



Traveller Mediation Service

2021 Annual Report

www.travellermediation.ie

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Mediation

Mediation actions in 2021

- Case referrals were processed through the TMS referral procedure
- Team meetings were held on a bi-weekly basis to review current cases and discuss new referrals (sometimes remotely due to COVID19 restrictions).
- Referrals were written up and collated on a monthly basis
- Qualified mediators (from the panel of qualified Traveller mediators) continued to work with TMS mediators to assist with mediation cases as required, although less frequently because of the Covid19 restrictions.

TMS received referrals from over 24 counties in the Island of Ireland.

TMS have been working to resolve a high number of cases since January 2021 (see numbers below) and have travelled throughout the country, and through the Island of Ireland in cases of cross-border disputes.

TMS Mediation Caseload Breakdown: 1st January to 31st December 2021

No. of Referrals: 101 cases

Completed cases: 82 cases

Current cases: 19 cases (*December 2021*)

Breakdown of cases by county:

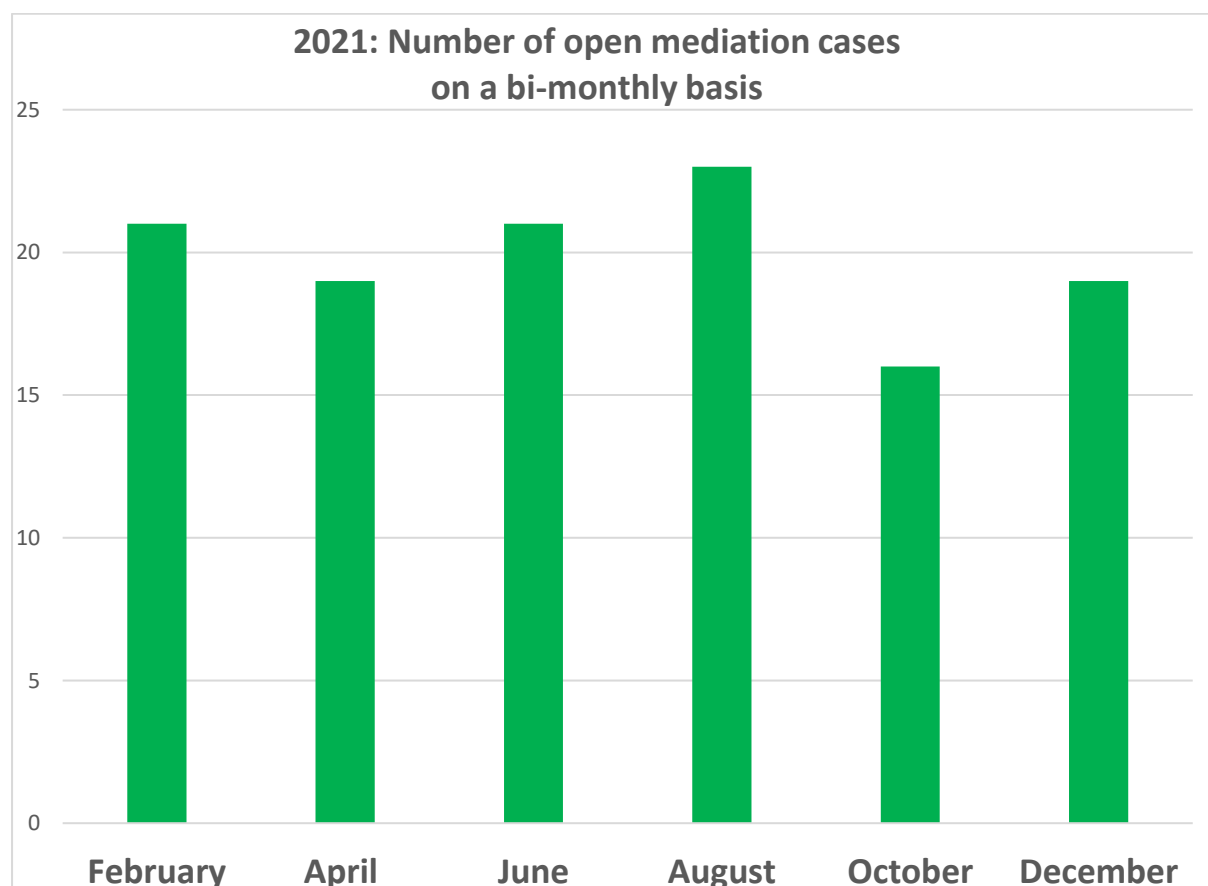
County	No. of Cases
• Armagh	2
• Carlow	1
• Clare	5
• Cork	5
• Donegal	1
• Dublin	19
• Fermanagh	2
• Galway	10
• Inter-County	6
• Kerry	2
• Kildare	3
• Kilkenny	2
• Laois	3
• Limerick	1
• Longford	4

Breakdown of cases by county continued:

County	No. of Cases
• Roscommon	2
• Mayo	2
• Offaly	15
• Sligo	1
• Tipperary	3
• Tyrone	5
• Waterford	1
• Westmeath	4
• Wexford	1

Presenting as:

• Traveller/Traveller	53 cases
• Traveller/Agency	18 cases
• Traveller/Settled	10 cases
• Advocacy	14 cases
• Other	6 cases



Case Studies

Three cases that TMS has been involved with in 2021 are described below to show the diverse types of referrals received by TMS.

- **Case Study 1**

Background

There has been history between these families over the years with fair-fights. Traveller families who TMS would have worked with in the past and live in the area contacted TMS explaining their concerns and fears about what was going on in the area and that someone was going to get badly hurt.

TMS at around the same time received calls from relatives from both sides who were involved in this dispute also explaining their concerns, but didn't want families to know that they were calling TMS.

Agencies involved in this case were the local Traveller Project, Galway Traveller Moment, Inspector and Garda from the local and Galway City stations.

Case Process

A TMS mediator phoned men from both sides who we would have worked with before and still had a good relationship with. We discussed what was going on and the best way forward, and then set up meetings with all sides.

As this dispute was mainly in the local town, TMS engaged with the manager of the local Traveller project, who had good relationships with all involved in the dispute.

The first meeting was in Galway City with **Party 1** who explained their side of the story and what was going on. After obtaining all the information from these men we explained that we would be meeting the other side in the next day to hear their side of the story.

The second meeting was with **Party 2**. They explained their side of what was going on. After hearing their side and getting more information, we also explained that we had met the other family. One of the parties involved explained that one morning **he** had found a petrol-bomb under his wife's car that she brings their children to school in. They had reported this to the Gardai.

Both these meetings were very difficult as both sides were very angry and upset with what was happening. From the meetings TMS again explained our role and that we will be working with all involved in this dispute, but also will be working with Gardai in Galway.

For the next few weeks TMS did shuttle mediation with some of the older men as some of the younger men still did not want peace.

At the same time that the meetings and discussions were taking place, there were still people calling each other out on social media and people being attacked on the streets. A fair-fight was arranged with big money between men from both sides. In the old days, fair fights would have stopped the dispute but this fight just made it worse.

As the mediation was starting to make ground with both sides, there were two funerals in the local town, one involving each of the families. Both funerals were on the same day and within an hour of each other.

When the first funeral was over most people had left the graveyard, but some of the family of Party 2 stayed on, and so when second funeral arrived at the graveyard, family members of Party 2 were behind the coffin.

Both sides then attacked each in the graveyard. Some people received knife wounds and others were hit with weapons, with some receiving hospital treatment.

After what happened at the graveyard, the dispute escalated, with attacks on each side became more serious, including cars been rammed off the road, young men attacking each other on the streets and sometimes in shops. Two houses were set on fire, one locally, and the other in Galway City.

TMS had meetings with the Gardai and with the two Traveller projects in Galway as the dispute was becoming very serious, with the possibility of serious injury, and deaths.

Over the next couple of weeks there was a lot of shuttle mediation between all involved. A meeting then took place TMS, the manager of the local Traveller project and the local Garda Inspector with members of Party 1. All aspects of the situation were discussed. Party 1 gave their word that the violence would stop from their side.

A week later Party 2 had a similar meeting with TMS, the manager of the local Traveller project, and the Garda inspector, and gave their word also.

Over the Christmas all the main players kept to their words and no incidents have occurred, except for a few others putting negative comments on social media.

The next stage of the mediation will take place in January 2022 with TMS, the local Traveller project and Garda inspector meeting again to review the situation. TMS will then start meeting the families again and hopefully put a stop to this dispute.

Also arising from this dispute, other families have become involved and other small disputes have started, stemming from the main dispute. TMS will need to work with the parties to resolve these disputes.

- **Case Study 2**

TMS were contacted by a concerned father about a dispute between his two daughters and two son in-laws in a town in the midlands. The dispute had escalated from the two sisters not talking to each other, to people being assaulted and property getting damaged.

After meeting with the father, TMS arranged to meet separately with both daughters and their husbands. Even though this was between two families, it was having an effect on the extended family and more people were getting involved.

TMS met with both parties and listened to both sides of the story to discover the root cause of this dispute. Both sides had similar stories in how it started: that it started over money going missing from the parent's house and both sides blaming each other for taking the money. Both sides agreed to a peace agreement and the mediation process began. *Sometimes with some of the cases TMS work on we always look for a peace agreement first because of the violence that happens in these disputes.* TMS worked through the mediation process for several weeks with both sides, and with the parents, and finally an agreement was reached with both sides signing it.

As there appeared to be mental health and addiction issues with some members of the families, TMS also signposted the parties to mental health services and addiction services while the mediation process was ongoing.

- **Case Study 3**

TMS was contacted by a local man from the settled community with concerns over a dispute involving his sister and her neighbour who was a Traveller. The man owned the house and had rented it to his sister. His fear was that this dispute might escalate; that his sister could be hurt and/or the house damaged. TMS made contact with both parties and set up a meeting with each separately to hear what had happened. TMS was told that this dispute started over two kids fighting and name calling. Both parties recognised that their relationship had been good before this incident, and that this dispute was having a negative effect on the other children and other neighbours on the street. Both sides stated that they wanted to end the dispute but didn't know where to start.

TMS worked with both sides in working on an agreement which both sides were happy to sign.

Even though this case was straightforward, it had the potential to escalate, with other neighbours getting caught up in it and family members getting involved from both sides.

A month after the agreement was signed TMS visited both families to see how things were between them. We found that the kids were back playing together and the parents are able to pass each other by.

Even though TMS was finished with this case, the practice is to drop back in to meet with families when we are next in the area to check in with them and also maintain the relationship.

Training/Development/Capacity Building

Traveller Mediation & Conflict Training Programmes

Traveller Mediation & Conflict Training Programme 2020-1

- The final part of programme had to be paused between January and May 2022 due to participants' difficulty in attending during that period. It re-commenced in May and was completed on 15th June.
- Two participants successfully passed the MII assessment leading to certified Mediator status. They will now join the TMS Mediator panel.

Four Counties Accredited Traveller Mediation Programme

The piloting of an MII Accredited Traveller Mediation Programme for Travellers in counties Cork, Kerry, Limerick and Tipperary, in partnership with Maynooth University, due to commence in 2021 was postponed until 2022 due to continuing COVID19 restrictions.

Prison Peer Mediation in Prison (PM) Programmes in 2021

The TMS Peer Mediation in Prisons programme was significantly impacted again in 2021 due to COVID19 restrictions. Outside agencies were not permitted to enter many of the prisons for a number of months in 2021.

In January 2021 TMS made contact with the prisons as below to see when it might be possible to resume the programme in individual prisons in 2021.

Castlerea Prison

- In contact with Castlerea prison in April to explore setting up online mentoring sessions with prisoners who have completed the PM programme.
- Meeting took place in November in Castlerea Prison to discuss the delivery of new Peer Mediation in Prisons Programme.

Cork Prison

- In contact with Cork prison to explore setting up online mentoring sessions with prisoners who have completed the PM programme.
- Putting together presentations for loop prison cell system, with aim of re-starting face-to-face programmes in prisons in September.
- TMS presentation completed and sent to Cork prison to be put on loop prison cell system in July, with the aim of re-starting the programmes in September.
- In September TMS made contact with Education Department. Permission not received by December for agencies to come back into Cork prison.

