



# Inclusive Neighbourhood Project

March 2009 – September 2011

## An Evaluation Report

by Nora Greer

“The world in which you were born is just one model of reality. **OTHER CULTURES ARE NOT FAILED ATTEMPTS AT BEING YOU.** They are unique manifestations of the human spirit.” Wade Davis



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# Foreword

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**by Inderjit Bhogal**  
**Leader of The Corrymeela Community**

The integration of Refugees, Asylum Seekers and all those seeking Sanctuary among us is essential in the work of peace building and reconciliation. The Inclusive Neighbourhood Project [INP] has shown an excellent strategy for this work.

For all the work that has been done by INP staff and volunteers I am thankful. An important aspect of the work is that it has been conducted in partnership by teams from NICRAS and Corrymeela.

This report helpfully outlines the successes and challenges of the INP work, and flags up lessons learned.

INP has brought together people from different national, faith, ethnic, political, ideological and cultural backgrounds. The work has not focussed on what "we" members of the "host" communities can do for those who have more recently arrived to live in Northern Ireland. Rather, the emphasis has been on how we can all support and enrich each other; it's not been about charity, but mutuality and solidarity in which we all have much to give and also to receive.

The practice and tradition of hospitality unites us all. People of Irish, African and Asian cultures, for example, insist that hospitality is essential to our identity. We are more truly ourselves, and rooted in our traditions when we offer hospitality "to the stranger", and move to a point where we are family, and our Door and Table is open.

This work, and these emphases, remains important to us all as we seek to build a new world, a world in which we all do everything in our power to end hatred and hostility and promote cultures of welcome and hospitality,

in which all are welcome, belong equally, have sanctuary, and are safe.

This work is not yet finished. We have much more to do.

Centuries ago the Children of Israel went to Egypt at a time of famine because "there was corn in Egypt." People of all nations have followed this pattern. Every one desires the fullness of life.

Migration is not new, and I am convinced that as we move into deeper economic recessions, and global Climate change with flooding, droughts, rising sea level and so on, there will continue to be movement of people who will look for safety and protection. There are changes and challenges in terms of ethnic and religious diversity, economics and politics. It is not acceptable that there are people who are trapped in contexts of poverty and persecution.

Migration presents challenges to nations to invest more in the reduction and elimination of poverty, debt, conflict and the production and sale of Arms. We all have to do all we can to live responsibly, and take greater care of the environment.

INP has shown us a way forward in real practical terms. We can achieve more and have a bigger impact when we work together. How can we sustain this vision?

At the neighbourhood and street level we can all do something, not least accompany each other and build relationships. We can play our part, in our daily life, in building cultures of welcome and hospitality.

Inderjit Bhogal

# Foreword

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**by Justin Kouame**  
**Chairperson, of NICRAS**

What is now the Inclusive Neighbourhood Project (INP) developed out of a 'Wouldn't it be great' and 'What if' conversation over a cup of coffee about 5 years ago. At that time, NICRAS had just moved into its own premises and was finding its feet as an independent organisation offering services to the refugee community. From the beginning, integration was central to the work of NICRAS, as was the importance that it was recognised as a two way process. It was not seen as something which only the refugee community needed to do, but as something which involved everyone – for integration to be real and true there needs to be change within all communities. From the first conversations, the focus was on how this understanding of integration could be put into practice. It moved the thinking away from 'What can we do for refugees?' to 'How can we work together to make things better for us all?' This was and still is the challenge. It changes the power balance to show that we are all interdependent and puts the emphasis on us all giving and receiving, rather than some giving, and others receiving.

INP has been central in promoting ways of working together. It was structured to develop this and has modelled this practice in all its work. It has been truly inclusive organisationally, locally and individually and has resulted in the development of real relationships between members of the host and refugee communities which are based on respect and equality. It has challenged all those involved to let go of preconceptions they may have held of the 'other' and move away from the idea of 'helping' to 'working together'.

The project has delivered real benefits to the refugee community both in terms of personal development and better relations in local areas, through increased understanding between the different communities. This is the start – INP has shown what is possible and, from the point of view of NICRAS, it is essential that the work continues and is built upon.

Justin Kouame

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### Not included but available on request.

These include Milestones, Targets and Indicators set at outset, membership of Steering Group Needs Analysis questionnaire, Findings, examples of training materials, script of the Dialogue, list of Community Facilitators, etc.



# Setting the Scene

Over recent years Northern Ireland has seen an increase in numbers of people coming here from across the world. These can be migrants from both EU countries and non EU countries. People come to Northern Ireland for all sorts of different reasons such as to work or to join family members.

This project worked specifically with the **refugee community**, including both asylum seekers and refugees and also worked in equal measure with the **host community** made up of people who are 'indigenous' to Belfast, Belfast 'born and bred' and people who have settled in Belfast.

## Definitions: Refugee

The UN Refugee Convention 1951 defines a refugee as:

*'A person, who owing to a well founded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group or political opinion, is outside the country of his nationality and is unable, or owing to such fear, is unwilling to avail himself of the protection of that country; or who, not having a nationality and being outside the country of his former habitual residence as a result of such events, is unable or unwilling to return to it'*

The term 'refugee' has a specific legal meaning. However, it is also often used as a general term for people who have been displaced from their homes due to persecution, civil unrest, war or climate change.

In the UK, a person is only legally considered to be a refugee once their application for refugee status has been accepted.

## Asylum seeker

Someone who has applied for refugee status under the Refugee Convention and is waiting for a decision to be made.

## Refused asylum seeker

Someone who has had their application for asylum refused within the terms of the Refugee Convention. Note that a refused asylum seeker may still have protection needs and may subsequently be granted Refugee Status.

Between 2007 to 2011, there has been an average of between 150 and 200 primary applications for asylum in Northern Ireland each year. This number increases to 250 when dependents are included.

The process of being granted 'Leave to Remain' can take anything from 2 months up to several years.

Year	Males	Females	Children	
2007	76	36	33	145
2008	151	60	70	281
2009	111	62	72	245
2010	121	61	90	272
2011	128*	71	83	282

\* includes 3 unaccompanied Minors

Table showing numbers of asylum seekers applying for NASS (National Asylum Support Service) support over the past 5 years (figures supplied by Bryson One Stop Service for Asylum Seekers). Since those claiming asylum are generally not allowed to work and are excluded from mainstream benefits, NASS provides a subsistence allowance (currently just over £35 per week for adults) and accommodation.





# Executive Summary

The Project is a partnership between **The Corrymeela Community and Northern Ireland Community of Refugees and Asylum Seekers, NICRAS**, with Corrymeela as the lead partner, and was funded by EU PEACE III programme priority 1.2 – Acknowledging and Dealing with the Past, Strand 3: Securing the Future.

The project started in March 2009 and runs till December 2011.

## Aims and Objectives

The overall Aim of the Inclusive Neighbourhood Project was to bring about a real change in attitude and create understanding, within both the host and refugee community, of the issues and fears associated with living in a post conflict society whether as someone who has lived through the conflict or someone recently arrived but may well have lived through conflict elsewhere.

The Objectives of the project were:

- to identify the specific issues faced by the refugee community and host community and design relevant training with both groups to address these issues
- to provide training for members of the host community and refugee community through residential and community based capacity building programmes in cultural diversity, conflict management, facilitation skills, orientation, mediation, creative expression group work and communication
- to support, resource and mentor key members of both host and refugee communities with training programmes and materials
- to develop common actions between the host community and the refugee community and build up a support and advocacy base
- to seek to establish and disseminate the learning from the project
- to collate and share good practice in this specialised and new area of work.
- to exit the project well



*East Belfast Sure Start Dad's Club and Men from the Refugee Community-Visual Welcome Book Photography Workshop*



INP participants  
at NICRAS  
family week at  
Corrymeela,  
Ballycastle

The project used Conflict Resolution Models in a new context, employing Reflective Peace Building, specifically the TIDES model, as a tool for Anti Racist work as a means of building sustainable change.

The decision was taken to focus the project in areas of Belfast with a high proportion of NASS accommodation or with a high proportion of people with refugee status. After initial research in 2009, three specific areas in Belfast were chosen. These were West Belfast (Mid Falls Road area), South Belfast (Ballynaveigh to Lower Ormeau including Holyland) and East Belfast (Willowfield area).

### Evaluating the Project

An evaluator was commissioned at the outset to track and evaluate the effectiveness of the Project. There have been two Interim Reports and this is the Final Summative Report. The evaluation aim was 'to determine the success of the Host and Refugee Community Integration Project in achieving its objectives.

### Project Operation

The Project started in March 2009 overseen by a Steering Group which had been established in September 2008 and supported by a Learning Group set up in June 2009. Between April and May 2009 the Project Worker made contact with Community Groups and Stakeholders in the three areas and throughout the month of June ran a total of twenty Needs Analysis sessions.

### The Development of the Community Facilitators Group

Initial recruitment for the community facilitators programme took place through extensive negotiations and networking with community groups and the establishment of links with Refugee networks between April and September 2009 and 15 people participated in training in Year 1. Subsequently a second group were recruited in Year 2 and a third group in the final year. In total 46 people have been trained as Community Facilitators, with 31 receiving accreditation.

### The Development of Training Resources

A range of **Training resources** was produced for use by Community Facilitators who, as part of the project, would be trained to co-facilitate the training in a community setting. There are 2 complete resource boxes, one for **Host Community – Awareness Training** and one for **Refugee Community – Orientation Training**.

This training was offered to communities and schools with bespoke training for statutory and community bodies and delivered by a team of Community Facilitators from both Host and Refugee Communities.

Since 2010 Training Sessions have been delivered to groups including Falls Women's Centre, St James Youth Group, East Belfast Sure Start Dad's Group, An Droichead families, Somali Women's Group, Zimbabwean and South African Women's Group and Bloomfield Collegiate. Some of these were a standard delivery of the materials and some were 'Bespoke' – i.e. they were tailored to the specific needs of the group.

### Joint Activities

Alongside the formal structures and training programme the Project Worker instigated a range of joint activities for refugees and asylum seekers and members of the host community to participate in together. These have included Yoga, a Book Club, Family Fun days, Participation in Refugee Weeks, Common Actions such as Community Clean Ups in West Belfast and the Holyland, Festivals such as the Inclusive Health Festival at An Droichead, the Inclusive Queens Festival and the Inclusive Falls Festival, Exhibitions and participation in Civic events.

### Effectiveness in Achievement of Aims

The Aid for Peace Indicators spelled out under **Peace III, Priority 1.2 – Acknowledging and Dealing with the Past 1.2** were:

*People demonstrate a change in **attitude** towards cross community activities.  
People demonstrate a positive change in **behaviour** towards individuals from other*



communities

People engaged with the project demonstrate improved levels of **trust and tolerance** within their community and or between communities.

There is evidence of positive changes under all these headings.

Since the training feedback has included  
'I have learned to be open minded. Be helpful.'  
'Never assume anything about anyone'  
'We have learnt to do things together. It's been good having people from all over the world.'  
'I will take more notice of people around me that I know are immigrants.'

### New Friendships

The most significant outcome from the two and a half years of INP has been the scale of the number of friendships that have developed between refugees, refugees and host communities and between locals from different communities. Some are warm but intermittent and some are substantial and involve regular contact. As Teurayi Rugonye from Zimbabwe says, 'We began as acquaintances, we have become friends. I know I can call on these people any time.'

Host Community Facilitator Paul Fitzsimmons agrees. He quoted Ghandi 'Become the change you want to see' and stated 'This project is about genuine mutual respect and friendships and that's the level where real change occurs.'

### Securing the Peace/Addressing Emerging Divisions

It is impossible to prove Preventive Work as it is not possible to know what would definitely have happened if the work had not taken place. However it is highly likely that some of the INP work has succeeded in nipping local resentments and latent racist attitudes in the bud and there are anecdotal accounts of reductions of racist attitudes and behaviour in areas where INP has been active.

