

Implemented at June 2016	91
Implemented since June 2016	30
Total Implemented	121
In Progress/Partially Implemented	38
Total Implemented/In progress	159 (92%)

Persons awaiting decisions at the protection process and leave to remain stages for five years or more

Recommendation No: 3.128	Status: Implemented
<p>Recommendation: All persons awaiting decisions at the protection process and leave to remain stages who have been in the system for five years or more from the date of initial application should be granted leave to remain or protection status as soon as possible and within a maximum of six months from the implementation start date subject to the three conditions set out below for persons awaiting a leave to remain decision. It is recommended that an implementation start and end date be set by the authorities as soon as possible.</p>	
<p>Department/Agency Responsible: Department of Justice & Equality</p> <p>Current Position: In responding to length of time issues, the Department, in addition to implementing the single procedure, has been proactively engaged in an examination of cases of those longest in the system. These cases have been expedited resulting in substantial numbers of people who were greater than five years in the system now dealt with. It is estimated that almost all of those identified in the Report as being over 5 years in the Direct Provision system and who don't have any impediments, such as ongoing judicial reviews, have now had their cases processed to completion.</p>	

Recommendation No: 3.134	Status: Implemented
<p>Recommendation: All persons with a deportation order (in the system 5 years or more), should have it revoked</p>	
<p>Department/Agency Responsible: Department of Justice & Equality</p> <p>Current Position: Blanket revocations without due process are not considered appropriate notwithstanding length of time considerations. In responding to length of time issues, the Department has been proactively engaged in an examination of cases of those longest in the system. These cases are being expedited resulting in a substantial numbers of people who were greater than five years in the system now dealt with. It is estimated that almost all of those identified in the Report as being over 5 years in the Direct Provision system and who don't have any impediments such as ongoing judicial reviews have now had their cases processed to completion.</p>	

Recommendation No: 3.135	Status: Implemented
Recommendation: Leave to Remain should then be granted as soon as possible, and within 6 months from the implementation start date.	
Department/Agency Responsible: Department of Justice and Equality	
Current Position: Leave to remain to be granted only after due process – see previous recommendation. Cases now under the International Protection Act 2015 will have their leave to remain processed as part of the single procedure (see below).	

Solutions for the future to prevent long delays in the system

Recommendation No: 3.163	Status: Implemented
Recommendation: The early enactment and implementation of the International Protection Bill as a matter of urgency.	
Department/Agency Responsible: Department of Justice and Equality	
Current Position: Since the International Protection Bill 2015 was enacted on 30 December 2015 detailed work has been taking place in the Department of Justice and Equality to prepare for the commencement of the principal provision in the Act - the introduction of the single application procedure for international protection. This replaces the current sequential processing system and is the single biggest reform in this area for the past twenty years. The Act was commenced on 31 December 2016, repealing the Refugee Act, 1996. All applications for international protection from January, 2017 are being processed under the new single applications procedure.	

Solutions for the future to prevent long delays in the system – Time Limit Measure

Recommendation No: 3.166	Status: Implemented
Recommendation: Once the Single Procedure has been enacted, to avoid a repeat of the circumstances which gave rise to the establishment of the Working Group, that the same principle and mechanisms aimed at addressing the situation of persons currently in the system for five years or more should apply for persons who have co-operated with the process in line with statutory obligations. This does not apply to the situation of persons with deportation orders, which is dealt with later in this chapter.	
Department/Agency Responsible: Department of Justice and Equality	
Current Position: Since the International Protection Bill was enacted in December, 2015 the Department has continued the practice of expediting those cases longest in the system resulting in almost all of those identified in the Report, which did not have impediments to progress, such as judicial reviews, being processed to completion. This examination ceased with the commencement of the International Protection Act in December, 2016.	

Recommendation No: 3.166	Status: Implemented
Recommendation: As an additional safeguard, an annual review of the system with a view to making recommendations to guard against any future backlogs, e.g. failure to provide adequate resources to all decision making bodies, should take place.	
Department/Agency Responsible: Department of Justice and Equality, ORAC,	
Current Position: This recommendation was reported as implemented in June 2016.	

Recommendation No: 3.166	Status: Implemented
Recommendation: The review should also look at the option of reducing the 5year mark in future years as appropriate.	
Department/Agency Responsible: Department of Justice and Equality	
Current Position: The review process implemented under Recommendation 3.128 above was a once-off procedure. Recent and current work in tackling backlogs and implementation of the recently commenced Single Procedure will address this recommendation in the future. See also response to 3.163 above.	

Legal Framework

Recommendation No: 3.178	Status: In progress
Recommendation: The State to opt-in to all instruments of the Common European Asylum System, unless clear and objectively justifiable reasons can be advanced not to.	
Department/Agency Responsible: Department of Justice and Equality	
Current Position: On 7th April 2016 the European Commission issued a communication outlining its plans for reforming the Common European Asylum System (CEAS) and ensuring and enhancing safe and legal migration routes. The document outlines how the large-scale, uncontrolled arrival of migrants and asylum seekers in 2015 has put a strain not only on many Member States' asylum systems but also on the CEAS as a whole. The Commission has issued two packages of reform proposals which aim to address structural shortcomings in the design and implementation of the CEAS and of the "Dublin" arrangements in particular. Ireland is participating in ongoing EU level discussions concerning the proposed reform measures.	

Recommendation No: 3.178	Status: Implemented
Recommendation: Where the State does not opt-in to an instrument for discreet reasons (as above), the State should give full effect to the remaining provisions in order to safeguard important common standards and to promote consistency in the application of protection procedures and standards across the EU.	
Department/Agency Responsible: Department of Justice and Equality	
Current Position: This recommendation was reported as implemented in June 2016.	

Legislating for the Best Interest of the Child

Recommendation No: 3.192	Status: Implemented
Recommendation: The International Protection Bill 2015 should reflect the general principle contained in the Convention on the Rights of the Child that that the best interests of the child be a primary consideration in all actions concerning children.	
Department/Agency Responsible: HSE, Department of Justice and Equality,	
Current Position: This recommendation was reported as implemented in June 2016.	

Recommendation No: 3.199	Status: Implemented
Recommendation: The International Protection Bill should clearly provide that all children have the right to lodge an application for international protection directly or through a representative which, in the case of accompanied children, may be the parent(s) if this is appropriate in the circumstances of the case.	
Department/Agency Responsible: Department of Justice and Equality	
Current Position: This recommendation was reported as implemented in June 2016.	

Recommendation No: 3.199	Status: Implemented
Recommendation: In relation to separated children, work should be undertaken to clarify the position with regard to access to the protection process in practice and age assessment procedures.	
Department/Agency Responsible: Tusla	
Current Position: This recommendation was reported as implemented in June 2016.	

Recommendation No: 3.203	Status: Implemented
Recommendation: The International Protection Bill 2015 should be further scrutinised to ensure the rights of the child to be heard are given sufficient expression and protection.	
Department/Agency Responsible: Department of Justice and Equality	
Current Position: This recommendation was reported as implemented in June 2016.	

Recommendation No: 3.210	Status: Implemented
Recommendation: The International Protection Bill 2015 should contain a provision requiring decision-makers who take decisions in relation to children and those who interview them to have received and continue to receive appropriate procedural and substantive training.	
Department/Agency Responsible: Department of Justice and Equality	
Current Position: This recommendation was reported as implemented in June 2016.	

Recommendation No: 3.213	Status: Implemented
Recommendation: The International Protection Bill 2015 should provide that the rights of the child as enumerated in the UN Convention on the Rights of the Child are potentially relevant to evaluating a claim for refugee or subsidiary protection status where the applicant is a child.	
Department/Agency Responsible: Department of Justice and Equality	

Current Position: This recommendation was reported as implemented in June 2016.	
Recommendation No: 3.216	Status: Implemented
Recommendation: The International Protection Bill 2015 when drafted should ensure that the Minister may continue to prioritise cases where appropriate by reference to the age of the applicant, or his/her status as a separated child.	
Department/Agency Responsible: Department of Justice and Equality	
Current Position: This recommendation was reported as implemented in June 2016.	

Recruitment

Recommendation No: 3.233	Status: Implemented
Recommendation: Transparent and competitive recruitment procedures for the protection determination bodies be maintained and further developed.	
Department/Agency Responsible: Department of Justice and Equality	
Current Position: This recommendation was reported as implemented in June 2016.	

