



## **MTCMI 2015 Annual Report**

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(As Attachment)**

# 1. MTCMI 2015 Summary Update

*On the development of an accredited training programme:* during 2015 we progressed the development of the initiative begun in 2014 in collaboration with Kennedy Institute (NUI Maynooth) to develop an accredited Traveller Mediation & Conflict training programme. We contacted Kildare/Wicklow ETB and Laois/Offaly ETB who agreed to work collaboratively with us on the initiative. Through this collaboration, funding has been secured for tutors (through KWETB, and for research (Kennedy Institute). We then set up an Inter-agency Steering Group to guide the initiative. The first meeting of the Mediation & Conflict Training Steering Group took place in Maynooth on the 15<sup>th</sup> September 2015.

*On referrals:* we worked to processing new mediation referrals, dealing with current referrals; following up with stakeholders about proposed training; writing up case referrals, and regularly updating the recording and collating all the cases. Clare Cowley, a research intern from the Kennedy Institute has been working with us since September to devise a system for analysing and collating data on mediation cases received since January 2013.

*On stakeholder engagement:* during 2015 we met with Gardai in 3 of the midland counties to progress the development of local Garda/Traveller networks. We also met with a wide range of representatives from local and national Traveller organisations to consult with them, and exchange information, and, following this, we set up an Inter-Agency Steering Group in August 2015 to guide the development of the accredited Traveller Mediation & Conflict training programme.

We were pleased to welcome a new staff member, Chris McDonagh on to the MTCMI team in January 2015. Chris enrolled for the Diploma in Mediation in Maynooth in September 2015.

## **MTCMI Funding**

We received funding from the Department in 2015 at the same level as in 2014, and have an undertaking (in a letter received in June 2014) from the Assistant Secretary in the Equality Division of the Department of Justice & Equality to advise that they 'envisage support continuing going forward in 2015 and 2016 on a similar basis subject to the normal budgetary requirements and continuous progress in relation to this Traveller mediation initiative'.

## **ROMED Initiative and MTCMI 10 Year Strategy**

In April the MTCMI and RJC met with the Traveller & Roma Inclusion Unit, Equality Division, Dept. Justice & Equality, and representatives from the Council of Europe on the planned rollout of the ROMED Initiative, and the potential role of MTCMI in this initiative.

Following this meeting, we wrote a Discussion Document to the Department as part of an MTCMI proposed 10 year strategy, to outline how MTCMI/RJC would envisage the rollout of the ROMED Initiative, if acting as the coordinating body.

In June 2015 we submitted, as requested by the Department of Justice & Equality, the first draft of the MTCMI 10 year Strategic Plan.

In November 2015, we submitted, as requested, document to the Department of Justice & Equality outlining MTCMI targets & expected over outcomes for 2016 to 20126. We also submitted the MTCMI 2016 Plan to the department at this time.

## **2. MTCMI 2015 Annual Report**

**[On actions from the objectives/actions detailed in the MTCMI 2015 Strategic Plan and 2015 Workplan]**

### **OVERALL OBJECTIVE**

MTCMI will work to mediate conflicts between Travellers, between Travellers & Agencies, and between Travellers and the Settled Community.

The service will seek to build ADR skills in the Traveller Community and amongst those working with them.

### **To achieve this objective, MTCMI will work in the following ways:**

- ✓ Proactively respond to, and work to resolve, conflicts using mediation and other conflict intervention strategies where appropriate.
- ✓ Continue to engage with, build and strengthen relationships with Traveller families, Traveller organisations, and Community/Education Centres in which Traveller are participating.
- ✓ Interact and engage with all the relevant statutory agencies.
- ✓ Implement alternative dispute resolution through capacity building and training of Travellers and those working with them.
- ✓ Raise awareness, and promote and disseminate MTCMI information to the wider community.

### **SPECIFIC OBJECTIVES**

#### **1. Administration/Systems Development Objectives**

- ✓ Refine the referral and case management system, including the process for onward referrals.
- ✓ Record and reflect the breadth of the work of MTCMI over the next two years in an accessible format.
- ✓ Continue to explore and work to obtain sustainable funding channels for MTCMI.
- ✓ Develop and maintain a media presence (including a website and Facebook page).