### Why was this Approach to Integration Effective?

The partnership between NICRAS and Corrymeela brought solid expertise and experience from each organisation, complementing each other and formulating an effective joint approach. Factors that have contributed include the use of the TIDES model to cause Transformation, Interdependence, Diversity Equity and Sustainability.

The structure worked well – recurrent guidance by the Steering Group throughout the life of the project and the Learning Group in the early days. PR expertise ensured a coherent and successful promotional strategy with strong branding and clear messages, such as 'Welcome to our Neighbourhood' in 6 languages.

Having an evaluator from the outset ensured ongoing formative feedback after each sequence of activity.

The Project Worker established a culture of warmth and positivity throughout the project



INP Orientation Training with NICRAS Men

INP Awareness  
Training with  
Falls Women's  
Centre Group



offering tireless support and inspirational leadership.

It is important to acknowledge the dedication of NICRAS staff to meet the demands of being a full partner out of its own resources without the benefit of a dedicated staff to support this project.

### Transferable Learning for other Integration Projects

There are several learning points which can be considered by anyone setting up an Integration project in their area.

- **They need to have a stance on Advocacy and Campaigning**
- **They need to be realistic about the issues of working with Refugees and Asylum seekers because of the circumstances they are facing**
- **They need to set achievable and reasonable goals.**

### Legacy and Next Steps

The most tangible legacy of the project is the training resources including training programmes for community groups and bespoke training programmes. These, and the materials supporting them, remain for ongoing use. In addition there are more than 30 trainers from both communities who are skilled up and available to deliver this training,

The Applied Theatre Dialogue 'Real Lives, Real People' is now available to be reproduced for audiences anywhere.

Less tangible, but equally significant, is the groundwork done in the three communities targeted – West, South and East Belfast which has led to new partnerships. The project has created an impetus and new collaborations. In each area there are people keen to continue the work. Collaborations include Barnardo's, Sure Start, An Droichead, South Belfast Round Table, South Belfast Friendship Club, Queens Students Union, Falls Women's Centre and Coiste among others.

### Next steps

Both NICRAS and Corrymeela are very committed to finding a way to continue the work although there is no funding in place to continue at this point.

### Refugee – Host Integration Network

The first steps have been made towards forming a consortium of organisations that are active in the field of integration. The INP project worker has established a meeting of interested parties from West, South and East Belfast with a view to there being an ongoing set of links between them. This will ensure communication, information exchange, shared needs analysis, joint planning and co-ordinated activities. This will avoid duplication and missed opportunities.

The most substantial legacy is the relationships, friendships, collaborations, working partnerships, positive attitudes and the will to continue the work created painstakingly through all the Inclusive Neighbourhood Project's activities.

It is highly recommended that this groundwork be built on and that funding is found to continue and to develop this valuable and effective work.



# Chapter One

## Context and Project Aims



The Project is a partnership between Corrymeela and Northern Ireland Community of Refugees and Asylum Seekers, NICRAS, with Corrymeela as the lead partner, and was funded by EU PEACE III programme priority 1.2 - Acknowledging and Dealing with the Past, Strand 3: Securing the Future. The project started in March 2009 and runs till December 2011.

Corrymeela has long established credentials in peace building and reconciliation. Through its 40+ years of operation it has pioneered and developed effective models for Conflict Resolution and Conflict Transformation.

This partnership with NICRAS – whose specific and core goals are providing support for Refugees and Asylum Seekers and supporting the integration process - might seem at first like a departure from 'core business' but, as will be illustrated later, integration in Northern Ireland can indeed contribute to reconciliation in the broader society.

### 1.1 Project Aim

#### 1.1.1

The overall aim of the Inclusive Neighbourhood Project was to bring about a real change in attitude and create understanding within both the host and refugee community of the issues and fears associated with living in a post conflict society whether as someone who has lived through the conflict or someone recently arrived.

In facilitating this attitudinal change the project aimed to create a firm platform upon which a shared neighbourhood, embedded with the principles of Equity, Diversity and

Interdependence could be built.

#### 1.1.2

Supporting integration between the host community and the growing refugee community in Northern Ireland would be done through;

- **Developing better ways of understanding of each other and of working together between the host community and the refugee community**
- **The development of a package of formal and informal training to enhance understanding and awareness**
- **The promotion of ways of dealing with difference that may reduce the likelihood of sectarian behaviour and violence, and increase the potential for members of the refugee community to fully integrate into their new environment**

### 1.2 Project Objectives

The objectives of the project were:

- **to identify the specific issues faced by the refugee community and host community and design relevant training with both groups to address these issues**
- **to provide training for members of the host community and refugee community through residential and community based capacity building programmes in cultural diversity, conflict management, facilitation skills, orientation, mediation, creative expression group work and communication**
- **to support, resource and mentor key members of both host and refugee communities with training programmes and materials**
- **to develop common actions between the host community and the refugee community and build up a support and advocacy base**
- **to seek to establish and disseminate the learning from the project**
- **to collate and share good practice in this specialised and new area of work**
- **to exit the project well**





### 1.3 Using Conflict Resolution Models in a New Context

#### 1.3.1

##### Reflective Peace building as a tool for Anti Racist work

Corrymeela has over 40 years of experience of working with people affected by, and involved in, the 'Conflict' in Northern Ireland. During that time it has developed a number of effective philosophies and models which have evolved from targeting 'Conflict Resolution' to Conflict Transformation'.

A key approach is 'Reflective Peace Building' which advocates constructing Theories of Change based on the Personal, Relational, Structural and Cultural dimensions of the conflict. (*Reflective Peacebuilding, A Planning, Monitoring and Learning Toolkit*, J.P. Lederach et al, Pub The Joan B.Kroc Inst for International Peace Studies, University of Notre Dame and Catholic Relief Services Southeast, East Asia regional Office, 2007).

For this project, Corrymeela proposed to test this approach as a tool to address issues that can exist between resident, host communities and outsiders who come to live among them – in this instance Asylum Seekers and Refugees.

#### 1.3.2

##### Integration and Reconciliation

In her dissertation 'Stones And Stars Within: Refugee Integration And Reconciliation In Northern Ireland' Katie Haas explores how Integration can not only establish a stable society but how it can contribute to Reconciliation in divided societies. She explains that Integration does NOT mean Assimilation. For example it is not asking refugees to stop cooking their national

dishes or to only wear clothes common to their new home. Nor is it expecting all butchers to be halal or local women to cover their arms and legs.

This really humanised the story and counters the myths. It's very important to bring a human face to this problem.

Alex Maskey MLA

Stormont has no official definition for Integration but generally accepts the Home Office one of 'The process that takes place when refugees are empowered to achieve their full potential as members of {British} society, to contribute fully to the community, and to become fully able to exercise the rights and responsibilities that they share with other residents.' Haas proposes the concept that 'for refugees, integration tends to mean the possession of significant bridging social capital across the host society. That is not to say that refugees must have extensive networks of friends, but that if they do have an undefined sufficiency of friends within the host community, they will feel a sense of connection, welcome, and belonging. However, without this bridging social capital, no matter how officially "integrated" a refugee is, she will not feel like she belongs.' Haas also asserts, unlike the government and many other scholars, 'that integration is a two-way process involving both the host community and the refugees. In this sense, integration is a mutual bridging.'

Rev Dr Inderjit Bhogal, the director of The Corrymeela Community and founder of the Cities of Sanctuary movement proposes that integration is about “identity, celebrating differences, healing relationships and reconciling societies;” it is “about looking at ways to include people and to honour them as human beings”.

Haas describes a number of aspects that define ‘Integration’ and concludes that the key is ‘an end of isolation’. ‘Integration is both the process and the final state of multiple communities no longer being physically, culturally, and emotionally isolated from each other. In short, integration is when people’s identities and communities include each other in a positive way.’

As Haas states ‘The goal of integration is similar to the goal of reconciliation, namely, working towards a shared future, and one day having a shared present. In fact, the end goals of both reconciliation and integration are the same. Both aim to see society change its convictions of the Other by, discarding the negative image it has of the Other; critically examining one’s own community and its assumptions; developing a culture of compromise where people work together, show compassion and feel empathy; and see the process not as a type of negotiation but as a form of working together.’

Whilst Immigration legislation is governed directly from Westminster, under the Home Office, the issue of integration is a devolved issue and the NI government is in the process of devising a strategy to address it. When launching the Consultation on the Programme for Cohesion, Sharing and Integration, in February 2010, the deputy First Minister said: “As we move forward under the new dispensation, it is vital that we act

The launch was absolutely fantastic. Brilliant speakers and topics, great project. Loved the Glaswegians!

WheelWorks Multiple Realities Co-ordinator

with renewed vigour to build a society that has as its foundation equality, improved community relations and a place for all our citizens.”

The First Minister said: “Progress on implementing this good relations programme is essential to building a peaceful and stable Northern Ireland. The actions it contains are not just the responsibility of government, but of society as a whole. We believe that this programme provides a strong framework for building a shared, better and brighter future for all in Northern Ireland.”

### 1.3.3 The TIDES Model

This is a model that came out of practical work that was completed in Corrymeela in the late 90s and was further developed by TIDES Training in 2001. Working from the principle that Integration and Reconciliation share a common goal, the Inclusive Neighbourhood Project adopted techniques devised by TIDES to address reconciliation – an integrated approach to peace building.







Sharing  
skills at  
Inclusive  
Health  
festival



Community  
Facilitator  
delivering Bespoke  
Training to  
Forthspring Staff

## TIDES Overview

Each of the outer elements is in relationship with the other

- Transformation is about change but not simple change at the level of transition but a fundamental shift of understanding, commitment, activity or behaviour, etc
- Interdependence is about relationships. Our sense of interconnectedness, co-operation and common security being the effective way forward
- Diversity is about facing and understanding our differences. Not with the naivety of simplistic celebration but of working with the tension that diversity brings into each situation. This can be good for good or ill depending on how it is both perceived and dealt with
- Equity is perhaps one of the most difficult concepts to grasp. It is not 'equality'. Equity is about the culture, law and order, rights and responsibilities, civil society and civic leadership. It is about fairness and justice, which are relative concepts and like diversity do not offer black and white perspectives but requires an understanding of the complexities of human society and structures and of the compromises sometimes necessary as within the idea of rights and responsibilities
- Sustainability is about the capacity of a system, structure, community and organisation or individual to adapt and adjust to the context it finds itself in. Systems, as in nature, that cannot adjust become rigid and inflexible and cannot adapt. Equally, systems that cannot carry forward the wisdom or structural strengths of their historical structures become chaotic and characterised by constant crisis, which draws off all the effective energy of the system. It is these characteristics that ensure the life of the system over time. Sustainability lives at the centre of this model because it is fed by all four of the surrounding elements. If one of these elements is not present then there will be only a limited impact with no sustainable outcome or peace

This model underpinned all the INP Community Facilitators training and formed the basis of their group work and leadership approach.

"How important is Integration to You?"







INP Awareness Training with Sure Start Dad's Club



(left)  
INP Training with St James' Resident's Group

(right)  
INP Awareness Training Participant



(left)  
Cooking Irish Stew at Ionad Uibh Eachach

(right)  
An Droichead and NICRAS Family Fun Day



INP Training with St James' Youth Group



INP Community  
Facilitators and  
Staff at IPC  
Leading Ladies  
Film Event



INP  
Orientation  
with Somali  
Women



Belfast Festival  
at Queens:  
Enchanted  
Garden Family





# Chapter Two

## Evaluating the Project

*This chapter describes the Evaluation Aim, Terms of Reference and Methodology*

### 2.1 Evaluation Aim

From the outset, the Project Promoters, Corrymeela and NICRAS saw the importance of tracking, monitoring and evaluating the progress and process of the project. They had devised a specific approach and were using a proven Peace Building Model in a new context. They wanted to measure its effectiveness and capture the components of the process, registering outputs and outcomes and analysing what worked and what was less effective.

For this reason they tendered for and appointed a Project Evaluator at the beginning of the project's operation and that person started work in May 2009, just two months after the appointment of the Project Worker.

