



MTCMI 2016 Annual Report

- 1. MTCMI 2016 Summary Update**
- 2. MTCMI 2016 Annual Report**
- 3. Appendices:**
 - MTCMI Strategic Plan 2015-2016**
 - MTCMI 2016 Action Plan**
 - MTCMI 2016 Income and Expenditure**

1. MTCMI 2016 Summary Update

Training/Development

Traveller Mediation & Conflict Training pilot Programme

The Traveller Mediation & Conflict Training pilot Programme began in March 2016 with a short preparation/access course to assist students to take on the programme work. The first term of the programme then ran from the beginning of April until the end of June on a one day a week basis. The second term began at the beginning of September and was completed on 7th December.

The programme included 2 QQI Level 5 accredited Modules:

- Intercultural Studies (5N0765)
- Conflict Resolution using Restorative Practices (5N0692)
-

Following the successful completion of the programme in December 2016, the eight remaining participants were invited to enrol for the MII (Mediators' Institute of Ireland) accredited Mediation training Course to become certified mediators. This course will take place in January and February 2017.

Student numbers: Initially, 16 students were enrolled on the programme. Of this 16, 2 students left after the Access Course, and 4 others did not return after the summer recess. 2 students left during term 2, with 8 remaining to complete the course.

Stakeholders: MTCMI worked with the Kennedy Institute and KWETB to manage the delivery of the programme, monitor progress, and report to the Steering Group (composed of representatives from a number of regional and national Traveller organisations and relevant agencies). St. Stephens Green Trust provided a grant to assist with the day-to-day costs of the programme. We collaborated with Glencree Peace & Reconciliation centre and have held 2 co-facilitated training days in Glencree.

Programme evaluation: an external evaluation of the programme is being funded through a grant from the Dublin Mid Leinster HSE (Traveller Health Unit). The evaluation will be completed by March 2017 and the report will be published by April 2017.

Castlerea Prison Peer Mediation pilot Programme

MTCMI met with Castlerea prison Education dept staff in January 2016 to explore the idea of working together to develop a Conflict/mediation training programme. During the following months MTCMI met with Anne Costelloe (SSGT/TIPI) & Bernie Downes (IPS) to work on the development of a pilot Peer Mediation Programme for Castlerea Traveller prison population.

MTCMI also met with the Castlerea Prison Governor and Chief Officer to discuss the development and rollout of the pilot Peer Mediation Programme.

From September 2016 MTCMI were engaged in designing and delivering an eight week pilot Programme in Conflict Resolution and Peer Mediation programme to a group of Traveller and settled prisoners in Castlerea Prison.

The programme ran for one day a week, starting with an introduction into Alternative Approaches to Conflict Prevention & Intervention, followed by training in the Five Step Peer Mediation Programme.

MTCMI are collaborating with the Irish Prisons Service and with St. Stephen's Green Trust (Travellers in Prison Programme) to pilot this programme, and will continue to support the subsequent roll-out of a pilot Peer Mediation Service run by prisoners in Castlerea prison early in 2017.

An external evaluation (funded by SSGT) is currently being conducted to carry out an external evaluation of the programme, which will be ready for publication by April 2017.

Conflict training workshops

MTCMI delivered a range of Conflict training workshops to the following groups over the course of 2016, including to the following:

- Southside Travellers Action Group
- Bray Travellers Group
- Fingal Travellers Group
- Pavee Point
- Clondalkin Travellers Group
- Ballyogan Youth Group
- Kerry Travellers Project
- Cork Travellers projects
- Traveller Mens' Health Group

Mediation

MTCMI took on 41 new cases during 2016

Referrals were processed through the MTCMI referral procedure

Team meetings were held on a weekly basis to review current cases, including onward referral if required, and to discuss new referrals.

Referrals were written up and collated on a monthly basis

As of 31st December 2016, there are 11 current cases and 34 cases completed in 2016.

In terms of the types of referrals there has been an increase in Traveller/Traveller cases this year, and an increase in cases from the Dublin area, with a slight reduction in Traveller/Agency cases.

Stakeholder Engagement/Advocacy

MTCMI has initiated, strengthened and consolidated professional collaborations and working relationships with diverse groups of stakeholders over the course of 2016.

The two main training initiatives which MTCMI have piloted and led this year (the Maynooth Traveller Mediation & Conflict Training pilot Programme and Castlereagh Prison Peer Mediation Programme) have been developed in partnership with key stakeholders.