Recommendation No: 3.233	Status: Implemented
Recommendation: Provision to be made for open recruitment procedures and relevant expertise in law	
Department/Agency Responsible: Department of Justice and Equality	
Current Position: This recommendation was reported as implemented in June 2016.	

Recommendation No: 3.233	Status: Implemented
Recommendation: The preceding recent examples of good practice for the knowledge and experience required in the recruitment process be followed to ensure that appropriate candidates are sought.	
Department/Agency Responsible: Department of Justice and Equality	
Current Position: This recommendation was reported as implemented in June 2016.	

Recommendation No: 3.233	Status: In Progress
Recommendation: Adequate human resources be provided to the protection determination bodies.	
Department/Agency Responsible: Department of Justice and Equality	
Current Position: Human resource requirements in respect of protection related functions are constantly kept under review but are at all times subject to the wider HR demands across the Immigration Service generally and the Department of Justice and Equality as a whole.	

Recommendation No: 3.233	Status: Implemented
Recommendation: The recruitment of dedicated legal support staff to the various agencies (IPO, IPAT, INIS), should be facilitated to ensure that issues identified in emerging jurisprudence are disseminated and addressed by the agencies concerned.	
Department/Agency Responsible: Department of Justice and Equality	
Current Position: This recommendation was reported as implemented in June 2016.	

Quality Tools

Recommendation No: 3.239	Status: Implemented
Recommendation: Quality tools and templates be maintained and continually updated in conjunction with legal support and training staff to ensure that decision- makers are guided by the latest jurisprudence and best practice.	
Department/Agency Responsible: IPO, IPAT	
Current Position: This recommendation was reported as implemented in June 2016.	

Recommendation No: 3.239	Status: Implemented
Recommendation: Mechanisms to review on a regular basis the quality of decision-making be maintained and further developed	
Department/Agency Responsible: IPO, IPAT	

Current Position: This recommendation was reported as implemented in June 2016.	
Recommendation No: 3.239	Status: Implemented
Recommendation: Sufficient resources be allocated to enable staff with appropriate levels of experience and training to manage quality systems and to coordinate this work with those in charge of training and with the relevant legal expertise.	
Department/Agency Responsible: Department of Justice and Equality	
Current Position: This recommendation was reported as implemented in June 2016.	

Recommendation No: 3.239	Status: Implemented
Recommendation: The determining bodies continue to engage constructively with UNHCR, NGOs and other stakeholders to monitor the operation of the protection system and to welcome feedback on the experiences of those in the system.	
Department/Agency Responsible: IPO, IPAT, Tusla	
Current Position: This recommendation was reported as implemented in June 2016.	

Training

Recommendation No: 3.247	Status: Implemented
Recommendation: Consideration be given to formalising in law the requirement that decision-makers be provided with sufficient and dedicated training adequate to their needs.	
Department/Agency Responsible: Department of Justice and Equality	
Current Position: This recommendation was reported as implemented in June 2016.	

Recommendation No: 3.247	Status: Implemented
Recommendation: The development of closer ties between state protection agencies, academics, NGOs, and legal practitioners be promoted in order to promote open dialogue on legal issues of concern and the open exchange of knowledge.	
Department/Agency Responsible: IPO, IPAT	

Current Position: This recommendation was reported as implemented in June 2016.	
Recommendation No: 3.247	Status: Implemented
Recommendation: Adequate funding and human resources be provided to the protection determination bodies in terms of dedicated training and legal support staff.	
Department/Agency Responsible: Department of Justice and Equality	
Current Position: This recommendation was reported as implemented in June 2016.	

Early Legal Advice

Recommendation No: 3.255	Status: Implemented
Recommendation: Resources be provided to the Legal Aid Board to fund the roll out of Early Legal Advice to all applicants.	
Department/Agency Responsible: Department of Justice and Equality	
Current Position: The Legal Aid Board's services, both in-house and delivered by panel private practitioners, will include early legal advice from the commencement of the International Protection Act. The service will be reviewed after 3 months of operation.	
The Department has also financially supported the Irish Refugee Council's early legal advice service over the last number of years.	

Recommendation No: 3.255	Status: Implemented
Recommendation: The development of the Quality Audit reviews of legal service provision be continued and applied to the operation of the new early legal advice scheme under development	
Department/Agency Responsible: Department of Justice and Equality	
Current Position: File reviews take place and are benchmarked against best practice guidelines in relation to the service. The intention is that file reviews will continue after the roll out of the more comprehensive early legal advice programme on commencement of the International Protection Act.	

Recommendation No: 3.255	Status: Implemented
Recommendation: The monitoring and review of the roll-out of early legal advice continue with regard to its effectiveness and all regular stake-holders be consulted regularly to see if any new/changed procedural or practical measures may be beneficial to its enhanced operation.	
Department/Agency Responsible: Legal Aid Board	
Current Position: The Board's Services, both in house and delivered by panel private practitioners, includes early legal advice since the commencement of the International Protection Act (January 2017). This service will be reviewed after three months of operation.	

Recommendation No: 3.255	Status: Implemented
Recommendation: Applicants should be clearly informed of the availability of early legal advice and advised to seek it at the earliest possible stage, particularly before they complete the questionnaire.	
Department/Agency Responsible: IPO	
Current Position: This recommendation was reported as implemented in June 2016.	

Special Measures with Regard to Children

Recommendation No: 3.260	Status: Implemented
Recommendation: Good practice in relation to training and the provision of child-sensitive procedures should be maintained and developed further, particularly under a future single procedure.	
Department/Agency Responsible: Tusla, IPO, IPAT, RIA	
Current Position: This recommendation was reported as implemented in June 2016.	

Recommendation No: 3.260	Status: Implemented
Recommendation: Inter-agency co-operation be maintained and further promoted in order to ensure that the principle of the best interests of the child can be effectively implemented.	
Department/Agency Responsible: Tusla, IPO, IPAT, HSE	
Current Position: This recommendation was reported as implemented in June 2016.	

Recommendation No: 3.260	Status: Implemented
Recommendation: An inter-agency review of procedures and practices relating to children occur regularly to ensure that procedures do not fall short and that best practice is maintained.	
Department/Agency Responsible: Tusla, HSE, IPO, IPAT, RIA	
Current Position: This recommendation was reported as implemented in June 2016.	

Recommendation No: 3.263	Status: Implemented
Recommendation: ORAC, the Department of Justice, the Legal Aid Board and the RAT provide child-friendly materials containing relevant legal information for children.	
Department/Agency Responsible: Department of Justice and Equality, IPO, IPAT, Legal Aid Board	
Current Position: This recommendation was reported as implemented in June 2016.	

Recommendation No: 3.263	Status: Implemented
Recommendation: Initiatives to make information about the protection process more accessible to children should be supported by the relevant agencies.	
Department/Agency Responsible: Department of Justice and Equality, IPO and IPAT	
Current Position: This recommendation was reported as implemented in June 2016.	

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Recommendation No: 3.267	Status: Implemented
Recommendation: In order to ensure that children have access to the protection process, where an accompanied child has not made an application / has not been included in a protection application by their parent/guardian, the law should be amended to provide that the child be deemed to be an applicant for protection.	
Department/Agency Responsible: Department of Justice and Equality	
Current Position: This recommendation was reported as implemented in June 2016.	

Recommendation No: 3.267	Status: Implemented
Recommendation: A presumption that children are included in their parent/guardian's application should apply, but in all cases the State and the applicant's legal advisor/representative should assess whether this presumption is appropriate. If not, the child should be deemed to have made an application in their own name.	
Department/Agency Responsible: ORAC, Legal Aid Board, Department of Justice and Equality	
Current Position: This recommendation was reported as implemented in June 2016.	

Recommendation No: 3.267	Status: Implemented
Recommendation: A child who is incapable of expressing his or her own views should have access to the assistance of a representative.	
Department/Agency Responsible: Tusla	
Current Position: This recommendation was reported as implemented in June 2016.	

