



**Traveller Mediation Service**  
**2017 Annual Report**

# **TMS 2017 Annual Report**

The TMS 2017 Annual Report details the progress of the TMS actions and objectives as outlined in the TMS (MTCMI) 2017 Work Plan under the following headings:

## **1. Training/Development/Capacity Building**

- a) **Traveller Mediation & Conflict Training Pilot Programme**
- b) **2017 – 18 Traveller Mediation & Conflict Training Programme**
- c) **Castlerea Prison Peer Mediation Pilot Programme**
- d) **Other Prison Peer Mediation Programmes**
- e) **Conflict Training Workshops/Training sessions delivered in 2017**

## **2. Development of the TMS Traveller Mediator Panel**

## **3. Mediation Case Referrals**

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

## **5. Administration/Systems Development**

## **6. TMS Income and Expenditure Statement for 2017**

## **7. Attached Reports**

- **Evaluation of Traveller Mediation & Conflict Training Programme**
- **Peer Mediation Pilot Initiative in Castlerea Prison Evaluation Report**
- **MTCMI 2017 Summary Work Plan with budget estimates**

# 1. Training/Development/Capacity Building

## a) Traveller Mediation & Conflict Training Pilot Programme

Between January and May 2017 MTCMI coordinated and supported the Mediator's Institute of Ireland accredited Mediator Training Programme which started on 18<sup>th</sup> January 2017. The core tutor was Dr. Delma Sweeney, whose organisation is accredited to provide Mediation training courses certifiable by MII. The course ran every Wednesday from January until March in Maynooth University, after which the external assessments were carried out.

During this period, MTCMI continued to mentor individual students to complete QQI assignments for submission to Kildare/Wicklow Education & Training Board, and to ensure completion of all the required QQI paperwork before submitting for KWETB External Assessments.

The external assessments took place on 8<sup>th</sup> March, and the final assignments were completed and submitted by 31<sup>st</sup> March.

5 students successfully completed the accredited MII Mediation Training Programme, and passed their assessments in March. The sixth student was mentored over a month's period and re-sat the accredited Mediator Training Programme assessment in April, and subsequently also passed.

They are now all certified mediators.

A Graduation/Award ceremony took place on May 30<sup>th</sup> in Maynooth University for the six Traveller students who successfully completed both Part 1 and Part 2 of the Traveller Mediation and Conflict Training Pilot Programme.

The ceremony was held in Renehan Hall, Maynooth University and was well attended by the students, their families, representatives from KWETB, the Kennedy Institute/Maynooth University, and members of the Steering Group.

The awards were presented by Professor Anne Ryan from NUIM.



---

## **The Launch Event for the Traveller Mediation & Conflict Training pilot Programme Evaluation Report**

The Evaluation Report was completed by External Consultant Brian Harvey.

The launch event was co-hosted by TMS and the Edward Kennedy Institute of Conflict Intervention and was held in Smock Alley, Dublin, on 27<sup>th</sup> September 2017.

The report was officially launched by the Minister of State for Justice, David Stanton on the day.

The event was well attended and included:

- A presentation of the report findings
- Inputs from Thomas McCann, Chris McDonagh, and two of the graduates of the programme, Caroline Nevin and Frank Kavanagh
- Workshop discussions on lessons learned and plans for the future

The collaborative and innovative nature of the pilot programme design and delivery was emphasised at the launch event, with an acknowledgement by the Traveller Mediation

Service of the central roles played by Delma Sweeney and Thomas McCann in the design and delivery of the programme; the valuable contributions also made by Catherine O’Connell, Michael McDonagh, and other tutors, guest speakers, and to Glencree Centre for hosting two workshops.

The TMS also acknowledged the key roles of the Kennedy Institute and Kildare/Wicklow ETB; the valuable guidance and support of the members of the Steering Group; the financial support of the Department of Justice & Equality ( through Restorative Justice in the Community) , the HSE Midlands Traveller Unit, and St. Stephens Green Trust.