MTCMI has worked closely with the national and many of the local Traveller organisations, and has worked with the Gardai, the Irish Prison Service, Stephens Green Trust, Glencree Centre for Peace & Reconciliation, and other agencies this year. We continue to work closely with The Kennedy Institute, Maynooth and a number of County Education & Training Boards. MTCMI are represented on the Board of ITM, and the St. Stephens Green Trust Travellers in Prison Initiative.

MTCMI Staff

Chris McDonagh successfully completed the Maynooth University Diploma Programme in May 2016 and was awarded a Diploma in Mediation & Conflict Intervention.

Joe McGrath resigned from his position as Mediator in May 2016, to take up a position as a Mediator with a Dublin organisation.

Note re. MTCMI staffing resources in 2016:

- Due to funding limitations MTCMI was not able to recruit a third staff member in 2016.
- MTCMI staff levels were reduced from 3 staff members to 2 staff (on 4 days per week contracts) effectively from March to December 2016. (Joe McGrath left his full-time position formally in May 2016 but was out on sick Leave from early March 2016).
- MTCMI training/development work was increased in 2016 by the Maynooth and Castlereagh programmes, as well as other training workshops.

Funding

The Department of Justice & Equality:

MTCMI received €100,000 funding from the Equality Division, Department of Justice & Equality, in 2016.

In April 2016 DJE informed MTCMI that 'the funding of MTCMI for future years will be considered when the new National Traveller and Roma Integration Strategy, providing a set of specific actions for development of Traveller Mediation, is in place.'

The MTCMI 2017 Work Plan summary was submitted to the Department of Justice & Equality in November 2016, with estimated costings attached.

Supplementary Funding in 2016:

Re. Traveller Mediation & Conflict Training pilot Programme

- The core tutor fees were funded by Kildare Wicklow ETB in 2016
- The Kennedy Institute funded the research element of the programme from January to June 2016.

MTCMI applied for and were successful in receiving additional funding for 2016 to cover costs incurred from the Training Programmes, as below:

- **HSE Dublin Mid-Leinster:** €3,600 from the HSE Dublin Mid-Leinster Internal Traveller Health Governance Group to MTCMI in respect of an evaluation of the Traveller Mediation Training Programme.
- **St. Stephen's Green Trust:** €2,500 for funding to cover student travel and subsistence costs, additional tutor costs, etc.
- **St. Stephen's Green Trust (Travellers in Prison Programme):** €3,660 for external evaluation and report of Castlerea Prison Peer Mediation pilot Programme.
- **National Lottery Grant Scheme 2016:** €1000 to support a Training Programme for young Travellers in the Midlands areas.

2. MTCMI 2016 Annual Report

The Report details the progress, challenges, and achievements of the actions and objectives as outlined in the MTCMI 2015/2016 Strategic Plan and 2016 Action Plan (attached as appendices to this report).

Training/Development/Capacity Building

a) Traveller Mediation & Conflict Training Pilot Programme

The following overall programme objective was agreed by the Inter-agency Steering Group:

‘To deliver a culturally inclusive Traveller training programme on mediation and conflict

Pilot training programme framework:

- Intercultural Studies QQI level 5 accredited
- Conflict Resolution using Restorative Practices QQI level 5 accredited
- Mediation & Dialogue: methods and skills
- Evaluation

Timeframe: Start date for the programme: March 2016

- The course was run through BTEI (Back to Education Initiative) and there was no loss of benefits to participants
- Participants received travel and lunch expenses
- Participants were eligible to claim for approved childcare facilities through KWETB.

Recruitment Process

The programme was promoted widely in November/December 2015 (in ITM ezine, with local Traveller organisations, and on Activelink).

37 Applications were received by the closing date of 22nd January 2016.

21 applicants came to interview

Interview Process

The Interviews took place in the Kennedy Institute on the 9th and 10th February 2016, with one interview panel on the first day and two interview panels on the second (made up of agency and Traveller representatives). In total 21 applicants were interviewed.

All those interviewed were offered a place on the programme.

From this process, 16 applicants enrolled on to the programme

Programme monitoring process in 2016:

MTCMI coordinated monthly Programme Working Group meetings , composed of tutors and representatives from the 3 key stakeholders (MTCMI, Kennedy Institute, & KWETB), with the aim of ensuring a regular review and monitoring of content and delivery, and to ensure a coordinated process.