Use of interpreters

Recommendation No: 3.275	Status: Implemented
<p>Recommendation: More formal procedures be introduced to ensure appropriate training is provided to all interpreters and a register be maintained to indicate who has completed this training in order to be eligible to work.</p>	
<p>Department/Agency Responsible: HSE, Department of Justice and Equality</p> <p>Current Position: This recommendation was reported as implemented in June 2016.</p>	

Recommendation No: 3.275	Status: In Progress
<p>Recommendation: A coordinated system of reforms to be implemented on a phased basis to move to a system where all interpreters in the protection process have appropriately accredited qualifications.</p>	
<p>Department/Agency Responsible: Department of Justice and Equality, Department of Education and Skills, HSE</p> <p>Current Position: A specific condition (as a minimum requirement) of the current procurement procedure which is currently underway is that the educational and professional qualifications of all interpreters must be provided. In addition, the Immigration Service has reserved the right to require that the successful service provider undergoes training in the specific business of the immigration service.</p> <p>Once the procurement process has been completed and the contract for the provision of the services has been awarded formal procedures will be introduced to monitor the training provided and a register will be compiled of appropriately trained interpreters.</p> <p>It is anticipated that the procurement process will be complete by mid-February, 2017. At that point a formal procedure to monitor training of interpreters will be implemented and the establishment of a register will be undertaken.</p>	

Recommendation No: 3.275	Status: In Progress
Recommendation: A system of accreditation to be established and maintained.	
Department/Agency Responsible: Department of Education and Skills, HSE, Department of Justice and Equality	
Current Position: See update provided in previous recommendation.	

Recommendation No: 3.275	Status: Implemented
Recommendation: The tendering process and terms of contracts for interpreting and translation firms should require them to prioritise or incentivise more those who have recognised accredited qualifications. Once the process of reform has been completed, accreditation to be a necessary requirement.	
Department/Agency Responsible: HSE, Department of Justice & Equality	
Current Position: This recommendation was reported as implemented in June 2016.	

Recommendation No: 3.275	Status: Implemented
Recommendation: All parties should ensure in the selection of an interpreter that there is no potential conflict of interests or potential breaches of confidentiality.	
Department/Agency Responsible: HSE, Department of Justice & Equality	
Current Position: This recommendation was reported as implemented in June 2016.	

Recommendation No: 3.275	Status: Implemented
Recommendation: Mechanisms should be put in place to carry out randomised independent assessments of the standards of interpreting to ensure they meet appropriate standards.	
Department/Agency Responsible: HSE, Department of Justice & Equality	
Current Position: This recommendation was reported as implemented in June 2016.	

Identification of Vulnerable Applicants

Recommendation No: 3.299	Status: Implemented
<p>Recommendation: The continuance and further development across the system of a method of prioritisation of cases for vulnerable applicants. This must however be balanced with the need to be sensitive to the needs of vulnerable applicants who in appropriate cases may need extra time, for example, to allow for the disclosure of traumatic experiences or for referral to appropriate psychological/social/health services or the preparation of reports.</p>	
<p>Department/Agency Responsible: HSE, Department of Justice & Equality, ORAC</p>	
<p>Current Position: This recommendation was reported as implemented in June 2016.</p>	

Recommendation No: 3.299	Status: Implemented
<p>Recommendation: The establishment of formal mechanisms of referral in the case of disclosed or diagnosed vulnerabilities to ensure that such persons are provided with appropriate information, health or psychological services and procedural supports</p>	
<p>Department/Agency Responsible: HSE, RIA</p>	
<p>Current Position: This recommendation was reported as implemented in June 2016.</p>	

Recommendation No: 3.299	Status: Implemented
<p>Recommendation: Follow-up and monitoring of persons who fall into the category of vulnerable should occur on an on-going basis until such time as the applicant exits the system.</p>	
<p>Department/Agency Responsible: HSE, RIA</p>	
<p>Current Position: This recommendation was reported as implemented in June 2016.</p>	

Recommendation No: 3.299	Status: In Progress
<p>Recommendation: Public awareness and training programs should be developed as part of such procedures to include legal representatives (to be involved from the earliest stages possible), health professionals, NGO staff and other frontline workers so that they will be aware of the type of vulnerabilities frequently found in the protection- seeking population and what they can do to refer them to the appropriate services.</p>	
<p>Department/Agency Responsible: HSE</p> <p>Current Position: Work is ongoing in respect of developing a framework of training across the HSE that will focus on developing capacity to deliver culturally competent services, with progression to more specialised training around working with service users who have experienced trauma etc. Progress being made in development of framework, some rollout of Intercultural health training is underway, and will continue in 2017. An action around this is expected to be included in the HSE National Operational plan for 2017.</p>	

Recommendation No: 3.299	Status: Partially implemented
<p>Recommendation: That sufficient resources be made available at the earliest possible stage, both to relevant NGOs and state agencies, particularly under the proposed more truncated single procedure in order to facilitate early identification.</p>	
<p>Department/Agency Responsible: HSE</p> <p>Current Position: The HSE already funds some NGO's to support vulnerable groups. No specific funding has been allocated to services for asylum seekers in HSE funding allocation for 2017 so no additional resources will be available to further this recommendation in the medium term.</p>	

Assisted Voluntary Returns

Recommendation No: 3.312	Status: Implemented
<p>Recommendation: Swift implementation of an adequately resourced single procedure to deliver quality decisions within a 12-month timeframe which will create the conditions whereby Assisted Voluntary Return is more likely to be availed of.</p>	
<p>Department/Agency Responsible: Department of Justice and Equality</p>	

Current Position: The International Protection Act, 2015 was fully commenced on 31 December, 2016 introducing the single application procedure.	
Recommendation No: 3.312	Status: Implemented
Recommendation: Provision of support to the International Organisation for Migration (IOM), NGO's and other organisations to raise awareness about Assisted Voluntary Return and provide quality information about this option.	
Department/Agency Responsible: Department of Justice and Equality, RIA	
Current Position: This recommendation was reported as implemented in June 2016.	

Recommendation No: 3.312	Status: Implemented
Recommendation: Provision of support to the IOM for the delivery of Assisted Voluntary Return counselling and services to persons wishing to avail of Assisted Voluntary Return.	
Department/Agency Responsible: Department of Justice and Equality	
Current Position: This recommendation was reported as implemented in June 2016.	

Recommendation No: 3.312	Status: Implemented
Recommendation: Where appropriate, the Legal Aid Board should include information about Assisted Voluntary Return as part of the early legal advice it plans to deliver in all cases in the near future.	
Department/Agency Responsible: Legal Aid Board, Department of Justice & Equality	
Current Position: This recommendation was reported as implemented in June 2016.	

Recommendation No: 3.312	Status: Implemented
Recommendation: Inclusion of specific provision for access to Assisted Voluntary Return at all stages of the new single procedure and expansion of the time period before issuance of a Deportation Order when Assisted Voluntary Return can be availed of (5 days is envisaged in the General Scheme of the International Protection Bill).	
Department/Agency Responsible: Department of Justice and Equality	
Current Position: This recommendation was reported as implemented in June 2016.	

Measures to address unenforced deportation orders

Recommendation No: 3.330	Status: Implemented
Recommendation: Swift implementation of an adequately resourced single procedure which creates the conditions whereby Assisted Voluntary Return may be taken up by a greater proportion of persons and which includes provisions to address the “trailing family member” and unregistered child issues.	
Department/Agency Responsible: Department of Justice and Equality	
Current Position: The International Protection Act, 2015 was fully commenced on 31 December, 2016 introducing the single application procedure.	

Recommendation No: 3.330	Status: Implemented
Recommendation: Introduce a legal power of entry for the purposes of enforcing a deportation order, possibly by way of the International Protection Bill to this effect.	
Department/Agency Responsible: Department of Justice and Equality	
Current Position: This recommendation was reported as implemented in June 2016.	

