

# A Guide for Inclusive Community Engagement in Local Planning and Decision Making [Second Edition]



Rialtas Áitiúil Éireann  
Local Government Ireland



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# Kieran Moylan

## Department of Rural and Community Development



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# DAF Inclusive Community Engagement Project Overview

Róisín Liston and Ann Irwin

Pobal and Community Work Ireland



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Community Development



Public Sector  
Duty

Pilot projects

DAF  
Engagement  
Project

Resources,  
incl. Guide

Training



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# Training

- Public Sector Duty
- Intercultural awareness
- Inclusive community engagement – overview
- **Current:** Facilitating inclusive community engagement: Oct & Nov 2023



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Why this?  
Why now?

- **Demand**
  - **Practical, accessible**
  - **To support LECP and other planning processes**
- **Suited to the Irish context**
- **Didn't deviate from what was already policy**

# Inclusive community engagement

Is a right

Produce better policies

Strengthens democracy

Build trust

Avoids waste

Keeps the community involved

Reduces Conflict

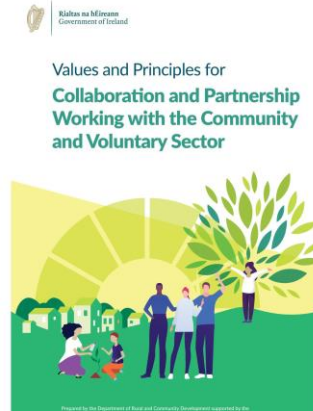
**Results in better outcomes** for the process,  
agencies and the community.



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# Principles for inclusive community engagement



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# Learning from workshops

- 15 workshops – one outstanding
- Good engagement from all over the country
- Well received - user-friendly and useful
- Concerns about resources and skills



# Learning from workshops

- Created a common language and a common set of steps to follow all across the country
- Shared learning and networking
- There are no short cuts! The design, implementation and facilitation of consultation process takes skills. These skills:
  - May be available in-house
  - May be developed in-house
  - May require external 'expertise' – ensure that the external person/people have a real understanding of the communities with which they will be engaging
- Resources are critical – so pool them if at all possible
- Barriers to participation are real! Identify and address them.



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# Takeaways

- Be aware of power
- Make people comfortable
- De-formalise spaces
- Be creative
- Use humour
- Get them talking
- Food
- SMILE

**Remember Task & Process - You need to accomplish the task but the way you do it creates the conditions for buy-in, ownership and future participation**



## A Guide for Inclusive Community Engagement in Local Planning and Decision Making [Second Edition]



## Creating inclusive environments





# The Public Sector Equality and Human Rights Duty

The Irish Human Rights and Equality Commission

## What is the Public Sector Equality and Human Rights Duty?

We call the Public Sector Equality and Human Rights Duty 'the Duty'. Both the Duty and the law require all public bodies in Ireland to strive to:

- eliminate discrimination
- promote equality of opportunity
- protect human rights.

## What must a public body do about the Duty?

There are three steps to putting the Public Sector Duty in place. A public body must:

- Assess
- Address
- Report.

In the organisation's company report, they must say how they will manage these three requirements.



### Step 1: Assess

What will human rights and equality issues have you identified relevant to the Public body?

(Explain: **who** is impacted and **how** they are impacted.)

Issue or issues identified



### Step 2: Address

How would you address the human rights and equality issues identified?

(To improve services, describe what is needed in terms of:

- actions
- plan
- policy.

These should focus on improving services and outcomes for the people identified in the Duty.)

Actions/Policies identified



### Step 3: Report

What would progress look like on this issue for people identified?

(Explain the outcome and impact your actions would have for the people identified in the Duty.)



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# Learning from the Local Economic and Community Planning process



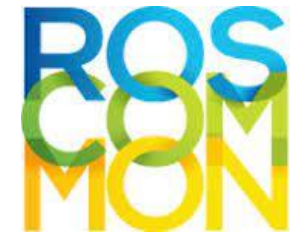
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CLARE COUNTY COUNCIL



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na Gaillimhe  
Galway City Council



Comhairle Cathrach Chorcaí  
Cork City Council



Comhairle Contae  
Ros Comáin  
Roscommon  
County Council



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## Case study 1:

### County Clare Pilot



#### Project team:

Clare Local Community Development Committee (project lead)

Clare Public Participation Network and Think-tank for Action on Social Change (TASC)

in collaboration with the following organisations:

- Clare County Council
- Clare Local Development Company
- Limerick and Clare Education and Training Board

For this case study 'we' means the project team named above.

#### Aim

The project aimed to contribute to policymaking in Co Clare, in particular to the Local Economic Community Plan (LECP). We want these policies to be informed by an understanding of socio-economic rights and 'Just Transition'.

Just Transition means making sure that the changes we need to make to reduce the negative impacts of climate change are fair and don't make people who are already struggling worse off.

## Feedback and recognition

We invited key decision-makers within Galway City Council to meet with the groups involved in this project, to listen to them, speak about their ideas for the next LECP, and to provide feedback on the council's next steps. We did this so we could:

- let people who took part know how their views would be considered
- manage people's expectations about what could and could not happen next
- make people feel their contribution was meaningful.

This was a time-consuming aspect of our inclusive, responsive community engagement. It was difficult to support outside working hours due to the Local Community Development Committee's (LCDC) significant workload. However, the feedback process was crucial as it had the power to:

- develop understanding between communities and decision-makers
- build trust through transparency about decision-making processes
- manage expectations for change
- enable better outcomes and greater impact of actions and policies as



#### Considerations for future engagement

##### Involve all stakeholders and explain process

It is important to involve every stakeholder in the process from the outset.

It is essential to define the target audience and make sure they understand all the reasons for the consultation. For example, they should understand the:

- subjects to be discussed
- policies included in the consultation.

##### Use a collective brand

Agree a collective consultation brand from the outset. Develop a cohesive marketing strategy to communicate with the target audience and to promote the consultations.

It's important to let the audience know who is involved and what they are being asked to provide feedback on.

##### Use plain English and ask thought-provoking questions

You must use clear and accessible language and content. It should be thought provoking and allow those taking part to have their say.

Avoid using closed questions that often limit the quality of feedback received. More user-friendly and inclusive questions should be used like:

- What is working well?
- What's not working so well?

A city valuing health and wellbeing.

A city built on partnership, inclusion, and equality.