Research Sub-Group

A research sub-group was formed from members of the Steering Group, and from additional members from Maynooth University, and was coordinated by the Kennedy Institute from January to July 2016. A research intern from the Kennedy Institute tracked and recorded the process of this initiative from its inception until June 2016.

In July 2016 MTCMI applied for funding from the Dublin Mid Leinster HSE (Traveller Health Unit) and were successful in receiving a grant of €3,600 for an external evaluation of the programme. The evaluation will be completed by March 2017 and the report will be published by April 2017.

The Programme Steering Group met on a quarterly basis to provide direction and guidance to the initiative, coordinated by MTCMI.

Programme Summary

The programme ran for one day a week, and was divided into two terms in 2016. The first term ran from March until the end of June, and the second term ran from the beginning of September until 7th December 2016.

Tutors:

Inter-cultural Studies module

- **Core Tutor:** Thomas McCann
- **Associate tutor:** Michael McDonagh

Conflict Resolution module

- **Core Tutor:** Delma Sweeney
- **Associate tutors:** Catherine O'Connell, Patty D'Abozaglo

Visiting Tutors/Speakers included the following:

- Sgt. Dave McInerney, Garda Diversity Office
- Phyllida Clarke, former MTCMI Mediator
- Martin Collins, Pavee Point
- Pdraig MacLoughlainn, Dail Senator
- Ali Hanif, Maynooth University Graduate and former Somali Asylum Seeker

Access Course:

The MTCMI took the lead role on organising, coordinating, and managing the two week Access Programme which took place over 2nd and 9th March in the Kennedy Institute.

Term 1

The Inter-Cultural and Conflict resolution course modules started on Wednesday 6th April.

The students attended the Traveller Pride events during the first week of June as part of the course development.

The final session (29th June) for the first term was held in Glenree, and the students were given an opportunity to learn about the work of the Glenree Reconciliation Centre before giving their presentations on Traveller Pride.

Summer Recess

The students were given assignments to complete over the summer, and the programme resumed on 7th September until December 7th.

MTCMI remained in contact with the students over the summer in a support/mentoring capacity.

Term 2

The schedule for the second term included a Garda/Traveller 'Dialogue Day' Workshop in Glenree Peace & Reconciliation Centre on October 12th with the students and a group of Garda Ethnic Liaison Officers. The day was co-facilitated by Glenree Peace & Reconciliation Centre and MTCMI. The feedback from the day from both groups was very positive.

An external evaluator was engaged in October 2016 (following a tender process) to evaluate the programme. The evaluation will be completed by March 2017 and the report will be published by April 2017.

The QQI level 5 training was completed on 7th December, with 8 students finishing the course. The modules will be submitted for assessment to the external examiners by KWETB in February 2017.

The Mediator's Institute of Ireland Accredited Mediator Training Programme, (phase 2 of the pilot programme) will commence on 17th January, and will run for approximately 7 weeks in the Kennedy Institute.

b) Castlerea Prison Peer Mediation pilot Programme

Background

MTCMI met with Castlerea prison Education Department staff in January 2016 to explore the idea of working together to develop a Conflict/mediation training programme for Traveller prisoners.

Over the following months MTCMI met with the St. Stephens Green Trust Travellers in Prison Initiative Coordinator and with Castlerea Prison ETB representatives to progress the development of a pilot Peer Mediation Programme for Castlerea Traveller prison population.

MTCMI also met with the Castlerea Prison Governor and Chief Officer to discuss the development and rollout of the pilot Peer Mediation Programme in the prison.

Castlerea Prison Peer Mediation pilot Programme

MTCMI started the six week Peer Mediation pilot programme training in Castlerea on September 19th with 15 participants enrolled. Of this 15, 9 participants were Travellers.

The programme consisted of a one day per week training in Conflict Resolution and in the Five Step Peer Mediation Programme. The programme was initially scheduled as a 6 week programme but it was extended to 8 weeks at the request of the participants.

An external evaluator was engaged in October 2016 to evaluate the programme, with the support of 2 Traveller research assistants, funded by SSGT. The evaluation will be completed by March 2017 and the report will be published by April 2017.