## **Systems Development & Administrative/Case Management Actions in 2015:**

- Induction for new staff member Chris McDonagh who started work with MTCMI on 5/1/2015: Organised phone and laptop; went through procedures/policies, etc.; introductory visits, shadow mediations set up; Mediator training options explored. It was agreed that the MTCMI would fund Chris to study for the Diploma in Mediation & Conflict Intervention in the Kennedy Institute, Maynooth University from September 2015 to May 2016. Chris undertook to attend the programme in his own time.
- MTCMI Team Review & Planning Day held.
- Procedures re. MTCMI Volunteer Traveller Advisory role agreed, and role activated.
- MTCMI 2014 Annual Report completed.
- The reports and documents requested by the Department of Justice & Equality, including a ten year Strategic Plan for MTCMI, and a report on the MTCMI involvement in one high profile case in the Midlands in January, completed and sent to the Department.
- The final report re. Rountree Trust 2014 funding grant was completed and sent to them.
- The 2015 MTCMI draft Workplan was presented to the Steering Committee and approved.
- Volunteer Policies & Procedures for Traveller Advisory role implemented, and four Volunteer Advisors have signed up for the role to date.
- MTCMI Website & Facebook page uploaded and live.
- New Travel & Expenses procedures introduced (in line with DJE guidelines).
- New system for collating referrals developed and implemented.
- Worked with RJC to review and revise MTCMI policies and procedures.
- Ongoing process of keeping referral case records up to date.
- Ongoing monitoring of Social Media sites re. potential escalation of conflicts.

## **2. Mediation Objective**

- ✓ Use the agreed referral procedure to accept mediation referrals of cases in the three categories: between Travellers, between Travellers and Agencies, and between Travellers and the Settled Community; and record the process and outcomes for each referral.

## **Mediation Actions in 2015:**

- Referrals processed through formalised referral procedure
- Team meetings held on a weekly basis to review current cases and discuss new referrals
- All referrals written up and collated on a monthly basis

## **Mediation Caseload in 2015**

As of 31<sup>st</sup> December 2015, there are 14 current cases and 38 completed cases in 2015.

During 2015, the referrals have increasingly required mediation and advocacy over a period of several months. They have required at times two mediators, and involved working collaboratively with a number of agencies and local Traveller groups in the process.

In terms of Advocacy cases, MTCMI provided ongoing advocacy support in a number of cases following completed mediation cases, in order to lessen the likelihood of conflicts recurring.

### **Carrickmines**

MTCMI worked to support Southside Travellers Action Group in the tragedy in the Carrickmines in which ten people lost their lives, particularly during the week after the tragedy with Chris McDonagh based on site, and going between the Bray and Southside Travellers in an advocacy and support role.

### **MTCMI 2015 Mediation Caseload Breakdown**

**1st January 2015 to 31<sup>st</sup> December 2015**

**Total No. of completed cases = 38**

Breakdown of completed cases by county:

- Westmeath 8 cases
- Offaly 6 cases
- Longford 5 cases
- Inter-county 5 cases
- Dublin 5 cases
- Laois 4 cases
- Kildare 1 case
- Meath 2 cases
- Waterford 1 case
- Tipperary 1 case

Presenting as:

- Traveller/Traveller - 24 cases
- Traveller/Agency - 10 cases
- Advocacy - 4 cases

No. of Current cases as of 31<sup>st</sup> December 2015 = 14

### **Research/ Analysis & collation of MTCMI Case Referrals**

Below are the results collated by Clare Cowley, research intern from the Kennedy Institute, who has been working with us since September to analyse and collate data on mediation cases received since January 2013:

BREAKDOWN  
OF CASES BY  
CATEGORY

CASE TYPES	TOTAL	TRAVELLER AGENCY	TRAVELLER TRAVELLER AGENCY	TRAVELLER AGENCY SETTLED	TRAVELLER SETTLED	TRAVELLER TRAVELLER
BEHAVIOUR	1	1				
CONFLICT	<del>31</del>			2		31
COURT REF	1					1
FAMILY ADVOCACY	2					2
GARDA	3	3				
HEALTH & SAFETY	1	1				
HOUSING	21	18	1	1		1
PRISON	8	6	2			
SCHOOL	2	1				1
SCHOOL BULLYING	3		1			2
VANDALISM	1	1				
<b>TOTAL</b>	<b>76</b>	<b>31</b>	<b>4</b>	<b>3</b>	<b>0</b>	<b>38</b>