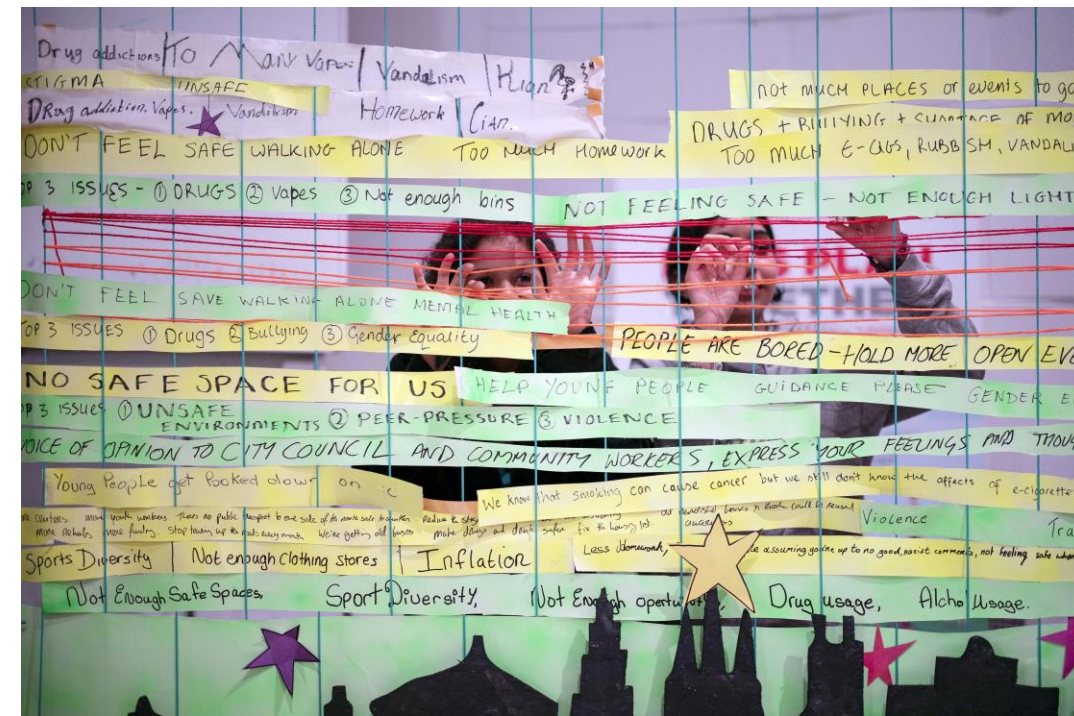
# Creative tools for inclusive community engagement

From Workhouse Union and Amicitia

These creative tools can help guide you through the different stages of inclusive community engagement. In an effective engagement process they help inform the:

- opening (starting the engagement process)
- exploration
- decision-making
- next steps.

Community engagement is an ongoing process. Inclusive community engagement takes time and effort. The process works to co-create the necessary support and context for the community and people you are engaging with.



## Closing the feedback loop

After gathering feedback, take time to share it with participants. Let them know how their input shaped decisions or influenced the project. There are a number of ways to achieve this including:

- newsletters
- reports
- follow-up meetings.

This reinforces trust and ensures everyone feels their contributions are meaningful.



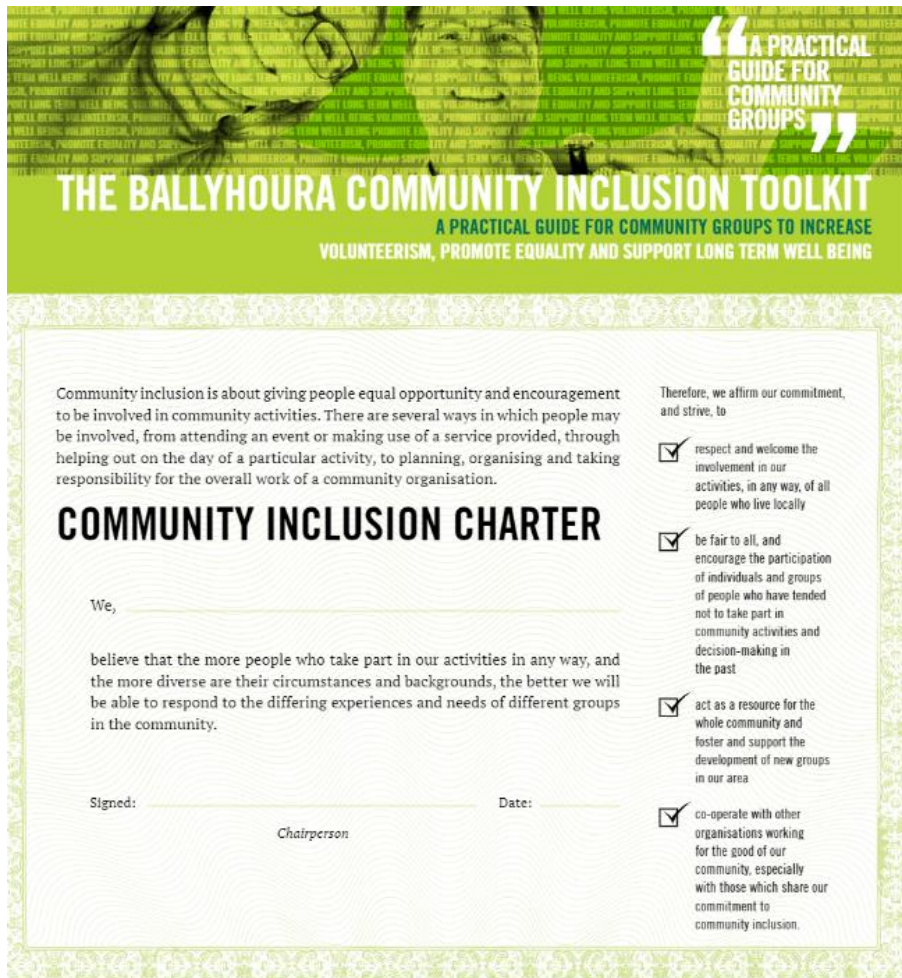
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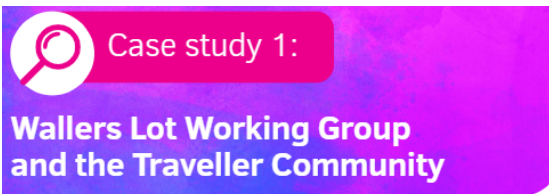
# Practical examples



## Locally developed resources:

Example 1

100 Ideas to Help Make Sligo More Inclusive



### From South Tipperary Development Company

Wallers Lot Working Group is a multi-agency group established by South Tipperary Development Company's (STDC) Social Inclusion and Community Activation Programme (SICAP). It was set up to respond to issues affecting the lives of the Traveller community living at Wallers Lot Halting Site in Cashel, Co Tipperary.