The overall aim of the evaluation was 'to determine the success of the Host and Refugee Community Integration Project in achieving the objectives set down for the project'.

### 2.2 Terms of Reference for the Evaluation

**To monitor progress towards milestones as declared at the outset – re project progress and achievements**

**To establish Indicators and agree these with the Funders (POBAL)**

**To measure progress towards these agreed indicators**

**To evaluate the effectiveness of the Project**  
Structure  
Steering Group  
Learning Group  
Community Facilitators Training  
Training programmes – Host/Refugee/  
Bespoke/ Schools  
Shared Activities

### **To evaluate the effectiveness of the Project Approach**

Use of Reflective Peace Building Models – Dialogue for Peaceful Change (DPC) and TIDES principles and the use of creative approaches to give a different lens through which to explore some of the hard issues related to this area of work.

### 2.3 Methodology

#### 2.3.1

##### **Desk top research / orientation:**

Studying the original goals of the project, the original funding application, relevant policy documents, (e.g. Belfast City Council, OFMDFM, PEACE III, etc) Training materials, reports of work undertaken, Steering Group minutes, Learning Group minutes, material from other projects across the UK undertaking similar work, and Peace Building Models.

I have learned about the day to day realities refugees face. I am now more compassionate towards them

Community Training Participant

#### 2.3.2

##### **Information capture:**

Information capture at various points in each programme – e.g. baseline measure at the outset of each training programme, measures at completion of training programmes and follow up measures some time afterwards.

Methods include observation, interviews, questionnaires, focus groups and creative approaches such as filming, games, drawings, evaluation exercises.

Interviews with the Project Worker at key stages



of the project.

Attendance at Meetings of the Steering Group and Learning Group.

Exploring participants' experience of the process, changes in knowledge, skills, attitudes and behaviours and their perception of the outputs and outcomes.

Interviews with key stakeholders such as community leaders, school principal, collaborating agencies.

### 2.3.3

#### **This framework enables:**

The gathering of **Outputs** (participant numbers, training sessions delivered, materials produced, other activities initiated, etc) and **Outcomes** (changes in knowledge, skills, attitudes and behaviours in relation to refugee groups in the host communities, capacity of the Trainers to deliver effective sessions, sustainability of programme, etc)

### 2.3.4

#### **Data Analysis**

This informed the development of recommendations designed to contribute to strengthening and improving the project.

The key elements of the evaluation were:

- **Measuring how effectively the programme reached the intended target groups – both host and refugee communities**
- **Measuring the effectiveness of the programme in making these groups more 'Integrated' – with a definition of what 'Integration' is**
- **Analysing the effectiveness of the Training programme**
- **Analysing the effectiveness of other activities generated within the project**

I have learned about real life experiences rather than what I heard and read, that more than support and positive action is required

Community Training Participant

- **Seeking and analysing elements of good practice which can be reproduced in future programmes**

### 2.3.5

#### **Reporting on and Presenting Evaluation Findings**

The first stage was the **Final Interim Evaluation Report**. This was a Formative Report and focused on recommendations for Year 2 - identifying key features of the Model that were most effective, and analysing why; identifying any elements that had not worked so well, and analysing why; and making recommendations for the next year. This included suggestions of what to change, repeat, develop, introduce and abandon.

#### **A Second Interim Report was produced at the end of 2010.**

This is the **Final, Summative Report** describing the methodology of all 3 years with all the main milestones and outputs, an analysis of all the achievements and impacts, a judgement about the sustainability of the approach(es) and recommendations for the next phase.



INP  
Celebration  
Event





# Chapter Three

## Project Operation

### First Building Blocks

*This chapter describes the early stages, the decisions, the building of the infrastructure –the Steering Group, the Learning Group, the Needs Analysis, Devising the Training Materials, Design of the Logo and Promotional Materials and the Launch of the Project in December 2009.*

### 3.1 The Establishment of a Steering Group

Commencing in September 2008, a Steering Group was set up to help design the project and oversee its direction and priorities. This was made up of partner organisations and others with relevant knowledge or experience of working with the host community and/or the refugee community.

#### Terms of Reference -

- To support learning at a strategic level
- To bring expertise in chosen fields
- To help shape the overall direction of the project
- To help shape the wider understanding of the context in Belfast - policy and politics

### 3.2 Establishment of Geographical Remit for the Project

There are no accurate statistics about how many Asylum Seekers come into Northern Ireland each year as the UKBA (UK Borders Agency) do not provide separate figures for Northern Ireland. However, informed guesswork, using statistics on the number of asylum seekers applying for NASS support, suggests that there are between 150 and 250 Principal Applicants a year arriving at these shores. A Principal Applicant may represent a family, a couple or a single person. At present most of those claiming asylum are residing in Belfast.

#### 3.2.1

The decision was taken to focus the project in three specific areas in Belfast. These were **West Belfast** (Mid Falls Rd area), **South Belfast** (Ballynaveigh to Lower Ormeau and the Holyland) and **East Belfast** (Willowfield area).

#### 3.2.2

This was because of the pattern of Asylum Seekers' entry into Northern Ireland at the time of the project starting. After being processed by the Bryson One Stop Service, which is contracted by the Refugee Council to deliver the National Asylum Support Service, most asylum seekers were then placed in emergency accommodation in South Belfast. After an initial interview with UKBA they would be placed in NASS accommodation administered through the Housing Executive using private landlords and housing associations, much of which is around the Mid Falls Road area and in South Belfast. In addition, anecdotal information identified that in East Belfast there are areas where large numbers of Refugees have settled.

It was decided therefore to build networks with groups and individuals in these three areas and to pilot the approach there. This had the added benefit of working in areas representing all NI's traditions – with one area largely Catholic, one largely Protestant and the third quite mixed.

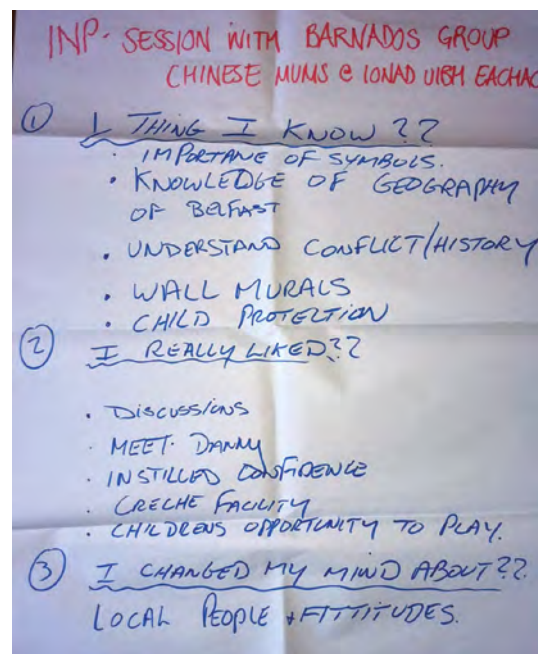
I have learned that  
the host community  
can make a  
difference

Community Training Participant

### 3.3 The Establishment of a Learning Group

This Group started at the end of May 2009 with a Residential weekend in Corrymeela. It comprised members of both the Refugee and Host Community and specifically included people from creative professions.

Feedback from  
participants of  
INP Orientation  
Training



### Terms of Reference -

To oversee and review the operation of the project.

To act as a sounding board for proposed methods and approaches.

To offer creative ideas and solutions.

These ideas have included Forum Theatre, Spiral Dynamics and story telling.

This group was very active for the first year and a half of the project and then its role began to be taken on by the trained Community Facilitators.

### 3.4 Needs Analysis carried out in Host and Refugee Communities

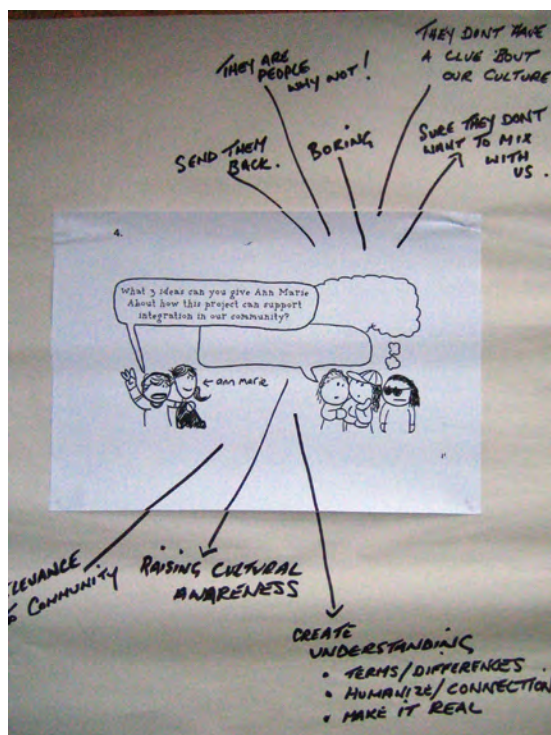
Between April and May 2009 the Project Worker made contact with Community Groups and Stakeholders in the three areas and throughout the month of June ran a total of **Twenty Needs Analysis** sessions.

Of these, **13** were with groups of people from the three Host Communities and **7** were from the Refugee Community, some in mixed groups through NICRAS and some in particular language groupings.

In each of the three communities there was one refugee awareness training session for 'Stakeholders' as well as individual sessions with specific groups. As each of the Stakeholders sessions had about 10 participants, each from a different community group this meant that the project reached a total of more than 40 Community Groups across South, East and West Belfast.

For the Host Communities, each Needs Analysis session included some awareness raising with facts about the reality of being part of the Refugee Community in Northern Ireland. For the Refugee groups there was some input about Northern Ireland society and norms. Both groups participated in focus groups which explored their understanding of and attitudes to Integration, how they felt Integration could happen in their area and what part they would like to play in it. Members of the Learning Group created graphic 'toons' to creatively draw out and capture this information. A 13 minute DVD was created entitled 'Welcome to my neighbourhood', featuring stakeholders in each of these

Feedback from  
Stakeholders  
Needs  
Assessment



neighbourhoods.

This initial exercise proved to be a foundation for the three years of the project as many of the groups who engaged at the outset and participated in the original DVD stayed involved throughout the life of the programme and became collaborators. Section 6.7 looks at the impact on a sample of those organisations – East Belfast Sure Start, COISTE and An Droichead.

### 3.5 Development of a Promotional Strategy

#### 3.5.1

##### Recruitment of PR Consultant

It was realised early on that this project would require particularly focused marketing and promotion and that it was important to get the message and the image right and to use one recognisable image consistently in all areas of the project.



A Public Relations Consultant was recruited in September 2009. Their task was to assist with the public image, profile and promotion of the project. This role has proved invaluable in enabling the programme to project a strong positive image and to maintain a high profile in the communities it was targeting and in the media.

#### 3.5.2

##### Design and Creation of Materials

In October the PR Consultant worked with the Facilitators Group and Learning Group, consulting them regularly over a period of two weeks to develop ideas for the image of the project that were shared by all.

Together they produced a Logo representing a multi faceted circle of mutual support

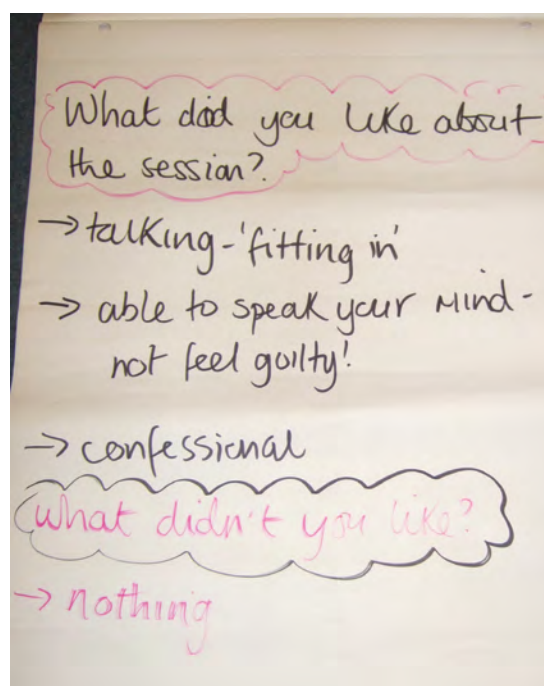
An **Orientation DVD** was produced - 'Welcome to our Neighbourhood'. This was to give Refugees and Asylum Seekers some insight into NI society and to signpost them to resources near where they live. Twenty six Community

Groups were directly involved in the making of this film giving information about a wide range of resources from food shopping to child care. These groups represented members of the community of all ages and with very different backgrounds and roles in their neighbourhood.