As highlighted in the report recommendations, resources need to be made available to fund a panel of Traveller mediators to use their skills and expertise for the benefit of the Traveller community and the wider society into the future.

### **From the Irish Times On-Line Article by Kitty Holland on the event, 27<sup>th</sup> Sept.2017:**

#### *Six Travellers graduate from course in conflict resolution*

*A new course to train Travellers to in conflict resolution has huge potential to deal with “long-standing problems of inter-familial conflict,” in the community, a leading social policy analyst has said.*

*The course, the first of its kind aimed specifically at Travellers, has just produced its first six graduates.....*

*...[Caroline Nevin](#) from Mullingar is among the six recent graduates and explains she had always believed there “must be a better way than violence” when she heard of some in her community resorting to it to settle disputes.*

*“For some the only way they knew was violence and talking wasn’t an option. Both parties would be too stubborn to back down and no-one would even consider mediation. But I have seen it being done and it works. It’s about building trust with the parties, that they have confidence in the mediator. A trusted third party can bring people together.”*

*She said while such interventions have been informal, she hoped that formally trained Traveller mediators would have the confidence of the community to “help Travellers who might have been feuding and violent to solve future conflicts” peacefully.*

*According to social policy analyst, [Brian Harvey](#), the course provides a “good basis for replicating and extending. ..to other Education and Training Boards”.*

*“There was strong agreement [among participants] that this course was most important for the Traveller community in [Ireland](#) and held out the promise of dealing with long-*

*standing problems of inter-familial conflict in a structured was...The potential of the course should not be underestimated.”*



---

## **b) 2017 - 18 Traveller Mediation & Conflict Training Programme**

In June MTCMI met with Laois/Offaly ETB to plan the next Traveller Mediation Programme, which was scheduled to begin in September 2017 in Tullamore.

Preparation meetings for the next course, with ongoing discussions with LOETB, the Kennedy Institute, tutors and others on the timetabling, and the development of the course content, took place between June and August.

An Information morning was held in Offaly Traveller Movement on the 22<sup>nd</sup> June for people interested in applying for the September programme.

The programme was promoted and advertised through the ITM EZine, local Traveller organisations and informal contacts.

20 applications were received by the closing date of 31<sup>st</sup> August.

Interview panels were set up, and applicant interviews took place in Tullamore ETB offices on 12<sup>th</sup> and 13<sup>th</sup> September.

From the 20 original applicants, 14 people went forward for enrolment to the programme (11 men & 3 women).

The course start date was Tuesday 26<sup>th</sup> September, and classes took place in Tullamore ETB office classrooms, with monthly sessions in the Kennedy Institute, Maynooth University.

The autumn 2017 programme ran for 11 weeks. The term finished on 12<sup>th</sup> December.

There are 9 students currently. 5 students from the initial 14 students have discontinued for a number of personal reasons.

TMS continued to coordinate the programme, with the support of LOETB and the Kennedy Institute.

The programme is based in the LOETB classrooms in Tullamore, with classes also held in the Kennedy Institute classrooms in Maynooth on a monthly basis.

Speakers/guest tutors to date have included: Michael McDonagh, Ali Hanaf, Sgt. Dave McInerney, Caroline Nevin, and Christine Joyce.

The Conflict Resolution Core tutor Catherine O'Connell has worked with TMS on this module, and Dr. Delma Sweeney is leading on the Maynooth sessions.

On the Inter-Cultural module, Thomas McCann continues to play a key role, with the support of TMS.

The course will re-commence on 9<sup>th</sup> January 2018.

### **c) Castlerea Prison Peer Mediation Pilot Programme**

The pilot Peer Mediation training programme was completed on January 16<sup>th</sup> 2017.

**Assessment of Peer Mediators:** Tricia Hayes, an MII accredited trainer/mediator carried out the Peer Mediation competency assessments with the Peer Mediator trainees on 13<sup>th</sup> February 2017 in Castlerea Prison.