Wallers Lot was identified by Tipperary LCDC as a situation where a formal group was needed to facilitate meaningful engagement between the Traveller community living there and the agencies that provide services to the community.

SICAP, as 'an honest broker' was given responsibility by the LCDC for the important task of establishing the group.



### Planning was essential

The process for setting up the group was critical to its future working. The SICAP Programme Manager contacted senior decision makers within each agency to explain the scope and purpose of the group. They also wanted to secure commitment from each person to work with the group in an open and agenda-free way.

This one-to-one engagement at senior level proved to be critical in terms of having the right people around the table. Members of the working group include:

- the housing section of Tipperary Local Authority
- Tipperary Rural Traveller Project
- Department of Social Protection
- Gardaí
- Tusla
- HSE
- Tipperary Education and Training Board
- STDC
- Youth Work Ireland

## Common barriers to participation

### Inconvenient meeting times for your target audience

For example, a meeting that takes place during business hours does not suit many community people who work standard hours. Evenings may be difficult for some people because of work or caring obligations, and early morning meetings may not accommodate people with additional support needs. You might also need to avoid holiday times.

### Inaccessible meeting locations

### Care responsibilities

People may not be able to take part because they have childcare or other care responsibilities.

### Transportation

People may have no access to transport.

### Inadequate notice

Ideally, you should give people two weeks' notice with reminders.

# Minister Joe O'Brien, T.D.



## Minister of State for Community Development, Integration and Charities



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# Pilot Projects



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# Sarah Clancy Brendan Boyce

Clare PPN  
Clare County Council



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# Fair Clare

securing a just transition and socio-economic rights in County Clare

a report by  
Róisín Greaney and Kieran Harrahill

## Taking a Human Rights Based Approach to Clare's LECP

Reflecting socio-economic rights  
and just transition principles in  
policy making in rural counties

Clare  Public  
Participation  
Network



Aisling Hotel, Dublin  
Wednesday, 25<sup>th</sup> October 2023



## COLLABORATING PARTNERS

Clare PPN

Clare LCDC/ Clare County Council

Clare Local Development Company

Limerick & Clare Education Training Board

RESEARCHERS – Think-tank for Action on Social Change (TASC)

### **Trusted community organisations who helped:**

West Clare, North West Clare, Shannon and Killaloe FRCs, Clare Leader Forum, Clare Traveller CDP, RSS Supervisors, East Clare Community Co-op, MASI- Movement of Asylum Seekers in Ireland, Women's Collective Ireland Clare, Mna Ag Gaire Women's Shed, Clare Immigrant Support Network, Quare Clare LGBTQ+, Clare Solidarity Network.

Reflecting socio-economic rights and just transition principles in policy making in rural counties

Aisling Hotel, Dublin  
Wednesday, 25<sup>th</sup> October 2023



*Just Transition Workshop - Scariff, May 2023*

*Focus group with Ukrainian community – Ennis, May 2023*

# **Key Transferable Lessons:**

Valuing people’s participation and creating safe enjoyable spaces for consultations .  
 Safety/risk - ensuring that there is no possibility or perception of the possibility for negative consequences from what people share.

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 Wednesday, 25<sup>th</sup> October 2023



*MASI consultation – Ennis, August 2023*



*Focus group with Kilrush FRC – Ennis, May 2023*

## Key Transferable Lessons:

Resourcing and facilitating people's participation – transport, childcare or activities, small payment.

Reflecting socio-economic rights and just transition principles in policy making in rural counties

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Wednesday, 25<sup>th</sup> October 2023



*Just Transition Workshop - Ennis, May 2023*

*Just Transition workshop with elected representatives – Ennis, May 2023*

**Key Transferable Lessons:**

Working with trusted community organisations in each area or community.

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*MASI Facilitator: Lucky Khambule*

*Facilitators (l-r: Kathryn McCabe, Róisín Greaney, Sarah Clancy)*

# **Key Transferable Lessons:**

Experienced facilitators -allowing and expecting emotions, accepting people’s experiences as valid -valid does not necessarily mean accurate – but inaccurate perceptions or incomplete understanding also inform us.

Reflecting socio-economic rights and just transition principles in policy making in rural counties

Aisling Hotel, Dublin  
Wednesday, 25<sup>th</sup> October 2023



*Just Transition Workshop - Scariff, May 2023*

*Just Transition Workshop - Ennistymon, May 2023*

## Key Transferable Lessons:

Keeping space and having a plan for crucial issues raised that are beyond the scope of the particular consultation (we have input to LECP- **plus report where wider issues can be included**)

Reflecting socio-economic rights and just transition principles in policy making in rural counties

Aisling Hotel, Dublin  
Wednesday, 25<sup>th</sup> October 2023



*Just Transition Workshop - Scariff, May 2023*

*MASI focus group - Ennis, May 2023*

## Key Transferable Lessons:

Key new learning – having consulted and gathered a community’s input it is necessary for an **advocate for that input** to stick with every stage of the policy process to continue ensuring the input does not get lost amongst the input from other stakeholders and authorities.