Limerick Prison

- TMS contacted the prison in September to offer the Peer Mediation in Prisons programme.
- TMS met with Limerick Prison staff and prospective trainees; PM programme scheduled to start on 1st November 2021.
- Due to IPS staff shortages, the PM programme was deferred until January 2022.

Loughan House Open Prison

- Loughan House requested Peer Mediation training for Traveller prisoners in September.
- TMS made contact with Loughan House Education Dept. to see whether there are sufficient numbers to run the PM course before Christmas.

- TMS held an information morning in December regarding delivering a PM programme in early 2022.

Midlands Prison

- In contact with the Education Department. early in the year.
- Due to COCVID19 restrictions in the prison it was not possible to run PM programmes over 2021.
- In contact with Education Department in December with plan to start a PM programme in late January 2022.

Portlaoise Prison

- In June 2021 TMS made contact with Portlaoise Prison to confirm re-commencing the PM programme in September.
- The Peer Mediation programme started on 4th October in Portlaoise .
- The TMS PM programme was completed with 12 prisoners receiving Certificates of Completion from the Governor in December.

IPS Prison Officer Recruits training

- TMS delivered eight X two hour training session with IPS Prison Officer Recruits in Portlaoise in 2021.
- The training took place on the following dates: 15th January; 26th February; 16th April; May 28th; July 9th; 20th August; 8th October; and 15th November.

Other TMS Training Programmes/ Workshops delivered in 2021

In January and February 2021:

- TMS ran a training session for a PSNI Officer group on the work of TMS
- A TMS training session for Mincéirs Whiden took place.
- TMS contacted a number of Traveller organisations in January and February, and held preliminary discussions about potential training for 2021

During March and April:

- TMS contacted local county councils to offer online training sessions to staff.
- Continued to engage with Traveller organisations and to hold preliminary discussions about potential TMS training for 2021/2.
- Engaged with Youth-reach and other Youth centres with Traveller participants, with the aim of delivering Conflict Skills training to groups later in the year.

- TMS took part in a training for student social workers about the work of TMS, and letting them know how they could avail of our service in the future.
- TMS organised training for the TMS panel in Tullamore.

In May and June:

- TMS delivered an online workshop for Kildare County Council staff around the work of TMS.
- TMS attended a meeting with Offaly Traveller Movement (OTM) around setting up a course on conflict resolution with young Travellers. This was followed by the delivery of a six week Conflict Resolution skills training with the Local Training Initiative (LTI) group in OTM, Tullamore.
- TMS has run three sessions to date of a six week training sessions with a group of Traveller men from the Mullingar area on conflict resolution.
- TMS ran two conflict coaching sessions with young Traveller men in Cork city.
- TMS are delivering a six week basic conflict resolution skills training to a group of young Traveller men in Loughrea. Three sessions have been run to date.
- TMS Information session was delivered to the staff team of Galway Traveller Movement
- TMS delivered training to Tallaght Traveller Project on mediation and the role of TMS. Role play training for students of TMS mediation course took place.

In July and August:

- The 'Understanding Conflict' programme in Loughrea was completed on 22nd July. Course Completion Certificates were awarded to eight young Traveller men.
- The group requested further training, and the six week TMS Peer Mediation Programme started on 5th August.
- Meeting with Men's Shed members in Tullamore regarding training.
- Meetings with Southside Travellers, Tallaght Travellers, and Clondalkin Travellers to assess training needs for 2021/22.

In September and October:

- Loughrea group Peer Mediation Programme was completed on 16th September. Six students received Certificates of Completion.
- Training set up to commence in November in the following locations: Tullamore; Tallaght; Exchange House, Dublin.

In November and December:

- TMS held a training day for staff of the Tallaght Traveller Project.
- Offaly Traveller Movement Young Persons training: 'Introduction to Conflict Management and Mediation' took place over three weeks in November & December. Presentation of certificates was held in OTM on 16th December.
- Exchange House Staff Workshop has been deferred until January 2022.

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 following actions were completed in 2021:

- 10 TMS Panel members worked with TMS over the months of 2021, both in assisting with the Prison Officer Recruits training, other training, and with mediation cases.
- Panel training sessions took place on a bi-weekly basis from July 2021. The training focused on upskilling the panel with their facilitation/training skills, and mediation skills.
- Documented plan compiled over September and October for TMS panel training in 2022.
- Continue to identify and allocate opportunities for panel members to participate in TMS work before the end of 2021.
- Research of mediation videos of other indigenous groups to help inform the panel.
- Three panel members participated in the November Garda/traveller Dialogue Day.
- Materials for TMS Panel of Mediators and Facilitators have been developed for 2022 sessions.
- Catherine O Connell co-facilitated session with the panel on 17th December and presented TMS with their Continuing Professional Development (CPD) 2021 certificates.

Communications/Stakeholder Engagement/Advocacy

Engagement with Gardai in 2021

- TMS worked with gardai on an almost daily basis on case referrals as well as providing advice and support to gardai in handling situations arising from infringements etc of the Covid19 restrictions etc. over the early months of 2021.

Examples of types of engagement with Gardai Síochána and Police Service Northern Ireland (PSNI) during the year include the following:

- Meeting in Cobh Garda station with Cobh and Cork City inspectors about ongoing issues in the area.
- Meetings in Ennis Garda station with inspector about disputes going on in Co. Clare.
- Meeting with local Gardai and Traveller rep in Limerick City about working with young Travellers around Limerick city.
- Meeting with two PSNI constables and one PSNI Detective about TMS service and on-going disputes in the area.
- Two meetings with Gardai and Traveller representatives in Carrick-on-Shannon about setting up groups to build better relationships between both communities.
- Meeting with Mullingar Superintendent to discuss ongoing Westmeath disputes.
- Two Meetings with Gardai in Offaly around local mediation case.
- Meeting with Gardai in Co. Galway around dispute that has the potential to escalate into a very serious conflict.
- Meetings with PSNI about ongoing disputes in Omagh area.
- Ongoing communication with Garda National Diversity & Integration Unit.
- Meetings with Gardai and Traveller representatives in Carrick-on-Shannon about setting up a Dialogue Day group. Follow up meeting with six Travellers from the town to explain why we are setting up this group.
- Gardai contacted TMS looking for support regarding cases/issues in counties including Kildare, Omagh, Dublin, Galway, Offaly and Kilkenny
- Meeting with Gardai in Athlone and Harcourt Street. regarding relationship building.
- Meeting with PSNI regarding TMS training for 2021/2

Garda/Traveller Advisory Group

TMS is Chair of the Garda Traveller Advisory Group (forum for exploring best ways for both communities to work together). 10 meetings of this group were held during 2021.

Garda/Traveller Dialogues

The Galway/Mayo Garda/Traveller Dialogue Day '*Building Trust, Bridging Divides*' took place on 10th November in Ballybane Community Centre, Galway.

- The session was facilitated by TMS and the Garda Diversity & Integration Unit, and provided an opportunity for participants to engage in informal dialogue on issues of concern, with the aim of building understanding, and enhancing cooperation.
- 27 people attended the session.
- There will be a follow up session for each of the three local groups in early 2022.



Stakeholder Events in which TMS made a presentation in 2021

- Restorative Practice Ireland Conference 2021: TMS delivered a presentation on the Restorative nature of TMS work.
- TMS gave a presentation in Westmanstown, Dublin to over 50 Garda.
- TMS delivered a presentation at Travellers in Prison Initiative conference in Dublin
- TMS was interviewed by Templemore Garda Collage for training purposes.
- The Dormant Account fund 2022 was launched by Minister Joe O'Brien and took place in Exchange House Dublin. TMS gave a presentation at the event.

Other Networking/Stakeholder Engagement

TMS reported to the Anti-Racism Committee consultation event on the theme of Traveller Mediation and Access to Justice, hosted by the Department of Children, Equality, Disability, Integration and Youth on 24th June.

TMS staff actively participated as members of following Boards/Steering Groups in 2021:

- Garda/Traveller National Advisory Group
- Irish Traveller Movement
- Traveller Counselling Service
- Mincéirs Whiden
- Travellers in Prison Initiative
- Westmeath Traveller Action Group
- Offaly Traveller Movement
- National Traveller Mental Health Network
- Traveller Visibility Group
- Exchange House Ireland

Other Updates

Joint Initiative with Traveller Counselling Service and Exchange House Ireland:

- Conflict and Mental Health in the Traveller community.
TMS submitted a funding application, with the Traveller Counselling Service and Exchange House Ireland, through the Dept CEDiy to Dormant Accounts Funding, in order to progress the joint Conflict and Mental Health in the Traveller community Initiative.
- TMS continued to meet regularly with TCS and EHI over 2021 to develop the joint actions in this initiative, including putting together a research Tender.

Administration/Systems Development

- TMS Collated case information for years 2015-2020 and creation of graphics and charts highlighting types of cases, types of referrers and geographical locations of cases for the past five years (see Appendix II).

TMS staff recruitment/changes in 2021

- TMS staff member Kerry Lawless left his position as part-time Mediator/Trainer (four days a week) in July 2021.
- Interviews for a new TMS staff member took place on 21st & 22nd July.
- Sharron Kelliher was offered the position on 23rd July, subject to references.
- Sharron began her employment with TMS as Trainer/Mediator on 16th August.

Staff Training

- Two TMS staff members participated in the pilot Mincéir Mental Health Course in January – March 2021.
- One staff member attended a four week (10 hours per week) course on Conflict Coaching with Catherine O'Connell and other mediation / RP stakeholders.

TMS Staff

- Chris McDonagh
- Frank Kavanagh
- Sharron Kelliher
- Aileen O'Brien

Traveller Mediation Service Financial Return

Full Year 2021

Finalised 18th January 2022

Income	Q1	Q2	Q3	Q4	Total year to date
Reconciled Bank Balance / Carry over from 2020	5,904.98				5,904.98
Grant Payment Dept Of Justice and Equality received 19 th Feb, 9 th April, 9 th July, 17 th September (Total grant for 2021 €241,260)	56,580.00	64,050.00	60,315.00	60,315.00	241,260.00
DCEDIY Funding Re: TMS, Traveller Counselling Service & Exchange House Conflict & Mental Health initiative				8,000.00	8,000.00
Refund bank fees				21.02	21.02
Income from An Garda Siochana re Training film		1,560.00			1,560.00
Total Income	62,484.98	65,610.00	60,315.00	68,336.02	€256,746.00

Expenditure	Budgeted Expenditure for full year 2021	Actual Expenditure Quarter 1 Jan-March	Actual Expenditure Quarter 2 Apr-Jun	Actual Expenditure Quarter 3 Jul-Sept	Actual Expenditure Quarter 4 Oct-Dec	Expenditure Full Year Total
Salaries including Revenue Commissioners Payment	146,440.00	32,790.68	33,374.49	36,342.14	37,501.80	140,009.11
Bank Fees	100.00	20.17	38.26	39.32	20.65	118.40
Management Fee to Restorative Justice in the Community agreed with Dept €14,000 transferred on 25 th Feb 2021 and 14,000 due in Q4	28,000.00	14,000.00	None in Q2	None in Q3	14,000.00	28,000.00
Phone	2,000.00	510.22	534.10	540.22	521.75	2,106.29
Website, IT Maintenance / Repair	600.00	306.75	297.08	None in Q3	1,264.78	1,868.61
Insurance (shared with RJC)	1000.00	None in Q1	430.00	None in Q3	764.52	1,194.52
Graphite HR support (shared with RJC)	500.00	None in Q1	None in Q2	None in Q3	500.00	500.00
Printing / Stationery/ Office supplies	1,750.00	503.91	None in Q2	56.05	553.50	1,113.46