Four out of six trainees passed the assessment.

A second competency assessment for those who were not successful, or were not present on the day, took place on 8<sup>th</sup> May 2017, and the three trainees who underwent the assessments were all successful.

The Castlerea Advisory Group meeting took place on 15<sup>th</sup> May.

TMS agreed to stay connected to and to continue to support the Peer Mediation service in Castlerea Prison over the summer, and to run a new Peer Mediation Programme in September 2017.

The Castlerea Evaluation Report was finalised and was available as an eprint from May 2017.

It was agreed for the report to be officially launched at Travellers in Prison Conference in October in Dublin Castle.

The new Castlerea Peer Mediation Programme began on 23<sup>rd</sup> October and ran every Monday for 8 weeks. Lily Kavanagh (TMS Traveller mediator panel member) worked with TMS as a trainee facilitator for this course.

The programme will be completed in January 2018, and the certificates will be presented.

The Castlerea Peer Mediation Advisory Group has been continuing to meet to oversee and support the development of the course and the roll-out of the Peer Mediation service in Castlerea.

## **d) Other Prison Peer Mediation Programmes**

### **Dochas Prison**

In July 2017 the TMS met with Irish Prison Service ETB in Dochas Prison to inform them of the Peer mediation Programme and to discuss the possibility of arranging an introductory Peer Mediation session for Dochas women prisoners in the Autumn.

There followed a meeting in Dochas prison held on 2<sup>nd</sup> October, attended by staff, the Red Cross, and a group of prisoners, and facilitated by TMS and Mary McDonagh (TMS Traveller mediator panel member) to discuss running a Peer Mediation Programme in the prison.

An initial Advisory group meeting to discuss running a Peer Mediation Programme and setting up a Peer Mediation service in Dochas prison was then held on 13<sup>th</sup> November.

It was attended by the Governor, ETB, the Chaplain, Traveller Liaison rep, Red Cross, and prisoner representatives, and TMS.

It was agreed at this meeting that TMS would start the 6 week Peer Mediation course in Dochas for a mixed group of Traveller and settled prisoners in January 2018.

## **Midlands Prison**

TMS facilitated an introductory Peer mediation session with a group of Traveller prisoners with TMS panel member Frank Kavanagh on 26<sup>th</sup> October 2017.

TMS facilitated a follow-on Peer mediation session with a group of Traveller prisoners and IASIO and Probation staff members on 29<sup>th</sup> November.

A meeting was then held, on 6<sup>th</sup> December, with the Governor, Red Cross, ETB, and TMS to discuss running a Peer Mediation programme and setting up a Peer Mediation Service in Midlands Prison in 2018.

## **Mountjoy Prison**

TMS met with prison staff and 15 prisoners in July 2017 to share information about the work of TMS.

### **e) Conflict Training Workshops/Training sessions delivered in 2017**

- Two workshops with the Traveller Mens' Group took place, on 15<sup>th</sup> and 19<sup>th</sup> June, on Conflict and its impact within the Traveller Community.
- TMS co-facilitated a workshop in Castlerea with Galway Traveller Movement with a group of men on supports for families of prisoners in October 2017.
- TMS ran a Conflict training workshop in TVG office, Cork, with group of Traveller men.
- TMS ran a Conflict training workshop on 9<sup>th</sup> November in Delvin Youthreach Centre with a mixed group of Traveller and settled young people.

## **2. TMS Traveller Mediator Panel**

**Aim:** To establish a panel of Traveller mediators/trainers to assist with mediation referrals and to deliver training as required on Peer Mediation, conflict management and cultural awareness in prisons and to community groups/agencies, etc. on a contractual basis with TMS/RJC.

The initial meeting of the Traveller Mediator Panel was held in Mullingar on 21<sup>st</sup> July 2017.