Two meetings with the Irish Prison Service, the ETB, SSGT, and MTCMI took place from September to December 2016 to plan how the programme might be best implemented once the training is completed.

A certification event was held on 28th November in Castlerea for the participants to mark their achievement in engaging in and completing the course.

After this, MTCMI convened an Advisory Group for the Initiative composed of the Governor, Chief, and Chaplain of the prison, the SSGT, and ETB, and two prisoner representatives from the course to explore how the programme might be best implemented once the training is completed.

A review session was held on 12th December for those participants who wish to go on to become Peer Mediators in the prison (following the course completion in November).

A further training session is scheduled for January 16th 2017, to be followed by a meeting of the Advisory Group.

c) Conflict Training Workshops/Training sessions delivered in 2016

Southside Travellers Action Group

February and March 2016: MTCMI facilitated a workshop for young Travellers as part of a 'Gardai Engaging Travellers' pilot programme, and held a subsequent training session on Conflict Awareness with Gardai & a group of young Travellers.

Bray Travellers Group

April 2016: MTCMI held a Workshop session for the Primary Health Care workers and other staff members.

Fingal Travellers Group

April 2016: MTCMI held a Workshop session for the Primary Health Care workers and other staff members.

Pavee Point

April 2016: MTCMI led training sessions on the impact of conflict on health to a Traveller Mens' Health Group event.

Ballyogan Youth Services

July 2016: MTCMI held a Restorative Practices session with a group of Traveller and settled youth from the local Youth Services summer programme, as part of a referral.

Traveller Mens' Health Project event/Coombe Hospital

July 2016: MTCMI gave a talk to the group about the effects of conflict on health. (The men were from 4 different Traveller projects in Dublin.)

Pavee Point

July 2016: Led a training session for Pavee Point pilot programme linked to Mountjoy prison.

Clondalkin Travellers

September 2016: MTCMI held a half-day training session for the Primary Care Health Workers and other workers/trainees.

Cork Travellers projects

November 2016: MTCMI facilitated a workshop on Traveller conflict attended by 3 Traveller community development projects TVG & Cork Traveller Women's Network (based in the city) and also the Travellers of North Cork, along with a local representative from the Gardai.

Mediation

Mediation actions in 2016:

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

Mediation Caseload in 2016

As of 31st December 2016, there are 11 current cases and 34 cases completed in 2016.

In terms of the types of referrals there has been an increase in Traveller/Traveller cases this year, and an increase in cases from the Dublin area, with a slight reduction in Traveller/Agency cases.

MTCMI 2016 Mediation Caseload Breakdown

1st January 2016 to 31st December 2016

Total No. of completed cases = 34

Breakdown of completed cases by county:

- Westmeath 3 cases
- Offaly 6 cases
- Longford 4 cases
- Dublin 10 cases
- Laois 4 cases
- Meath 2 cases
- Galway 2 cases
- Kerry 2 cases
- Cork 1 case

Presenting as:

- Traveller/Traveller - 17 cases
- Traveller/Agency - 6 cases
- Traveller/Settled - 3 cases
- Advocacy - 8 cases

No. of Current cases as of 31st December 2016 = 11

Total caseload for 2016 = 45 cases

Note re. MTCMI staffing resources in 2016

MTCMI staff levels were reduced from 3 staff members to 2 staff (on 4 days per week contracts) effectively from March to December 2016. (Joe McGrath left his full-time position formally in May 2016 but was out on sick Leave from early March 2016).

Communications/Stakeholder Engagement/Advocacy

Actions in 2016

As stated in the Summary, MTCMI has initiated, strengthened and consolidated professional collaborations and working relationships with diverse groups of stakeholders over the course of 2016.

The two main training initiatives which MTCMI have piloted and led this year (the Maynooth Traveller Mediation & Conflict Training pilot Programme and Castlerea Prison Peer Mediation Programme) have been developed in partnership with a key stakeholders.

MTCMI has worked closely with the national and many of the local Traveller organisations, and has worked with the Gardai, the Irish Prison Service, Stephens Green Trust, Glencree Centre for Peace & Reconciliation, and other agencies this year. We continue to work closely with The Kennedy Institute, Maynooth and a number of County Education & Training Boards. MTCMI are represented on the Board of ITM, and the St. Stephens Green Trust Travellers in Prison Initiative.