Office Rental and additional room hire	5,000.00	1,147.26	1147.26	1,897.27	1,492.26	5,684.05
Subscription / affiliation / Recruitment (Mediators Institute of Ireland €200, hyperlink Ad)	250.00	200.00	90.00	None in Q3	None in Q4	290.00
Light / Heat	1,000.00	135.85	257.09	425.67	158.47	977.08
Staff Travel and Subsistence	38,500.00	(jan to march) 11,565.52	8,992.83	5,655.43	7,690.41	33,904.19
Staff Training and Development	3,120.00	None in Q1	None in Q2	None in Q3	2,985.00	2,985.00
Audit and Accountancy (contribution shared with RJC)	1,500.00	None in Q1	None in Q2	None in Q3	1,879.60	1,879.60
Expenses for Traveller Mediators for mediation assistance and attendance at panel meetings	6,000.00	700.00	1,820.00	4,670.00	2,150.00	9,340.00
Traveller Mediation Training Programme in conjunction with Kennedy Institute Maynooth (Tutor costs, student travel and lunch expenses)	3,500.00	(tutor costs) 320.00	None in Q2	1,860.00 (assessments and tutor costs)	None in Q4	2,180.00
Peer Mediation in Prisons	2,000.00	None in Q1	None in Q2	None in Q3	None in Q4	0
	Budgeted total 2021 €241,260.00	Total Q1 Expenditure €62,200.36	Total Q2 Expenditure €46,981.11	Total Q3 Expenditure €51,486.10	Total Q4 Expenditure €71,482.74	€232,150.31 Total 2021 Expenditure

Reconciled Bank Balance

Reconciled Balance given at the end of Reporting Period 3 2021

(30th Sept 21) = €88,057.41
plus income Q4 (€8,021.02) = €96,078.43
less expenditure in Quarter 4 of €71,482.74= €24,595.69

Balance in TMS Bank Account 31st Dec 2021 = €50,777.20
Funds due from account but not withdrawn by end of quarter: Revenue Commissioners Payment for Q4 €8789.12, Dec Staff Travel and Sub €1,012.79, Management Fee (Second half) to RJC €14,000, Graphite HR support (shared cost with RJC) €500, Audit and Accountancy 1,879.60
Total due as of 31st Dec but not withdrawn before said date: €26,181.51
Account Balance € 50,777.20 less uncashed expenditure €26,181.51 = €24,595.69

Reconciled Balance in account 31st Dec 2021 = €24,595.69 carried forward to 2022

Appendices

Appendix (i)

Visits/meetings (including remote meetings) in 2021

included the following:

- TMS team meetings (remotely and in TMS offices) x 24.
- TMS meetings with Gardaí and family in (Offaly) x 5 over funeral.
- TMS meeting with Gardaí in Mallow (Cork).
- TMS meeting with Gardaí in Ballymun (Dublin).
- TMS meeting with Gardaí in Shannon (Clare).
- Meeting with Kerry Travellers Project, Tralee.
- Meeting with Gardaí in Blanchardstown Garda station.
- Meeting with Traveller Visibility Group (TVG), Cork City x 5..
- Meeting with reps from DCEDIY, Traveller Counselling Services (TCS), Exchange House Ireland and Creative Ireland.
- Meeting with Travellers in Prison Initiative (TIPI) Coordinator and Castlerea Traveller representatives about stories from prison.
- Meetings with TCS and Exchange House about development of new joint initiative x 2, followed by six meetings with Conflict and Mental Health Initiative Steering Committee.
- Meeting in Tipperary town with local Traveller project and two gardai from Limerick city to discuss ways of working together on local disputes. Also, discussed possible training with young Travellers on conflict in and around the city.
- Meeting with Offaly Traveller Movement staff to discuss role of TMS.
- Meetings of National Garda Traveller Advisory Group to discuss best ways for both communities to work together x 4 (TMS Chairperson) and sub-group on building relationships between Garda and Traveller communities x 2.
- Meeting with Galway Traveller reps x 2.
- Meetings with Clare County Council x 2.
- Meeting with local residents in Ennistymon.
- Meetings with Traveller Counselling Service x 12 (TMS Chairperson TCS Board).
- Meeting with TCS sub-group x 2.
- Meetings with National Traveller Mental Health Network x 5.
- Meeting with Offaly Traveller Moment x 5.
- Zoom National Traveller and Roma Inclusion Strategy (NITRIS) meeting.
- Meetings with Mincéirs Whiden x 10.

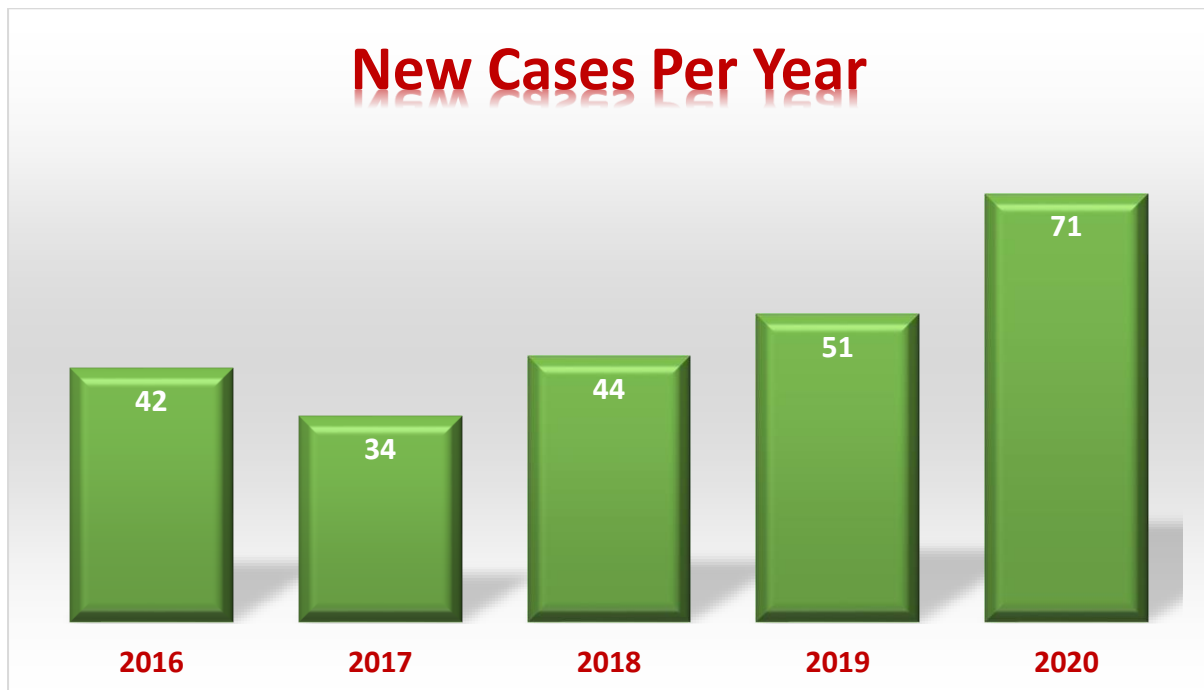
- Zoom meetings with Health Service Executive (HSE), Laois Traveller Action Group (LTAG) and Laois County Council to resolve issues/difficulties regarding mediation case x 2.
- Zoom Event: Mountjoy Prison and Maynooth University.
- Zoom meetings with Traveller representatives about radio programme about Traveller issues x 2.
- Zoom meeting with Restorative Justice Council x 3.
- Meeting with Bray Traveller Project x 3
- Meeting with agencies in Dundalk about ongoing issues between young Traveller men and young Black men to explore developing joint training with both communities.
- Meeting with Irish Prison Service about re-starting the TMS Peer Mediation Programme in a number of prisons from September.
- Meeting with Irish Traveller Movement x 4 (TMS a Board Member - Chair).
- Meeting with National Traveller Mental Health Network x 4.
- Meetings with Exchange House Ireland x 3.
- Zoom meetings with Traveller representatives to conduct radio interviews on Traveller issues.
- Zoom meeting with Traveller support representative in Clare.
- Meeting with Offaly Traveller Movement Director around setting up courses with a number of groups.
- Meeting with Tipperary Traveller Project about delivering training with Traveller women on conflict and to discuss disputes going on in the County.
- Meeting in Clondalkin Traveller Project with representatives from local project, Local Garda station and reps from the council re. current disputes in the area.
- Offaly Traveller Movement LTI information session.
- Mullingar (The Grange) information session.
- Meetings with Traveller representatives in Carrick-on-Shannon re. setting up Garda/Traveller Dialogue meetings.
- Meeting with Tipperary Traveller Project, looking at ongoing issues between school and Traveller children and looking at providing conflict coaching with Traveller men.
- Zoom meeting with Traveller representatives about radio programme about Traveller issues.
- Travellers in Prison Initiative Steering Group meetings x 3.
- Meeting with sergeant in Harcourt Garda station on how to build relationships between both Garda and Traveller communities.
- Meeting with sergeant in Tuam Garda station about on-going trouble in / around Tuam.
- Meeting with sergeant in Tullamore Garda station around a dispute in an unofficial site.
- Meeting with superintendent in Kilkenny around an ongoing dispute in the city.

- Meeting with Kilkenny county council around dispute in the city.
- Meeting with representatives from Clare county council, on ongoing issues in Clare.
- Meeting with staff in Sandyford Traveller Project (STAG) Dublin.
- Meeting with staff in Tallaght Traveller Project Dublin.
- Meeting with staff in Clondalkin Traveller Project Dublin.
- Meeting with PSNI in Omagh around delivering training for the new PSNI recruits.
- Meeting with staff in Traveller Counselling Service.
- Meeting with new community sgt in Athlone Garda station.
- Meeting with sergeant from Garda crime prevention office Westmeath in Athlone Garda station.
- Meeting with National Traveller Women's Forum rep in Athenry.
- Meeting with National Traveller Women's Forum rep in Dublin re Dóchas re - engagement.
- Meeting Offaly Traveller Movement and Men's Shed x 2.
- Meeting with national Mincéirs Whiden representatives in Athlone.
- Meeting with Traveller reps in Athlone community radio re. programme on Travellers.
- Meeting with representatives from Council + Garda + Traveller project, on-going disputes in south Dublin.
- Meeting with PSNI and Housing executive around an ongoing dispute in Omagh.
- Meeting with Garda, FAI, OTM and Midlands youth service around relationship building between services and Travellers.
- TMS have held two meetings with Traveller men in Tullamore around engagement with Offaly county council.
- Zoom meeting with O'Neill Irish mediator + mediator from first nation from Canada.
- Meeting, conflict coaching with two men in Athlone office.
- Online Meetings with Tallaght Travellers.
- Meetings with Offaly Travellers Movement youth representative x 2.
- Meeting face-to-face and several phone meetings with Dóchas Traveller representative.
- Meeting with Men's shed Offaly x 2.
- Meeting with council representative from Kilkenny.
- Meeting with Traveller project in Kilmallock, Co Limerick.
- Meeting in Garda station in Galway city.
- Meeting with Galway Traveller Movement.
- Zoom meeting about local radio programmes that TMS are involved in.
- Zoom meetings with TVG Traveller project in Cork city x 4.
- Zoom meeting with Men's Health workers from projects in Cork and Kerry.
- Meeting in Tuam with Garda and Traveller project.

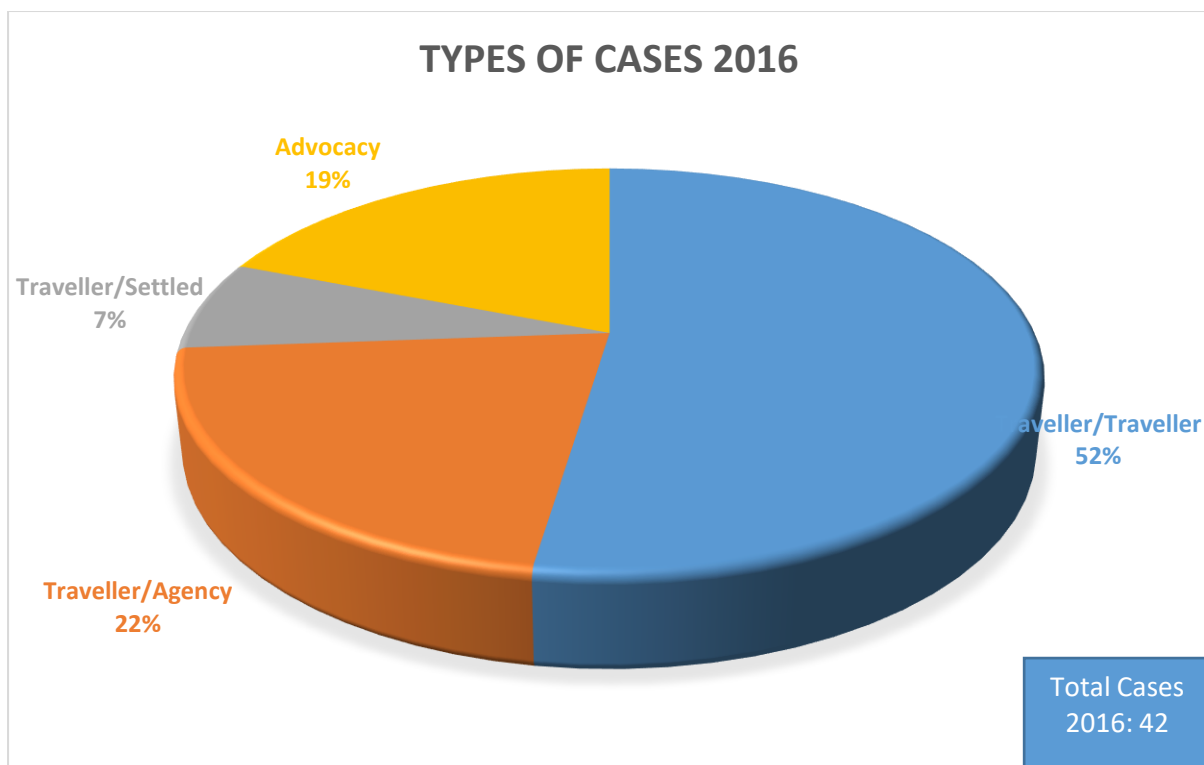
- Online meeting with DECDIY.
- TMS team Strategy Day in Exchange House.