Recommendation No: 3.330	Status: Implemented
<p>Recommendation: In the future for persons who are five years or more in the system, who have an unenforced Deportation Order for 24 months and who have cooperated with the authorities, and taking into account relevant public policy issues, consideration should be given on a case by case basis to apply the principles and solutions outlined at para. 3.134.</p>	
<p>Department/Agency Responsible: Department of Justice and Equality</p> <p>Current Position: Revocation of deportation orders has been considered on a case by case basis since June 2015. The satisfactory implementation of the Single Procedure (which commenced on 31 December, 2016) over a period of time will continue to assist in this process.</p>	

Recommendation No: 3.330	Status: Implemented
<p>Recommendation: Continuation of current efforts to reduce the backlog of judicial review cases at the Courts and expedite case processing at the Courts.</p>	
<p>Department/Agency Responsible: Department of Justice and Equality</p> <p>Current Position: This recommendation was reported as implemented in June 2016.</p>	

Recommendation No: 3.330	Status: Implemented
<p>Recommendation: Review human resource capacity at the Garda National Immigration Bureau and ensure adequate resources are in place for the implementation of deportation orders.</p>	
<p>Department/Agency Responsible: Garda Commissioner</p> <p>Current Position: The Repatriation Unit of the Garda National Immigration Bureau is adequately resourced and is supplemented by additional GNIB officers when required. Gardai also carry out immigration duties at Dublin Airport including the detection of persons entering the State who are subject to deportation orders.</p>	

Recommendation No: 3.330	Status: Implemented
Recommendation: Establishment of procedures for the practical enforcement of deportation orders setting out standards and guidance in compliance with human rights standards. Deliver training to all personnel involved in the implementation of deportation orders.	
Department/Agency Responsible: Garda National Immigration Bureau	
Current Position: This recommendation was reported as implemented in June 2016.	

Recommendation No: 3.330	Status: Implemented
Recommendation: Maintenance of the current practice in Ireland under which separated children are not deported.	
Department/Agency Responsible: Department of Justice and Equality	
Current Position: This recommendation was reported as implemented in June 2016.	

Data Collection and Policy Analysis

Recommendation No: 3.340	Status: Implemented
Recommendation: Appropriate staffing levels be established and maintained with the necessary expertise at the Asylum Policy Unit and Statistics and Reporting Units in INIS and other relevant bodies (and their successors under the general scheme of the International Protection bill) to enable them to carry out their functions effectively. Any vacancies arising should be filled as soon as possible, particularly at times of increased work load.	
Department/Agency Responsible: Department of Justice and Equality	
Current Position: This recommendation was reported as implemented in June 2016.	

Recommendation No: 3.340	Status: Partially implemented
<p>Recommendation: Unified data collection systems to be developed which can produce up-to-date data on the operation of the system as a whole and all of its constituent parts on an on-going basis. The system should include built in indicators capable of identifying stresses in the system so that measures to addresses those stresses can be put in places at the earliest opportunity.</p>	
<p>Department/Agency Responsible: Department of Justice and Equality</p> <p>Current Position: INIS operates a Reporting and Analysis Unit which produces up to date data and analysis on the operation of the system on an ongoing basis. Further development of this Unit is subject to resource availability.</p> <p>Identification of stresses in the system is also carried out routinely as part of the risk analysis function.</p>	

Recommendation No: 3.340	Status: Implemented
<p>Recommendation: The good practice established through the work of the Working Group of sharing and discussing statistics and other information in a safe setting among key stakeholders be continued.</p>	
<p>Department/Agency Responsible: All stakeholders</p> <p>Current Position: This recommendation was reported as implemented in June 2016.</p>	

Institutional Arrangements

Recommendation No: 3.349	Status: Implemented
<p>Recommendation: Careful transitional planning should be put in place to minimise any disruption in the transfer of responsibilities and the on-going processing of applications.</p>	
<p>Department/Agency Responsible: Department of Justice and Equality</p> <p>Current Position: This recommendation was reported as implemented in June 2016.</p>	

Recommendation No: 3.349	Status: Implemented
Recommendation: Continuity of personnel and institutional arrangements should be maintained as much as possible in order to safeguard institutional memory and human capital.	
Department/Agency Responsible: Department of Justice and Equality	
Current Position: This recommendation was reported as implemented in June 2016.	

Recommendation No: 3.349	Status: Implemented
Recommendation: Existing quality procedures and tools should be carried over to the Department of Justice and Equality when it takes over responsibility for case processing from ORAC.	
Department/Agency Responsible: Department of Justice and Equality	
Current Position: This recommendation was reported as implemented in June 2016.	

Recommendation No: 3.349	Status: Implemented
Recommendation: All staff must be suitably trained and appropriately skilled to carry out protection determination work; no Department of Justice and Equality staff should be transferred to do this work with being so qualified and without undergoing appropriate training.	
Department/Agency Responsible: Department of Justice and Equality	
Current Position: This recommendation was reported as implemented in June 2016.	

Advisory and Governance Arrangements

Recommendation No: 3.360	Status: Implemented
Recommendation: The International Protection Bill put in place appropriate governance structures to safeguard the independence of the International Protection Appeals Tribunal while providing for robust forms of accountability. Ideally this should be achieved by the introduction of a traditional board structure. For the avoidance of doubt, this would be separate to any advisory body that might be established.	
Department/Agency Responsible: Department of Justice and Equality	
Current Position: This recommendation was reported as implemented in June 2016.	

Adequate funding of the NGO Sector

Recommendation No: 3.365	Status: Implemented
Recommendation: The State should give consideration to providing appropriate financial support to the NGO sector to continue to provide essential services to protection applicants. In particular, this may be facilitated through the allocation of domestic funds as well as the funds to be distributed at the national level via the European Asylum, Migration and Integration Fund (AMIF). Administrative support should also be provided in applying for EU funds more generally.	
Department/Agency Responsible: Relevant Government Departments	
Current Position: This recommendation was reported as implemented in June 2016.	

Communications with applications at all stages in the System

Recommendation No: 3.379	Status: Implemented
Recommendation: Applicants should be able to personally access information with State agencies on time frames applicable to the processing of their case.	
Department/Agency Responsible: IPO, IPAT, Department of Justice and Equality	
Current Position: Applicants will receive a date for their substantive protection interview some weeks in advance of the interview.	
<p>Legislation provides that if a recommendation cannot be made within 6 months of the date of the application for a declaration, the applicant, on request, must be provided with information on the estimated time within which a recommendation may be made, although the processing body is not bound by that timeframe.</p> <p>Following their substantive interview applicants may contact the Customer Services Unit in the International Protection Office if they wish to enquire about the status of their application.</p> <p>Applications to the International Protection Appeals Tribunal for appeal against the recommendations of the International Protection Office are dealt with in date order. An estimated time-frame on the status of an appeal hearing, (or on the issuing of a decision in relation to their case) is provided to any applicant or their legal representative who requests this information.</p>	

Recommendation No: 3.379	Status: Implemented
Recommendation: Any necessary IT and administrative supports should be provided for this purpose.	
Department/Agency Responsible: IPO, IPAT, Department of Justice and equality	
Current Position: IT systems to prepare for the implementation of the Single Application procedure were introduced in December, 2016 in the International Protection Office, the International Protection Appeals Tribunal and in INIS. Admin supports are also in place to deal with applicants queries.	

Physical Conditions – Physical space for exclusive occupation by residents

Recommendation No: 4.58	Status: In Progress
<p>Recommendation: In the short term RIA should identify spare capacity within accommodation centres and, subject to contractual obligations, seek to bring it on stream so that the situation of those sharing in cramped conditions can be alleviated.</p>	
<p>Department/Agency Responsible: RIA</p> <p>Current Position: This is an ongoing project within RIA and will continue to be so. It is subject to variations based on demand at any given time. At the present time (January 2017) 38% of single people have their own room, 44% are sharing with one other person and a further 15% are sharing with two other persons.</p> <p>The accommodation centres are all different and feasibility and solutions will differ accordingly. There remain technical challenges in some instances, including planning, fire safety and insurance restrictions which need to be identified and overcome. Review is ongoing.</p>	
Recommendation No: 4.58	Status: In progress
<p>Recommendation: RIA should without delay develop a set of criteria for assessing the bed capacity of accommodation units that takes account of the considerations identified in the Department of the Environment, Community and Local Government Guidelines, viz:</p> <ul style="list-style-type: none"> ○ each room should facilitate the range of activities likely to be carried out in that room, ○ adequate floor areas and room sizes, ○ spaces should be well proportioned in terms of floor shapes and ceiling heights so as to provide good- quality living environments for occupants, ○ space provision should be adequate to accommodate appropriate furniture and equipment while allowing free circulation within that area. 	
<p>Department/Agency Responsible: RIA</p> <p>Current Position: It must be noted that the criteria set out in the Guidelines referred to above are the minimum requirements and in many cases existing accommodation exceeds those guidelines. RIA continues to engage with commercial property contractors as part of contract reviews to develop plans for the re-structuring and development of solutions at family accommodation centres across the portfolio. Bed space allocations within centres have been the subject of adjustment over the past 2 years with room capacities being reduced in order to allow extra living space within rooms. A number of centres have installed adjoining rooms where feasible to complement the downward adjustment of room bed space capacities. Additional kitchenettes and communal rooms have also be</p>	

designated at a number of centres, including RIA's main Reception Centre at Baleskin.

