

One-Stop-Shop: A New Answer for Immigrant  
Integration – Final Conference  
Sana Malhoa Hotel, Lisbon - Portugal

Fidele Mutwarasibo, Immigrant  
Council of Ireland (Ireland)  
February 6<sup>th</sup>, 2009

- Introduction - the Immigrant Council of Ireland (ICI)
  - Background
  - Vision
  - Mission
    - Services:
      - Second tier information and support service
      - Independent Law Centre
      - Integration Policy and Migrant Voice
      - Services to Vulnerable Migrants (victims of trafficking for sexual exploitation)
      - Communications and awareness raising

- Visit to the One-Stop-Shop in Lisbon (November 2007)
- Setting up the Advisory Committee
- Researching migrants' experiences in accessing public services
- Transnational Committee meetings, seminar and exchanging learning
- Personal experience

- Visit to CNAI – Lisbon (November 2007)
  - First heard about the Portuguese one-stop-shop in April 2004
  - Invitation to be a partner on the INTI application in October 2006
  - Visit to CNAI – November 2007

## – Setting up the Advisory Committee

- Recruitment (project brief)
- Membership
  - Public services - Garda National Immigration Bureau, Office of the Minister for Integration, Dublin City Council, Citizens Information Board, FAS (National Training and Employment Authority), HSE (Health Service Executive), Office for Social Inclusion,
  - NGOs - Immigrant Council of Ireland, Access Ireland, Vincentian Refugee Centre, Access Ireland, Refugee and Migrant Project, Blanchardstown Area Partnership, SPIRASI
  - Private sector - Bank of Ireland
  - Migrants: Ireland India Council, Association of Chinese Professionals in Ireland and Lithuanian Community, Lithuanian Newspaper – Saloje
  - International organisations – IOM Dublin

# Statistics (1)

## – Country Report

- Lack of Data
- Census of 2006
- Foreign nationals around 420,000 (10% of the population)
- Top 10 third country nationals resident in Ireland, 2006
- Effects of recession on inflows/outflows

Nigeria	15,979
USA	12,529
China	10,967
Philippines	9,327
India	8,329
South Africa	5,334
Pakistan	4,926
Russia	4,426
Brazil	4,339
Australia	3,847

# Statistics (2)

- Top 10 countries of birth of residents of Ireland born outside the EU
- (\*) likely to include people born abroad to Irish parents

USA (*)	24,643
Nigeria	16,327
China	11,022
Philippines	9,427
India	9,192
South Africa	7,576
Australia (*)	6,478
Pakistan	5,757
Brazil	4,666
Russia	4,511

## – Current structures providing information to migrants

- NGOs
- Public services (including Irish Naturalisation and Immigration Service – INIS and the Garda National Immigration Bureau – GNIB)
- Network of Citizens Information Services funded through the Citizen Information Board under the Department of Social and Family Affairs
  - Citizens Information Centre, O'Connell Street, Dublin
    - » In 2007 received 62,630 queries
    - » Survey revealed 60% of users were foreign nationals (32% EU and 28% third country nationals)

- **Migrants' experiences in accessing public services**
  - **Accessibility:** many services located in Dublin, no public office at INIS, most services are only available in English. As a result there is too much pressure on NGOs providing information services to migrants in Dublin – but no resources available for such services by the NGOs
  - **Language and intercultural communications:** Interpretation and translation services are limited, expensive and not standardised. Sometimes parents rely on their children
  - **Cost:** Certified translation of document costs a minimum of €50; registration fee for non-EU citizens (residing longer than 90 days) increased to €150; work permit fees of €500 - €1,500

– **Migrants' experiences in accessing public services (2)**

- **Provision of information:** limited availability of information compels migrants to use lawyers for things they could do themselves with accessible and accurate information. Sometimes information is only available in English and hence difficult to understand for those without proficiency in the English language
- **Coherence of information provided:** few written rules hence difficult to access accurate information. The Immigration, Residence and Protection Bill 2008 will not deal with issues such as family reunification (to be covered in secondary legislation)
- **Customer services and waiting times:** improvements since GNIB moved to the Dublin Quays in 2002. Some applications such as naturalisation have a long waiting time (3 years)

- **Migrants' experiences in accessing public services (3)**
  - **Racism and discrimination:** research by Economic and Social Research Institute summer 2005 (1100 interviewed, 35% experienced racism on the street, public places and public transport – the figure for blacks was 50%. Reports of harassment and discrimination in the work place)
  - **Other Issues:** Accommodation tied to employment, high cost of living, childcare, access to primary and secondary education for children of international students, tuition fees for third level education

- Roundtable on the one-stop-shop
  - Hosted by the ICI (July 4<sup>th</sup>, 2008)
  - Public service providers, NGOs, migrants
  - Guest speakers (Catarina Reis Olievera, ACIDI; Leonie McCarthy, New Link, Peterborough, UK)
  - NGOs briefing
  - Need to work together

- Reality check
  - NGOs including the ICI forced to review the services we offer to migrants because of lack of funding
  - Recession
  - Lack of one-stop-shop facilities for the general public
  - E-one-stop-shop: pulling of resources

- Learning
  - Dignity of service users
  - Interaction and relationships with partners on the project
  - Personal development
  - Improvement of working relations with public service providers at home

**THANK YOU**