Garda/Traveller engagement/development of networks

The development of local Garda/Traveller networks proved difficult to achieve in 2016 due to a number of factors, including change of personnel within the Gardai.

One meeting of Mullingar Garda/Traveller network was held in February 2016.

As an alternative strategy, MTCMI have been working closely with the Garda Racial, Intercultural & Diversity Office and Glencree Centre for Peace & Reconciliation. A 'Dialogue Day' in Glencree was organised in October 2016 as part of Traveller Mediation & Conflict Training programme, with the aim of fostering and strengthening good relationships between the Gardai and the Traveller community.

This initiative was fully supported by the Garda Commissioner who had hoped to attend for part of the day but was unfortunately not able to be present. MTCMI are in contact with the Commissioner's office with the aim of convening of a follow-on meeting with Gardai representatives, MTCMI, Maynooth Traveller representatives, and the Glencree Coordinator to discuss suggestions from the discussions on the day, and to explore practical mechanisms that could be put in place that would help to contribute to enhanced networking, training and relationship building opportunities between Gardai and the Traveller community in the future.

Summary Report of the day:

12th October 2016: 'A Facilitated Dialogue Day' between Garda Ethnic Liaison Officers & participants of the Traveller Mediation & Conflict Training Programme

The day began with introductions, and was followed by group discussions related to Garda/Traveller relations; what is working well, and what are the challenges

The participants' feedback the end of the day included reflections on what they found useful about the day:

- Being able to speak to the Garda on a more personal level, seeing them as people and not just the uniform.
- To meet Travellers on a one to one today.
- Understanding what Traveller organisations would find helpful from Garda management and coming up with ideas to achieve mutual benefits.
- Knowing about other services provided by Traveller projects and organisations such as MTCMI.
- Open honest conversation between Garda and Travellers – very educational and great bonding; good interaction and group discussion with the Garda, looking at ideas to go forward.
- Meeting people and hearing about the obstacles to progress – the interest is there at local level but maybe now others have a better understanding of why we may be failing in certain areas.
- Garda and Travellers coming together for the first time and hearing about their work and group discussion with honesty.

Under three key themes, suggestions for building a more positive cooperative relationship between Gardai and Travellers in the future included:

1) Training:

- Divisional CPD to become involved working in conjunction with local Traveller groups re. training new community Garda.
- Bring good practice into mainstream training.
- Templemore training needs to be more inter-active.
- Garda probationers could get training in relation to diversity (being culturally inclusive is central).

2) Networking

- Each ELO to visit and get to know the Traveller project in their area.
- Outside agencies/groups need to advocate on behalf of Community policing, and promote its value.
- Have a Chief or Superintendent sit in and listen to the views and concerns of the people working on the ground.
- More opportunities to meet and to foster more group discussions, more day to day contact.

3) Relationship building

- All Traveller projects to support the community Garda, and ensure that Garda management is aware of the positive contribution made by Community Gardai and ELOs.
- Treating one another with respect; mutual courtesy – showing manners
- Fostering honesty and trust; understanding the importance of ‘having a cuppa’ together; meeting Travellers where they are at; not patronising or belittling Travellers.
- Continue effective dialogue to continue building bridges/ relationships.
- Recognition that lack of respect shown by some Gardai to Travellers makes the work of other Gardai more difficult; discrimination can be an issue.
- The good work of the Community Gardai in building relationships etc needs to be promoted.

- Carrickmines tragedy – showed very good policing in this instance – Gardai very sensitive and supportive. Greatly appreciated by the community.

Stakeholder engagement on the Traveller Mediation and Conflict Training pilot Training Programme

The Inter-agency Steering Group for the accredited Traveller Mediation & Conflict Training pilot Programme consists of representatives from the following agencies:

- Traveller Counselling Service
- Offaly Traveller Movement
- Restorative Justice in the Community
- Laois/Offaly ETB
- Kildare/Wicklow ETB
- Kennedy Institute, Maynooth University
- Pavee Point
- Exchange House
- ITM
- Meath Travellers Group
- Garda Diversity Office
- MTCMI

On stakeholder engagement in the Castlerea Prison Peer Mediation pilot

Training Programme, MTCMI has collaborated with the Irish Prison Service, Education Training Boards, and St. Stephens Green Trust (Travellers in Prison Initiative).