The State-Owned centres at Knockalisheen and Kinsale Road have undergone works over the same period to allow for greater accommodation flexibility in the family units with apartment-style solutions including kitchenettes and living space being applied to the layouts.

RIA is working to have recommendation included in proposals for new contracts and associated service delivery models.

RIA will continue to work with contractors, including the OPW in respect of further developments in this area across the Commercial and State-Owned portfolio. This includes assessment of technical issues in respect of costs, planning legislation, fire safety, health & safety and insurance.

RIA is developing the criteria for assessing bed capacity, taking into account the variability that exists within its accommodation portfolio.

Recommendation No: 4.58	Status: In progress
Recommendation: Once the revised set of criteria has been developed, RIA should conduct a review of accommodation units with a view to ensuring that their capacity is aligned with the revised criteria in so far as contractual obligations permit.	
Department/Agency Responsible: RIA Current Position: RIA is engaging with commercial property contractors as part of contract reviews to develop plans for the re-structuring and development of solutions at family accommodation centres across the portfolio. Bed space allocations within centres have been the subject of adjustment over the past 2 years with room capacities being reduced in order to allow extra living space within rooms. A number of centres have installed adjoining rooms where feasible to complement the downward adjustment of room bed space capacities. Additional kitchenettes and communal rooms have also be designated at a number of centres, including RIA's main Reception Centre at Baleskin. The State-Owned centres at Knockalisheen and Kinsale Road have undergone works over the same period to allow for greater accommodation flexibility in the family units with apartment-style solutions including kitchenettes and living space being applied to the layouts. RIA will continue to work with contractors, including the OPW in respect of further developments in this area across the Commercial and State-Owned portfolio. This includes assessment of technical issues in respect of costs, planning legislation, fire safety, health & safety and insurance.	

Structural changes in any centre will by definition take time to implement. RIA has also ensured that existing family type accommodation eg Mosney, Athlone etc is maximised to the largest extent possible by families.

Recommendation No: 4.58	Status: In Progress
Recommendation: RIA should without delay review the minimum requirements in terms of furniture for such multipurpose rooms so that they include furniture suited to sleeping and living, e.g. chair, desk, and adequate storage.	
Department/Agency Responsible: RIA	
Current Position: RIA has been working on logistical solutions in respect of existing portfolio accommodations which will be rolled out across the accommodation in due course.	
RIA has started a process of liaison with the Office of Government Procurement (OGP) on how best to approach a future tender in this area. In parallel, RIA is undertaking a review of the minimum requirements which is scheduled to be completed by mid-2017.	

Recommendation No: 4.58	Status: Implemented
Recommendation: All single residents sharing rooms and all family units should be provided with an individual locker for the storage of personal items. This should be acted on without delay.	
Department/Agency Responsible: RIA	
Current Position: This recommendation was reported as implemented in June 2016.	

Recommendation No: 4.58	Status: Implemented
Recommendation: All centres should, in so far as practicable, provide a secure storage facility for bulky items (e.g. suitcases).	
Department/Agency Responsible: RIA	
Current Position: This recommendation was reported as implemented in June 2016.	

Recommendation No: 4.58	Status: In progress
Recommendation: The revised set of criteria developed for assessing bed capacity should be incorporated in requests for tender for accommodation centres.	
Department/Agency Responsible: RIA	
Current Position: RIA is working with commercial contractors on proposals to move away from a primarily bed space cost structure to an accommodation package structure. This principle is being applied to contract negotiations and to engagement on future accommodation solutions in line with recommendation on additional living space and catering solutions in particular.	
RIA procures its services by way of calls for expressions of interest. The next call for expressions of interest will be published early in 2017 and will include specifics in relation to accommodation to reflect this recommendation.	

Family Life and Children

Recommendation No: 4.75	Status: In Progress
Recommendation: All families should have access to cooking facilities (whether in a self-contained unit or through use of a communal kitchen) and their own private living space in so far as practicable. In order to achieve this:	
<ul style="list-style-type: none"> ○ Existing centres comprising units with cooking facilities should implement, in so far as practicable and subject to any contractual obligations, arrangements to facilitate residents cooking for themselves within 12 months of the completion of the final report of the Working Group. ○ Where residents have the option of cooking for themselves, arrangements must be implemented by centre management, in consultation with residents, for the provision of supplies. The option to cook for themselves should run in parallel with a catering option, as not all residents may wish to cater for themselves. ○ Existing centres which do not have units with cooking facilities should implement arrangements within 6 months of the final report, subject to any contractual obligations, to facilitate parents in making their children's school lunches or to allow older children to make their own – this could be done by setting up a sandwich-making facility and providing a selection of yoghurts, juices and fruit etc. at breakfast time in the canteen as is done in some centres. ○ A sufficient number of centres should be reconfigured to allow all families use of communal kitchens by end 2016 in so far as practicable, having regard to contractual obligations. 	

- A sufficient number of centres should be reconfigured to allow all families use of their own private living space by end 2016 in so far as practicable having regard to contractual obligations.

All requests for tender should specify the requirement for self-contained units (with cooking facilities) and/or family quarters together with communal kitchens.

Department/Agency Responsible: RIA

Current Position: 15 of 33 accommodation centres currently under contract already have some form of personal catering. These range from entirely self-catering options in Watergate and Carroll Village to fully fitted kitchens in Athlone etc for reheating food and preparing breakfast to communal cooking stations in Great Western in Galway and St Patrick's in Monaghan. Fresh food is made available by contractors in areas where communal catering is provided.

RIA is also working with Contractors at a number of centres (both State owned and commercial) to commence pilot projects for full independent living for residents. This will include home cooking within the family accommodation units in some instances and access to communal cooking stations for residents in others.

The pilot projects will allow family units to cook for themselves rather than availing of the central catering services provided at the centres.

These projects will be reviewed over a number of months and refined with a view to their application across the accommodation portfolio where feasible in 2017.

Recommendation No: 4.75

Status: Implemented

Recommendation: All existing centres that host families should install appropriate play, recreation and study facilities in so far as practicable and should ensure access to an on-site or off-site crèche/pre-school.

Department/Agency Responsible: RIA

Current Position: This recommendation was reported as implemented in June 2016.

Recommendation No: 4.75

Status: Implemented

Recommendation: All existing centres that host families should enter into partnership agreements with local leisure centres and sports clubs by end of 2015.

Department/Agency Responsible: RIA

Current Position: This recommendation was reported as implemented in June 2016.

Recommendation No: 4.75	Status: Implemented
Recommendation: All requests for tender should specify the requirement for adequate recreational space (indoor and outdoor) for children and young people. A requirement to consult with the children and young people who are resident in the centre should be built into the specifications.	
Department/Agency Responsible: RIA	
Current Position: This recommendation was reported as implemented in June 2016.	

Recommendation No: 4.75	Status: In progress
Recommendation: Notwithstanding references to “as far as practicable” in the above, the facilities must be in line with the standards to be agreed under the recommendations at para. 4.226.	
Department/Agency Responsible: RIA	
Current Position: A standards development group is being established and, with the support of HIQA, will develop a set of suitable and appropriate standards applicable to all accommodation centres.	

Living conditions for single people

Recommendation No: 4.87	Status: Implemented
Recommendation: In the short term, and subject to contractual obligations, RIA should ensure that available capacity within existing accommodation is brought on stream to reduce the number of single people sharing rooms.	
Department/Agency Responsible: RIA	
Current Position: Continuous implementation and subject to demand.	