Working with Partisan Productions through the medium of Applied Theatre Techniques, a **Dialogue** performance piece was devised. This involved members of both the Host community and the Refugee community, with the two groups working separately before meeting up to bring their thoughts together. This approach was necessary to allow each group to be frank about how they really feel and was very effective as it generated honest insights into perspectives from both sides.

This Dialogue, entitled 'Real Lives, Real People', was subsequently performed at the Launch and the transcript of it forms part of the training pack. It has been delivered many times through the life of the project and is always very well received and thought provoking.

A multi purpose INP '**branding image**' was developed for use in all training materials, posters, flyers etc. Working with a core group of Corrymeela and NICRAS staff the PR Consultant helped produce a user friendly image and format portraying a group of figures of different nationalities. A set of stamps were created which say 'Welcome to the Neighbourhood' in seven languages – Chinese, Arabic, Shona, French, Irish, Somali and English. These were used to customise flyers targeted at specific groups within the Refugee and Host Communities.



Feedback from participants at Partisan Production Theatre Workshop





INP Community Facilitators (group 1) with Noreen Real and Jean Donnachie, Scottish Women of the Year at INP Launch

A range of other **Training resources** was produced for use by Community Facilitators in delivering training in a community setting. There are two complete resource boxes, one for the **Host Community – Awareness Training** and one for the **Refugee Community – Orientation Training**. These act as toolkits for community facilitators when delivering training. All INP training was co-facilitated by an INP community facilitator from the refugee community and the host community.

The resources were developed to meet the needs identified in the needs analysis in the second quarter of 2009. The materials combined the underpinning principles of TIDES training, facilitation skills and the principles of Equity,

I thought the INP launch was fantastic ... it was by far the best and most inspirational launch I have been to

A TIDES trainer

Diversity and Interdependence. This meant that the project would aim to look on a strategic and relational level at the question of fairness and at developing attitudes and behaviours that show a growing ease with difference, mutual understanding and active citizenship.

### Course content:

#### Host community – Awareness Raising

Session 1:

'US' – Understanding your Neighbourhood. Skills and Strengths'

Session 2:

'US – THEM' – Making choices Cause and Effect in Neighbourhoods

Session 3:

'THEM' – The Reality of being an Asylum Seeker or refugee in Northern Ireland

Session 4:

'WE' – Respect, Moving Forward Together

#### Refugee Community – Orientation Training

Session 1:

Welcome to the Neighbourhood

Session 2:

History and Culture of Northern Ireland

Session 3:

Community Values. Laws in Northern Ireland

Session 4:

Mixing in the Neighbourhood. Moving Forward Together



The training programmes were advertised and generated a lot of interest and have been running from January 2010 to the present day.

### 3.5.3

#### Project Launch December 2009

On December 2nd the project had a high profile Launch in the Ulster Museum. Hosted by Noel Thompson and opened by the, then, Lord Mayor, Naomi Long, the Launch was attended by over 220 people from local community groups, voluntary organisations, members of the Refugee Community, representatives from OFMDFM with Sarah Holden from the Racial Equality Unit. The guest speakers were Jean Donnachie and Noreen Real, Scotswomen of the Year 2008 and a clip of the 'Welcome to Our Neighbourhood' DVD was shown. Community Facilitators from both the Host and Refugee communities spoke, the Dialogue, 'Real Lives... Real People...' was performed for the first time and a Time Capsule containing Hopes for the Project was filled – to be opened in December 2011.

### 3.5.4

#### Website active

In 2010 the PR consultant designed the INP Website – [www.inclusiveneighbourhood.org](http://www.inclusiveneighbourhood.org) and manages this site with information updates. This continues to be a very useful source of information on the project giving its history and aims, reporting on events that have taken place and alerting readers to anything coming up. There is a gallery of pictures and information about training available.



Photographs  
from INP  
Launch





## Chapter Four

# Next Steps – Running the Programme

*This chapter describes the development of the Community Facilitators Group, Training delivered, Joint Activities, Festivals and Celebration Events.*

### The development of the Community Facilitators Group

A core element of the programme was the training which would be offered to communities and schools throughout the life of the project. This would be delivered by a team of Community Facilitators made up of both Host and Refugee Communities. They would deliver materials designed specifically for INP after they had themselves been trained in facilitation skills and effective delivery of the INP Resources.

#### 4.1 Recruitment

Initial recruitment took place through extensive negotiations and networking with community groups and the establishment of links with Refugee networks between April and September 2009. Subsequently, a second group were recruited in Year 2 and a third group in the final year. By the third year the training was attracting people already working with INP and in their own community groups. The third group of community facilitators therefore includes a Barnado's Family worker, a Youth Work Co-ordinator from COISTE and some freelance trainers.

*Community Facilitators (group 1 & 2) in training*



#### 4.2 Training the Community Facilitators

##### 4.2.1

The first Facilitation Training took place in Corrymeela, Ballycastle in October 2009. Membership of the first Community Facilitators group was originally 10 from the refugee community and 10 from the host community with ages ranging from teens to 55+. In practice there were five drop outs, some having to withdraw for personal reasons but still keen to be involved and eager to be part of the Year 2 intake of Facilitators. A total of 15 undertook the first training, 6 from the Host Community and 9 from the Refugee Community. They came from South, East and West Belfast and the Democratic Republic of Congo, Zimbabwe, Somalia, Ivory Coast, Eritrea, Sudan and South Africa.

##### 4.2.2

These individuals were then expected to deliver the INP training programme to community groups and schools. This initial group needed a great deal of support so the process was revisited for Year 2 and changes were made to create a working agreement to ensure that expectations were realistic and there was a better understanding of the role of the community facilitator. Informal and formal information sessions were held before any applications were accepted to ensure understanding of INP and its aims and objectives. One significant change was that the training was Accredited, which was one of the original aims, so that Facilitators would receive a Level 2 OCN Certificate. Some of the Year 1 participants chose to retrain so that they could receive this too.

##### 4.2.3

The training was also restructured so that there was an initial team building residential for participants to begin to get to know each other before embarking on formal training. The accredited OCN training was Developing Group Leadership Skills and sessions were delivered externally by TIDES Training, funded by Irish Peace Centres (IPC). After this accredited programme the INP Project Worker ran a formal training programme over 8 weeks on specific Refugee / Host Community issues, with training on how to



Community Facilitators (group 3)

use the INP materials. A NICRAS staff member from a Refugee background co-facilitated some of the sessions to model the concept. After Year 1 this training sequence also included Peer training, where Year 1 Community Facilitators ran INP resources training sessions for Year 2 and Year 2 subsequently ran sessions for Year 3. Community Facilitators also created 'My Neighbourhood Sessions' and delivered these to their peers to develop and reinforce skills from accredited

It broke my heart to hear that they live week to week not knowing how long they are here for.

Reaction to Real Lives, Real People Dialogue

training. These sessions have also been included as part of community festivals, bespoke training with schools and joint sessions.

#### 4.2.4

In Year 2, fifteen people participated in community facilitation training. These participants came from Somalia, Cameroon, Zimbabwe, Sudan, Malawi, Iran, Kenya, Egypt, Germany, East, South and West Belfast. Twelve participants from this group received accreditation.

#### 4.2.5

In Year 3 there were sixteen participants from South Belfast, Donegall Pass, Ballynafeigh, West Belfast, Iran, Serbia, Kosovo, Uganda, Somalia, DRC Zimbabwe, Ivory Coast and Hong Kong. Fourteen participants received accreditation.

### 4.3 Dialogue for Peaceful Change (DPC) Training

DPC is a global coalition, dedicated to creating safe spaces to overcome division through a structured and skilled process of mutual empowerment. DPC is developed and implemented by member centres of OIKOSNET (the Ecumenical Association of Academies and Laity Centres) and DPC is available in locations around the world. Corrymeela has been using this conflict methodology to address sectarian divisions in Northern Ireland for many years.

what level of engagement would you like to have with people from the refugee community?





INP Bespoke  
Training  
with British  
Council Active  
Citizenship  
programme  
from NI and  
Bosnia



Over the three years of INP, 23 people involved with the project have also undertaken DPC training and are now skilled up to use these techniques and approaches with INP and other groups.

The format in which the training was originally delivered – a residential over 5 days – tended to exclude Asylum Seekers and Refugees, as they could not commit that length of time with their obligation to register with UKBA weekly, etc. It also excluded others with young families. This format was changed so training was delivered instead over 2 weekends in order that more of both communities could participate.

#### 4.4 Training delivered by the Community Facilitators

There are two types of training:

**Host Community - Awareness Training**  
for Community Groups

**Refugee Community - Orientation Training**  
for the Refugee Community.  
See 3.5.3 for course content.

Since 2010 Sessions have been delivered across Belfast and in Corrymeela to groups from:

#### **Host Community:** **Total of 12 groups** **104 participants**

Mornington Community Women's Group  
Ravenlink Women's Group  
Forthspring Women's Group  
Falls Women's Group  
East Belfast Sure Start Dad's group  
East Belfast Sure Start mum's group  
Ardmonagh Women's Group  
An Droichead yoga group  
Elmgrove Primary School parents/resident's group  
Helping hands parents group at Ionad Uibh Eachach  
St James' Residents Association  
St James' youth

#### **Refugee Community** **Total of 11 groups** **101 participants**

NICRAS youth  
NICRAS families 2010  
NICRAS families 2011  
Zimbabwean women  
Somali Women  
Barnado's Chinese mums parenting programme 2010 (West)  
Barnado's Chinese mums parenting programme 2011 (West)  
Chinese mums 2010 (South)  
NICRAS members  
NICRAS football team  
Sudanese men

As a development from the INP Training Resources, the following training packages were developed and delivered by community facilitators:

Community  
Facilitator,  
performing  
Forum Theatre



## **Bespoke**

**Total of 11 groups**

**179 participants**

Falls Women's centre staff  
East Belfast Sure start staff  
Barnados Tuar Ceatha Project Staff  
British Council -Active Citizens group  
Belfast City Council staff  
Corrymeela Volunteers 2010 & 2011  
Friends of Corrymeela  
RITON Volunteers  
'We Hold up Half the Sky' Seminar  
Forthspring Staff  
NIACRO parents

## **Schools/Youth**

**Total of 5 x groups**

**Total: 63 participants**

Scoil an Droichid P7  
Scoil an Droichid staff  
NIACRO youth  
Bloomfield Collegiate students  
Bangor Scout group

An informal training resource and technique was the performance of the Dialogue, Real Lives, Real People. This proved to be a highly effective way to open an honest discussion around the challenges of living in an inclusive neighbourhood.

## **Real Lives, Real People performance**

**6 x performances**

**420 in audiences**

Project Launch  
East Belfast Mission  
'We Hold up Half the Sky' Seminar  
BCDA Shared Neighbourhood Week 2010  
BCDA Shared Neighbourhood Week 2011  
All Nations Church Group

## **4.5 Joint Activities**

Alongside the formal structures and training programme the Project Worker consulted with INP participants and instigated a range of joint activities for refugees and asylum seekers and members of the host community to participate in together. In the first year these included viewing the film 'War Child' and watching a performance by its star, former child soldier and now international Rap artist Emmanuel Jal. There was also an End of Year celebration for Community Facilitators and others involved with the project and a number of the INP participants went to the Pantomime together. Facilitators were encouraged to invite family and friends to these events and this was valuable to overcome any reservations that partners or parents had about their family member being involved in this type of work.