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# Clare LCDC Key Learnings Community Engagement Pilot Project

Brendan Boyce

Clare LCDC Support

25<sup>th</sup> October 2023



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an Aontas Eorpach

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SICAP

Social Inclusion &  
Community Activation  
Programme



Healthy  
Clare

## ***How did the pilot project improve our engagement as an LCDC and statutory committee of Clare County Council?***



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*The collaborating partners (CLDC/PPN/LCETB) have been involved in formation of the Draft LECP from the outset since January 2023 and helped write the draft Goals, Objectives and Actions- these were informed by the community engagement pilot's focus group findings.*

*The pilot sought to enshrine socio- economic rights and just transition principles in the LECP based on input from a range of groups who experience marginalisation or poverty.*

*This has happened and many of the goals, objectives and actions in the draft LECP are now underpinned by these two sets of principles.*

*Key lessons and strategies were learned from the approach taken by the Pilot Engagement Project:*

# Key Lessons:



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- Work with groups trusted by the communities being consulted
- Create a safe environment
- Use focus groups and roundtables as well as online or written submissions
- Use skilled facilitators who understand marginalisation
- Frame or explain the consultation in a way groups can relate to and then use the lived experience of groups consulted to inform the actions
- Promote sharing of information, resources and data between stakeholders

## ***How the Pilot recommendations have informed the actions in the LECF:***

- Issues relating to just transition and socio economic rights are to the forefront of the Draft LECF- care work, green jobs, living wages, transport, access to amenities, housing and poverty reduction strategies are all included.
- For example, housing was seen as outside the LECF but following its identification by groups consulted as a key issue, it is now included within the actions and goals, with the focus on what can happen locally.
- The draft LECF also now includes targeted measures and names communities who may need specific actions to secure their rights - women and girls, Traveller community etc

## *How can the Pilot inform other LCDs on Community Engagement with marginalised groups?*



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The LECP has been developed to **have regard to the need to promote equality, eliminate discrimination and protect human rights.**

The Community Engagement Pilot allowed the Clare LCDC to embed the voices of those who experience marginalisation into our LECP and help it become responsive to their needs.

The steering group on the pilot have **continued to advocate** on behalf of the groups consulted throughout the process ensuring that a human rights approach remains at the heart of the LECP in Clare.

## ***How can the Pilot inform other LCDs on Community Engagement with marginalised groups?***



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The Learning from this case study in Clare will inform how we review and implement the LECP during its lifetime and having key agencies on the LCD who engage with marginalised groups through their existing work programme ensures socio economic rights and just transition remain an **ongoing duty**.

Learning from Community Led “Bottom-Up” Consultation Processes needs to inform future statutory planning and timelines i.e. This project took a lot of work and resources and didn’t meet all groups in Clare.

**Time must be allowed for genuine feedback to submissions to encourage future engagement.**

Inclusive consultation ensures that those who may feel they have no voice, are heard and can inform local decision making and **create change**.

# Thank you



Coiste um Fhorbairt Pobail Áitiúil an Chláir  
Clare Local Community Development  
Committee



Riadas na hÉireann  
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WHO  
IS IT  
FOR?

THANK YOU

Clare  Public  
Participation  
Network

Aisling Hotel, Dublin  
Wednesday, 25<sup>th</sup> October 2023

# Rebecca Jackson

## Galway City Community Network (PPN for Galway City)



An Roinn Forbartha  
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Department of Rural and  
Community Development





Galway City Community Network  
Líonra Pobail Chathair Na Gaillimhe

# Galway City Community Network

The Public Participation Network in Galway City

## DAF Pilot Engagement Project



Galway City Partnership  
Comhpháirtíocht Chathair na Gaillimhe



Galway City Community Network  
Líonra Pobail Chathair Na Gaillimhe

# Meaningful Engagement Begins in Planning

Guidelines for  
Successful Engagement  
Prioritise Marginal  
Groups (p21)

Involve everyone  
is the design -  
who needs to be  
involved  
(p.19 & 21)  
&

Specify Outcomes  
(p.23)

**AIM:** Ensure the most marginalised groups are included in the next LECP Plans for Action and Public Sector Duty is Vindicated

**Collaboration is key**

**Stakeholders:**

- Will Lead on LECP Action
- Experience of Working with Groups
- Established Relationships

**Communities of Lived Experience:**

- Experts by Experience
- Address Gaps in Knowledge

# Prioritizing Groups that are Marginalised

Guidelines for  
Successful Engagement

Prioritize Marginal  
Groups (p21)

Involve everyone  
is the design -  
who needs to be  
involved  
(p.19 & 21)



AMACH!LGBT  
GALWAY LTD.



Galway City Partnership  
Comhpháirtíocht Chathair na Gaillimh

a tide for change  
an taoide ag casadh



Galway City Community Network  
Líonra Pobail Chathair Na Gaillimhe

## Communities of shared experience:

Travellers, Trans and Non-Binary, Youth on the Margins, Migrant Women, Deaf Community, Civil Society Panel.

Actions		Details
Stakeholder Engagement	12	2 Planning meetings with Galway City Council, 5 Planning Meetings with a Steering Committee, 5 Preparation Meetings
Numbers Reached	100	Members of the Deaf Community (6), LGBTI+ community (8 + 39), Traveller Community (15), Youth on the Margins (4) including a Trans and Non-Binary group (9) and Civil Society Panel (8).
Methods Used	4	Targeted Focus Groups, online and in person (8). Interviews (2), Public Surveys (2), and four workshops. Planning meetings (10) and a Public Meeting (1).

# Implementation: Building Capacity

Guidelines for  
Successful Engagement  
Process not an event  
(p.20).

Principle of Clarity and  
Inclusivity

Appropriate Method  
(p.25).

Build capacity -provide  
information and access to  
contacts for information  
and support (p.3)

Specify Outcomes (p.23)

## What is a Local Economic & Community Development Plan?



## Five Areas or Themes in Plan



Equality and Inclusion



Arts and Culture



Physical & Mental Health



Sustainable Development



Innovation in Business & Research

Which ones are the  
most important.....

# Implementation: Methods

## Guidelines for Successful Engagement

Process not an  
event (p.20).

Keep it  
Accessible:  
Address the  
Barriers (p.28)

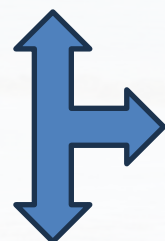
Appropriate  
Method (p.25).