Recommendation No: 4.87	Status: Implemented
<p>Recommendation: Single people should be given the right to apply for a single room after nine months and it should be ensured, in so far as practicable, that they are offered a single room within 15 months.</p>	
<p>Department/Agency Responsible: RIA</p> <p>Current Position: While this will be implemented on 1 January 2017, it must come with the caveat that demand may exceed supply and as a consequence not every request may be granted.</p>	

Recommendation No: 4.87	Status: In Progress
<p>Recommendation: Existing centres for single people should be reconfigured to provide communal kitchens by end 2016 in so far as practicable, having regard to contractual obligations. The option to cook for themselves should run in parallel with a catering option, as not all residents may wish to cater for themselves. Single people in mixed centres should have the same opportunities as families to cook for themselves.</p>	
<p>Department/Agency Responsible: RIA</p> <p>Current Position: 15 of 33 accommodation centres currently under contract already have some form of personal catering. These range from entirely self-catering options in Watergate and Carroll Village to fully fitted kitchens in Athlone etc for reheating food and preparing breakfast to communal cooking stations in Great Western in Galway and Mount Trenchard in Limerick and St Patrick's in Monaghan. Fresh food is made available by contractors in areas where communal catering is provided.</p> <p>RIA is also working with Contractors at a number of centres (both State owned and commercial) to commence pilot projects for full independent living for residents. This will include home cooking within the family accommodation units in some instances and access to communal cooking stations for residents in others.</p> <p>The pilot projects will allow family units to cook for themselves rather than availing of the central catering services provided at the centres.</p> <p>These projects will be reviewed over a number of months and refined with a view to their application across the accommodation portfolio where feasible in 2017.</p>	

Recommendation No: 4.87	Status: Implemented
Recommendation: All requests for tender for centres for single people should specify the requirement for communal kitchens.	
Department/Agency Responsible: RIA	
Current Position: While no new requests for expressions of interest have issued since this recommendation was published, this will be implemented when any new premises are being examined in the future.	

Food

Recommendation No: 4.102	Status: In Progress
Recommendation: RIA should engage a suitably qualified person to conduct a nutrition audit to ensure that the food served meets the required standards including for children, pregnant and breastfeeding women, and the needs of those with medical conditions affected by food, such as diabetes.	
Department/Agency Responsible: RIA, HSE	
Current Position: RIA has been in contact with the HSE to progress this matter across all centres. If the HSE are not available to provide such a service, options will be explored to source this from commercial providers.	
Where communal, independent or self-catering is provided in a centre, it will remain the responsibility of parents as the primary carers of their children to ensure that a balanced nutritional diet is provided.	

Recommendation No: 4.102	Status: Implemented
Recommendation: Include an obligation in new contracts to consult with residents when planning the 28-day menu cycle.	
Department/Agency Responsible: RIA	
Current Position: This recommendation was reported as implemented in June 2016.	

Location of some accommodation centres

Recommendation No: 4.111	Status: Implemented
Recommendation: In the case of existing providers that provide a transport service for residents, the plan should be reviewed to ensure that it meets the reasonable needs of residents.	
Department/Agency Responsible: RIA	
Current Position: This recommendation was reported as implemented in June 2016.	

Recommendation No: 4.111	Status: Implemented
Recommendation: In the case of existing providers who do not already provide a transport service, an obligation should be included in new contracts to draw up a transport plan specific to the location to meet the reasonable needs of residents (including participation in after-school activities) free of charge - the plan should be drawn up following consultation with residents on their transport needs and reviewed from time to time.	
Department/Agency Responsible: RIA	
Current Position: This recommendation was reported as implemented in June 2016.	

Recommendation No: 4.111	Status: Implemented
Recommendation: It should be ensured that future requests for tender for accommodation specify that centres are sought in locations with easy access to recreational, educational, medical and other services, or in the alternative it should be specified that a transport plan specific to the location must be drawn up to meet the reasonable needs of residents (including participation in after-school activities) free of charge - the plan should be drawn up following consultation with residents on their transport needs and reviewed from time to time.	
Department/Agency Responsible: RIA	
Current Position: All future requests for tender or expressions of interest will specify that centres are sought either in locations with easy access to services or provide a transport plan enabling residents to access such centres.	

Recommendation No: 4.111	Status: In Progress
Recommendation: Compliance with these contractual obligations should be monitored as part of an expanded inspection process referred to at para. 4.226.	
Department/Agency Responsible: RIA	
Current Position: The standards development group referred to in 4.226 has recently been established and will examine the setting up of an expanded inspection process. In the meantime, RIA includes compliance monitoring in its own Inspections and will also request that it be covered by any independent inspections put in place in the future.	

Security Arrangements

Recommendation No: 4.122	Status: In Progress
Recommendation: RIA to conduct a review of the security arrangements across the accommodation stock to ensure that the arrangements (including physical barriers and gates, use of security guards, use of CCTV) are proportionate to the security risks that have been identified.	
Department/Agency Responsible: RIA	
Current Position: In association with OGP, RIA is developing a tender to carry out this work.	

Recommendation No: 4.122	Status: In Progress
Recommendation: Include in all new contracts an obligation to ensure that security arrangements (including CCTV, security barriers and gates, use of security guards) are proportionate to the security risks that have been identified.	
Department/Agency Responsible: RIA	
Current Position: Will be implemented in light of the review to be carried out as part of previous recommendation. RIA is also in consultation with the Data Protection Commissioner on this issue.	

Recommendation No: 4.122	Status: In Progress
Recommendation: Include within new contracts an obligation that security personnel must have undergone awareness training in equality and diversity issues before they come on-site.	
Department/Agency Responsible: RIA	
Current Position: A Request for Tender has recently issued for equality and diversity training and a pilot programme is expected to roll out in the coming weeks.	

Recommendation No: 4.122	Status: Implemented
Recommendation: Ensure that rooms without CCTV are available for receiving visitors, social workers, legal representatives and other advocates. It is noted that the response to the finding of the High Court in CA and TA that the outright ban on visitors in private quarters may go some way towards addressing this issue.	
Department/Agency Responsible: RIA	
Current Position: This recommendation was reported as implemented in June 2016.	

Recommendation No: 4.122	Status: In Progress
Recommendation: Compliance with these contractual obligations should be monitored as part of an expanded inspection process referred to at para. 4.226.	
Department/Agency Responsible: RIA	
Current Position: While the process referred to has not yet been established, RIA includes compliance monitoring in its own inspections and will also request that it be covered by independent inspections in the future.	

Operation and Management Issues – Complaints procedure including implications of “CA and TA” High Court judgment

Recommendation No: 4.135	Status: Implemented
<p>Recommendation: The remit of the Office of the Ombudsman and the Office of the Ombudsman for Children should be extended to include complaints relating to:</p> <ul style="list-style-type: none"> ○ services provided to residents of Direct Provision accommodation centres, and ○ transfer decisions following a breach of the House Rules. <p>Recourse to the two Offices should be available to a complainant who is dissatisfied with the final outcome of the RIA complaints procedure.</p>	
<p>Department/Agency Responsible: Department of Justice and Equality</p> <p>Current Position: Legal issues around the extension of the remit of the Offices of the Ombudsman and Ombudsman for Children to include access for residents in Direct Provision centres have now been clarified. Information will immediately be made available by the Ombudsman and the Ombudsman for Children to residents in all accommodation centres.</p>	

Recommendation No: 4.135	Status: In Progress
<p>Recommendation: In relation to its internal complaint procedure, RIA should:</p> <ul style="list-style-type: none"> ○ appoint a designated officer who is not involved in operational matters to handle complaints that are referred to it or are submitted to it directly, ○ review the complaints procedure to ensure that it is accessible to residents including children and young people, ○ engage in renewed efforts to build confidence and trust in the complaints procedures, including by ensuring that residents understand the House Rules, are aware of the complaints procedures and how to use it, and understand that it is impartial and that they will not be adversely affected by making a complaint, ○ engage in efforts to ensure that centre management buy into the importance of ensuring an open culture that is conducive to residents making complaints. 	
<p>Department/Agency Responsible: Department of Justice and Equality</p> <p>Current Position: This recommendation and its sub-recommendations are being implemented on an ongoing basis. RIA amended its House Rules in 2015 and these rules now include an Independent Appeals Officer. It is expected that the relevant Ombudsperson would be the final appeals person in any instance.</p>	

See previous recommendation also re access to Ombudsman and Ombudsman for Children.

Management of difficulties – transfers and expulsions

Recommendation No: 4.146	Status: Implemented
Recommendation: RIA should continue its policy of providing detailed written reasons for involuntary transfers.	
Department/Agency Responsible: RIA	
Current Position: This recommendation was reported as implemented in June 2016.	