An Droichead and NICRAS families swimming activity



(left)  
Life is A  
Carnival Event  
2011



(right)  
Lord Mayor's  
Parade 2011



Certificates  
after Lord  
Mayor's  
Parade  
2011



(left)  
Michael  
Jackson Tribute  
Show 2010



(right)  
Jack and the  
Beanstalk  
Pantomime  
2010



Creating  
'Home is  
Where The  
Quilt is'





**Since that beginning, the programme of joint activities has expanded exponentially.**

### **Joint Activities**

Friendship Quilt – 'Home is Where the Quilt is'  
Sleeping Beauty Pantomime  
Jack & The Beanstalk Pantomime  
Michael Jackson tribute concert  
NICRAS/St James youth drama workshops  
Belfast Festival at Queens 2010:  
Enchanted Garden Event  
Don't shoot the Clowns performance  
Circa performance  
Cooking sessions  
NICRAS/An Droichead youth team building  
NICRAS/An Droichead youth art workshops -  
Creation of 'Hi from Belfast' greeting cards  
National Heritage trip  
Women's Day Celebration  
East Belfast/NICRAS men sailing  
Family swim (An Droichead/NICRAS)  
Family Fun/Sport days  
Easter basket/card making  
Exercise/dance class  
Netball/sport session  
Cooking  
Leading ladies film festival  
Yoga  
Shared National Heritage  
Book Club  
Film Club

### **Joint residential**

Women and children from Somalia, China, Zimbabwe and NI - East, West and South Belfast

### **Refugee Week 2010 and 2011**

#### **Common Actions**

Community Clean ups in West Belfast and Holyland.

#### **Exhibitions**

Important Things 2010 - video installation  
INP Friendship Quilt – 'Home is Where the Quilt is'  
Visual Welcome Book – currently being developed with Crescent Arts Centre

#### **City Wide Events**

St Patrick's Day carnival workshops and parade  
Lord Mayor's Parade 2011  
Life is a Carnival workshops and parade



NICRAS and An Droichead Youth Art Workshop to create Greeting Card



*This card was created by children and parents from An Droichead and NICRAS as part of a joint community art workshop with the INP Project. This workshop explored individual identities and cultures coming together in a shared environment.*

## **4.6 Festivals and Celebrations**

### **Festivals**

Inclusive Health Festival at An Droichead  
Inclusive Queens Festival  
Inclusive Falls Festival  
BCDA Shared Neighbourhood Week 2010 and 2011

### **Celebration Event**

Crescent Arts Centre, Belfast

### **Conference and Showcase Event**

City Hall-November 2011

In addition information is circulated constantly about events and opportunities such as training, volunteering, etc. The method of communication has been refined over the course of the project. Currently, the Project Worker texts everyone, as well as emailing, as not everyone has access to a computer - she sends over 2000 texts a month.

# Case Study

## Community Facilitator from the Refugee Community

Khumbo Ngoma came to Northern Ireland via the UK from Malawi. In Malawi he was a teacher, a municipal councillor and ran his own trading business. He has now been in Belfast for a year and is still waiting to be given 'Leave to remain'.

Of INP he says: 'The project was very good for me and Veronica (his wife). I have made lots of new friends both in the refugee community and the host community. Otherwise life would have been very boring. I would be just sitting at home because I am not allowed to work. This kept me active and made me feel important. It has made a big, big difference. It gave us confidence as well. I was a public speaker in my own country and the project has reinforced my ability to speak in public here too.'

Khumbo first heard about the INP from a NASS Housing representative when he and his wife, Veronica, had been in Northern Ireland for one month. He made contact with Ann Marie immediately and was soon engaging with as many activities as he could. He and Veronica participated in the yoga sessions and then signed up as trainee facilitators. They have both completed the training now and have been running sessions for other community groups. It was through INP that Khumbo first encountered NICRAS and he has now been actively involved in their work for many months.





# Chapter Five

## Project's effectiveness in achieving its Aims

### Outputs and Outcomes

*This chapter describes the Project's effectiveness in changing understanding, attitudes and behaviour in the Host and Refugee communities and in facilitating substantial, ongoing friendships. It also identifies INP's role in tackling emerging divisions and securing the Peace.*

### 5.1 Outputs

**46 people from both the Host and Refugee Community undertook Facilitator training**

**31 have received accreditation**

**12 x groups participated in INP Training for host community = 104 participants**

**11 x groups participated in INP Orientation Training for refugee community = 101 participants**

**23 x participants in DPC training**

**11 x groups participated in 'Bespoke' Training sessions = 179 participants**

**3 x Schools (1 x staff, 2 x student groups, 1 x parent group) participated in training sessions  
2 x youth groups participated in training sessions**

**Total of 63 participants**

### 5.2 Outcomes: Meeting Project Aims

The overall aim of the project was 'to bring about a real change in attitude and create mutual understanding between both the host and refugee community.'

The Aid for Peace Indicators spelled out under **PEACE III, Priority 1.2 – Acknowledging and Dealing with the Past 1.2** were:

People demonstrate a change in **attitude** towards cross-community activities.

People demonstrate a positive change in **behaviour** towards individuals from other communities.

People engaged with the project demonstrate improved levels of **trust and tolerance** within their community and or between communities.

### 5.3 Initial Needs Analysis/Base line measures

Through the initial contacts made and the Needs Analysis sessions carried out in 2009, the Project Worker made inroads into more than 40 Host Community Groups and 7 groupings of Refugees and Asylum Seekers across South, East and West Belfast. Ongoing links were established with all these groups.

*INP joint residential at Corrymeela, Ballycastle*





INP Awareness  
Training with  
Mornington  
Community  
Women's Group



**The key findings in the Host Communities at the outset were:**

All declared some level of being warily receptive or welcoming to having Refugees and Asylum Seekers in their communities as long as it was not at the detriment of their own housing needs, childcare needs, economic stability, etc.

Almost all had previously been confused about the difference between Migrant Workers, 'Illegal Immigrants', EU workers and Asylum Seekers and Refugees, were keen to understand better and were more supportive and had more empathy once they heard about the reality of life for the Refugee Community.

A key element which they identified as an obstruction to integration was the language barrier and they all advocated that Refugees and Asylum Seekers were given the opportunity

to learn English.

**The key findings in the Refugee Community:**

Among this community there was generally a higher level of commitment to the concept of integration.

They had fears about hostility and racism in the communities but their biggest fear was the precarious nature of their 'right to remain'.

They were keen for language support and wanted to learn better English.

**5.4 Outcomes: Effectiveness in achieving Real Integration Changes in Knowledge, Skills and Attitudes**

Using the insights gained from the Needs Analysis sessions and the hopes and fears expressed, the project was able to be effective in increasing understanding and changing attitudes.

**5.4.1 Changes in Understanding in the Host Communities**

The project increased host communities' knowledge about Refugees and Asylum Seekers. All who participated in the Awareness training have declared that they have found out new facts about the extreme situations that can drive people to become asylum seekers and also new information about the circumstances that they face when they reach Northern Ireland.

Comments at various Awareness training events include...

One thing I know now that I didn't before is:

'The process of Asylum seeker to Refugee status and support available.'

'That asylum seekers don't choose to come into UK, No choice as such.'

'The long and difficult process that asylum seekers undergo.'

'Migrants don't get benefits right away. There are a lot of myths.'

Moira  
McCombe  
speaking at INP  
Celebration



### 5.4.2

### Changes in Attitude in the Host Communities

Because of their experience with the project, a high proportion of the groups engaged with are now declaring a willingness to be supportive of Refugees and Asylum Seekers in their community. A total of 27 groups participated originally in the 'Welcome to our Neighbourhood' DVD, sending out messages of support and welcome to Refugees and Asylum Seekers. Since then more than 100 people have participated in INP training.

I have changed my mind about:

'All immigrants being labelled the same – i.e. criminals, spongers.'

*'Asylum seekers and the reasons for them being in different countries.'*

*'People arriving and claiming / not being able to claim benefits.'*

Many more have engaged with the project during Joint Activities such as Clean ups, Yoga, Health Fairs and Celebration events. These individuals also report a change in attitude from wariness to warmth and support. At the Inclusive Falls Festival in Falls Park the Chair of the Friends of the Park, cairde pairc na bhfal, said *'It's brilliant to see such a mixture of nationalities! Really, really lovely.'*

### 5.4.3

## Changes in Behaviour in the Host Communities

A total of 34 Joint activities have taken place over the life of the project – detailed in 5.1 above. Approximately 500 people have participated in these. This means that more than 800 people have been directly affected by the programme



### INP Awareness Training with An Droichead Families

At training courses, responses to the question 'One thing I will do differently now is .....' have included:

*'Be open minded. Be helpful.'*

'Never assume anything about anyone'

*'Be more aware and speak to people and be open minded.'*

*'I will take more notice of people around me that I know are immigrants.'*

Innumerable changes in behaviour have followed after INP events. In a most recent example, the Chair of Falls Park declared that he is extremely keen to get refugees and asylum seekers involved in the Park and made immediate contact with the Chair of NICRAS to set that in motion.



INP Joint  
Dance/Exercise  
Class





INP Joint Residential

Joint events have cumulative benefits, networks are formed, and contacts made that then lead to including the Other in future events. This means that much of the impact of INP is invisible. It happens when Coiste involves refugees in a new project or Sure Start keeps ongoing links with the refugees it met through the joint training or when the Sudanese Men's Group invites local Community Facilitators to participate in their activities.

I have learned that you should just speak up and involve them if they are living next to you

Reaction to Real People, Real Lives Dialogue

#### 5.4.4 Changes in Understanding in the Refugee/Asylum Seeker Community

This increase in understanding was substantial because a core focus of the training for the Refugee groups was on 'Orientation'. This was based around a set of materials and exercises which introduced the participants to their local communities, signposting local facilities, resources, safe areas, less safe areas, etc. The sessions also explored local history and explained the 'political' context and cultural norms for South, East or West Belfast, ensuring newcomers would not risk crossing boundaries or offending sensitivities. Child care practice was discussed and differences highlighted. At the end of these sessions Refugee participants acknowledged that they had a much clearer understanding of the community they were living in and felt much more confident in their social interactions.

One commented, 'I was told I was going to the UK and thought it would be like being in London. I ended up in West Belfast and couldn't understand why they weren't like English people.'

#### 5.4.5 Changes in Attitude in the Refugee/Asylum Seeker Community

There is probably less change in the attitudes of the RAS community. The Needs Analysis identified that they were already very motivated to integrate and to form links with the Host Community. What they lacked was confidence and opportunity.

#### 5.4.6 Changes in Behaviour in the Refugee/Asylum Seeker Community

There were a total of 46 participants for the Community Facilitation programme. Of these, 28 were from the Refugee Community and 18 from the Host Community.

The group who have become Community Facilitators have formed strong bonds. The wider group participating in joint activities such as Yoga, Book Club, Friendship Club, etc have all made new friends both in the Refugee and Host Communities.

Through the project some of them have become informed about other organisations in NI active in this field. One has met with the Head of the Racial Equality, OFMDFM, has made links with the City of Sanctuary organisation, and now sits on the Immigration Sub Group. Many have taken on volunteering opportunities.

All say that INP built their confidence and gave them encouragement. The Chair of the Sudanese Group said 'The INP was very important in building our confidence to play an active role in our community. When there were racist attacks recently we were able to enlist local community support to address it. We weren't on our own.'

### 5.5 New Friendships

#### 5.5.1

The most significant outcome from the two and a half years of INP has been the scale of the number of friendships that have developed between Refugees and each other, Refugees and Host Communities and between locals from different communities. Some are warm but intermittent, some are substantial and involve regular contact. It was very obvious at the September 2011 Inclusive Falls Event that there were real connections between people from all over the world, greeting each other enthusiastically, chatting animatedly to catch up, making plans to meet up, dancing together,



making music, sharing food.

As Teurayi Rugonye from Zimbabwe says, 'We began as acquaintances, we have become friends. I know I can call on these people any time.'

