL WORD

Overall, then, the EIF programme has been active in encouraging and enabling the integration of TCNs at community level and improving service quality and accessibility. The overall evidence available does show that the EIF programme has contributed, in some cases significantly, to a number of programme outcomes at a social and community level in Ireland.

This report notes particularly positive outcomes for TCNs in terms of enhanced life skills and personal development (outcome 1), increased levels of participation in social and recreational activities and community bodies (outcome 3), an enhanced capacity to engage in collective action and civil society and enhanced access to services (outcome 4).

TCNs have also benefited from direct interventions and initiatives with service providers leading to improved collaboration between statutory bodies and community / voluntary organisations (outcome 9), mainstreaming and replicating good practice (outcome 11) and changes in policy or practices among organisations with which target groups relate (outcome 12).

3.7.1 Community, Social and Employment Dimension

When considering integration from the perspective of the community and employment, there are some outcome areas, where there is limited evidence of benefits. Although significant numbers of TCNs participated in training, there is nothing to suggest that their capacity to access employment opportunities improved except for the very small number to whom specific support was provided (outcome 5). This also appears to be the case for third country adults accessing mainstream education apart from those few who were directly enabled (outcome 5). However, the EIF programme has been

more successful in supporting children and young people to integrate into mainstream education, with some evidence of positive outcomes reported.

Enhanced day to day interaction and intercultural dialogue with the local community by the target group (outcome 2) is always challenging to evaluate and tends to be a long-term process. No concrete examples of enhanced day to day interaction were evident at the end of the programme. However, many TCN adults and children were enabled to become involved in local youth, sport and recreational activities and organisations, in some cases at the organisational level (outcome 3). Where EIF projects implemented training programmes with an intercultural focus, there is documented evidence that participants have increased their understanding of intercultural issues.

Creating a sustainable mechanism for interfaith dialogue at a more formal level does require a longer timeframe and more support than originally anticipated. Although an inter-religious forum proved to be too great a challenge in one case, it is clear that participants in both EIF inter-faith projects did gain from the effort and it may be revived at a future point. It is reasonable to assume that intercultural dialogue will improve over time building on success of different initiatives.

At the level of specific interventions, some also did not go as planned. Mentoring TCNs at various stages in their integration was considered or tried by a few projects but failed to yield the expected benefits. Sometimes individual interventions were dropped, or radically revised, in the light of challenges identified.

Nevertheless, the overall evidence available does show that the EIF programme has contributed, in some cases significantly, to positive outcomes at each of the steps along the pathways by which TCNs can achieve positive integration at a social and community level in Ireland.

Life skills and personal development of TCNs (outcome 1), considered prerequisites to integration, were noticeably enhanced for a large number of people. For some, the impact on their wellbeing was life changing, and for many more, very beneficial. Much of this resulted from improved English language skills and tailored training in the arts, media, capacity building and community development. Participation in a wide range of social and local activities was also a very important factor. The numbers involved were large, including many young people. A number of those directly involved have continued with further training or education.

Drop-in centres and outreach also contributed to reducing isolation and enhancing interaction through the range of services offered.

Projects enabled many more third country people to engage more widely in their communities and in civil society (outcome 4). Several supported TCNs to pursue collective action, sometimes applying skills and experience gained from training. This led to TCNs both creating their own organisations (there were notable examples of significantly reinforcing bodies that act on behalf of TCNs' employment interests) and actively participating in other community and voluntary sector bodies (outcome 4).

3.7.2 Service Provision Dimension

When considering integration from the perspective of service provision, some limited evidence of benefits were noted.

There is *some evidence* of increased knowledge and awareness of cultural diversity and inclusion amongst certain agencies and service providers. At this stage, the extent to which the skills and capacities within statutory bodies and community organisations have been enhanced varies across projects is not clear (outcome 8). Most project evaluations have also been unable to substantiate greater embedding of interculturalism within organisations as a result of training (outcome 10). As

with intercultural dialogue, provision of adequate redress against racism is a long-term process and at this point, a marked improvement in redress against racism was not demonstrated (outcome 7).

Nonetheless, the overall evidence available does show that the EIF programme has contributed, in some cases substantially, to increased access to services and to improved practices and policies within service provision.

As already noted, the findings show that the EIF programme has had a significant impact on a number of outcomes at a social and community level in Ireland (outcomes 1, 3 and 4). The combination of these outcomes have almost certainly increased the likelihood of TCNs accessing statutory and community voluntary services (outcome 6), for instance through improved language skills and confidence, and greater experience in interacting with Irish people and other communities.

The provision of information, referrals and advocacy through drop-in centres and outreach has also, for a very large number of TCNs, significantly reduced hurdles to accessing services. Specific barriers such as lack of knowledge of the existence of services and how to contact them, and an inability to interact successfully with services were addressed by dedicated drop-in projects (outcome 6). Particularly isolated groups, e.g. those with very poor English and newly arrived TCNs, gained significantly from these interventions.