Recommendation No: 4.146	Status: Implemented
Recommendation: RIA should define what constitutes an involuntary transfer and record voluntary and involuntary transfers and include details in its Annual Report.	
Department/Agency Responsible: RIA	
Current Position: Details will be included in the Annual Report for 2016 and in future annual reports.	

Management Role and Culture

Recommendation No: 4.155	Status: In Progress
Recommendation: The contract with providers should include additional requirements in relation to the qualities required of a centre manager. The Working Group considers that ideally a manager should have: substantial experience of working cross-culturally and working with protection applicants and refugees; have an understanding of basic mental health issues, medical and social welfare systems; have strong communication skills, and have a compassionate and empathetic style. To inform further work on the qualities required by a centre manager, RIA should commission a short piece of academic research to identify best practice by centre managers. That work should also feed into the development of standards for accommodation centres as recommended at para. 4.226.	
Department/Agency Responsible: RIA	
Current Position: Subject to legal advice, requirements in relation to qualities required of a Centre Manager will be included in all future contracts.	

The piece of academic research referred to in the recommendation has not been undertaken to date but will be considered as part of the work of the Standards group.

Recommendation No: 4.155	Status: Implemented
Recommendation: RIA should arrange seminars on a regular basis for managers to allow for the sharing of experiences and the dissemination of best practice.	
Department/Agency Responsible: RIA	
Current Position: The Inter-Agency meetings which are already in place will be expanded during the course of 2017 and beyond to include seminars as envisaged in this recommendation.	

Recommendation No: 4.155	Status: Implemented
Recommendation: RIA should ensure that managers and staff members have undergone training in equality and diversity issues – this should be included as a requirement in the contracts with providers, and would assist in ensuring that misunderstandings as potential sources of conflict are avoided. RIA should consider working with The Irish Human Rights and Equality Commission to develop equality and diversity training for centre management and staff. This training should be aimed at ensuring that centre managers and staff working directly with protection applicants are aware of their equality legal obligations towards protection applicants. It should also tackle any underlying prejudices and support centre staff to deliver a high- quality service. This training and support should be evaluated to track learnings and outcomes.	
Department/Agency Responsible: RIA	
Current Position: This will be in all new contracts with immediate effect. See recommendation 4.122 also.	

Recommendation No: 4.155	Status: Implemented
Recommendation: Encouraging and facilitating the setting up of residents' committees should be included within the manager's role and within the contract with providers. Regular meetings between the committee and management should provide a forum for any issues of concern to be raised and solutions identified. They should also provide a forum for residents to be consulted on issues relevant to them including, for example, how self-catering might be organised. This should not replace consultation by managers with individual residents.	
Department/Agency Responsible: RIA	

Current Position: This recommendation was reported as implemented in June 2016.

Restrictions on Residents including implications of “TA and CA”

Recommendation No: 4.172	Status: Implemented
Recommendation: RIA should review its proposal in relation to guests in private quarters in terms of its proportionality.	
Department/Agency Responsible: RIA	
Current Position: This recommendation was reported as implemented in June 2016.	

Safeguards and standards – Child Welfare and Protection

Recommendation No: 4.199	Status: Implemented
Recommendation: Tusla - Child and Family Agency should liaise with RIA to develop a welfare strategy within RIA, to advise on policy and practice matters and to liaise on individual cases as required.	
Department/Agency Responsible: Tusla, RIA	
Current Position: RIA has a dedicated Child and Family Services Unit. There is a secondment post for a Tusla Officer which was filled in December 2016.	
Tusla and RIA have begun discussions regarding the need to develop a wider child welfare strategy to ensure that all future policies and developments take the welfare of children as being of crucial importance. The seconded Child Protection Officer will act as conduit to ensure communication between both agencies so that consultation and advice can be sought from Tusla regarding individual cases and on wider policy matters. Principal Social Workers and duty teams will continue to be available to liaise with the seconded Child Protection Officer.	

Recommendation No: 4.199	Status: Implemented
Recommendation: RIA, in conjunction with Tusla, should review its House Rules in so far as they require children under the age of 14 years to be attended at all times within the accommodation centre.	
Department/Agency Responsible: RIA, Tusla	

Current Position: This recommendation was reported as implemented in June 2016.

Recommendation No: 4.199

Status: Implemented

Recommendation: Tusla, HSE and RIA should collaborate to provide onsite preventative and early intervention services and to gather data on national trends of referrals to services.

Department/Agency Responsible: Tusla, HSE, RIA

Current Position: This recommendation was reported as implemented in June 2016.

Recommendation No: 4.199

Status: Implemented

Recommendation:

RIA should continue to have consideration for child safety when assigning different categories of residents to a Direct Provision centre.

Department/Agency Responsible: RIA

Current Position: This recommendation was reported as implemented in June 2016.

Recommendation No: 4.199

Status: Implemented

Recommendation: Tusla and HSE should identify a named social worker on their respective child protection, mental health and primary care teams to be the identified lead social worker for a Direct Provision centre in their area

Department/Agency Responsible: HSE, Tusla

Current Position: Direct Provision centres have contact details for all duty social work services in their areas. These ongoing arrangements to be closely monitored by the secondee from Tusla to RIA and if enhancements are required to the liaison arrangements this will be considered.

Recommendation No: 4.199

Status: Implemented

Recommendation: Professional staff with the HSE and Tusla working with residents in Direct Provision should have access to cultural diversity training and interpreting services where not already available.

Department/Agency Responsible: HSE, Tusla

Current Position: This recommendation was reported as implemented in June 2016

Vulnerable Residents

Recommendation No: 4.210	Status: Partially Implemented
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Recommendation: The existing voluntary health screening service provided by the HSE at the Baleskin Reception Centre should be reviewed and strengthened so as to facilitate a multi-disciplinary assessment (including medical, psychological and social needs) of all protection applicants within 30 days of the lodging of an application for protection to identify and appropriately assist vulnerable applicants. **Please see recommendation 3.299**

Department/Agency Responsible: HSE

Current Position: Additional health staff now augment team at Baleskin. However, HSE have not been in a position to provide the level of significant resourcing necessary to facilitate the 30-day time frame mentioned in recommendation.

Commitment in draft HSE Service Plan for 2017 to develop a “Vulnerability Assessment” in collaboration with Mental Health colleagues will be progressed accordingly.

Recommendation No: 4.210	Status: Partially Implemented
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Recommendation: The outcome of the assessment should be taken into account in the protection determination process.

Department/Agency Responsible: HSE, IPO, IPAT

Current Position: See previous recommendation. Any material submitted (including reports of this nature) in respect of an applicant’s claim (before a recommendation issues) is examined and considered.

Recommendation No: 4.210	Status: Implemented
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Recommendation: The responsible unit should be enabled to communicate in a timely fashion with RIA, legal advisors for the protection applicant, other health care providers including and especially the primary carer.

Department/Agency Responsible: HSE

Current Position: The HSE participates in regular high level meetings with RIA officials around issues pertaining to asylum seeker needs, emerging issues etc with the aim of resolving such issues, and addressing any that have escalated.

Recommendation No: 4.210	Status: In Progress
Recommendation: Efforts should be made by RIA, HSE, centre management and others to take steps to encourage applicants to avail of the assessment.	
Department/Agency Responsible: HSE	
Current Position: The HSE participates in regular high level meetings with RIA officials around issues pertaining to asylum seeker needs, emerging issues etc. These meetings are the forum for such discussions.	

Oversight and Standards

Recommendation No: 4.226	Status: Implemented
Recommendation: The Minister for Justice and Equality should establish a standard- setting committee to reflect fully government policy across all areas of service in Direct Provision. The committee should include relevant stakeholders and should recommend a set of standards to the Minister within three months of its establishment.	
Department/Agency Responsible: Department of Justice and Equality, RIA	
Current Position: A standards development group has been established and, with the support of HIQA, will develop a set of suitable and appropriate standards applicable to all accommodation centres.	

Recommendation No: 4.226	Status: Partially implemented
Recommendation: The Minister for Justice and Equality should establish an inspectorate (or identify an existing body), independent of RIA, to carry out inspections in Direct Provision centres against the newly approved standards. As is the case with RIA's existing practice, inspection reports should be written in such a manner that there is no impediment to their being made available to the public.	
Department/Agency Responsible: Department of Justice and Equality	
Current Position: Awaiting outcome of work of Standard Setting Committee referred to in previous recommendation i.e. when a set of suitable and appropriate standards have been developed. It should be noted however that a contract is already in place with an independent company. This company carries	

out unannounced inspections as do officers from RIA on all accommodation centres. The results of these inspections are published.