The agenda included a discussion on establishing a framework for the group, and to consider their roles within the TMS. (The panel has been formed from the 6 recently graduated Traveller Mediators).

A further meeting was held on 29<sup>th</sup> September with the panel. It was agreed that the panel would meet on a bi-monthly basis.

Training for the group on delivering the Peer Mediation in Prisons programme took place on 13<sup>th</sup> October 2017.

The final TMS Traveller Mediator Panel meeting of 2017 was held on 24<sup>th</sup> November in Athlone.

### **3. Mediation**

#### **Mediation actions in 2017:**

- Referrals were processed through the TMS 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
- From July 2017: Qualified mediators (from the panel of newly qualified Traveller mediators) to start to work with TMS mediators to assist with mediation cases as required.

#### **TMS Mediation Caseload Breakdown: 1st January to 31<sup>st</sup> December 2017**

In terms of the types of referrals there was an increase in Traveller/Traveller cases this year, and a reduction in Traveller/Agency cases. TMS received referrals from 15 counties nationally this year, from Cork to Donegal, and Dublin to Galway.

#### **2017 Monthly/bi-monthly breakdown:**

No. of current cases as of 31 <sup>st</sup> January:	8 cases
No. of current cases as of 31 <sup>st</sup> March:	10 cases
No. of current cases as of 30 <sup>th</sup> April:	9 cases
No. of current cases as of 31 <sup>st</sup> May:	13 cases
No of current cases as of 30 <sup>th</sup> June:	15 cases
No of current cases as of 31 <sup>st</sup> July:	12 cases

No of current cases as of 31<sup>st</sup> August: 12 cases

No. of current cases as of 31<sup>st</sup> October: 12 cases

No. of current cases as of 15<sup>th</sup> December: 18 cases

## **Mediation Caseload Breakdown: 1st January to 31<sup>st</sup> December 2017**

**No. of Referrals = 45**

**Completed cases = 31**

**Current cases = 14**

### **Breakdown of cases by county:**

- Clare 1 case
- Cork 1 case
- Donegal 1 case
- Dublin 10 cases
- Galway 14 cases
- Inter-County 2 cases
- Kerry 1 case
- Kildare 1 case
- Kilkenny 1 case
- Laois 2 cases
- Longford 1 case
- Louth 1 case
- Offaly 6 cases
- Tipperary 1 case
- Westmeath 2 cases

### **Presenting as:**

- Traveller/Traveller 35 cases
- Traveller/Agency 1 case
- Traveller/Traveller/Agency 5 cases
- Traveller/Settled 2 cases
- Advocacy - 2 cases

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

TMS has continued to initiate, strengthen and consolidate professional collaborations and working relationships with diverse groups of stakeholders over the course of 2017.

Many of the groups engaged with are listed below.

TMS has also worked closely with the Gardai, particularly with the Garda Racial, Intercultural & Diversity Office in 2017 on mediation cases, training, and relationship-building between the Gardai and the Traveller 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 consisted 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, TMS**

has continued to collaborate with the Irish Prison Service, Education Training Boards, St. Stephens Green Trust's Travellers in Prison Initiative, and the Red Cross in 2017.

### **In 2017 TMS also met and networked with a diverse group of stakeholders on a range of issues, including the following:**

- Castlerea Prison Advisory Group meetings
- Traveller Counselling Service Board meetings
- Irish Traveller movement Board meetings
- Westmeath Traveller Action Group meetings
- Mincear Whidden meetings
- MII Community Sector Review meetings
- Steering Group Meetings of Travellers In Prison Initiative, St Stephens Green Trust