Appendix (ii)

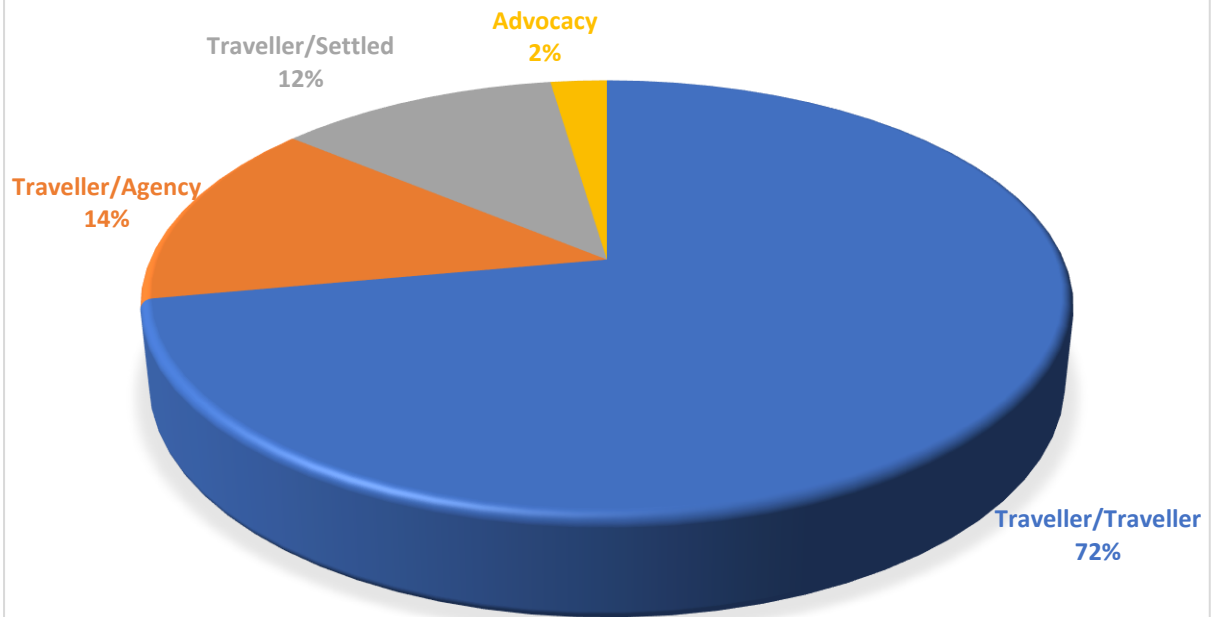
Graphics showing Types / Breakdown of TMS Case Referrals from 2016 to 2020



Graphic 2 (Set of 6):