Host Community Facilitator Paul Fitzsimmons agrees. He quoted Ghandi 'Become the change you want to see' and stated 'This project is about genuine mutual respect and friendships and that's the level where real change occurs.'

### 5.5.2

Sometimes the friendships are called upon to be particularly active. When one of the Facilitators, an Asylum Seeker from Somalia, was detained, all the Facilitators from the Host Communities and many from the Refugee Community went to the police station that evening to support her and joined a campaign for her release. There have been other examples of Host Community members rallying to support a refugee having been refused leave to remain and providing practical resources such as letters of support.

These examples are an illustration of Integration as defined in **1.3.2** – 'Integration is an end of isolation'.

### 5.5.3

M.J Bennett has a developmental model called '**Towards Ethnorelativism**' which describes Stages of Integration.

He outlines 6 stages to experiencing cultural differences.

#### **1-3 Ethnocentric: (own culture is central)**

##### **1. Denial:**

Own culture is only real one, disinterested in cultural diversity

##### **2. Defence:**

World is organised into 'us and them', us being superior and them inferior: feel threatened by cultural differences

##### **3. Minimisation:**

Own cultural worldview is seen as universal – other cultures TRIVIALISED or ROMANTICISED

#### **4-6 Ethnorelative stages: (own culture is experienced in the context of other cultures)**

##### **4. Acceptance:**

Own culture is seen as just one of a number of equally complex worldviews. Curious about and respectful toward other cultures.

I have learned  
that it is really very  
important to know  
how to live together

Reaction to Real Lives, Real People Dialogue

#### **5. Adaptation:**

Own worldview expands to include constructs from other worldviews: able to look at world 'through other eyes'.

#### **6. Integration:**

Own experience of self includes movement in and out of different cultural worldviews. Common with long-term expatriates and 'global nomads'.

Feedback from participants in INP events gives strong evidence of their being at least stage 5 or actually stage 6 – **Adaptation and Integration.**

### 5.6 Securing the Peace

#### 5.6.1

##### **Emerging Divisions**

It is impossible to prove Preventive Work as it is not possible to know what would definitely have happened if the preventive work had not taken place.

However it is highly likely that some of the INP work has succeeded in nipping local resentments and latent racist attitudes in the bud.

West Belfast prides itself in being anti racist and, with its history, hopes to support other peoples who have suffered discrimination or oppression.

Shared Cultural  
Heritage  
Programme –  
Antrim Coast



Community  
Clean Up in  
Iveagh, Falls  
Road



In 2000 large numbers of Filipino workers began to work in the RVH and moved into West Belfast. The community accommodated this quite easily as they were seen as doing important work and most of them were Catholic anyway. However when Asylum seekers began to move in about 5 years ago, attitudes changed. WARN (West Against Racism) ran anti racist training in the area and has subsequently produced a resource booklet called 'Working Against Racism'. The St James Youth Group Leader also ran anti racist sessions with his young people. In 2009 there were some isolated incidents of racist abuse of families. One family had KKK painted on their door. Others were shouted at in the street. The West Belfast representative on the INP Steering Group reports that this sort of abuse has stopped and believes that INP's work has been very effective in countering it. There was positive coverage in the Andersonstown News of the

Community Clean up in 2010 and there have been very supportive comments from locals.

### 5.6.2

There is a theory about the Process of Escalation of Racist Behaviour with one behaviour leading to another.

**Derogatory Language**



**Harassment**



**Threats**



**Physical Attacks**

(Allport's theory)

The thinking is that if behaviour is not addressed at one stage it progresses to the next level. Therefore Derogatory Language must be tackled or it leads to Harassment, etc.

Workers in West Belfast embraced INP and its programmes as part of their work in preventing this Escalation.

Community  
Clean Up in  
Holyland with  
QUB Student  
Union







# Chapter Six

## Analysis – why this approach to Integration is Effective

*This chapter looks at Change Models, the TIDES Model, the project structure and approach and looks at the added value of the partnership between Corrymeela and NICRAS.*

### 6.1 Change Models

**Traditional Change Models** look at the **Forces for Change (Drivers)** and **Forces against Change (Resistors)**. It is important to both increase the Drivers as well as to minimise the Resistors.

In the case of Host Communities, **Resistors** included Fears and Ignorance ('they get priority for accommodation', 'they will take our children's playgroup places'). By giving simple Myth-busting training these Resistors were diminished.

And **Drivers** were introduced such as suggesting that Refugees and Asylum Seekers might introduce new and interesting cultures into the neighbourhood, that they bring a range of skills with them and are eager to work. Another Driver is the explanation of what Asylum Seekers will have gone through to get here in the first place. Just setting up opportunities for the groups to meet and to humanise the issue is a powerful Driver. Therefore the joint activities such as Yoga, Book Club, Film Club, creating the quilt, participating in St Patrick's Day and other Carnival Parades, etc have all contributed to motivating the Host community to embrace new neighbours into their community.

### 6.2 Using the TIDES Model

The project focused on **Transformation**, seeking a fundamental shift of understanding, commitment, activity and behaviour through its outreach work into communities and the Needs Analysis sessions. This was developed through the formation of the Facilitators group and built through the training in Host communities and with Refugees and Asylum Seekers during the years.

It also created a climate of **Interdependence**. Through the joint activities new relationships

formed. The project fostered a sense of interconnectedness, co-operation and common security.

**Diversity** was explored through the training sequences in Years 2 and 3. This included facing and understanding differences and working with the tension that diversity brings into each situation.

Ultimately the project promoted the concept of **Equity**, looking at culture, law and order, rights and responsibilities, civil society, civic leadership, fairness and justice.

### 6.3 The Effectiveness of the Structure

#### 6.3.1 The Steering Group

The strength of this group was its membership – it brought together expertise from a range of perspectives with an overview of the Policy context, current climate, relevant initiatives, etc. The Project Worker used this Group as an advisor

South Belfast News | [www.belfastmedia.com](http://www.belfastmedia.com) | 2nd July 2011

## Integration and inclusion celebrated at refugee event

BY SCOTT JAMISON  
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A SOUTH BELFAST integration support group has held a special event to celebrate its achievements over the past year.

The Inclusive Neighbourhood Project, which works with the Northern Ireland Community of Refugees and Asylum Seekers to integrate refugees into local communities, held the day at the Crescent Arts Centre last Tuesday (June 21).

Lord Mayor of Belfast Niall O'Donnoghue presented certificates on the day to those in the group who have successfully trained as 'community facilitators' for refugees over the past year.

Ann-Marie White, a project worker at the Inclusive Neighbourhood Project, said those who had qualified had an important role to play.

"The facilitators are already actively involved in projects to help build a better understanding and respect, across traditional and new cultural boundaries."

"There was an opportunity to hear their perspective on working with the project in various neighbourhoods throughout South Belfast."



Ann Marie White of the Inclusive Neighbourhood Project

Ann-Marie said the event also contained other aspects, including a play from an Ormeau Road-based theatre company and a special creation from local women.

"Fintan Brady of Partisan Productions put on a performance that interacted with the audience, giving them the op-

portunity to input the scenarios and outcomes of the piece.

"We also had the launch of 'Home is Where the Quilt is,' a friendship quilt created by women from both host communities and refugees, which will be exhibited at the Ionad Uibh Eachach centre in west Belfast."



on direction and policy with their guidance on what would work best in the specific Northern Ireland context. She also accessed individuals as necessary for advice and as resources for contacts and inroads into particular areas.

The feedback from members has been very positive and supportive of the project. They have commended the achievements of the Project Worker.

### 6.3.2 The Learning Group

This group was made up of both members of local communities and Refugees and Asylum Seekers.

The strength of the group in Year 1 was that it brought a range of creative expertise and eclectic approaches to problem solving, learning and teaching. Many of the Learning Group gave time and skills outside of the meetings – such as work on graphics which were used for needs analysis materials and the devising of an Applied Theatre Dialogue for the Launch and subsequently, for teaching. One member of the Learning Group introduced a new model to the Group during its first Residential. Called the **Spiral Dynamics** model, it is a useful framework

for understanding how groups and individuals operate. It offered a fresh lens and toolkit for building solutions, was embraced by the Group and has been used alongside the TIDES model as an approach to problem solving

Feedback from Learning Group members was very positive.

A member described the task as 'How host and refugee communities can use creative problem solving to discover win-win answers to their collective challenges.'

The function of this group as an Operational Sounding Board, however was superseded by the formation of the Facilitators' Group and it stopped meeting in the middle of Year 2.

## 6.4 The Effectiveness of the Promotional Strategy and access to PR expertise

### 6.4.1

The logo has been used in all materials produced, creating a readily recognised identity.

The 'branding' image was used for flyers and posters and was customised with 'Welcome to the Neighbourhood' in the appropriate language each time.

### 6.4.2

There was a range of media interest through out the life of the project.

NVTV made a documentary called Sharing a Space in South Belfast.

The Inclusive Neighbourhood Project has featured on Beyond Skin's Homely Planet Radio. [http://www.homelyplanet.co.uk/includes/audio/inclusive-neighbourhood\\_launch\\_dec09.mp3](http://www.homelyplanet.co.uk/includes/audio/inclusive-neighbourhood_launch_dec09.mp3)

There has been coverage on Citybeat for the project launch.

The Belfast Media Group did some filming during the Launch, including an interview with Alex Maskey and this featured on YouTube. <http://www.youtube.com/watch?v=LeEOWZDM9MI>

There have been articles in the East Belfast and South Belfast Community Telegraphs and a feature in the South Belfast News.

The worker was also interviewed for the Daily Mirror. (not published)

### NEW CHINESE ARE MADE WELCOME

At the Inland Uthah, a young woman from the Chinese community celebrated her growing understanding of life in Belfast as they learn to live in a shared neighbourhood.

An asylum seeker and refugee living in West Belfast, the young woman has attended a four week programme run by the Inclusive Neighbourhood Project (INP), supported by the RCUK's PLAC II Programme, meeting on Wednesday evenings at the Irish Language Family and Community Centre. The awards ceremony recognised their commitment and participation in the INP Orientation and the Barnardo's Parenting Support Programme.

In partnership with Inland Uthah, Barnardo's INP Support programme, Start Start and the Falls Women's Centre, the Orientation course was led by Ann Marie White, Project Worker for the Inclusive Neighbourhood Project, who was supported by Gloria Da Rocha, Barnardo's RME Support Worker, who co-facilitated and provided language support for the group. INP will continue to work with Chinese mums to support a growing understanding of the neighbourhood and to explore possibilities of how they can contribute to their new community.

Parenting support was provided through Barnardo's children support with Start Start and advice and advocacy from the Falls Women's Centre. This marks the beginning of similar Orientation programmes for asylum seekers and refugees, which will be rolled out by INP over the next three months across the West, South and East of the city.

INP, Project Worker, Ann Marie White said: "It's been the beginning of a journey of mutual understanding between asylum seekers and refugees as newcomers in the neighbourhood, working to really understand life in Belfast. As INP works with local mums at the Inland Uthah, Eastham, and residents, to raise awareness of the refugee community and support integration, we are beginning to explore ways to bring groups together."

Gloria employed traditional music and refreshments, and Tom Hartley, Start Start Co-ordinator, presented certificates to all participants in the INP Orientation and the Barnardo's Parenting Support Programme to celebrate the women's achievement.