- Exchange House, Traveller Pride Awards meeting
- Meeting with Red Cross re. Peer Mediation in Prisons Programme
- Meeting with AVP Coordinator to explore ways of working collaboratively
- Maynooth Mediation programme Steering Group meetings
- Meeting with External Mediator re. Castlerea Prison assessments
- Restorative Practices Ireland Workshop
- Meeting with Kennedy Institute on Mediation training and certificates
- Meeting with LOETB re QQI accreditation requirements
- Meetings with KWETB re. QQI accreditation
- Meetings of Blackberry Lane Development Group, Athlone
- Meeting with mediators from south Dublin Mediation re. establishing links
- Meeting with LGBT Traveller + Roma, projects coming together to support this group
- Pavee Point meeting on drugs report
- Pavee Point meeting re. MTCMI training for 2017
- Meeting in Exchange House with LGBT Traveller + Roma representatives
- Pathways aftercare for prisoners: networking event
- Minceirs Whidden Traveller Pride Event/IFI
- Meetings re. referrals ( Clondalkin/Tuam/Ballinasloe)
- Kildare Travellers meeting re. Referral
- OTM re. referral
- Meeting with Southside Travellers staff
- Meeting in Harcourt street Garda station with Sgt Dave McInerney about linking and support with MTCMI referrals
- Meeting with Tuam Gardaí on mediation referral
- Visits to Bray, Tallaght and STAG Traveller projects
- Meeting with John Mulligan to discuss working together to in Ballyfermot Traveller site to resolve current issues arising there
- Mediation supervision sessions with John Mulligan
- Meetings with RJC in Portlaoise and Tullamore
- Meeting with Traveller men's health workers in LTAG and OTM (men's sheds) to discuss possible MTCMI conflict training for their mens' groups.
- Networking event in Clondalkin Travellers - cross bike project
- Meetings in Dochas womens' prison
- Meeting in Kennedy Institute re. certificate event for students and report launch arrangements
- Talk in Maynooth for potential students enrolling on the mediation course (Chris).
- Meeting with Phyllida Clarke (mediator) re. referral, and information exchange
- Meeting with LOETB re. next programme
- Meetings re. referrals in Galway, Dublin, and Cork
- Meeting in Offaly Traveller Movement with staff about running conflict training with group of Traveller men in Offaly
- Meeting in Castlerea prison with staff about going forward with training
- Meeting with training staff from Mountjoy prison

- Networking/visit to Pavee Point
- Meetings in Clondalkin Travellers
- OTM Traveller Pride event
- OTM Information morning
- Meeting with DJE
- Pavee point Men's health day in Dublin
- Pavee Point event with Native Americans, and discussion about mediation and conflict within both communities.
- Red Cross Graduation Event Castlerea Prison
- Kennedy Institute meeting
- ITM Conference
- TPI Dochas meeting
- Meeting with the Stephens Green Trust Evaluator
- Meetings with the new premises' management re. the TMS office move
- Meeting with Thomas McCann re. next Traveller mediation Programme
- Meeting with Delma Sweeney/Catherine O'Connell re. next Traveller mediation Programme.
- TMS Traveller Mediator panel meetings
- Meetings with Tallaght Traveller Project
- Meetings with Donegal Traveller project
- Dochas Prison meeting
- NTRIS Sub-Committee meetings
- TMS Panel training on Peer mediation course
- TPI Conference
- Meeting and networking event in Morrison hotel on Traveller behaviour and attitudes
- Galway Traveller Accommodation Enquiry event
- STAG Certificates Awards
- Midlands Prison meetings
- Meeting with Letterkenny Council
- Visits to prisoners in prison
- Meeting with Irish Traveller Movement
- Meeting in Harcourt Garda station.