In 2016 MTCMI also met and networked with a diverse group of stakeholders on a range of issues, including the following:

- Gardai from a number of Divisions
- County Councils, Housing Offices, in a number of counties
- Pavee Point
- Exchange House
- Irish Traveller Movement
- Glencree Centre for Peace & Reconciliation
- Offaly Traveller Movement
- Laois Traveller Action Group
- Bray Travellers Group
- Clondalkin Travellers Group
- Ballyfermot Travellers Group
- Kerry Travellers Group
- Tallaght Travellers
- Limerick Travellers
- Southside Travellers Action Group

- Travact Travellers
- Tuam Traveller Project
- Longford Travellers Project
- Westmeath Traveller Action Group
- Westmeath Traveller Inter-Agency Group
- Cork Traveller Projects
- LGBT Traveller committee
- Shankill Local Policing committee
- Portlaoise Boxing Club
- Community Mediation Service (Laois)
- South Dublin mediation service
- Regional Consultations re. National Traveller & ROMA Inclusion Strategy

Staffing/Administration/Systems Development

Actions in 2016

MTCMI Staff

- As stated in the Summary, Chris McDonagh successfully completed the Maynooth University Diploma Programme in May 2016 and was awarded a Diploma in Mediation & Conflict Intervention.
- Joe McGrath resigned from his position as Mediator in May 2016, to take up a position as a Mediator in another organisation.
- In terms of staffing levels in 2016 therefore, MTCMI staff levels were reduced from 3 staff members to 2 staff (on 4 days per week contracts) effectively from March to December 2016. (Joe McGrath left his full-time position formally in May 2016 but was out on sick Leave from early March 2016).
- MTCMI training/development work in 2016 was increased by the Maynooth and Castlerea programmes, as well as other training workshops.
- Due to funding limitations, MTCMI was not able to recruit a third staff member in 2016.

Administration/Systems Development

- The MTCMI 2017 Work Plan summary was submitted to the Department of Justice & Equality in November 2016, with estimated costings attached.
- The 2015 Annual Report was submitted to DJE in January 2016.

- The action to develop a 3 year Strategic Plan was deferred until clarity was received from the Department of Justice & Equality on future funding, following the 10 year Business Plan that had been submitted to DJE in November 2015. In April 2016 DJE informed MTCMI that

'the funding of MTCMI for future years will be considered when the new National Traveller and Roma Integration Strategy, providing a set of specific actions for development of Traveller Mediation, is in place.'

- A framework for creating a panel of MTCMI volunteer Traveller advisers (including agreed policies & procedures) was put in place. By the end of 2016 twelve Traveller Volunteer Advisors had signed up for the role.
- MTCMI Website has been maintained during 2016.
- MTCMI have continued to work with RJC to review and revise MTCMI policies and procedures.
-
- The process of collating and keeping referral case records up to date has been ongoing.
- The monitoring of Social Media sites re. potential escalation of conflicts has been ongoing in 2016.

The following supplementary funding was sourced by MTCMI in 2016:

Re. Traveller Mediation & Conflict Training pilot Programme

- The core tutor fees were funded by Kildare Wicklow ETB in 2016
- The Kennedy Institute funded the research element of the programme from January to June 2016.

MTCMI applied for and were successful in receiving additional funding for 2016 to cover costs incurred from the Training Programmes, as below:

- **HSE Dublin Mid-Leinster:** €3,600 from the HSE Dublin Mid-Leinster Internal Traveller Health Governance Group to MTCMI in respect of an evaluation of the Traveller Mediation Training Programme.
- **St. Stephen's Green Trust:** €2,500 for funding to cover student travel and subsistence costs, additional tutor costs, etc.
- **St. Stephen's Green Trust (Travellers in Prison Programme):** €3,660 for external evaluation and report of Castlerea Prison Peer Mediation pilot Programme.
- **National Lottery Grant Scheme 2016:** €1000 to support a Training Programme for young Travellers in the Midlands areas.

3. Appendices

Appendix 1

MTCMI STRATEGIC PLAN

2015 – 2016

OVERALL OBJECTIVES

- ❖ To work in partnership with Travellers and other relevant stakeholders towards the development of effective conflict prevention and intervention strategies
- ❖ 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 these objectives, MTCMI will work in the following ways:

- Proactively work to respond to and 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/Training Centres where Travellers 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

Mediation

- Use the agreed referral procedure to accept mediation referrals of cases in the three categories:
 - between members of the Traveller community
 - between Travellers and agencies
 - between Travellers and the Settled community
- Record the process and outcomes for each referral.