There is also significant evidence of improved collaboration between and among statutory and community voluntary sector service providers leading to improved co-ordination and some improved procedures (outcome 9). There is also substantial evidence of immediate policy and practice changes among agencies (outcome 12).

As a result, this report takes the view the EIF programme has had a significant impact in increasing access and enhancing service provision for TCN people.

3.7.3 Sustainability and Mainstreaming

Finally, there has also been considerable success in this area. Several of the projects are committed to maintaining support for their interventions, and a number of others have secured a commitment or a policy change by a statutory or other body, enabling the project's impact to be sustained over a longer period. Consequently, the positive outcomes of the EIF programme are likely to continue and multiply into the future.

ANNEX 1: OUTPUTS AND OUTCOMES

The output and outcome categories listed below are taken from the Programme evaluation guidelines distributed to groups in June 2011.

Outputs relating to direct supports for Target Groups

1. Providing information and advice through a ‘drop-in’ service.
2. Providing information and advice through outreach services.
3. Delivering themed information supports.
4. Building capacity in English language.
5. Delivering non-language related education and training.
6. Providing mentoring supports.
7. Providing targeted support to young people from the target group.
8. Providing advocacy and legal support for individuals.
9. Providing trauma and other counselling supports (ERF only).

Outputs related to service providers and the wider environment

10. Supporting intercultural/interfaith dialogue.
11. Supporting actions to directly combat racism.
12. Building capacity of the statutory sector.
13. Building capacity of the business sector.
14. Building capacity of community/voluntary sector.
15. Promoting mainstreaming and developing policy.
16. Supporting other marginalised groups.

Direct Outcomes for Target Groups

17. Enhanced life-skills and personal development of target groups.
18. Enhanced day-to-day interaction of target groups with the local community, and intercultural dialogue.
19. Increased level of participation of target groups in social and recreational activities and community bodies.
20. Enhanced capacity of target groups to engage in collective action and in civil society.
21. Enhanced capacity of target groups to seek and obtain training, education and employment.
22. Enhanced capacity and empowerment of target groups to access social and community services.

Outcomes related to Service Providers and the Wider Community

23. Improved redress for target groups regarding racism, xenophobia and other forms of discrimination.
24. Improved skills and capacities of statutory bodies and community/voluntary organisations in interacting with target groups.
25. Improved collaboration between statutory bodies and community/voluntary organisations.
26. Greater embedding of interculturalism among social and other groups and the public.
27. Mainstreaming replicating good practices, within and outside project partners.
28. Changes in policy or practices among organisations or companies with which target groups relate.

ANNEX 2: LIST OF PROJECT EVALUATION REPORTS.

Balbriggan Youth Service:

The LINK Project Evaluation Report, Balbriggan Youth Service (Foróige), Siobhán Mc Grory, August 2012.

Canal Communities Intercultural Centre:

Evaluation of the Plan and Work of the CCIC's EIF Project: Intercultural Youth Strategy Implementation (June 2010- September 2012) Noel Fitzgerald, October 2012.

Clare Immigrant Support Centre:

European Integration Fund Third Country Nationals (TCNs) Programme Final Evaluation, Dr. Gerardine Neylon, August 2012.

South Dublin Co. Partnership:

Brief Evaluation of Street Academy, Noel Fitzgerald, August 2012.

Evaluation of the Plan and Work of the Clondalkin, Palmerstown, Lucan and Newcastle Area Partnership's EIF Project Building Integration in SOUTH DUBLIN CO. Noel Fitzgerald. December 2013.

Crosscare: Evaluation of Migrant-Led Integration: Participation, Representation & Action, Seán Ó Siochrú August 2013.

Cultúr: Evaluation of the STEP Project, the Education and Training Element. Delivered by Community Education Service, Co Meath VEC.

Dublin Employment Pact and New Communities Partnership:

Promoting Civic Participation of Third Country Nationals through Local Authority Platforms 2010 - 2013 Project Evaluation, Adrienne Boyle, June 2013.

Galway City Partnership:

Galway City European Integration Fund Project, Evaluation Report, Anne Irwin, 2012.

Irish Council of Churches:

External Evaluation: Dublin City Interfaith Forum, Dr. Alan Bruce, December 2012.

Friars' Gate Theatre:

An Evaluation of the *Shoulder to Shoulder: Integration through the Arts Project*, Limerick. West Training & Development Ltd. Feb 2013.

MRCI: Final Report of the Project Level Evaluation of 'Realising Integration'. MRCIMRCI's European Integration Fund Project. Siobhán Lyman. April 2013.

Nasc: Evaluation of "Integration through Learning, the Arts and Interreligious Dialogue: Cork Integration Project Final Report. Seán Ó Siochrú 2013.

NEAR Media Co-op:

Intercultural Dialogue through Community Media Evaluation 2011 – 2013, Boyle & Associates, March 2013.