- Trans and Non Binary Community: Difficulty Reaching- Multiple Methods
- Deaf Community: English as a second language, in need of capacity building, time poor.
- Youth on the Margins: Precarious lives- need rapid rapport.
- Travellers: Widespread Experience of Racism
- Civil Society Panel: Importance of Time

# Translating Learning into Action.....

## Outputs

Learning From  
Communities



**Triangulation  
Exercise**



**5 High-Level Goals**



**17 Objectives**

Learning from CSP  
Lived Experience

## Civil Society Panel:

- Chart 1: Structures, Systems, and Policies that will Support Public Sector Duty
- Chart 2: Assessments Needed to Uphold Public Sector Duty
- Chart 3: Budgets, or Resourced Actions that will promote Public Sector Duty
- Chart 4: Processes of Civil Society Engagement
- Chart 5: Other Actions that can be taken to advance Public Sector Duty

**Book of Action:** Goal-Objective-  
Problem-Action- Partners- Milestones

# Feedback & Recognition Event

## Principles:

- Genuine
- Inclusive
- Collaborative
- Accountable

Address the  
checklist of Quality  
Engagement p.45

## Panel 1: Dignity

### LGBTI+ Community

- Harassment & Violence-Empathy Based Response
- Barriers to Services – Accommodation of Diversity Recognition of needs

### Traveller's

- Discrimination in Public Life
- Discrimination in Services

## Panel 2: Social Inclusion

### Ethnic Minorities

- Representation of Diversity in Public Life
- Deaf Community

### More Awareness of ISL in Public Life

Advocacy for Access across the life-course

- Why Universal Design Matters

### Youth on the Margins

- Safe spaces, end to discrimination and an accommodation plan

## Panel 3: Social Justice

### Migrant Women

- Economic and Social Integration
- People with Disabilities
- Barriers to Employment.
- Socioeconomic Marginalisation
- What public bodies can do.

## Panel 4: Participation

### Access for All

- Importance of representative diversity in Decision making
- Civil Society Panel
- Why Civil Society participation matters

Feedback from Decision-makers...

Did we see influence.....

# Revised LECP Socio-Economic Statement and Draft Implementation Plan.....

## Principles:

- Genuine
- Inclusive
- Collaborative
- Accountable

Address the  
checklist of Quality  
Engagement p.45

- **Revised language**- citizens to residents, so that the plan is more inclusive of people seeking international protection and migrants.
- Target actions to link **arts and culture** programmes to audiences that may be marginalized in order to promote social wellbeing
- **Public campaigns** to combat rising discrimination and racism
- **Training** for staff to support cultural competence, trauma awareness, and the establishment of a **public sector duty champion** to support work within GCC.
- Increased provision of training and awareness programmes in **ISL**.
- Establishment of **Community Safety Partnership** for Galway City and improved responses to domestic violence, discrimination, harassment and violence at a local level



# The Dormant Accounts-funded Engagement Project

County Wicklow LCDC & Wicklow PPN

Supported by Dr. Harriet Emerson

# Background

PPN as implementation partner

Vision for Community Wellbeing – due for review

Opportunity for LECP engagement and consultation process to be done jointly

## Proposed Method

Four steps were initially proposed in the project:

- Engage existing networks and key community leaders and support them to understand the background and context for developing the LECP and the Vision for Community Wellbeing (VCW).
- Train & support them and other community members to run the consultation process with their groups.
- Train & support them and other community members in simple data analysis, to enable them to feed their consultation inputs into the LECP and the VCW.
- Report back on the learning from the project about what is needed to enable these groups to engage in consultations.

## Establishing a Reference Group

- Migrants: Glencree Centre for Peace & Reconciliation, Africa Irish Society of Wicklow
- Travellers: Bray Travellers Group
- LGBTQ+: East Wicklow Youth Service, County Wicklow Partnership
- Older People: Wicklow Older People's Council, WCC Age Friendly Coordinator
- People with Disabilities: WCC Disability & Inclusion Steering Committee, Disability Federation Ireland

## What We Heard – Barriers to Participation

- Critical needs of target groups are a priority e.g. cost of living, transport, housing, and immigration issues. These are the primary concern for groups who do not see the relevance of engaging as there is no evidence that the LECF can or will have a beneficial impact on these.
- Raising expectations that cannot be addressed.
- Time restrictions for consultation & time restrictions/commitments of target groups
- Lack of commitment to actively address issues of target groups
- Lack of resources – people, expertise, and materials
- Too many consultations all asking similar questions
- No evidence of benefit i.e. no feedback, no change
- Overall poor experience of the value of engaging in consultations and widespread disillusionment.

## What We Heard – What Would Help

- Plan for engagement sufficiently far in advance and provide adequate time
- Incentivise participation e.g. prizes
- Provide feedback on the impact or results of consultation/  
demonstrate impact
- Establish regular feedback/engagement mechanisms
- Ensure efficient use of resources & people's time - avoid duplication/  
co-ordinate consultations
- Commit adequate resources – people, expertise, time, materials
- Use familiar venues, personnel and scheduling eg Traveller Healthcare Workers, scheduled community sessions/activities

## What We Did – Project Adaptation

- It was possible to run a consultation with LGBTQ+ young people and the outcomes from this were fed into LECP & VCWB. *(In a number of cases service providers had input in other consultations for the LECP and endeavoured to represent the interests of the marginalised communities with which they work. It was agreed that it was not appropriate to seek engagement from the wider group given the challenges to this listed above.)*
- Using the Reference Group, ways that might encourage engagement from marginalised communities in planning going forward were further explored and documented.
- Agreement was reached that concrete feedback and engagement structures and processes need to be established as part of the LECP and VCW to develop an understanding of the relevance of these documents and familiarity with them.
- Agreement to develop a resource that would show the link between policy and practice in relation to the LECP.

## What We Are Doing – Project Impact: LECP & VCW Response

- Community Catch Up/LECP Feedback meetings have been run in each of Wicklow's 5 Municipal Districts, subsequent to the consultation meetings held.
- A booklet has been developed that identifies community development/actions that link directly to the goals, objectives, and actions in the LECP to illustrate the link between policy and practice.
- The new LECP establishes a Social Inclusion Network Group as a subgroup of the LCDC. The role of the SING will be to share experiences, provide peer support, identify gaps and monitor the impact of local policies as they relate to social inclusion, and to inform the biannual implementation plan for delivery of the LECP.
- A communication strategy will be developed as part of the implementation of the LECP to keep people in Wicklow informed about the roll-out of the Plan and demonstrating its impacts.
- Consistent use of A Guide for Inclusive Community Engagement in Local Planning & Decision Making already circulated by the Department providing guidance on engaging with communities.



Wicklow Local Economic & Community Plan

# Delivering for Communities

From Policy to Action

## The Age Friendly Programme

The Age Friendly cities and counties programme is part of an international effort co-ordinated by the World Health Organisation. As life expectancy increases, the need to ensure that Ireland becomes a great country to grow old in is increasing too. The Programme enables older people to contribute to their localities and communities. The programme recognises that older people with their life time of accumulated expertise, talents and wisdom are central to the process.