Development Work/Capacity Building

- 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 inter-agency/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 and 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.

Administration/Systems Development

- 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 obtain sustainable funding channels for MTCMI.

- Develop and maintain a media presence (including a website and Facebook page).

Communications/Stakeholder Engagement/Advocacy

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

Appendix 2

2016 ACTION PLAN

Aims/Objectives	Actions	Time frame	Expected Outcomes
<p><u>Development Work Objectives:</u> <u>Training/Capacity building</u></p> <p>Develop an accredited tailored Traveller Training Programme with the Kennedy Institute, NUI Maynooth</p>	<p>Develop, design and deliver an accredited Traveller Mediation & Conflict Training programme with the Kennedy institute/Kildare/Wicklow ETB/Laois/Offaly ETB, and with the collaboration and support of National & local Traveller organisations and reps.</p> <p>Convene the inter-agency steering group on a bi-monthly basis to steer the design and development, including building in appropriate supports for potential participants, reviewing progress of pilot on an ongoing basis, etc.</p> <p>Research sub-group to meet on bi-monthly basis to steer and monitor tracking/research component of the pilot programme</p>	<p>January 2016</p> <p>February 2016</p> <p>Ongoing</p> <p>Ongoing</p>	<p>Participants recruited</p> <p>Pilot programme begins</p> <p>Regular monitoring and evaluation of the pilot programme, ensuring it is continually tailored to suit participants' needs, etc.</p> <p>Ensure rigorous tracking/research of pilot programme, culminating in written report</p>
<p><u>Aims/Objectives</u></p> <p>Develop & implement training programmes & workshops, in response to needs, with the aim of developing skills in managing conflict effectively</p>	<p><u>Actions</u></p> <p>Training/capacity building for Traveller youth/young adults training in local areas of the Midlands</p> <p>Develop local tailored courses for Traveller adults in response to needs</p> <p>Facilitate tailored RP sessions for staff/students in schools with Traveller student populations</p>	<p><u>Timeframe</u></p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	<p><u>Expected Outcomes</u></p> <p>An increased capacity to manage conflictual situations</p> <p>Improved relationships both within & between Traveller groups; and between Travellers & agencies</p> <p>Improved relationships for/with Traveller students in schools</p> <p>Increased capacity and development of ADR skills within the Traveller community</p>

<p>Continue to develop local Garda/Traveller networks and facilitate Midland regional network meetings as required</p> <p>Continue to 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>Aims/Objectives</p>	<p>Organise Inter-agency and Agency/Traveller workshops in response to needs</p> <p>Evaluate each programme/workshop through feedback obtained and recorded</p> <p>Organise and facilitate Garda/Traveller network meetings on a regular basis</p> <p>Continue to recruit and mentor a panel 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>Actions</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Timeframe</p>	<p>Improved understanding and relationships between agencies and Travellers</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>Outcomes</p>
<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</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>Ongoing</p> <p>Ongoing</p> <p>Ongoing</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>Travellers and the Settled Community</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>From January 2016</p>	<p>Ensure the service is operating effectively</p>
<p><u>Administration/Systems Development Objectives:</u></p> <p>Refine development of Referral/Case Management System, including process for onward referrals & Exit strategy</p> <p><u>Aims/Objectives</u></p> <p>Maintain a Website/Facebook page for MTCMI</p> <p>Develop a 3 year Strategic Plan for 2016 to 2018</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 & review meetings</p> <p>Continue to record the process and outcome for each referral case.</p> <p>Analyse the data, and compile comprehensive report on cases to date</p> <p><u>Actions</u></p> <p>Continue to develop and populate the website, and develop Facebook page.</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 end of 2016</p> <p><u>Timeframe</u></p> <p>Ongoing</p> <p>February/ March 2016</p>	<p>Current and past year data readily available and in an accessible format</p> <p>A clear system and a professionalised service</p> <p>Recording of cases formalised to agreed professional standards</p> <p>Have clear evidenced-based record of the case referrals and outcomes</p> <p><u>Outcomes</u></p> <p>An effective MTCMI media presence</p> <p>Clear strategic direction for 2016 to 2018</p>

Appendix 3

MTCMI Income and Expenditure Statement 2016