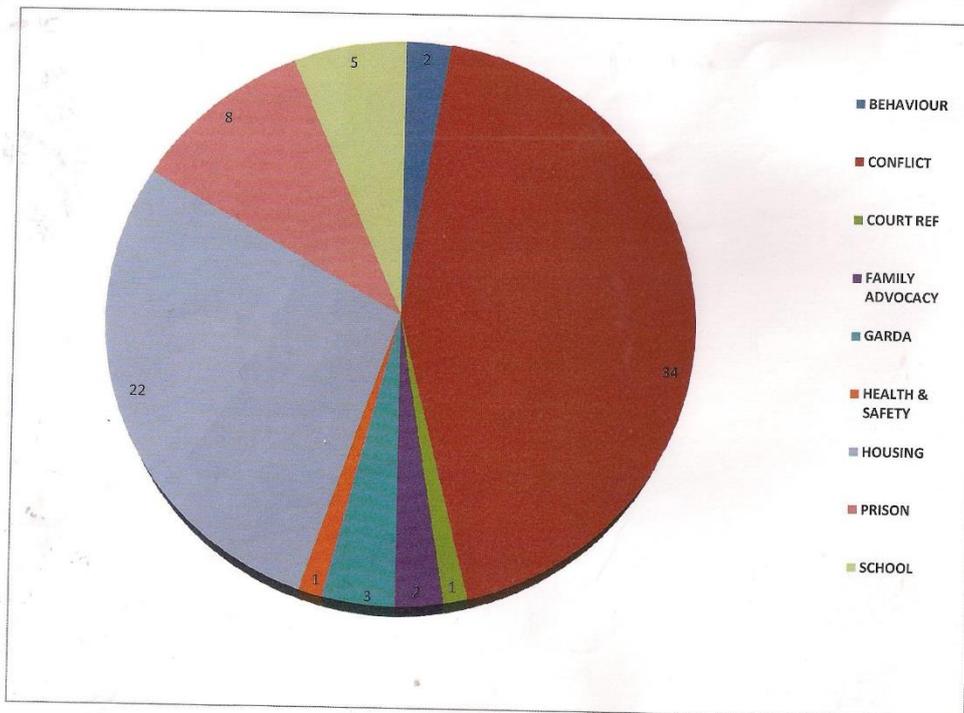
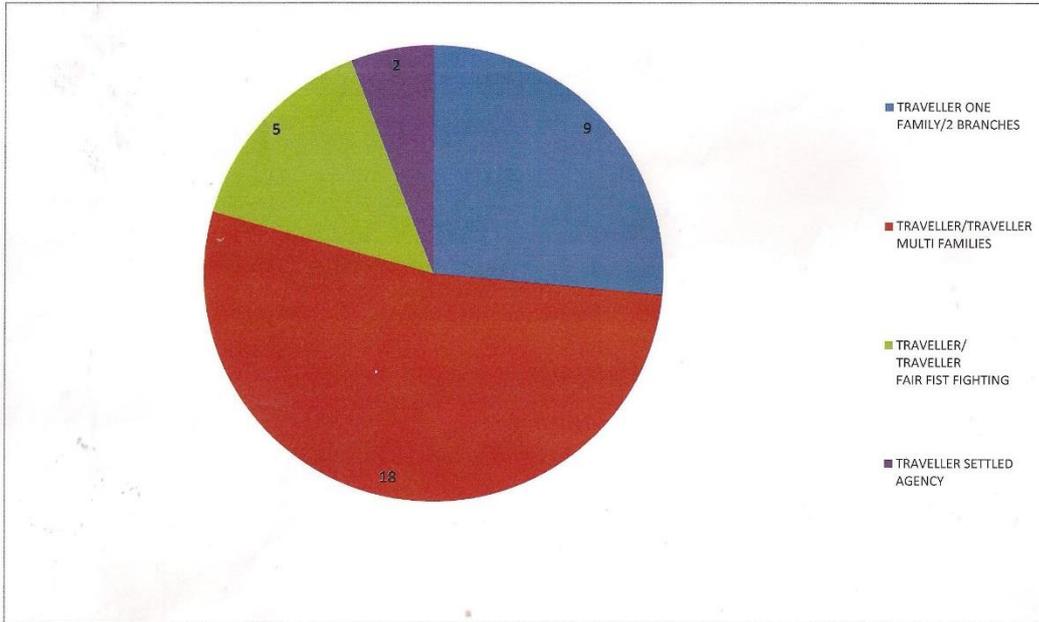
TRAVELLER CONFLICT