## 5. Administration/Systems Development

- QQI course administration: preparation and collation of assignments into QQI format.
- Proof-reading draft Evaluation Reports of the Traveller Mediation pilot Programme and the Castlerea Prison Peer Mediation pilot Programme
- Completion of Grant Reports for St. Stephens Green Trust.
- MTCMI changed its name to the 'Traveller Mediation Service' to reflect the current and future national nature of its work.
- In July TMS started actively looking for an office premises to rent.
- TMS moved into new premises in Athlone at the beginning of August. The office consists of a 2 person office and a small meeting room in Athlone Community Taskforce (ACT) Business Development Centre, Ballalley Lane, Athlone.
- The TMS website updated.
- Preparation work for the launch of the Traveller Mediation Evaluation Report on 27<sup>th</sup> September.
- **Travellers in Prison Initiative: National Conference on Friday 20<sup>th</sup> October 2017 Dublin Castle**
  - Chris gave a presentation on the Peer Mediation in Prisons Programme, assisted by Frank Kavanagh.
  - The Peer Mediation Pilot Initiative in Castlerea Prison Evaluation Report was officially launched during the conference, and referenced by Minister Stanton in his opening address.
- TMS 2018 draft plan and costings submitted to DJE by RJC and TMS.
- Discussion Document submitted to the NTRIS Action 38 Sub-Committee: Mediation to bring Feuding to an End.

## 6. TMS Income and Expenditure Statement 2017

prepared 16/01/2018

<b>Income</b>	
Income carried over from 2016 to 2017	7,033.49
Grant Payment Dept Of Justice and Equality 2017	136,497.00
Grant Payment St. Stephen's Green Trust	300.00
<b>Total Income 2017</b>	<b>€143,830.49</b>

<b>Expenditure</b>	<b>12 months 2017</b>
Salaries including employers PRSI (26 Pay Periods)	81,421.12
Bank Fees	105.24
Management Fee to Restorative Justice in the Community agreed with Dept of Justice (Two payments- €10,796 withdrawn Feb 2017 and €10,000 outstanding at present)	20,796.00
Phone	881.32
Website, IT Maintenance / Repair	267.18
Insurance (shared with RJC)	916.84
Printing / Stationery	141.45
Office Rental	2,294.52
Office Furniture	1,512.90
Light / Heat	195.78
Staff Travel and Subsistence	12,950.30
Castlerea Peer Mediation Programme Evaluation (second payment for evaluation report €1,245) and Assessor fees €300	1,545.00
Audit and Accountancy (MTCMI contribution shared with RJC)	1,301.50
Expenses for Traveller Mediators for mediation assistance and attendance at panel meetings	1,841.00
Delivery of the Traveller Mediation Training Programme at NUI Maynooth in partnership with Kildare Wicklow ETB and Kennedy Institute Maynooth to include: Travel/subsistence expenses for students €849, Student lunches €669.32, Tutor fees €840, Filming for assessments €150, MII Registration costs: €485, MII Assessor Costs €900, half payment for evaluation/report €1,230 (half payment in 2016). Costs for launch of evaluation report at Smock Alley Theatre €1,702	6,825.32
Delivery of the Traveller Mediation Training Programme Tullamore 2017/18 in partnership Laois Offaly ETB and Kennedy Institute Maynooth to include: Travel/subsistence expenses for students €1,146.20, Student lunches €219.50, Tutor fees €840	2,205.70
<b>Total</b>	<b>€135,201.17</b>

### Notes and Reconciled Bank Balance:

Balance in TMS Bank Account 31<sup>st</sup> Dec 17=€26,050.77

- Funds due from account but not withdrawn by 31<sup>st</sup> Dec 2017: €10,000 management fee (due Jan 2018), €6,278.51 Revenue Commissioners Quarter 4 Payment (due 23rd Jan 18), Uncashed chequestotalling €1,274.34, numbered: 180,181,187,188,189 (uncashed before year end but included in 2017 expenditure). Total: €17,552.85
- Account Balance **€26,050.77** less uncashed expenditure **€17,552.85** = €8,497.92 Reconciled Balance in account 31<sup>st</sup> Dec 2017. Total Carryover to 2018: **€8,497.92**

## **7. Attached Reports**

- **Evaluation of Traveller Mediation & Conflict Training Programme**
- **Peer Mediation Pilot Initiative in Castlerea Prison Evaluation Report**
- **MTCMI 2017 Summary Work Plan with budget estimates**