Everyone hopes that as they grow older they will be supported to stay in their own home, be listened to and taken seriously, be able to work or volunteer, enjoy a good social life, and have access to good information and healthcare. Neighbourliness, a sense of belonging, feeling safe, feeling valued-these are

the things everyone wants in their lives. The Age Friendly programme is a way of making those things becomes a reality for our counties and communities.

One of the many improvements that the Age Friendly Programme has brought is the installation of Age Friendly Car Parking spaces throughout the county. It is important that we recognise the importance of these car spaces as they are strategically located close to central services and identified by older people as areas regularly used.

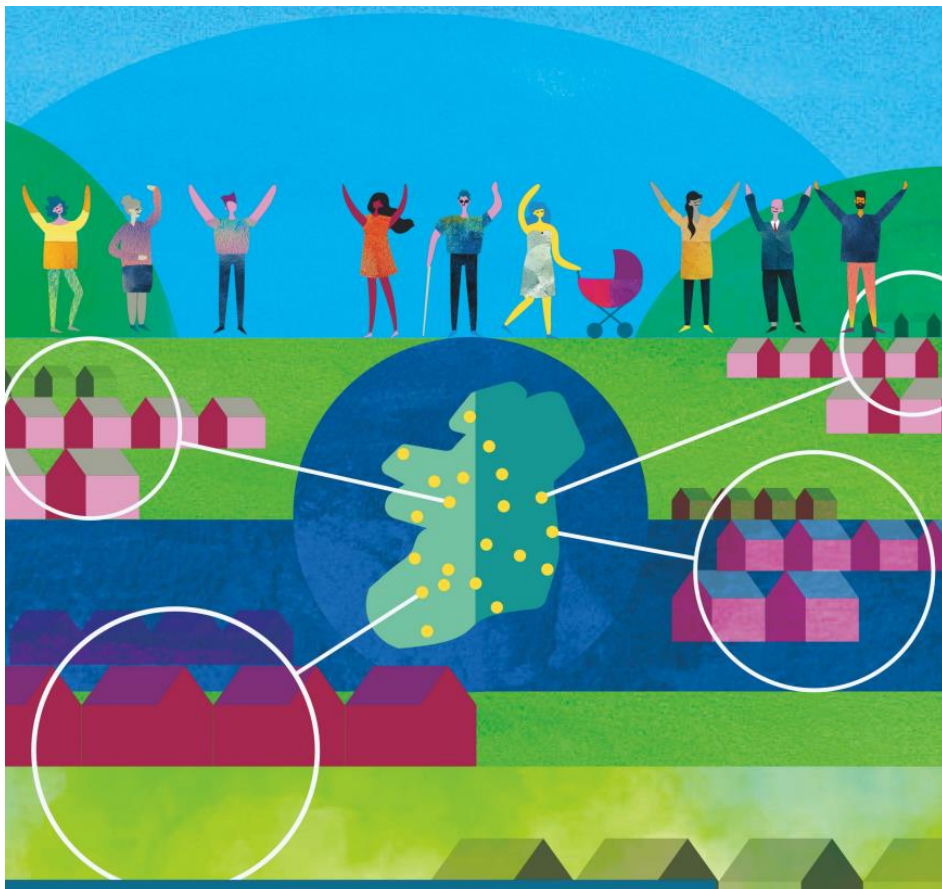
### Objective 3.2

The Local Community Development Committee (LCDC) will provide representation for additional services and resources where gaps are identified or where new issues arise

- LCDC input into the Co. Wicklow Migrant Integration Strategy
- LCDC input into the Co. Wicklow Digital Strategy regarding Digital and Citizens
- LCDC input into the Co. Wicklow Food Poverty Report
- LCDC input into the Co. Wicklow Development Plan



# Pilot projects - discussion



COMHAIRLE CONTAE AN CHLÁIR  
CLARE COUNTY COUNCIL



Comhairle Cathrach  
na Gaillimhe  
Galway City Council



W I C K L O W  
ENDLESS OPPORTUNITIES



An Roinn Forbartha  
Tuaithe agus Pobail  
Department of Rural and  
Community Development





**LGBT**  
IRELAND

For Inclusion  
For Equality  
For Everyone

## Creating Inclusive Spaces to Engage LGBTQI+ Communities

Adam McBride (he/him)

Head of Services and Engagement Programmes

[adam@lgbt.ie](mailto:adam@lgbt.ie)



pobal

government supporting communities



Rialtas na hÉireann  
Government of Ireland

## LGBT Ireland

- National organisation underpinned by local knowledge and responses
- Together with our regional organisations, we strive to improve the lives of LGBTQI+ people throughout Ireland by providing:
  - Support
    - National Helpline
    - Transgender Family Support Line
    - Peer Support Groups
    - Telefriending service
  - Training
  - Advocacy
  - Relevant signposting



## The Letters

- **L** = Lesbian
- **G** = Gay
- **B** = Bisexual
- **T** = Transgender
- **Q** = Queer
- **I** = Intersex
- **+** = including asexual, pansexual, non-binary & questioning
  - **Asexual** – little or no sexual attraction and/or interest in sexual behaviour
  - **Cisgender** – gender identity corresponds to sex assigned at birth
  - **Intersex** – people born with variations in sex characteristics including chromosomes, hormones or genitals
  - **Non-binary** (enby) – person whose gender identity does not fall within the gender binary
  - **Pansexual** – person who experiences attraction to members of all gender identities
  - **Transgender** (trans) – person whose gender identity differs from their sex assigned at birth

## Context: LGBTQI+ Experiences

- Marriage only one part of a wider social issue
- Heteronormative / cisgender culture
- Increase in hate crimes
- Rise of transphobia (nationally and internationally)
- Access to healthcare and parenting rights
- Stigma
- Negative stereotyping
- Minority Stress



**LGBT**  
IRELAND

For Inclusion  
For Equality  
For Everyone

## Minority Stress: Impact

- Internalised Homophobia
  - Mental health dysfunction
- Expectations of rejection and discrimination
  - Avoidance of necessary care
  - Avoidance of social engagement
- Experience of discrimination
  - My LGBTQI+ Voice Matters Survey\* demonstrated that 26% of LGBTQI+ people don't feel listened to their GP
- Older LGBTQI+ people
  - Remember a time when things were worse
  - May be harder to overcome the feelings of stigma