TOTAL	TRAVELLER ONE FAMILY/2 BRANCHES	TRAVELLER/T RAVELLER MULTI FAMILIES	TRAVELLER/ TRAVELLER FAIR FIST FIGHTING	TRAVELLER SETTLED AGENCY	FUELLED BY SOCIAL MEDIA
33	8	18	5	2*	2

\* NURSING HOME AND DALTON PARK MULLINGAR

34 CONFLICT CASES

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See Appendix 3 - Attachment - for research analysis breakdown detail.

### **3. Development Work/Capacity Building Objectives**

- ✓ Develop and run tailored workshops and training programmes for Traveller men, women, and youth groups, with the aim of building skills in managing difficult relationships and situations, using Alternative Dispute Resolution methods.
- ✓ Develop and run Agency specific workshops/training sessions, with the aim of building skills in the area of conflict prevention and intervention, using Alternative Dispute Resolution methods.
- ✓ Develop and run inter-agency/community/Traveller Workshops which lead to improved understanding of and communication between all the stakeholders.
- ✓ Build sustainability by developing the capacity of key Travellers, and those who work with them, through the delivery of a pre-Mediation Skills Programme which will be evaluated.
- ✓ Establish a framework (including agreed policies & procedures) for creating a panel of MTCMI volunteer advisors.
- ✓ Work with NUI Maynooth (the Kennedy Institute) to develop an accredited Conflict Intervention/Mediation training programme by 2016 (subject to funding, which will facilitate the establishment of a panel of Mediators/'Peacemakers' to work with MTCMI towards the achievement of a conflict transformation culture.
- ✓ Engage in a range of capacity building/training activities including offering training sessions in schools, Training Centres, HSE funded groups, etc, in response to needs/requests.
- ✓ Organise Seminars and Peer Learning events as required with the aim of promoting best practice and disseminating learning.

### **Training/Development Actions in 2015:**

#### **1. TRAVELLER MEDIATION & CONFLICT TRAINING PILOT PROGRAMME**

##### **December 2015 Programme outline**

##### **Process to date**

A number of facilitated group sessions were held in 2015 with Traveller individual and group representatives locally and nationally on the course process and content, with the aim of informing an effective programme design.

We then held 2 Information mornings for potential course participants (in Mullingar in November and Maynooth in December).

##### **Structure**

The MTCMI has developed this pilot programme in partnership with the Kennedy Institute, and the Kildare/Wicklow ETB, and will meet regularly in 2016 as the Operations Group for the programme.

An inter-agency steering group provides oversight for the programme, with representatives from MTCMI/RJC, KWETB, LOETB, the Kennedy Institute, national & regional Traveller organisations, and Traveller networks. The initial meeting of this group was held in September, and followed by a second meeting in December.

### **Proposed Project Objectives**

**Overall Objective:** To train groups of adults from the Traveller Community to an accredited level as Conflict Interveners/ Mediators

**Objective 1:** To equip students with skills and competencies to analyse, apply, and bring methodologies and skills to conflict situations in the community.

**Objective 2:** To provide ongoing guidance and support to the participants both during their training and in their emerging Conflict Intervention/mediation work.

**Objective 3:** To support the sustainability of the initiative through introducing the concept to the Agencies and networks working with Travellers.

**Objective 4:** To carry out an evaluative/action research during the lifetime of the project to track/assess the training process and outcomes, and the post-training Conflict Intervention practices.