"It's been the beginning of a journey of mutual understanding between asylum seekers and refugees as newcomers in the neighbourhood"

Ann Marie White



MUMS TOGETHER: Young mums from the Chinese community enjoyed traditional music and refreshments and were very proud to receive their certificates from Bina Fila, Co-ordinator, Tom Hartley at Inland Uthah Eastham (left)



VISIT: Local mum Cathy Moore with Baseline McGrath (age 1) who visited Inland Uthah Eastham



SMILES: Li Ting Wang, Qian Wang and Gloria Da Rocha, Barnardo's RME Support Worker (right)

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Community Telegraph	Project launch	10/12/09
South Belfast News	Project launch	12/12/09
South Belfast News	INP Community facilitator and project profile	26/12/09
Andersontown News	New Chinese are made welcome	03/05/10
South Belfast News	INP Profile	29/05/10
BBC Radio Ulster (Sunday Sequence)	INP Profile	17/10/10
South Belfast News	Festival of Health at An Droichead and Ballynafeigh	18/09/11
South Belfast News	Inclusive Health Festival	02/10/10
South Belfast News	Celebration for the Inclusive Neighbourhood Project	02/07/11
South Belfast News	Scoil an Droichid assembly	12/07/11
Community Telegraph	Taste Talk & Learn Press Release	24/09/11
South Belfast News		
Andersontown News	Inclusive Falls Festival Press Release	09/10/11
Irish News		26/09/11
Andersontown News	Feature Interview (ref - INP community facilitators & Inclusive Falls Festival)	24/09/11
Andersontown News	Visual Welcome Book Press Releases	Nov 2011
Community Telegraph		
South Belfast News		

## 6.5 Benefits of having an Evaluator appointed at the outset

### 6.5.1

#### An Evaluation-centred approach to planning

The project's strong commitment to Evaluation and having an Evaluator in place from the beginning created an 'Evaluation awareness' culture where all stakeholders played an active role in monitoring / self scrutiny. Evaluation was in the foreground in all planning and operating, not a retrospective add-on where it is too late to keep appropriate records or to remember stages of progression.

### 6.5.2

#### Ongoing Formative Feedback after each event

Lederach places an emphasis Evaluation as Learning rather than just Measuring Results. This Reflective Practice was a feature of the project planning and operation with a commitment to Responsiveness, not rigid pre determined delivery.

The involvement of the evaluator before and after milestone events and meetings created an opportunity for learning as the project

went along. E.g. Evaluation of the first year's Facilitators training identified the need for clearer working agreements, accreditation and a reshaping of the training sequence.

This created a support to the management planning of the Project Worker where she constantly operated a Plan / Do / Review model.

## 6.6 Effectiveness of the Project Worker's Management Style

The Project Worker established a culture of warmth and positivity throughout the project. She routinely sent follow up messages after events to thank people for attending and inspired people's loyalty to the project through her own enthusiasm and energy.

Members of the Steering Group have commended her achievements and praised her approach. Facilitators appreciated her drive and sense of humour. Many other participants have commented on her tireless support and inspirational leadership.





Locals and members of Belfast's ethnic communities mingle at the recent 'Taste, Talk and Learn' event in Ballynafeigh

## A Taste of different cultures

BY PAUL AINSWORTH  
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LOCALS on the Ormeau Road have been given a taste of life as an immigrant in the community.

'Taste, Talk and Learn' was held recently in Ballynafeigh Methodist Church as part of an overall 'Shared Neighbourhood Week' by the Inclusive Neighbourhood Project.

The cuisine of the various immigrant communities in South Belfast was the order of the day with cooking demon-

strations, delicious free food tasting and music on the menu.

The overall events programme is the brainchild of the Northern Ireland Community of Refugees and Asylum Seekers, and the Corrymeela organisation.

Corrymeela's Ann Marie White said: "Although the weather wasn't perfect, we had a good turnout and it was the success we hoped it would be."

"We wanted people to be able to explore the challenges of integration within neighbourhoods and experience a taste of

life from some of the birth countries of people who have left their homes to seek a safe place to live in Belfast."

Meanwhile, Tammy Brown of Ballynafeigh Community Development Association said the event allowed real conversations between neighbours around integration.

"It gave people an opportunity to find out a bit more about life in Belfast or from some of the countries that people may have come from, seeking a safe place to live in Ballynafeigh," added Tammy.

together to improve relationships and increase understanding.'

In order to consolidate the partnership further in Year 2 the INP worker was based in the NICRAS office once a week. This enabled her to keep up to date with developments within NICRAS and to build strong working relationships with staff and Management Committee. It also aided communication as she was able to do joint planning and keep everyone well informed about developments, plans and activities in INP.

McCombe also saw the INP work with the NICRAS Youth Group as a very positive development where the INP worker organised art workshops and a pantomime outing as well as activities with An Droichead youth. McCombe saw these as structured opportunities for local young people and the children of asylum seekers to 'get embedded together in their own neighbourhood'.

Another strengthening of the links has been that Justin Kouame who trained as an INP Community Facilitator in Year 1, is now Chair of NICRAS.

## 6.7 Added value from the Collaboration between NICRAS and Corrymeela

### 6.7.1

#### Level of expertise brought by the two organisations.

Corrymeela has 44 years of working with / embracing 'the Other'. It brought expertise and experience with DPC training and the TIDES approach. There was also a great value in having access to Corrymeela, Ballycastle, as a venue for residential. The project was also able to access support from Corrymeela staff and Long Term Volunteers.

At the outset NICRAS brought access to the wider refugee community and recommended participants for the Facilitation training. The organisation offered practical support in contacting and keeping contact with this very fragmented group. It also brought guidance based on its long-term work on the particular needs of refugees and ideas on how to support them.

In practice, during Year 1, Corrymeela was the more visible partner and the working relationship with NICRAS was more remote as the project was establishing itself. This was revisited at the end of Year 1 and Moira McCombe of NICRAS reported that it became a much more solid partnership. She described it as a 'big step forward' when the INP worker began to work regularly with Ronald Vellem of NICRAS co-delivering training sessions for the Facilitators in 2010. She saw this as a representation of what NICRAS joined the partnership to achieve – 'that refugees and local community members would work

### 6.7.2

#### Value for money

There was also Added Value through the links with the Irish Peace Centres. Many of the project's training processes were funded through the budgets of other centres that make up the Irish Peace Centres.

### 6.7.3

#### Use of a proven Conflict transformation Model

The Dialogue for Peaceful Change (DPC) and TIDES Models were very valuable tools for this type of work as they brought a range of tried and tested approaches and philosophies, transferable from Cross Community Conflict Transformation into Anti Racism work. This work with Refugees and Asylum Seekers is a new type of cross community work with the same need to reduce prejudice, debunk myths and increase tolerance.





(left)  
Community  
Facilitator  
having fun!!



(right)  
INP Awareness  
Training-East  
Belfast Sure  
Start dad with  
Son Evaluating  
the Training!



(left)  
Joint yoga  
Class



(right)  
St Patrick's  
Day Parade  
workshops



St Patrick's Day  
Parade 2011





Inclusive Falls  
Festival 2011



(left)  
Life is A  
Carnival  
Workshop



(right)  
Teambuilding  
with  
Community  
Facilitators  
(Group 3)



Community  
Facilitators  
(Group 1)

# Case Study

## Community Facilitator from the Host Community

Una Turbitt is a Social Worker and got involved with INP in 2009 when she heard about the project through the Ballynafeigh Community Development Association (BCDA). Una has travelled widely and is very interested in global issues and became particularly interested in the integration of immigrant communities after becoming aware of various racist events in the Ormeau Road area.

She trained as a Community Facilitator with INP and subsequently also did the DPC (Dialogue for Peaceful Change) training. After doing the INP training and becoming involved in INP activities Una successfully applied for the post of Ethnic Minorities Development Worker with East Down Rural Community Network. She credits her INP work with securing this position as it required experience in Integration work and Una was able to speak knowledgeably on the topic. That project was funded through Peace money and is now finished but Una is keen to find further work in the ethnic minorities sector.

She considers that the training was excellent and the courses very valuable. She highlighted another strength of the project – that through setting up regular joint activities host and refugees have frequent opportunities to meet and for friendships to develop. She points out that – due to a range of reasons, not least lack of money - people from the refugee community do not socialise in the usual places so there is no way to bump into them accidentally. The INP activities and social events created meeting places and through this Una has made some genuine new friends from across the world.

*'When you keep meeting people you get to know them and it's natural to become friends I have made lots of new friends.'*







# Chapter Seven

## Learning for other Integration Projects/ Transferable learning

*This chapter looks at learning from this project that can inform any similar enterprise.*

### 7.1 The Need to have a Stance on Advocacy and Campaigning

The Inclusive Neighbourhood Project was about promoting Inclusion and Integration within communities. Its primary role was to provide support and solidarity, not advocacy and campaigning. It was not responsible for addressing problems in the system, advocating for members or championing any of the many issues that the Refugees and Asylum Seekers debate throws up. The role of INP was to build up a support and advocacy base (objective 4).

This was brought into sharp relief when one of the Community Facilitators had her appeal for asylum refused and was detained when she went to a routine reporting (or signing) at her police station. This had immediate effects on the project, with fellow Host Community Facilitators eager to mobilise and challenge the situation and fellow Asylum Seekers feeling distressed and at risk. Since this happened in 2009, just the week before the Project's Launch, it would have been tempting to highlight this individual's plight as a central element of the Launch, using it to illustrate the fragility of Asylum's Seekers' existence here and also to attract media attention.

However, the judgement was made to not make this issue central, to express support and solidarity but not to turn it into a 'cause'. The

project was clear that it can be a conduit to rally support and to facilitate action but it does not have the capacity or expertise for actually leading campaigns for either the host or refugee community.

All Integration Projects need to decide where they stand on this issue at the outset and to define their boundaries.

### 7.2 Learning re the Reality of Working with Refugees and Asylum seekers

It is important to understand that the ability of Refugee and Asylum Seeker participants to engage and commit to any project will vary at different times.

The nature of being an Asylum Seeker has an inevitable impact on an individual's ability to consistently participate in and contribute to the project. This can be absolute, where they are abruptly detained and deported; can be systemic, where they are often absent because of the requirement to comply with Home Office processes such as signing, attending court appeals, etc; or can be emotional, where they are depressed about a disappointment, are missing absent families or are distressed by the loss of an asylum seeking colleague.

They may need high levels of support and empathy.

It is inevitable that there will be dropping out, both temporary and permanent from both the refugee and host community. People's lives inevitably change and circumstances arise where, no matter where you are from, other life events take over.

### 7.3 Realistic Pace and Resourcing of the Project

This was a very ambitious project with the intention to achieve a high number of outputs and outcomes in a comparatively short time. The pace of the project over the whole of its

The thing I found most difficult was being shown the package the people (refugees) were given. It was disgraceful.

Community Training Participant



*Team  
Building with  
Community  
Facilitators*

operation has, therefore, been breakneck. The worker started in March, not January, 2009, had to deliver her first year's targets in 9 months and has kept up that pressure of high expectations ever since. The nature of this type of work requires the worker's availability at very flexible hours including evenings and weekends – to engage with a diverse group of participants with a wide range of circumstances and also, sometimes, through no fault of their own, participants need to change arrangements at short notice. This means that a Project Worker needs to be willing to work evenings and regular weekends.

This type of project is also very fluid, with constant developments needing to be responded to and opportunities needing to be seized. There is a perpetual need to reach new people while also supporting and motivating those already engaged. There is no let up.

This project operated with just one worker (with a part time finance and admin worker). It would have been more appropriate to have two project workers sharing the burden.

## **7.4 Unexpected Outcomes and Ongoing Challenges that Integration Projects may face**

### **7.4.1 Addressing problems that emerge in the process of the work**

An Integration project needs to plan for when it is the catalyst that uncovers and identifies problematic issues in the Host or Refugees and Asylum Seekers community. When this happens – what is its role? How does it record and capture these issues?

e.g. Mental Health or other issues

It is likely that the project may uncover specific issues being faced by participants. These may be Mental Health issues – or they could be issues around Child Care or Housing. These are not within the responsibility or remit of the project. What should the Project Worker do? Who should they pass these on to?

NB The role of a project includes signposting to / enlisting other organisations. The project needs to identify how far this goes and realistically how much one worker can take on this role.

### **7.4.2 The Issue of Transience and Fluctuation in Commitment**

Asylum seekers do not always intend to stay in Northern Ireland so their involvement with the project can finish abruptly if they are granted leave to remain and have to leave NASS accommodation, perhaps moving into another area with available rental accommodation, or they move to another country. Commitment from Host Community members can also fluctuate as work or life demands vary from time to time.