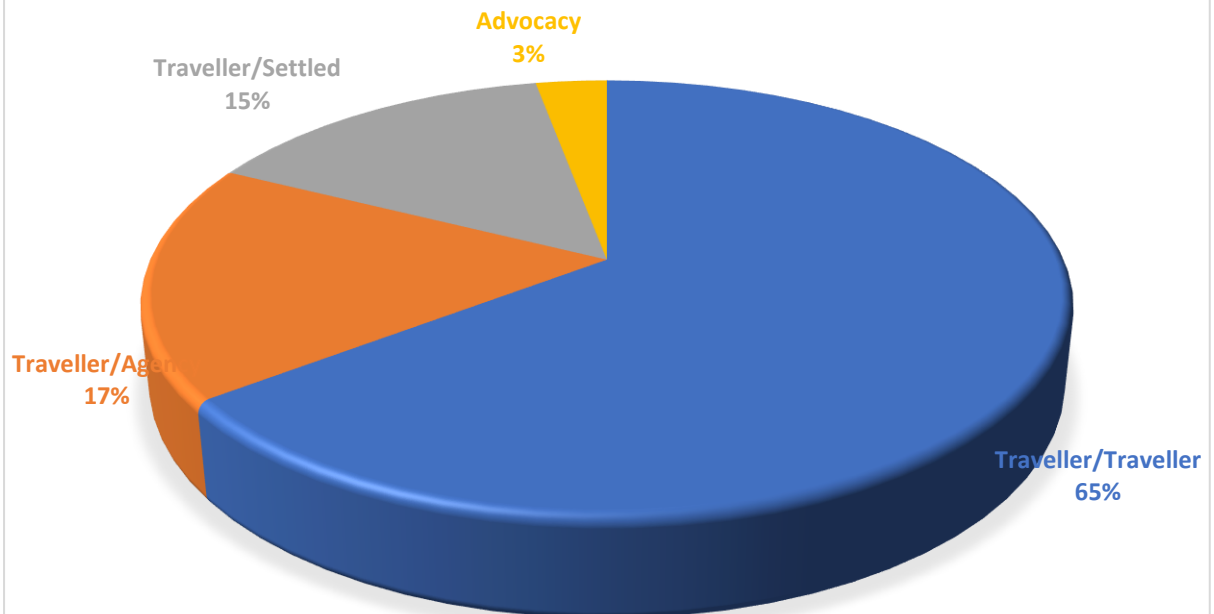


TYPES OF CASES 2017



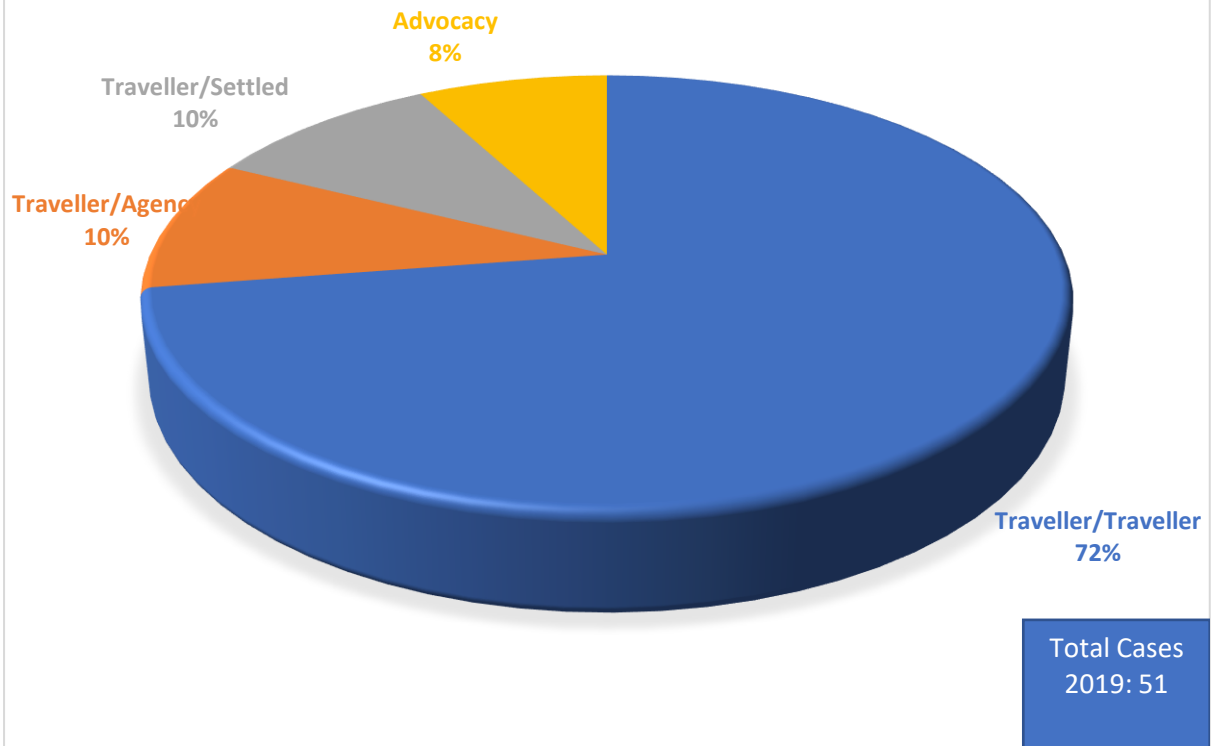
Total Cases
2017: 34

TYPES OF CASES 2018

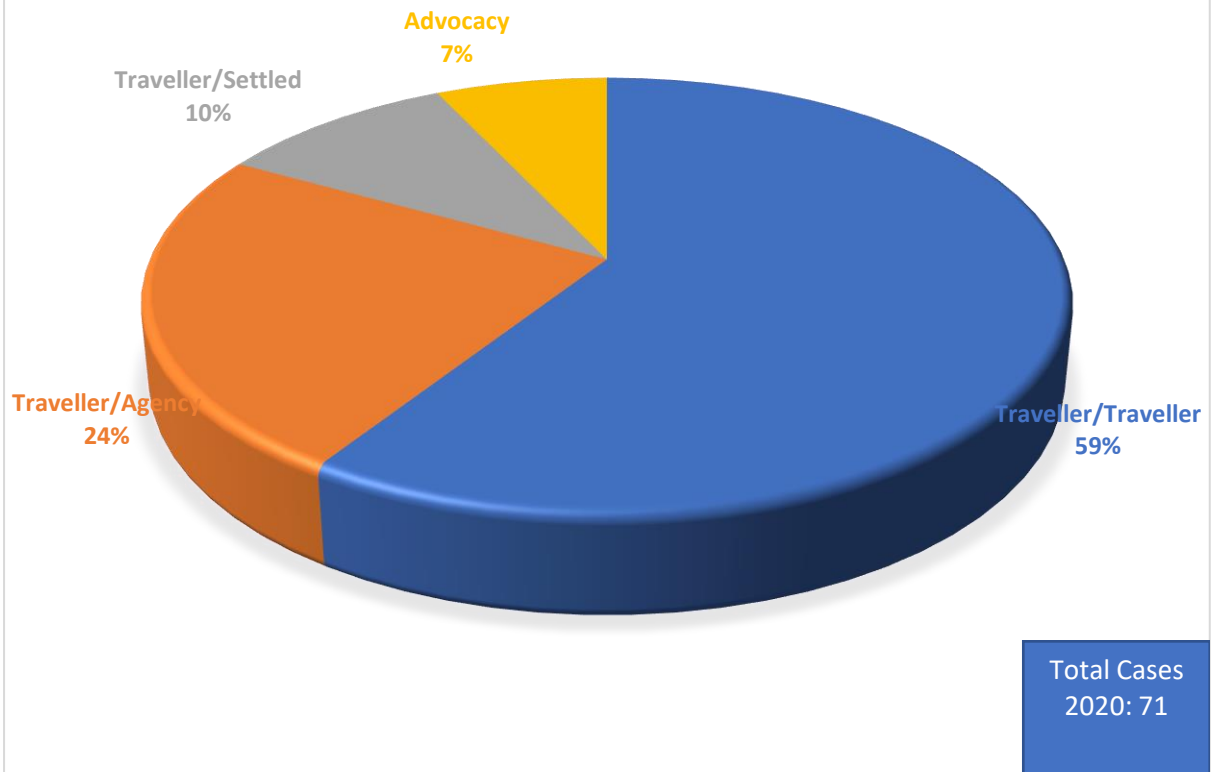


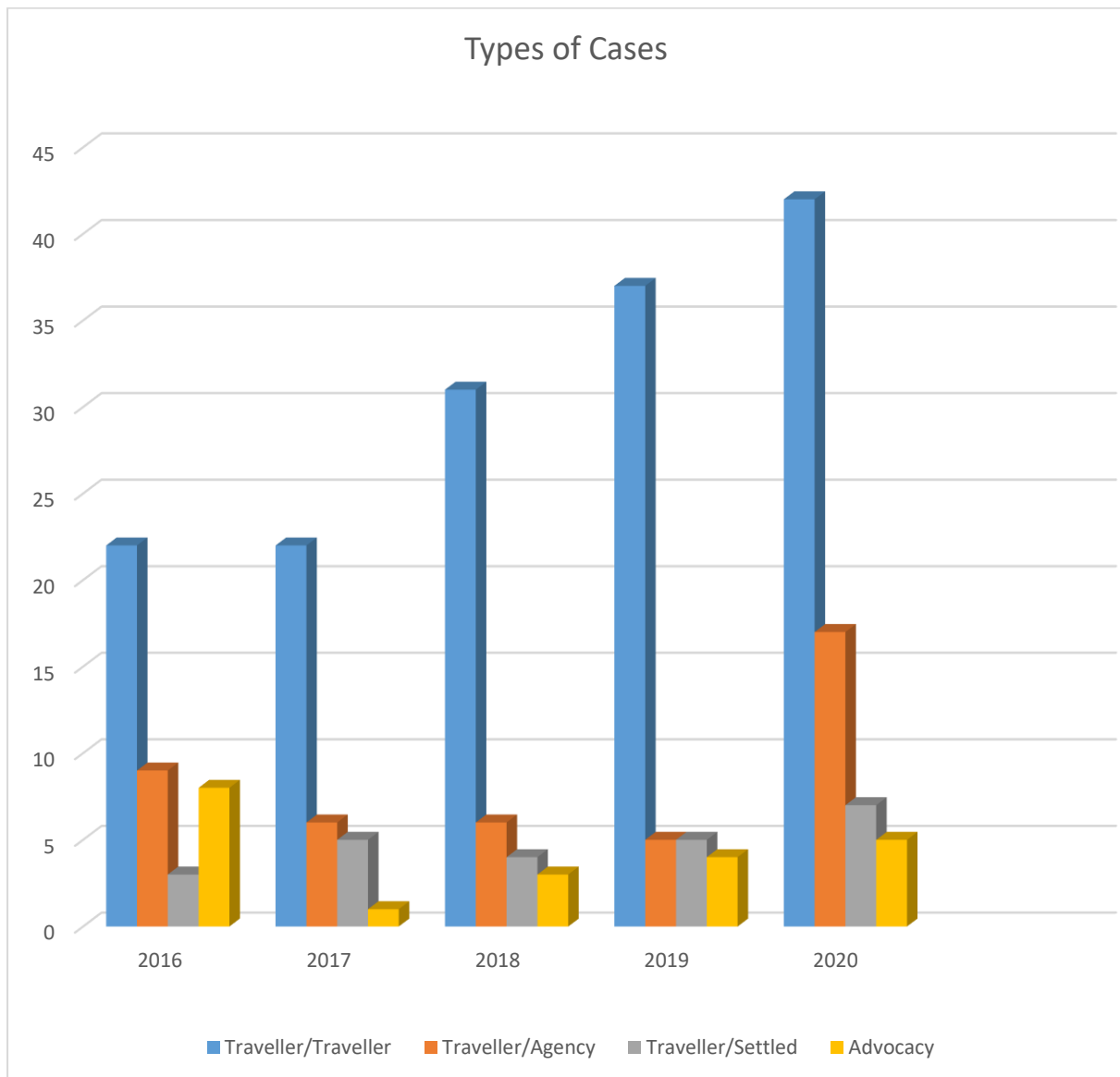
Total Cases
2018: 44

TYPES OF CASES 2019



TYPES OF CASES 2020





Traveller/Traveller

These types of cases are between individual Travellers or Traveller families.

Traveller/Agency

These types of cases can involve Traveller individuals or families and local agencies such as County Councils, Housing Authorities etc.

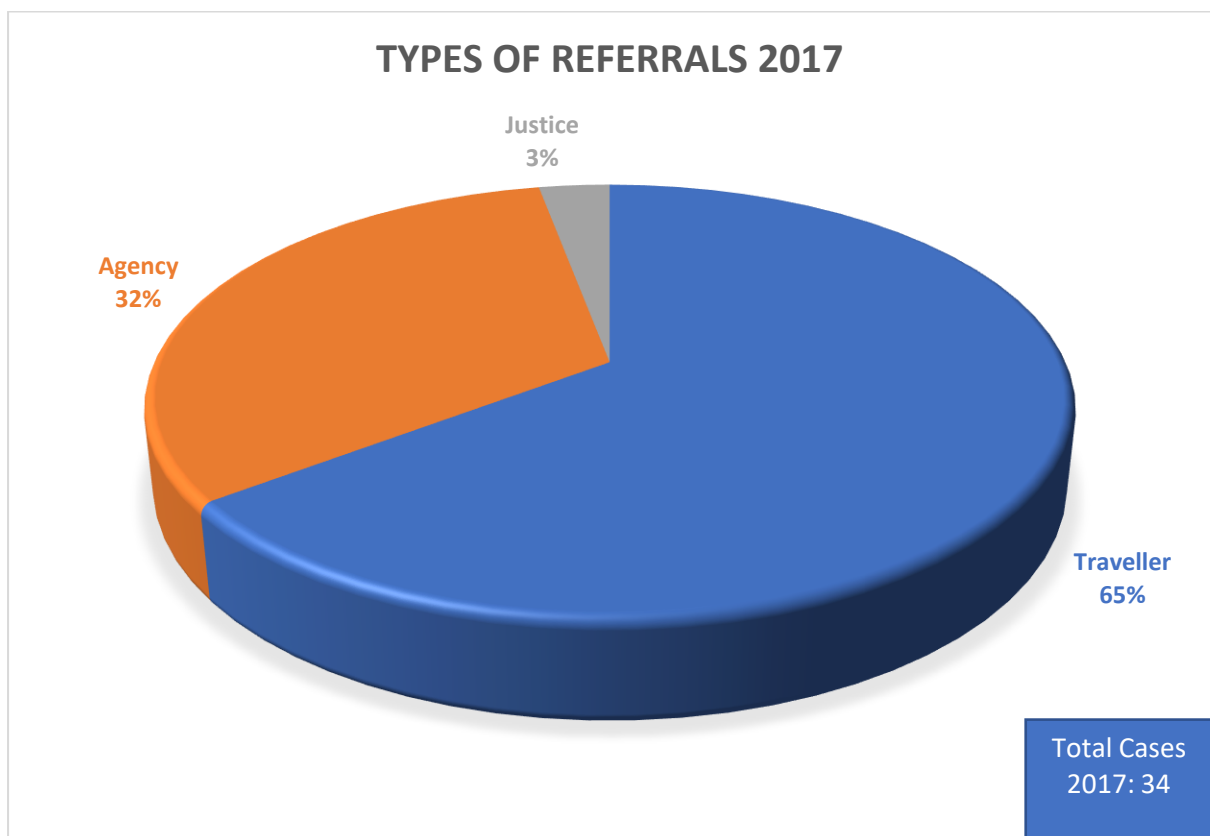
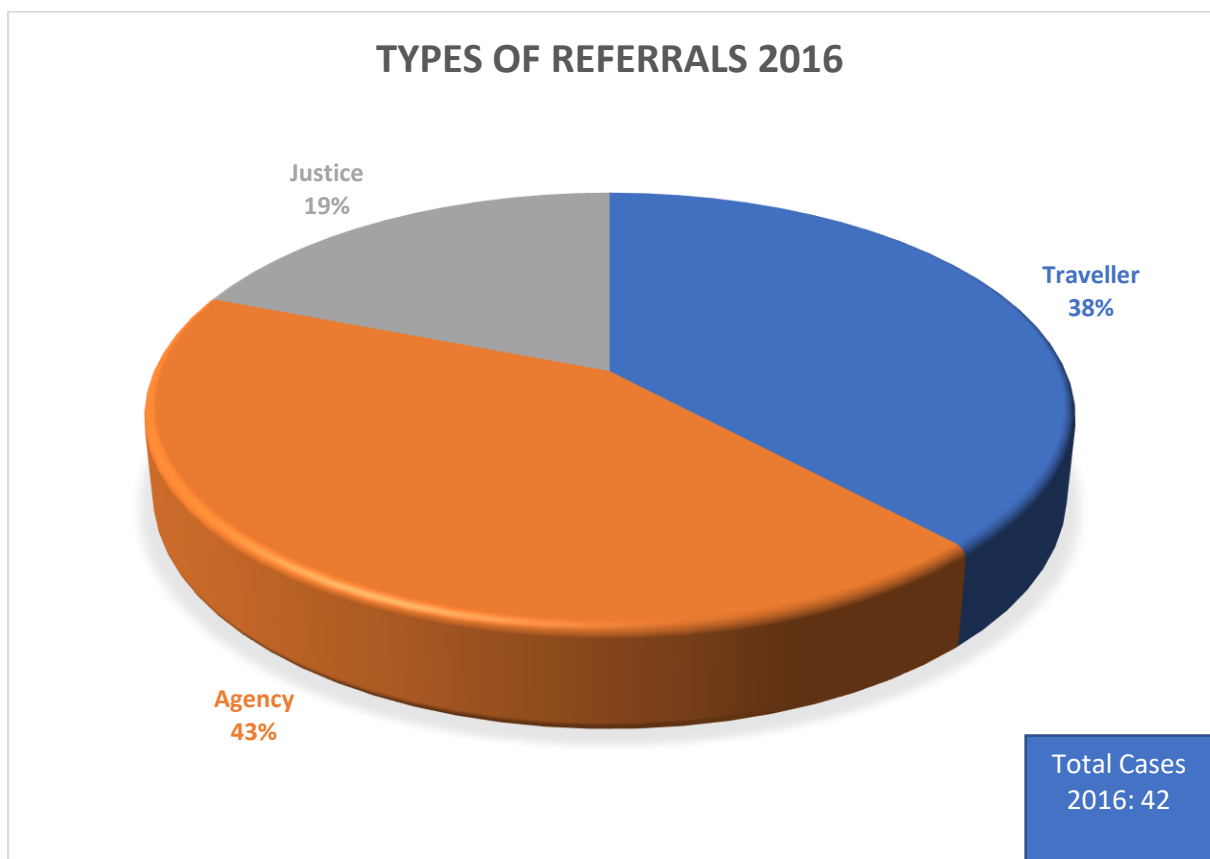
Traveller/Settled

These cases involve members of the Traveller communities and members of the 'settled' community i.e. non-Travellers.