### **Proposed Programme areas/themes**

- Culture & Justice
- Conflict Transformation and Restorative Practices
- Mediation & Dialogue: methods & Skills
- Evaluation

### **Project Components/management:**

- Evaluation and research
- Supervision and coordination of the programme

### **Expected Project Outcomes**

- Increased capacity in the Traveller community both to prevent the escalation of conflict, and to intervene effectively in a range of conflict situations involving Travellers (Traveller/Traveller; Traveller/Settled; Traveller/Agency)

**Accreditation:** Programme to be accredited nationally, through the QQI Framework (2 modules at level 5) and by Mediators Institute of Ireland

**Research:** The Kennedy Institute is funding a Research Intern to track and evaluate the project.

**Proposed Timeframe:** Proposed start date: February 2016. To be run one day a week over an eight to ten month period (80 to 100 hours approx.).

## **2. Development and implementation of Conflict Management training programmes & workshops**

- MTCMI delivered a morning training workshop on 'Dealing with Conflict' to the staff of Pavee Point in May 2015.
- MTCMI ran a morning workshop for Longford Travellers Primary Health Care team in June.
- Two morning training sessions on dealing with conflict were delivered to the Primary Healthcare team in Kildare Traveller Action group in July.
- Following a meeting with the Assistant Governor and the Chief Officer of Castlereagh Prison in March, we agreed to meet with Sligo Travellers Group to collaborate on providing training to a group of Traveller prisoners on dealing with conflict. Following this meeting, MTCMI ran one training session in December with prisoner group, after the first scheduled session in October was unable to go ahead due to staff shortages.

## **3. Training/capacity building for Traveller youth/young adults in local areas of the Midlands**

- April – June 2015: MTCMI's Chris McDonagh engaged with Mullingar Traveller Youth Group on a weekly basis on practical skills and relationship building, and engaged with Athlone Traveller men, working together with OTM and a Traveller rep. to start a football team, and weekly basic education classes.
- We met with Principal of Templemichael College, Longford, re. a referral, and agreed to run a number of Restorative Practices training sessions for school staff in September/October. (This did not go ahead due to timetabling difficulties – will re-visit/re-schedule in 2016).
- MTCMI delivered 4 training sessions to Longford Youthreach Centre students (students = 80% Travellers) during 2015.
- Delvin Youthreach - MTCMI delivered 4 sessions to students in the Autumn, providing training around 'Dealing with Conflict/Building Relationships' as part of their team-building accredited training module (level 4 QQI).

### **Development of local Garda/Traveller networks**

Following on from the Garda/Traveller Workshops in 2014, MTCMI met with new West Meath Chief Superintendent and Mullingar Superintendent in March to discuss the idea of setting up local Garda/Traveller networks. A follow-up meeting took place in July, and the first Mullingar Garda/Traveller Network meeting took place on 7<sup>th</sup> September 2015.

MTCMI also met with the new Superintendents in Laois, and Longford, and Athlone, Westmeath to discuss setting up similar networks in their areas. These networks have not been set up as of December 2015 but we hope to progress this action in 2016.

#### **4. Communications/Stakeholder Engagement/Advocacy Objectives**

- ✓ Raise public awareness of MTCMI, and promote as a model of best practice.
- ✓ Build and maintain professional relationships with relevant agencies.
- ✓ Align MTCMI with relevant academic and professional groups.
- ✓ Develop organisational and policy commitment of agencies to MTCMI.

#### **Communications/Stakeholder Engagement/Advocacy Actions in 2015:**

MTCMI worked at raising public awareness and building professional relationships with agencies, Travellers, and other stakeholders through the visits, workshops, and meetings with a broad spectrum of professional and community groups and individuals in 2015. The MTCMI website and Facebook page was set up in 2015.

MTCMI participated in Traveller Inter-Agency meetings in Westmeath, Laois, and in a range of other relevant meetings/groups during 2015, and made contact with relevant agencies, groups, and individuals on an ongoing basis, with regard to mediation referrals, advocacy, training, or stakeholder engagement/networking.

As an organisation, we have been working at developing organisational and policy commitment, and have appreciated the commitment and support of the new Inter-agency Steering Group for the accredited Traveller Mediation & Conflict Training pilot Programme. We also continue to be well advised and supported by the MTCMI Steering Committee.

In terms of aligning MTCMI with academic groups, we have consolidated the close collaborative relationship with the Kennedy Institute, Maynooth University, established in 2014.