\*Mental Health Reform. *My LGBTI+ Voice Matters: A mixed methods exploration of the views and experiences of LGBTI+ mental health service users* (Dublin: MHR, 2022). <https://www.mentalhealthreform.ie/my-voice-matters/>

## Inclusive Spaces: Impact

- Makes people feel involved, engaged and that their voice matters
- Encourages people to be themselves
- ‘Rainbow washing’ refers to companies or organisations who ‘cash in’ on LGBTQI+ consumers without having the inclusive policies or practices to support the community.
- ‘Rainbow proofing’ means ensuring that you consider how your space / organisation is viewed by members of the LGBTQI+ community.
- Makes people feel **SAFE**

*“it’s made me go more towards services that have been approved by other trans people, or that are somehow connected to TENI [Transgender Equality Network Ireland], say, or LGBT Ireland just because I think so many people have had negative experiences that you go for ones that are safe to say or have been approved by others.” P14 FG3*

## Tips for Inclusive Spaces

- LGBTQI+ training for staff
- Language on forms
- Visibility (posters, leaflets, badges for those with LGBTQI+ training)
- Pronouns on email signatures, online meetings and name badges
- Policies that specify commitment to inclusivity
- Remember to engage with LGBTQI+ people in relation to wider issues
- Amplify LGBTQI+ people's voices
- Call out homophobia / transphobia where it occurs



## Example: Fingal Mapping Survey

- Purpose: understand existing services and identify supports to further LGBTQI+ engagement in local groups.
- Issued to all groups registered with the Fingal Community Council Register/Public Participation Network, community centres and libraries (June 2023)
- 81 respondents from cross section of groups in both rural and urban areas
- Majority of respondents from sports / leisure category
- 21 respondents provided LGBTQI+ inclusive supports / services
- Supports ranged from LGBTQI+ specific activities to an inclusive ethos
- 63 respondents felt their service would benefit from LGBTQI+ training

## Outcomes: Fingal Mapping Survey

- 3 LGBTQI+ training sessions provided at different locations throughout Fingal
- Circa 30 attendees
- Feedback positive
- Fingal working on an implementation plan, incorporating feedback from survey and from training feedback
- Groups better placed to identify the supports they offer and to increase inclusion





## Takeaways

- Although things have hugely improved in Ireland, there is still a way to go
- Allyship is incredibly important
- Inclusivity means hearing and listening to a range of voices
- Call out homophobia / transphobia when you hear it
- Make space for LGBTQI+ people: you never know who might need to see that
- *"If you can't see it, you can't be it!"*





Contact LGBT Ireland

National LGBT Helpline: **1800 929 539**

Trans Family Support Line: **01 907 3707**

[adam@lgbt.ie](mailto:adam@lgbt.ie)

[info@lgbt.ie](mailto:info@lgbt.ie)



# Implementing the Public Sector Duty



**Bernie Bradley**

**Public Sector Duty Team**



**Coimisiún na hÉireann um Chearta  
an Duine agus Comhionannas**  
Irish Human Rights and Equality Commission

# The Public Sector Equality and Human Rights Duty?



## S42 of the Irish Human Rights and Equality Commission Act 2014



Number 25 of 2014

Irish Human Rights and Equality Commission Act 2014

### Public bodies

- 42.** (1) A public body shall, in the performance of its functions, have regard to the need to—
- (a) eliminate discrimination,
  - (b) promote equality of opportunity and treatment of its staff and the persons to whom it provides services, and
  - (c) protect the human rights of its members, staff and the persons to whom it provides services.

# What do Public Sector Bodies have to do?



In summary, S42(2) of the IHREC Act 2014 requires a public body:

## 1. To assess



Set out in its **strategic plan** an **assessment** of the **human rights and equality issues** it believes to be relevant to the functions and purpose of the body, in a manner that is **accessible to the public**.

## 2. To address



Set out in its **strategic plan** the **policies, plans and actions** in place or proposed to be put in place to address those issues, in a manner that is **accessible to the public**.

## 3. To report



Report on **developments and achievements** in relation to 1 and 2 above in its **annual report**, in a manner that is **accessible to the public**.



# Protected groups under Equality legislation

Gender	Civil status
Race	Membership of the Traveller community
Family status	Age
Religion	Housing Assistance payment
Sexual orientation	Disability



- There is diversity within each of the groups
- People have multiple identities Traveller women, or gay people with disabilities.
- Some objectives/actions might not be relevant to people in all groups

## The Public Sector Equality and Human Rights Duty



- 12% of the total population identified as **non Irish** citizens.
- 15% spoke a language **other than English** at home increase of 23% 2016.
- **43%** of the population of Non Irish Citizen don't speak English well.
- **32,949** of population identified as an **Irish Traveller**.
- 22% of the population have a **disability**.



# The Public Sector Equality and Human Rights Duty



- 1 in 6 Irish Adults have **difficulty with written word.**
- 1 in 4 Irish adults have **difficulty with numbers and basic maths**
- 42% of Irish adults describe themselves as being below average for **digital skills.**



*Today the meaning of literacy has changed to reflect changes in society and the skills needed by individuals to participate fully in society*



## Public bodies services/policies/initiatives

should meet the needs of **all** people to whom they are available to (including HR functions).



# Concepts underpinning the Duty

## Discrimination

Public bodies **should consider** how they deliver services, programmes to ensure individuals or groups of individuals are not treated **less favourably** because of their characteristics or identity.

## Equality of opportunity

Public bodies **should** ensure that **every individual has an equal opportunity** to access, avail of and enjoy any service or function provided.

## Human rights

A public body should ensure every individual engaging with or employed by the public body have their **human rights protected**





## Supporting an evidence based approach

Inclusive engagement, in particular the groups identified within the Duty can:

- Provide you with information on the **lived experience** of discrimination and inequality.
- Provides you with the **knowledge** of those affected by discrimination, inequality in relation to the services of your organisation.
- Provide **valuable solutions** to removing barriers and challenges experienced by both service users and staff.





## An **assessment** of the **human rights** and **equality** issues

- Are you aware of the **diversity** of the population?
- Do you understand how **inequality is experienced** by different people in society?
- Are you aware of the **barriers/difficulties** that exist for people when trying to access and avail of public services?