What the project worker found was that all Community Facilitators had varying availability at different points over the three years but that, largely, since Year 2 most have participated quite regularly with a small number from group 1 who have continued to be active since 2009. This is probably because she continued to keep them informed about updates and activities, allowing them to engage when and as it suited them. This project inspired a great deal of voluntary time and effort but it is important for similar projects to be realistic about what it is reasonable to ask of volunteers.





## Chapter Eight

# Legacy and Next Steps

*This chapter looks at what the Project leaves behind and what can happen next.*

### 8.1 Training Packages and Skilled Community Facilitators

The most tangible legacy of the project is the two training courses – on Awareness for Host Community groups and Orientation for Refugee groups – that were devised and refined over the two years of operation. These, and the materials supporting them, remain for ongoing use. In addition there are more than 30 trainers from both communities who are skilled up and available to deliver this training and also to adapt it where appropriate, to tailor it and deliver a range of bespoke training packages to particular groups.

### 8.2 'Real Lives, Real People' – Applied Theatre Dialogue

The Dialogue 'Real Lives, Real People' is now available to be reproduced for audiences anywhere. The dialogue is the result of members of the refugee and host community taking part in a number of workshops with Fintan Brady of Partisan Productions, Belfast, using applied

theatre technique. Participants were invited to share their experiences of living in Belfast as a refugee, and members of the host community were invited to share their experiences of living in a changing neighbourhood. This technique seeks to find ways to structure these experiences, word for word (verbatim) at times, to communicate effectively with an audience. It endeavours to honestly convey experiences, thoughts, feeling, and emotions and invites an audience to respond honestly. This powerful and thought provoking drama brings home the reality of being a stranger and also the threatened feeling of having strangers in your neighbourhood. It is an effective discussion tool and puts across the issues from both sides of the Refugee / Host community divide more effectively than a lecture or a list of facts. A further forum theatre piece is being developed.

### 8.3 Impetus and new Collaborations

Less tangible, but equally significant, is the groundwork done in the three communities targeted – West, South and East Belfast. In each area there are people keen to continue the work.



*Inclusive  
Queen's  
Festival 2010*



Inclusive  
Health  
Festival 2010

The project formed a number of collaborations during the three years. There were strong links with Barnardo's, Sure Start, An Droichead, Scoil an Droichead, South Belfast Round Table, South Belfast Friendship Club, Queens Students Union, Falls Women's Centre and Coiste among others.

The benefits of these partnerships has been to ensure that the project leaves a legacy of increased awareness and a commitment to continuing the Integration task.

### 8.3.1 Coiste in West Belfast

Coiste is an ex-prisoners group based in West Belfast. It is funded through Peace III to address the legacy of the conflict using a range of programmes. The Youth Work Co-ordinator, Danny Murphy, got involved with INP during the original Needs Analysis in 2009 and Coiste participated in creating the 'Welcome to our Neighbourhood' DVD. Since then Danny has trained as an INP facilitator and is involved in co-facilitating training with Gloria da Rocha for the recently arrived asylum seekers from mainland China, known as the 'Chinese Mums' Ionad Uibh Eachach group. Danny found the Facilitator Training excellent - 'I learned so much from the training, the content is brilliant!' He said that what made it more powerful than other training he has undertaken was the mix of actual refugees and asylum seekers with local people. He sees this as the strength of the project and is determined to continue the work alongside members of the refugee community.

His vision of the future is to create an infrastructure in West Belfast involving groups already interested, such as West Against Racism Network (WARN), Grosvenor Community Centre, Whiterock Children's Centre, Beechmount Centre, Blackie Centre and the West Belfast Partnership Board, to roll out the training and to bring this to more people. He sees the starting of a West Belfast Friendship Club as just the beginning.

In addition he is involved with the Frank Gillen Centre in a project called 'Barriers and Mindsets'. This is currently about unionist and nationalist communities but he is keen to introduce INP materials and to broaden the project out to look at diversity and racism. He is also working on a 'Prison to Peace' programme through CFNI and he sees it as a good model for rolling out the INP training – through training teachers and introducing the materials into schools.

The thing I found  
most difficult was  
changing my  
attitude

Community Training Participant





Inclusive  
Falls Festival

He says 'Training is the key to it all – and it has mutual benefits. It is not just for the Asylum Seekers. Our community needs this too.'

### 8.3.2

#### **An Droichead and Scoil an Droichid in South Belfast**

An Droichead is an Irish Language and Cultural centre based in the Lower Ormeau with its sister project, Scoil an Droichid, an Irish Language primary school. Both the Centre and the School were very supportive of the Inclusive Neighbourhood Project and hosted and /or participated in a range of activities.

Fionnghuala McCotter, Principal of Scoil An Droichid was very enthusiastic about the Project. The school is very committed to supporting its local community so welcomes projects which promote positive community development. Over the life of the project the school or the centre hosted a number of evening and weekend events – a Health Festival, Yoga sessions, Samba drumming, after schools activities making cards and workshops for the St Patrick's and Lord Mayor's Parades. These were for both members of the local community and for members of the refugee and asylum seeking community.

INP did some training with the teachers and then, during school hours, the P7 children had sessions from people from Kosova, Zimbabwe and the Ivory Coast who are members of the Community Facilitators Group. These community facilitators delivered a bespoke refugee awareness session, with interactive activities and talked about their childhoods and their homelands. They taught the children street games. *'The children loved it! It is so good for them to think outside the box*

*and to hear people from other countries,'* says Fionnghuala. Subsequently the school invited these facilitators to the school prize giving and invited them to speak at it and present certificates. One of them, Mel Koffi, is an athlete in his own country, (he participated in the Seoul Olympics) and has undertaken to train children in sport as part of the Extended Schools Programme at Scoil an Droichid.

INP invited An Droichead School children to attend their Launch in 2009 and the Celebration Event in the Crescent Centre in June 2011 and the children really enjoyed being part of these events.

Fionnghuala is very keen to maintain contact with the INP facilitators even when the project is over. She plans to run a 6 session sequence based round the INP materials with the P7 class next year. *'This is a very important part of the children's education. It's fantastic for the children – new experiences and different people – outside of their wee world.'*

Pol Deeds, Manager at An Droichead also spoke glowingly about INP events. He particularly cited the Inclusive Health Festival, an event he described as *'Just Brilliant!'* and considered the highlight of all the INP activities. He found that the Health Festival brought people from the community into An Droichead, *'many who had never been through our doors before'*. He used the opportunity to get all their contact details and has subsequently consulted with them about ongoing An Droichead programmes. He said he was delighted that a lot of people from different ethnic communities also engaged with that event then others such as Yoga and Carnival

workshops. INP and An Droichead printed a brochure in 7 languages and Pol is determined to maintain this multi cultural tone and continue Integrated activities. He says *'It is hard enough for immigrants to integrate with the general community but for them to engage with the Irish Speaking Community is even more remote for them. We are really keen to keep up these connections.'*

### 8.3.3

#### **Sure Start Dads' Group in East Belfast**

Lisa Flynn is the worker with this group and she talked about the training they did with INP Facilitators culminating in a 'Sailing in the City' session with a number of men from the Refugee Community.

She knows the men benefited from this exposure to people who are different from them as many of them started with a level of prejudice they were not aware they had, and a set of misinformed assumptions. Comments at the end of the sequence included, *'When it came down to it I knew nothing that was correct. I feel that this was very informative. Paul and Ann Marie were so cool!' 'I cannot wait to do something like this again.'*

An unintended additional positive outcome was that the INP project worker identified that Lisa would benefit from the DPC training and encouraged her to do it. Lisa found this extremely useful and now has new approaches and techniques to use in her work.

The group are keen to work with the men they met from the Refugee Community. They are

currently participating in joint Photography Workshops as part of the Visual Welcome Book Programme – a partnership between INP and Crescent Arts Centre.

## 8.4 Next steps

Both NICRAS and Corrymeela are very committed to finding a way to continue the work although there is no funding in place to continue at this point.

### 8.4.1

#### **Corrymeela**

Inderjit Boghal, Leader of The Corrymeela Community, sees this work as a return to the original, pre-troubles vision of Corrymeela, where the founder, Ray Davey, imagined 'an open village where people of all backgrounds would be welcome.' Inderjit came to the UK himself as a refugee in 1964 and his very appointment is a statement by Corrymeela that the organisation is embracing the world we live in now and a changing and more multi cultural society. Inderjit says, *'It is important to bring people of different faiths, ethnicities, ideologies and politics together. This is bigger than just Protestants and Catholics.'* He perceives Belfast as still being very divided with its 88 walls, 96% of social housing still being segregated and 95% of school children still studying in segregated schools. He considers that INP also reflects Corrymeela's core Christian ethos which is to 'Love thy Neighbour' and he believes that Belfast needs this. He wants to develop the work of sanctuary, welcome and hospitality. And he also sees the need for a paradigm shift – that this is not just about



Community  
Facilitators  
(Group 1, 2 & 3)



## How would you like to be kept informed about this project?



being 'charitable' and 'doing unto others' but must move towards 'solidarity' – which is about giving and receiving and mutuality. 'We have much to learn from people who live amongst us. African and Asian cultures for example have much to show us about hospitality. Inclusive neighbourhoods is where we want to be.'

### 8.4.2 NICRAS

Moirá McCombe of NICRAS is also determined that the project continue its work. She sees powerful transformations among both the Refugee and Host Communities, where Refugees and Asylum Seekers have developed confidence and made connections outside of their own community and where local people have become more aware and are able to dispel myths and misunderstandings. She sees the project as part of the healing for NI society where locals have had to put their own divisions aside and to become aware of a world outside of the Catholic / Protestant interface.

McCombe acknowledges that the Inclusive Neighbourhood Project raised the profile of NICRAS and this has been very welcome and has led to more people volunteering. She is keen to maintain links with the organisations that became active in INP such as COISTE, East Belfast Sure Start and An Droichead.

### 8.4.3 Refugee – Host Integration Network

The first steps have been made towards forming a consortium of organisations that are active in the field of integration. The INP project worker has established a meeting of interested parties from

West, South and East Belfast with a view to there being an ongoing set of links between them. This will ensure communication, information exchange, shared needs analysis, joint planning and co-ordinated activities. This will avoid duplication and missed opportunities.

This Integration Network has met once to identify organisations that currently work with the refugee community (in West Belfast and on a wider scale), to begin to map out service provision and seek clarity and to network and explore collaborative work

Groups involved are: NICRAS, Ionad Uibh Eachach, Asylum Support Service – NIHE, The Welcome Centre, Belfast Trust, Forthspring Inter Community Group, Coiste, Whiterock Family Centre, Falls Women's Centre, Barnado's, Beechmount Sure Start, Red Cross and Bryson One Stop Service for Asylum Seekers.

## CONCLUSION

The most substantial legacy is the relationships, friendships, collaborations, working partnerships, positive attitudes and the will to continue the work created painstakingly through all the Inclusive Neighbourhood Project's activities.

There is a body of training materials, skilled up individuals and an impetus to roll this programme out. The model has been honed and the methods have been proven.

It is highly recommended that this groundwork be built on and that funding is found to continue and to develop this valuable and effective work.

Corrymeela is people of all ages and Christian traditions, who individually and together, are committed to the healing of social, religious and political divisions that exist in Northern Ireland and throughout the World.

**The Corrymeela Community**

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Web: [www.corrymeela.org.uk](http://www.corrymeela.org.uk)

The main aims of NICRAS (the Northern Ireland Community of Refugees and Asylum Seekers) are: to support and represent asylum seekers and refugees in NI through the provision of services, activities and advocacy, relieve poverty and improve life; to further educational opportunities and organise events to support the process of integration.

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Welcome to the Neighbourhood



**supporting integration between  
the refugee and host community  
in your neighbourhood**

To find out more –

[www.inclusiveneighbourhood.org](http://www.inclusiveneighbourhood.org)

[www.corrymeela.org](http://www.corrymeela.org) [www.nicras.btck.co.uk](http://www.nicras.btck.co.uk)



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