## Appendix 1

### MTCMI Workplan 2015

Aims/Objectives	Actions	Time frame	Expected Outcomes
<p><u>Mediation Objectives:</u></p> <p>Maintain and promote mediation between Travellers</p> <p>Maintain and promote mediation between Travellers and Agencies</p> <p>Maintain and promote mediation between Travellers and the Settled Community</p>	<p>Continue current cases until completion, and refer on as appropriate</p> <p>Take on new cases through referral agents</p> <p>Engage with all relevant stakeholders; build, maintain, and strengthen effective working relationships with all Potential referral agents</p> <p>Further develop and formalise procedures re. caseloads, and ensure that clear guidelines are in place on all referral processes and procedures.</p> <p>Evaluate effectiveness of service through the implementation of a case completion feedback mechanism.</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>COMPLETED</p> <p>March to December</p> <p>Needs to be actioned</p>	<p>Reduction in the level of conflict as a result of MTCMI interventions.</p> <p>increased capacity to manage conflict more effectively as a result of the learning gained through engagement with the mediation process</p>
<p><u>Development Work Objectives:</u></p> <p><u>Training/Capacity building</u></p> <p>Develop an accredited tailored Traveller Training Programme with the Edward Kennedy Institute for</p>	<p>Work on the development, design and delivery of an accredited Conflict Intervention/Peacebuilding/Mediation Traveller training programme with Edward Kennedy NUIM</p>	<p>January to December</p> <p>On track</p>	<p>Accredited programme developed and ready to pilot by January 2016</p>

<p>Conflict Intervention, NUI Maynooth</p>	<p>Convene an inter-agency working group to steer the design and development, including building in appropriate supports for potential participants, and application criteria</p>	<p>Ist meeting 15<sup>th</sup> September</p>	<p>Participants recruited</p>
<p>Develop and implement training programmes &amp; workshops, in response to needs, with the aim of developing skills in managing conflict effectively</p>	<p>Training/capacity building for Traveller youth/young adults training in local areas of the Midlands</p>	<p>Ongoing</p>	
	<p>Develop local tailored courses for Traveller adults in response to needs</p>	<p>Ongoing</p>	<p>An increased capacity to manage conflictual situations</p>
	<p>Facilitate tailored RP sessions for staff/students in schools with Traveller student populations</p>	<p>Ongoing</p>	
	<p>Organise Inter-agency and Agency/Traveller workshops in response to needs</p>	<p>Ongoing</p>	<p>Improved relationships both within Traveller groups; and between different traveller groups</p>
	<p>Evaluate each programme/workshop through feedback obtained and recorded</p>	<p>Ongoing</p>	
	<p>Work with local gardai and Traveller representatives to set up local networks, and facilitate regular meetings of these networks in the following areas:</p> <ul style="list-style-type: none"> <li>• Tullamore</li> <li>• Portlaoise</li> <li>• Mullingar</li> <li>• Athlone</li> <li>• Longford town</li> <li>• Portarlington</li> </ul>	<p>To arrange first local network meetings by the end of February 2015</p>	<p>Improved relationships for/with Traveller students in schools</p>
<p>Develop local Garda/Traveller networks and facilitate Midland regional network meetings 3 times a year</p>		<p>Process delayed – new garda Supts, etc in place</p>	<p>Improved relationships between agencies and Travellers.</p>
	<p>Organise regional Garda/Traveller network meetings on a 4 monthly basis</p>	<p>Meetings – July to Sept with provisional dates for local networks set.</p>	<p>Learning from, and improving, training through regular reviews and evaluations</p>
		<p>March July November</p>	