## An assessment of the human rights and equality issues



# An **assessment** of the **human rights** and **equality** issues



**Cén uair ar chóir do mo pháiste fillleadh ar an scoil /cúram leanaí?**

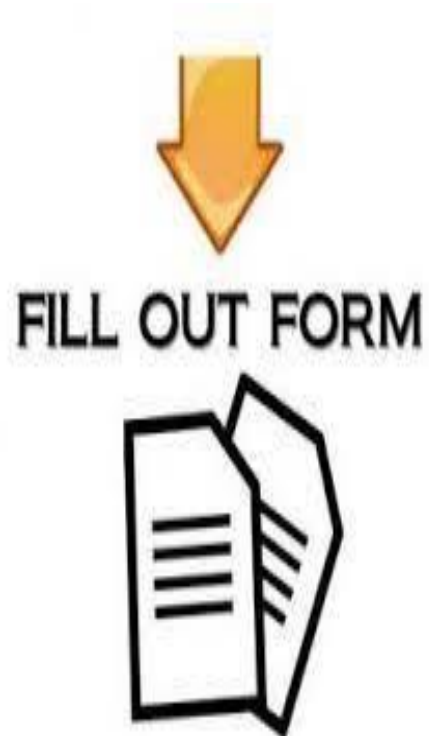
**HE** Building a Better Health Service | **Seirbhís Sláinte Níos Fearr á Forbairt** | **hpsc**

<b>Deilgneach</b> Nuair atá na gearba tirim	<b>Toinníteas</b> Ní gá fanacht amuigh*	<b>Buinneach nó Urlacan</b> 48 uair a'chloig i ndiadh an taoma deiridh	<b>Fliú</b> 5 lá ó thosaigh an tinneas	<b>Fiabhras Faireoige</b> Ní gá fanacht amuigh*
<b>Lámh, Cos &amp; Béal</b> Ní gá fanacht amuigh*	<b>Míolta Cloiginn</b> Ní gá fanacht amuigh*	<b>Impitíogo</b> Nuair atá na gearba tirim nó 24 uair a'chloig tar éis antaibheathaigh a thosú	<b>Bruitíneach</b> 4 lá tar éis nochtadh an ghríos	<b>Leicneach</b> 5 lá tar éis don at teacht ort
<b>Scaibéis</b> Tar éis an chéad chóireáil	<b>Fiabhras Dearg</b> 24 uair a'chloig tar éis antaibheathaigh a thosú	<b>An Cúigiú Galar</b> Ní gá fanacht amuigh*	<b>Snáthphéisteanna</b> Ní gá fanacht amuigh*	<b>Triuch</b> 5 lá tar éis antaibheathaigh a thosú nó 21lá ó thosaigh an tinneas

Tá an t-eolais seo bunaithe ar: Bainistiú Galair Thógálacha sna Scoileanna Treoirdhoiciméad.

\*Ní gá fanacht amuigh má tá an páiste ceart go leor ach ba chóir an scoil nó soláthraí cúram leanaí a chur ar an eolas.

An **assessment** of the **human rights** and **equality issues**



# The Public Sector Equality and Human Rights Duty in Local Authorities



## Public Sector Equality and Human Rights Duty.

- Is there is someone who has responsibility within the council for the **Public Sector Duty**?
- Has an **assessment of equality and Human rights issues** been completed or is it planned?
- Has an **action plan to address equality and human rights** issues been prepared/planned?
- Is update on the public sector duty be included in the **CE Monthly management reports**?





- You don't need to know the answers to equality and human rights issues.
- You do need to ask the questions and engage with communities who will tell you.



# Creating Inclusive Spaces to Engage New Communities

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**Pobal: Inclusive Community Engagement Project Showcase Event**

**Fiona Hurley**

**25th October 2023**



# About Nasc

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Nasc, the Irish word for *'link'*, works with migrants and refugees to advocate and lead for change within Ireland's immigration and protection systems, to ensure fairness, access to justice and the protection of human rights.

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Our goal is to realise the rights of all migrants and refugees within Irish society.

## 5 strategies to create inclusive spaces

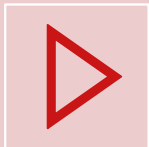
1. Empower Community Leadership
2. Community Outreach and Engagement
3. Cultivate Cultural Understanding
4. Training
5. Barriers to participation



# 1. Empower Community Leadership



Amplify the voices of people from migrant or refugee backgrounds



Promote diversity and representation within the workforce



Recognise the intersectional nature of barriers impacting new communities

## 2. Community Outreach and Engagement



Develop targeted outreach: Active invitation



Regular engagement with community members



Create a welcoming and inclusive space for new communities to organise

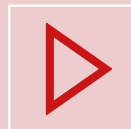
### 3. Cultivate Cultural Understanding

"[S]ocial integration is very important, we need to see more Irish people taking part celebrations in the same way other migrants participate in the St. Patrick's Day celebration. It is very important for the Irish to see and learn about our cultures the same way we learn the Irish culture."

(We Are Cork: Stories from a Diverse City)



Encourage interaction, dialogue and learning between local communities and new communities



Organise cultural events and celebrations

## 4. Training

Trauma-sensitivity (Cork Trauma Sensitive Cities Strategy 2022 – 2025):

- help prevent trauma from occurring in the first place
- promote protective factors
- ensure key stakeholders understand the possible signs and symptoms that may be the result of toxic stress
- help adults who are experiencing adversity

Cultural sensitivity training for staff: Recognise diversity of new communities

Rights-based training

Establish feedback mechanisms to encourage input and identify areas for improvement.

## 5. Barriers to participation

Meetings: Consider whether the locations are accessible by public transport

Language: Plain English, Translated Materials, Interpreters

Child Friendly: Is the meeting space appropriate for children to accompany parents

Refreshments: Are they culturally appropriate?

# Questions?

34 Paul Street, Cork City, Ireland  
[Info@nascireland.org](mailto:Info@nascireland.org)

# Group discussion



An Roinn Forbartha  
Tuaithe agus Pobail  
Department of Rural and  
Community Development



# What's next for the project?

**Lisa Keveney**

Department of Rural and  
Community Development



An Roinn Forbartha  
Tuaithe agus Pobail  
Department of Rural and  
Community Development



# Thank you

[gov.ie](http://gov.ie) - A Guide for Inclusive Community  
Engagement in Local Planning and Decision Making



An Roinn Forbartha  
Tuaithe agus Pobail  
Department of Rural and  
Community Development