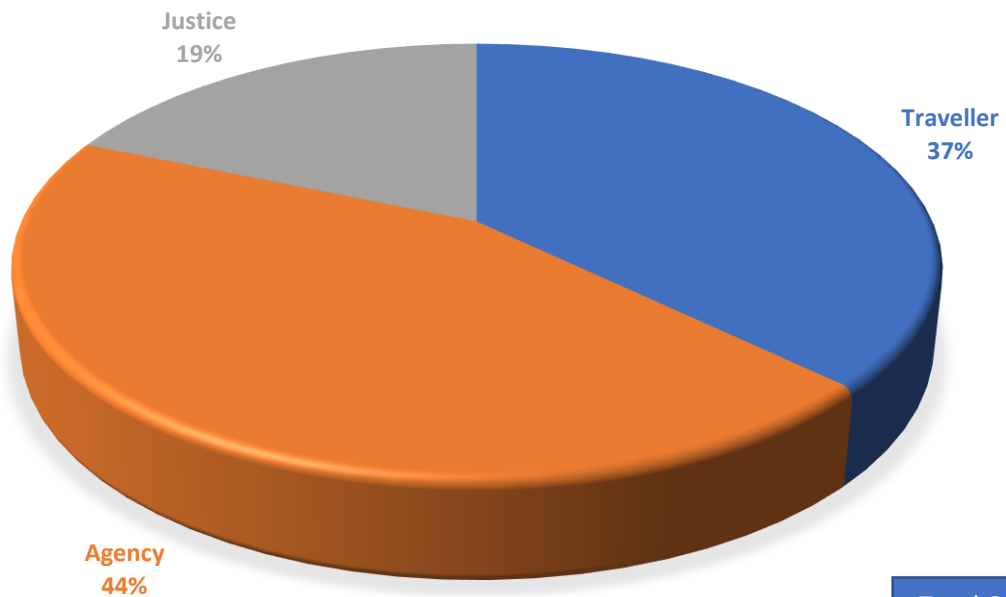
Advocacy

These types of cases involve advocating with agencies on behalf of Travellers

Graphic 3 (Set of 6):

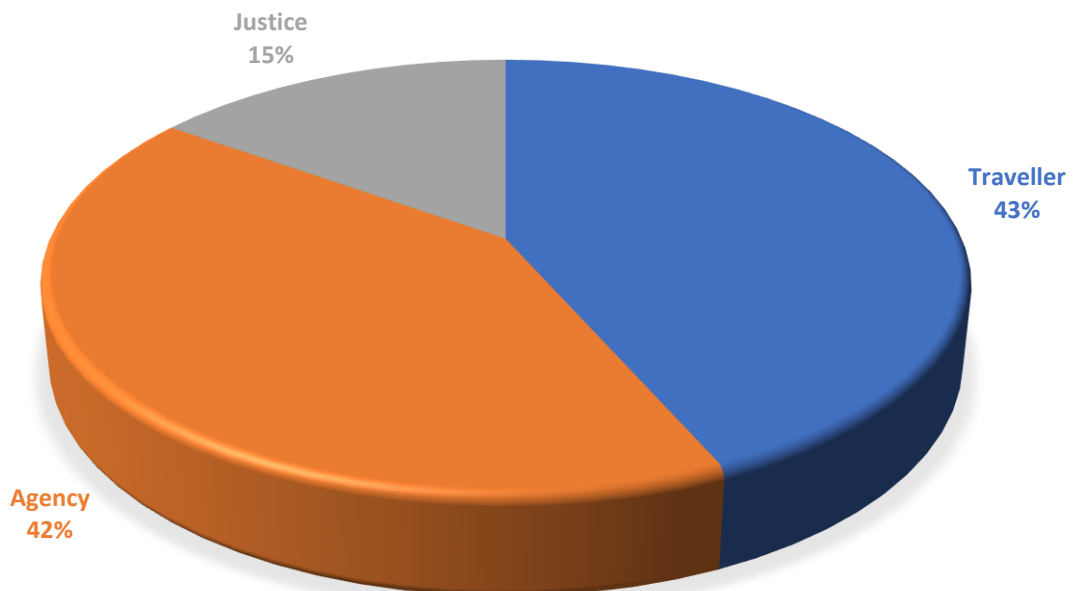


TYPES OF REFERRALS 2018



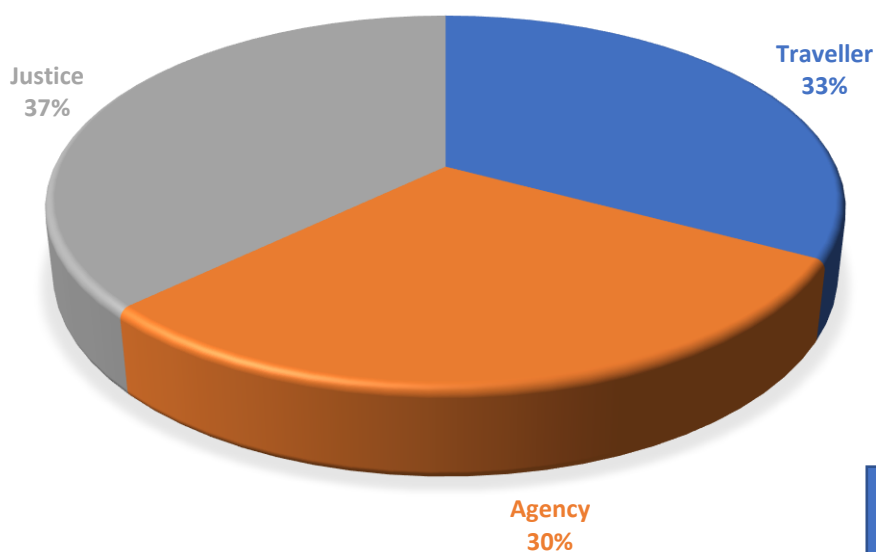
Total Cases
2018: 44

TYPES OF REFERRALS 2019



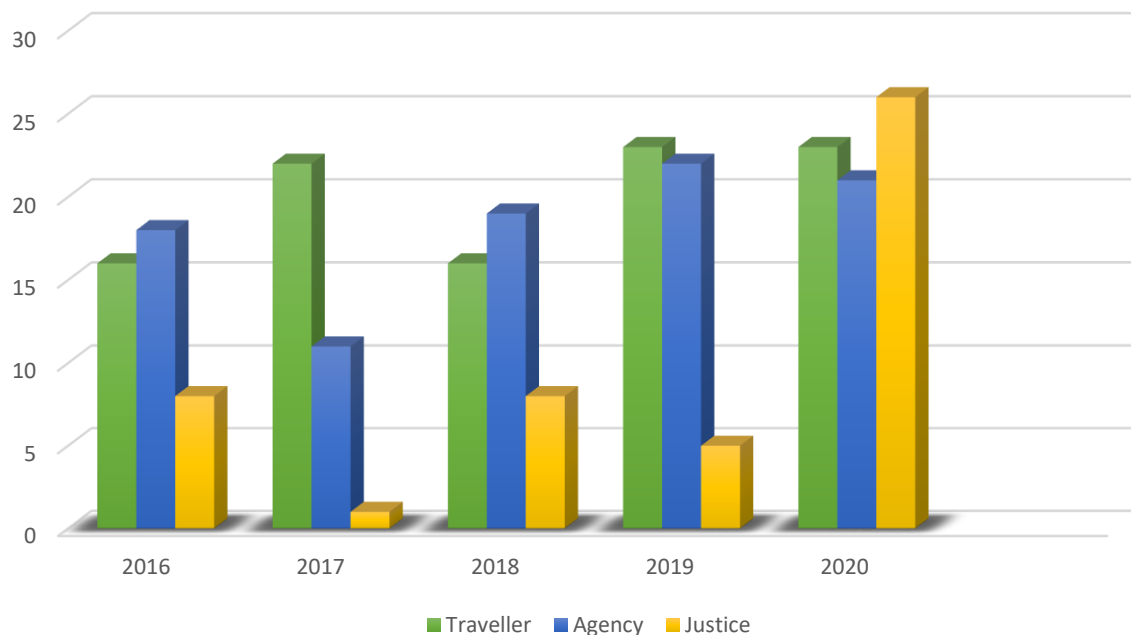
Total Cases
2019: 51

TYPES OF REFERRALS 2020



Total Cases
2020: 71

Types of Referral



Traveller

Referrals made directly by members of the Traveller community.

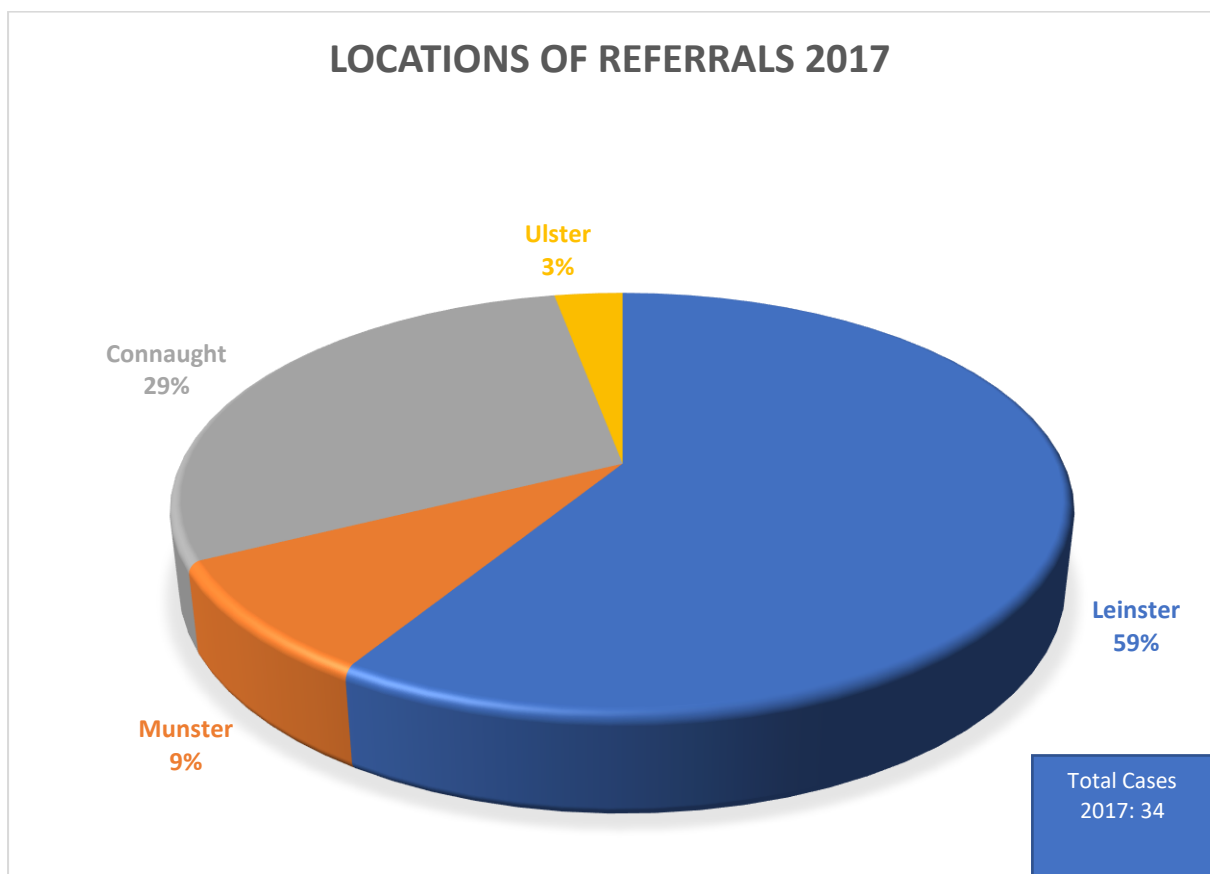
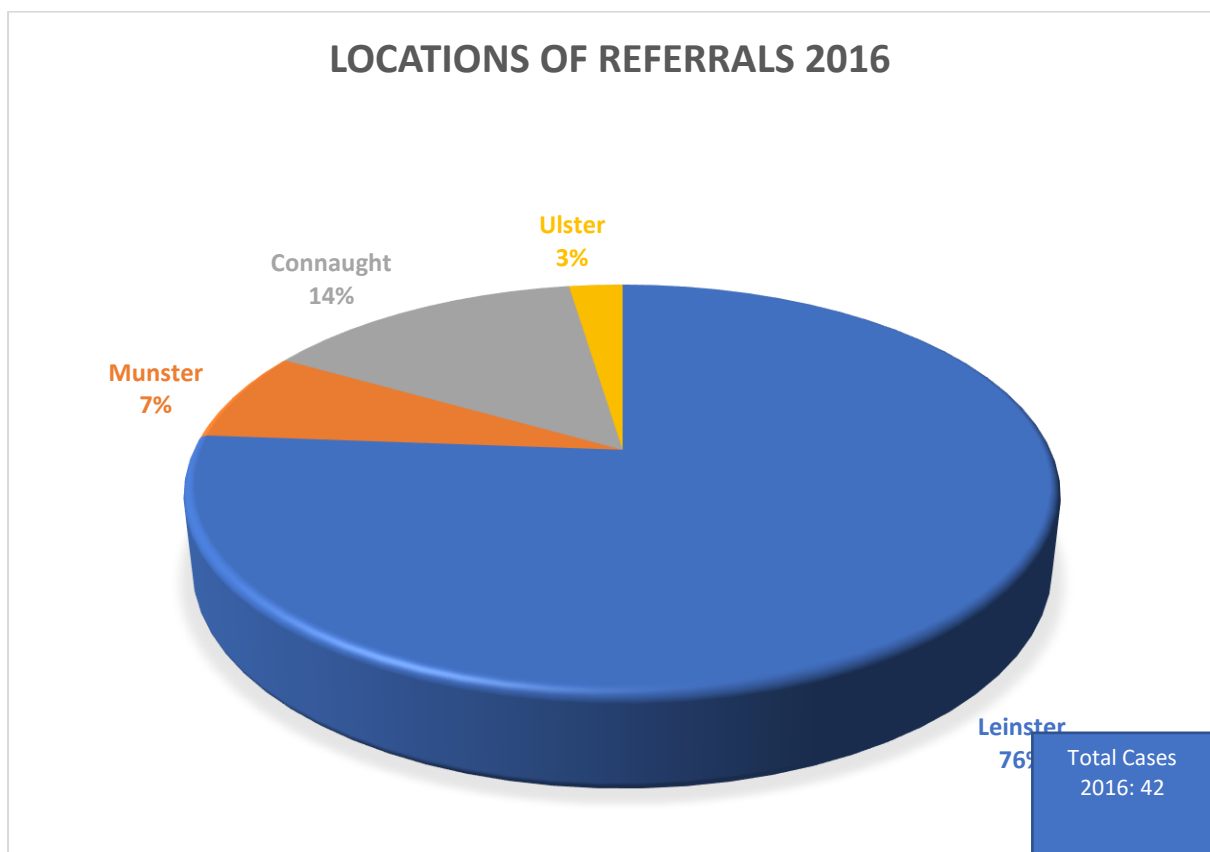
Agency