<p>Develop the role of Traveller Advisor volunteers to support the work of the MTCMI through assisting in an advisory capacity in certain specific case referrals under the supervision of a qualified Mediator.</p>	<p>Recruit and mentor a panel ( 4 to 6 people) of Traveller volunteers in the Traveller Advisory role, as per the MTCMI guidelines and procedures developed and approved by the MTCMI steering Committee</p>	<p>Did not take place – waiting to set up local networks</p> <p>From January 2015</p> <p>4 Traveller Advisors recruited</p>	<p>Building and strengthening relationships and levels of trust between gardai and Travellers</p> <p>Increased capacity and development of ADR skills within the Traveller community</p>
<p><u>Advocacy/Stakeholder engagement/Promotion Objectives</u></p> <p>To build and maintain effective professional relationships with all stakeholders</p> <p>To align MTCMI with relevant academic and professional bodies</p> <p>To work to achieve a model of best practice</p>	<p>Continue to engage with a broad range of stakeholders</p> <p>Develop and implement a strategy for building relationships with agencies and Travellers in Laois.</p> <p>Build on formal links with the Edward Kennedy Institute, NUIM; &amp; MNI; represent MTCMI on relevant forums and networks locally, regionally, and nationally</p> <p>Record all cases, implement professional systems rigorously; avail of opportunities to participate in relevant research projects</p>	<p>Ongoing</p> <p>January to December</p> <p>Ongoing</p> <p>Ongoing</p>	<p>Strong collaborative relationships established</p> <p>Enhancement of working relationships and networks in Laois</p> <p>High standard of professionalism for the MTCMI service</p>

<p>To act in an advisory/ support role to other emerging initiatives</p>	<p>Respond to requests for advice/support (to the extent that time permits).</p>	<p>Ongoing</p>	<p>MTCMI service operating effectively to professional standards</p> <p>Sharing of expertise</p>
<p><u>Administration/Systems Development</u> <u>Objectives:</u></p> <p>Refine development of Referral/Case Management System, including process for onward referrals &amp; Exit strategy</p> <p>Develop a Website/Facebook page for MTCMI</p> <p>Develop a 2 year Strategic Plan for 2015 &amp; 2016</p>	<p>Continue to collate information to date, Including number and types of cases</p> <p>Refine referral procedure, including ensuring clear guidelines for all referrals, including and onward referrals and exit strategy</p> <p>Hold weekly MTCMI case referral &amp; review meetings</p> <p>Continue to record the process and outcome for each referral case.</p> <p>Agree design and upload content</p> <p>Write draft Strategic Plan; submit to Steering Committee for approval</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>By June 2015 Completed</p> <p>February/Marc h 2015 Completed</p> <p>By June 2015</p>	<p>Current and past year data readily available and in an accessible format</p> <p>A clear system and a professionalise d service</p> <p>Recording of cases formalised to agreed professional standards</p> <p>An MTCMI media</p>

<p>Develop a 10 year Business Plan</p>	<p>Write draft Plan; submit to Steering Committee for approval</p>	<p>Completed</p>	<p>presence established</p> <p>Clear strategic direction for 2015 and 2016</p> <p>Clear achievable detailed ten year plan leading to a conflict transformation culture within the Traveller community.</p>
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## Appendix 2

### MTCMI Income and Expenditure Statement 2015

Prepared 12<sup>th</sup> January 2016

Income	
Grant Payment Dept Of Justice and Equality 2014 unspent and carried over to 2015	88,388.19
Grant Payment Dept Of Justice and Equality 2015	100,000.00
<b>Total Income 2015</b>	<b>€188,388.19</b>

Expenditure	12 months 2015
Salaries including employers PRSI	115,139.54
Bank Fees	47.99
Management Fee to Restorative Justice in the Community agreed with Dept (Two payments €10,796 on 8 <sup>th</sup> Oct 15 and €10,000 on 7 <sup>th</sup> Jan 16)	20,796.00
Phone	1,033.75
Employee Equipment Set Up	901.59
Website and training	983.11
Insurance	747.35
Printing / Stationery	239.85
Prof Supervision	210.00
Training Costs	5,132.00
Travel	18,404.42
Audit and Accountancy	0,000.00 not presented in 2015
<b>Total</b>	<b>€163,635.60</b>

#### Notes and Reconciled Bank Balance:

- Balance of funds in account 31<sup>st</sup> Dec 2015: €45,639.29
- Funds due from account but not withdrawn by 31<sup>st</sup> Dec 2015: €10,000 management fee (withdrawn 7<sup>th</sup> Jan 2016) and €10,886.70 Revenue Quarter Four Payment (withdrawn 7<sup>th</sup> Jan 2016)
- 2015 Income (€188,388.19) less expenditure (€163,635.60) = €24,752.59 Reconciled Balance in account 31<sup>st</sup> Dec 2015.

Total Carryover to 2016: **€24,752.59**

## **Appendix 3**

### **Analysis of MTCMI Case Referrals**

Included as an attachment to this document.