Referrals made by agencies such as County Councils, Local Authorities, Traveller Projects etc.

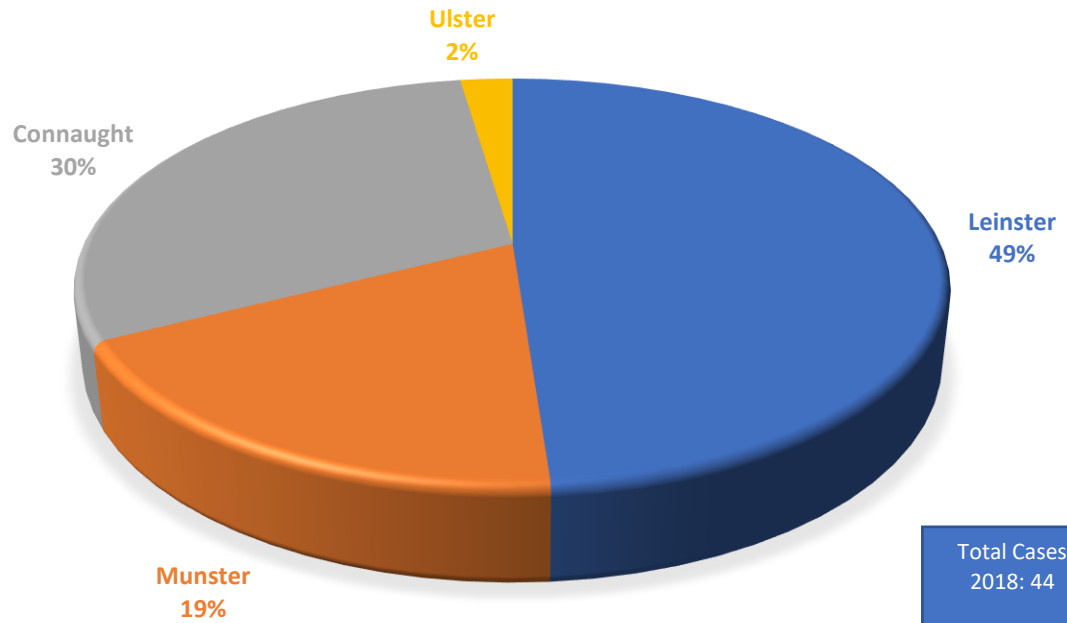
Justice

Referrals made by the Gardaí, the Courts, the Probation Service etc.

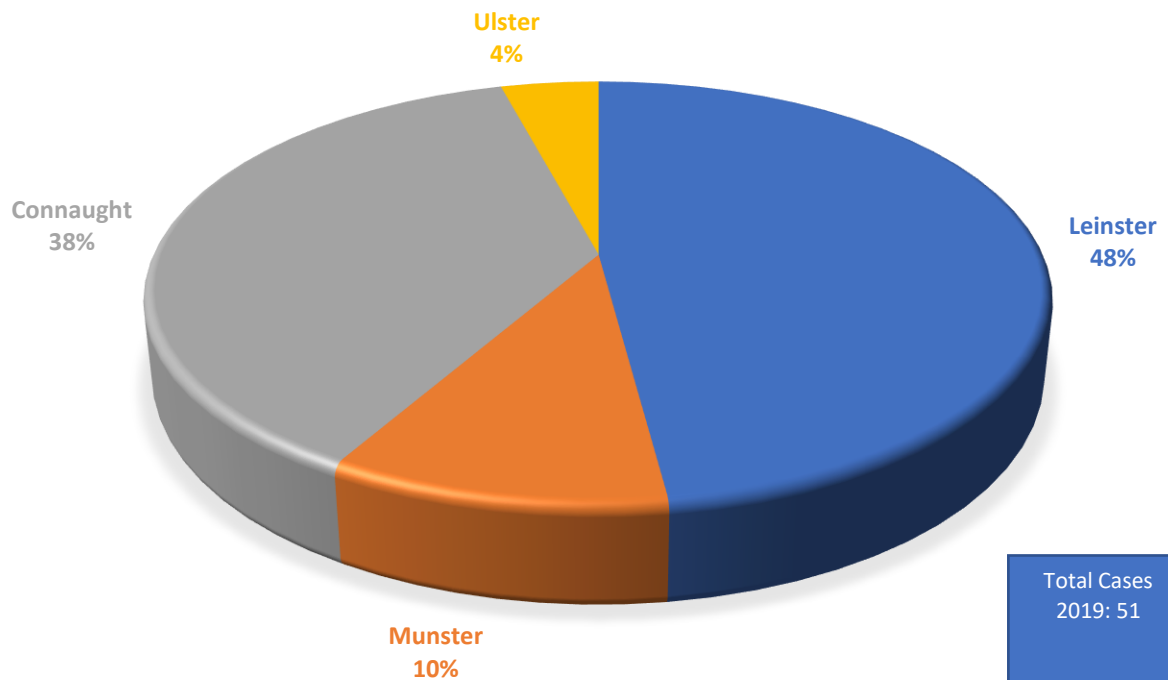
Graphic 4 (Set of 6):



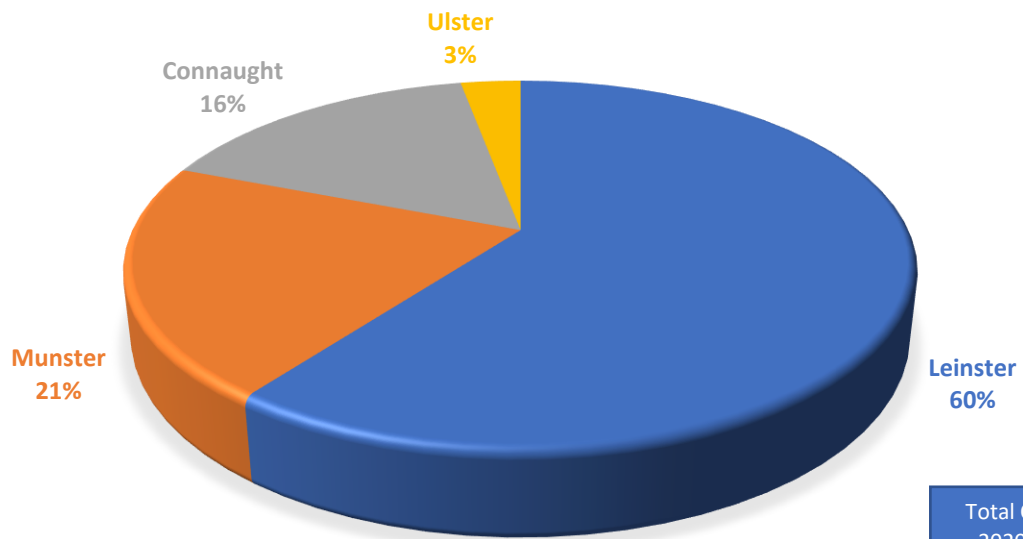
LOCATIONS OF REFERRALS 2018



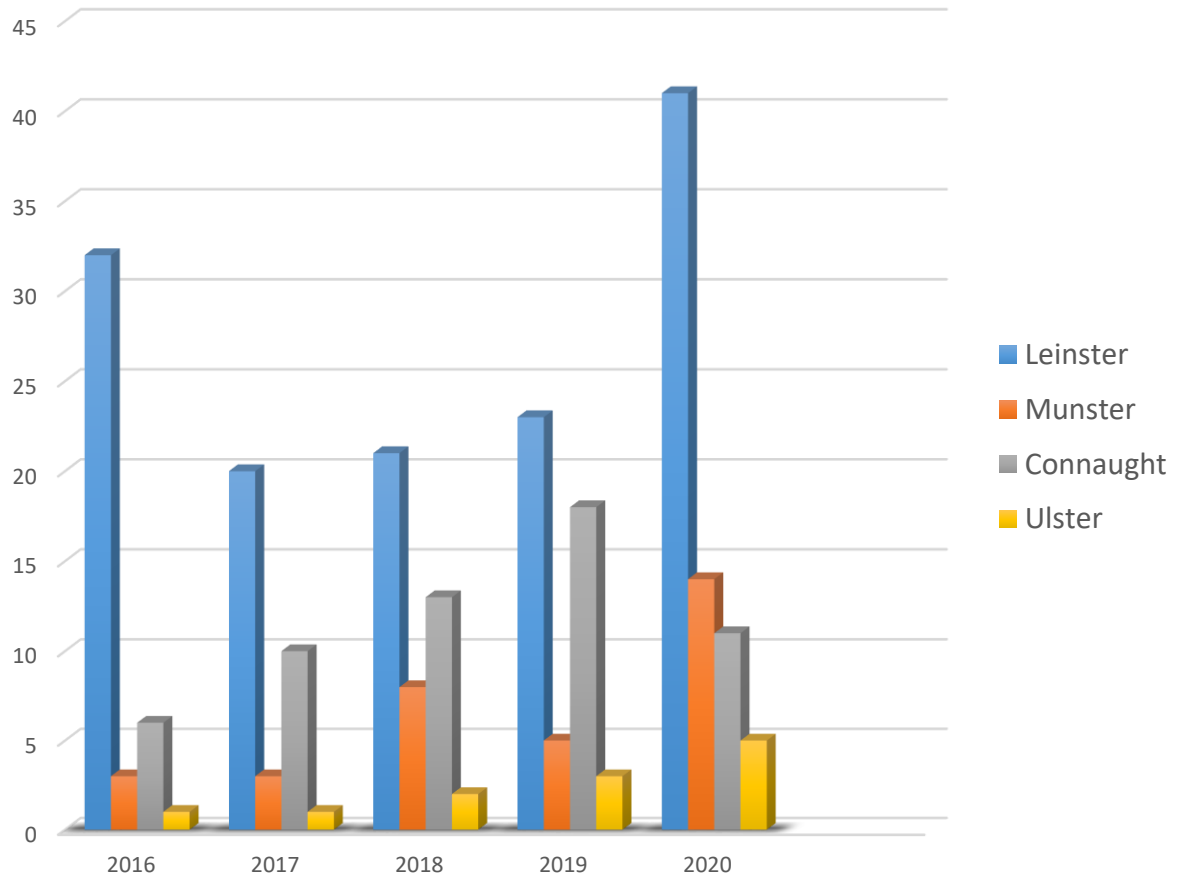
LOCATIONS OF REFERRALS 2019



LOCATIONS OF REFERRALS 2020



Locations of Referrals



Appendix (iii)

Peer Mediation in Castlerea Prison: Case Study by Dr Ian Marder

Irish Prison Service, Traveller Mediation Service and the Kennedy Institute Peer Mediation in Castlerea Prison

‘The programme is much more than a course as it provides a life skill which can have a long-term impact on prisoner behaviour and also help prisoners to deal with challenges when released.’

Consensus Research, Evaluation of the Peer Mediation Programme, Castlerea Prison (2019: 13)

Overview

This case study describes the development and use of peer mediation in Castlerea Prison, and includes three examples from the perspective of peer mediators. Before mediation began in Castlerea, violence among prisoners and between prisoners and staff was common within the prison, sometimes relating to conflicts that began when those in custody were in the community. Despite some feeling that violence was needed to settle conflicts, it generally had the effect of escalating and continuing the conflict.

Conflict awareness workshops already existed in Castlerea, involving teachers, volunteers from the Red Cross and other partners, including the Traveller Mediation Service and the Travellers in Prison Initiative. These workshops quickly gained support from prison managers who felt that they reduced assaults soon after their introduction. As of March 2020, over 200 people in Castlerea had taken part. The idea to develop mediation skills within the prison emerged from student feedback early on in the course.

The first peer mediation programme ran with 16 persons in autumn 2016. Eleven students identified as members of the Traveller Community, reflecting the prison’s demographics, and the Traveller Mediation Service were partners in programme development. In 2017, the process evaluation (report [here](#); journal article [here](#)) identified that enthusiasm among learners was high. The first programme met or exceeded stakeholders’ expectations, confidence levels were raised, and additional time for learning was desired.

The same group undertook a second programme, focusing on practical mediation and conflict coaching skills. Both programmes lasted for six weeks and aimed to develop a pool of people who could provide conflict resolution interventions among peers. After the second

programme involved a skills assessment from a Mediators' Institute of Ireland (MII) accredited mediator, participants requested the opportunity to gain full MII accreditation. The partners developed a bespoke 12-week programme to enable this.

A second evaluation in 2019 found that the programme created 'an openness and a confidence among participants to discuss conflict and to communicate with fellow inmates about violence reduction' (p.9). It also noted that, while peer mediators were involved in about 50 incidents of conflict in 2016-17, it was difficult to track the increasing role of informal conflict resolution, conflict coaching and preventative work, compared with structured mediation processes. The evaluation pointed to 'the central role played by Travellers, particularly Traveller women who have been providing the training' (p.10), and to the support and follow up from prison teaching staff, as central to its effectiveness. Overall, it found that 'the Peer Mediation programme had been effective and has made a positive contribution to the prison despite the challenging context' (p.13) and concluded that prison staff in Castlerea should also receive mediation training, given their central role in supporting and sustaining the programme.

The most recent programme, which aimed for students to qualify for MII accreditation, was developed in collaboration between the Maynooth University Edward Kennedy Institute for Conflict Intervention, the Traveller Mediation Service and staff from the Education and Training Board (ETB) within the prison. It ran for two half-days weekly over twelve weeks in 2019. Each week, one session focused on theories and processes, and the other on role plays and skill development. Nine people, including four Travellers in custody and two teachers, took this course. Eight passed its written and practical assessments to gain full MII accreditation. This programme was the first time in Ireland that people in custody had attained such an accreditation and, for all prisoners involved, it was the highest level of education they achieved thus far. The programme also reflected the goals highlighted in the strategic pillars of prisoner support and staff support in *Creating a Better Environment – Irish Prison Service Strategic Plan 2019–2022*.

Those involved in Castlerea have been surprised at the level of cultural change within the prison among people in custody and staff. Violence has reduced and managers, staff and people in custody have trust and faith in mediation. The initial objective was not to start a mediation project, but to collaborate with the ETB and Red Cross to reduce violence. Yet, as those invested in the process collaborated to take the work to the next level, what started as conflict awareness, grew to conflict resolution, continued to peer mediation and arrived at qualified mediators operating successfully in Castlerea. Some managers from Castlerea also became qualified mediators, joining a network of staff mediators within the Irish Prison

Service, and making them better able to provide operational support to peer mediation in Castlerea.

While each collaboration was integral to the project's development, a special mention is required for the driving forces of the ETB and of the prisoners involved, two of whom became leaders in the work. In the last year, COVID-19 delayed further progress, while one of the two leading peer mediators moved to an open centre. Three qualified mediators remain in custody in Castlerea, and the aim is to recommit to the project following COVID by continuing to educate and qualify more people in custody as mediators, and continuing to engage with the partners and to maintain and grow alternatives to violence in Castlerea.

The Traveller Mediation Service also plans to continue delivering the basic peer mediation course in several prisons from September 2021, and run the MII accredited programme in Cork Prison in 2022.

Case studies of peer mediation in Castlerea

Case Study 1

A person in custody on the protection landing asked a Chief Officer to help stop rising tensions between two feuding families. The Chief Officer approached a peer mediator and asked if they would be prepared to try to mediate the feud that was escalating out of control. The feud had begun outside the prison and involved four people – two persons each from two families.

That afternoon, the Chief Officer organised a venue for the mediation within the prison. The officer who brought the peer mediator to the protection landing asked why they were visiting and expressed doubt that mediation would be successful in that case. The peer mediator explained the value and importance of mediation and argued that, without trying mediation, they would never know whether it could help change someone's opinion and mind set towards feuds and violence.

The mediator arrived on the protection wing and waited to meet the two families. They met with the families individually first to gauge what the issues were and what were their concerns. It emerged that the feud began over a disagreement relating to who had assumed responsibility for some contraband, leading to threats made from one group to the other and to their family members on the outside. After establishing the facts and consulting with all the parties, the mediator invited the four persons involved in the conflict to meet in the designated room and begin the mediation process.

Both parties were anxious, with one person showing aggression and hostility towards both members of the other family, leading them to question the purpose of the mediation. The peer mediator reassured both parties of the importance of the process and discussed the expectations, options and outcomes of mediation. This eased the parties' concerns and the mediation process began with the prison staff who was present being asked to leave. One officer asked how long the mediation process would take, and was reassured by the mediator that they would finish when the parties reached a resolution.

The parties were resistant and doubtful at times, seeking to blame each other for starting the feud and denying their own responsibility. The mediator handled this by stating and reiterating the ground rules and giving each party time to speak and to express their feelings uninterrupted. They explored emotions and key events of importance to each individual and considered how these affected those present. The process continued for some time until eventually the parties found common ground and decided to end the feud on certain conditions. These conditions were recorded and signed. Since then, the parties have moved from the protection landing and have resided on the same landing in the main prison.

From the prison's perspective, this is a good example of a dispute being referred by prison management. Whilst the dispute arose over a falling out in relation to contraband, the mediation focused on how both families could co-exist without the restricted regime. Therein lies the organisational benefit to Castlerea Prison and the IPS, which strives to minimise numbers on restricted regimes. Castlerea has one landing for prisoners in need of protection, requiring the constant review of those persons on restricted regimes to ensure that there is room for all who need it. In this instance, the mediation process directly resulted in a lasting resolution that enabled the two groups safely to co-exist on the general landings.

Interestingly, although the Chief Officer made the referral, the mediator had to assert themselves and explain to other prison officers what was required, and the time and facilities they needed. This suggests that prison staff were aware of peer mediation, but were naturally suspicious of allowing unsupervised conversations between conflicting groups. This example shows the confidence and the resilience of the mediator to get the access, privacy and facilities they required to prepare and deliver the process.

Case Study 2

In 2019, a person in custody (A) approached a peer mediator, seeking information about mediation. He was experiencing anxiety and fear as someone he knew was soon to enter the prison. That person (B) was currently in the middle of a family feud with A's relative, so A sought guidance on how to deal with the conflict and what methods he could use to help

resolve their differences. He did not want to move to the protection wing as this might involve a loss of access to the school, gym and other privileges.

The mediator asked for information about the reasons behind the conflict and its length. It emerged that the concern related to a decades-old dispute among the parties' grandparents, and that B already made threats to A's family, knowing that they would soon meet each other. The peer mediator explained how the process works and what the parties might gain from participating, although he also emphasised that both had to be willing to enter the process together.

A was hopeful he could sit down with B to discuss their differences. When B arrived, he sought out A and made threats of impending violence. A reacted by staying in his cell, leaving only to go to the school. The peer mediator told A he would try to meet B to propose mediation. Several officers were asked to facilitate a meeting between the mediator and B, but were reluctant to do so. That day, the mediator saw B on the yard and tried to speak with him. B was unsure, initially assuming the mediator had come to pass on a negative message from A. However, the mediator convinced B to walk around the yard with him. The mediator explained that he had been approached by A, and that A was seeking to resolve the dispute peacefully. He discussed the value of mediation as a means of resolving a feud without losing face, to stop violence and intimidation, and to live in peace. B explained he could not stop because his family said he had to get revenge and that he was not allowed to speak with A. B ultimately shook the mediator's hand and they went their separate ways.

The next morning, a prison officer helped the mediator speak with A to tell him about the conversation with B. He explained the situation, reinforcing that for mediation to work, both parties must be engaged and willing to participate. A reiterated his concern that the dispute was between their grandparents and that he should not suffer as a result. The mediator said that mediation was always there if B decided to participate, and that in the meantime, A could try to avoid the yard and spend more time in the school. A later moved to the protection wing.

From the prison's perspective, while the situation did not result in successful mediation, it also did not result in a violent incident. The person under pressure sought and received peer-to-peer guidance, with the mediator showing skill and resilience in encouraging reluctant staff to facilitate the work. The parties decided they could not mediate largely because of external pressures from their family members in the community who did not want such a process to take place, although the case demonstrated that the process was known within the prison and this has benefits even when mediation is not successful.

Case Study 3

The Governor and Chief Officer approached a peer mediator to speak with two families engaged in a bitter, violent feud. The families were in conflict in the community for some time and continued it into Castlerea. Family A were on the protection landing and Family B were on the main landing. The prison authorities wanted to try and bring a peaceful resolution to the conflict between the families, as the violence was gathering momentum inside and outside the prison.

A peer mediator was collected from the main landing and escorted to the protection wing to meet with Family A, who he already knew personally. He explained his role as a mediator to Family A's father and its value in helping the feuding parties to work together to find a resolution to their disputes. The father indicated he had been aware of mediation on the outside but had never considered it. He noted that his family was tired of the fighting, which had led to their imprisonment. He said he would prefer the feud to end without bloodshed and without either side losing face. He was also quite sceptical that Family B would be willing to mediate.

The mediator went back to the general landing and met with Family B. He introduced himself and shook their hands, explaining why he wanted to speak with them and the role and aims of mediation. Family B said it was something they needed to explore as the violence was getting out of hand and had recently resulted in significant damage to their community home. The peer mediator stated that Family A were willing to meet to find a resolution, which surprised Family B, although they were also happy to meet. The mediator consulted the Chief Officer and Assistant Chief Officer who agreed that the families could meet in the school library for mediation the following day.

When they met the next day, the mediator explained the process. He reinforced its voluntary nature and the need for the parties to work together to find a mutual resolution, if mediation were to work in their case. He also reiterated his own impartiality and neutrality in the process, noting that he knew members of Family A and seeking to assuage any concerns Family B might have as a result.

The process became heated and required a ten-minute break for the families to gather their emotions, with both families agreeing to reconvene the process after the short recess. The mediator then asked the families to consider the impact that the feud was having on their lives, exploring their emotions and feelings around its impact. Eventually, both parties agreed that enough harm had been caused, and that it was time to end their conflict. The mediator reiterated that it was within their grasp to avoid serious harm coming to them or another

family member because of what was happening. The parties shook hands, recognising the need for change from both sides, albeit without feeling especially amicable.

Following the mediation, the parties ended the feud, and were released from Castlerea several months later without there being any further problems in the prison. The peer mediator made contact with the Travellers in Prison Initiative to follow up, and was informed that the parties were continuing to engage positively on the outside, with the support of the Traveller Mediation Service.

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