Recommendation No: 4.226	Status: Not Yet Progressed
Recommendation: The Inspectorate, based on its overall findings, should separately make regular reports to the Minister on general matters relating to the welfare of residents in Direct Provision centres.	
Department/Agency Responsible: Department of Justice and Equality	
Current Position: Awaiting outcome of work of Standard Setting Committee. See previous recommendation.	

Financial Supports

Recommendation No: 5.30	Status: Partially Implemented
Recommendation: The Direct Provision weekly allowance should be increased from €19.10 to €38.74 for adults and from €9.60 to €29.80 for children.	
Department/Agency Responsible: Department of Justice and Equality, Department of Social Protection	
Current Position: The DP Allowance for children increased from €9.60 to €15.60 with effect from January 2015.	
Any further increase to the DPA rate is a matter for Government and would have to be considered in a budgetary context.	

Recommendation No: 5.30	Status: Partially Implemented
Recommendation: The Department of Social Protection should reinstate on-site Community Welfare Service to residents in Direct Provision accommodation centres.	
Department/Agency Responsible: Department of Social Protection	
Current Position: The Department of Social Protection is providing the necessary income supports to persons in the asylum process and those under the Irish Refugee Protection Programme through the payment of Direct Provision	

Allowance, Exceptional Needs Payments (ENPs), Back to School Clothing and Footwear Allowance and other social welfare payments as appropriate. Community Welfare Services clinics are provided on-site in some Direct Provision accommodation centres and are generally provided at Intreo Centres and some 180 other locations throughout the country. If a person is unable to travel to a clinic, for example due to illness, alternative arrangements are in place including arranging a visit to the Direct Provision accommodation centre if necessary.

Recommendation No: 5.30

Status: Implemented

Recommendation: The Department of Social Protection should continue to make every effort to ensure that Designated Persons in the Community Welfare Service strive towards consistency when administering the Exceptional Needs Payment Scheme in relation to persons in the system throughout the country.

Department/Agency Responsible: Department of Social Protection

Current Position: This recommendation was reported as implemented in June 2016.

Access to Education – School Going Children

Recommendation No: 5.63

Status: Implemented

Recommendation: All Direct Provision accommodation centres that host families should be required to provide or facilitate (i.e. through an NGO or local organisation), as part of their contract, a full-time serviced after-school homework or study club, or transport to and from school-based homework or study clubs, throughout the school year. The on-site clubs should be age-appropriate, attractive, well-heated, appropriately supervised and equipped with Wi-Fi and sufficient numbers of computers.

Department/Agency Responsible: RIA

Current Position: This recommendation was reported as implemented in June 2016.

Recommendation No: 5.63

Status: In Progress

Recommendation: An awareness initiative should be rolled out to ensure that Boards of Management and school principals are familiar with the financial and other challenges facing children in Direct Provision and their families.

Department/Agency Responsible: Department of Education and Skills

Current Position: Department of Education and Skills have seconded an officer to RIA and that Officer links in with local schools and accommodation centres as appropriate and necessary.

Access to Education – School Leavers

Recommendation No: 5.70	Status: Implemented
<p>Recommendation: The extension of student supports for third- level and Post Leaving Certificate courses to persons who are protection applicants or are at the leave to remain stage, have been in the Irish school system for five years or more, and satisfy the relevant academic and other eligibility criteria. The Working Group welcomes the public commitment by the Minister for Education and Skills in this regard.</p>	
<p>Department/Agency Responsible: Department of Education and Skills</p> <p>Current Position: This recommendation was reported as implemented in June 2016.</p>	

Access to Education – Adults – New Arrivals

Recommendation No: 5.74	Status: In progress
<p>Recommendation: Orientation classes, e.g. about life in Ireland, should be available to all protection applicants within the first month after lodging their application. These could be provided by a non-profit organisation based at the initial reception centre and form part of an early assessment of vulnerability. For those who are dispersed without having an opportunity to take up such classes, classes should be provided in accommodation centres as required.</p>	
<p>Department/Agency Responsible: RIA</p> <p>Current Position: RIA accepts this recommendation. An initiative will be implemented to provide orientation classes to Direct Provision residents.</p>	

Recommendation No: 5.74	Status: Implemented
<p>Recommendation: Access to English language classes and adult literacy for ESOL (English for Speakers of Other Languages) classes within a month of their application for protection being submitted should be made available. Those classes should be for at least the equivalent of one day a week, for a period of up to six months, and be available at a location that is accessible easily and without cost to the protection applicant.</p>	
<p>Department/Agency Responsible: Department of Education and Skills</p> <p>Current Position: This recommendation was reported as implemented in June 2016.</p>	

Adults – Access to Higher and Further Education

Recommendation No: 5.82	Status: Implemented
Recommendation: An initiative to apply the EU fee rate for higher education courses to persons in the system five years or more and who are protection applicants or who are at the leave to remain stage, where fees are payable.	
Department/Agency Responsible: Department of Education and Skills	
Current Position: This recommendation was reported as implemented in June 2016.	

Recommendation No: 5.82	Status: Implemented
Recommendation: After six months in the protection process, whether their application has been determined at first instance or not, adult protection applicants should be provided with information in relation to their eligibility to access further education or other courses.	
Department/Agency Responsible: Department of Education and Skills	
Current Position: This recommendation was reported as implemented in June 2016.	

Recommendation No: 5.82	Status: Implemented
Recommendation: Notwithstanding any restriction on access to the labour market, work experience components in educational courses should not act as a bar to protection applicants or persons at the leave to remain stage from accessing such courses.	
Department/Agency Responsible: Department of Education and Skills	
Current Position: This recommendation was reported as implemented in June 2016.	

Healthcare Supports

Recommendation No: 5.100	Status: Implemented
<p>Recommendation: Recommends that the HSE initiative to exempt residents from prescription charges, which the Working Group welcomes, be implemented as soon as possible.</p>	
<p>Department/Agency Responsible: HSE, Department of Justice and Equality</p> <p>Current Position: This recommendation was reported as implemented in June 2016.</p>	

Recommendation No: 5.100	Status: Implemented
<p>Recommendation: Recommends that a health promotion initiative be targeted at residents of Direct Provision centres to inform them about access to breast screening, cervical checks, bowel and diabetic screening services free of charge.</p>	
<p>Department/Agency Responsible: HSE</p> <p>Current Position: This recommendation was reported as implemented in June 2016.</p>	

Recommendation No: 5.100	Status: Implemented
<p>Recommendation: Strongly urges that a review by the relevant organisations of services for persons in the system experiencing a crisis pregnancy be undertaken immediately with a view to a protocol being agreed to guide State agencies and NGOs supporting such persons. Particular attention should be paid to addressing the needs of the individual in the context of the legislative framework. Issues relating to travel documents, financial assistance, confidentiality, and access to information and support services should be addressed.</p>	
<p>Department/Agency Responsible: HSE</p> <p>Current Position: This recommendation was reported as implemented in June 2016.</p>	

Recommendation No: 5.100	Status: Implemented
Recommendation: Welcomes the development by RIA of a Sexual and Gender-based Violence Policy and recommends that it be rolled out as soon as possible and accompanied by an awareness-raising and training plan.	
Department/Agency Responsible: RIA	
Current Position: This recommendation was reported as implemented in June 2016.	

Recommendation No: 5.100	Status: Implemented
Recommendation: Recommends that an initiative be put in train to facilitate access by persons in the system to information and services concerning sexual and reproductive health and family planning.	
Department/Agency Responsible: HSE	
Current Position: This recommendation was reported as implemented in June 2016.	

Recommendation No: 5.100	Status: In Progress
Recommendation: Recommends that an adequately trained and resourced interpreting service be put in place where demand exists. Interpreters dealing with persons in the system should be sensitivity trained, especially when interpreting the disclosure of needs, experiences and values of vulnerable groups. General Practitioners should be encouraged to offer interpreting services to this client group. <i>*Please also see recommendation 3.275*</i>	
Department/Agency Responsible: HSE	
<p>Current Position: Interpreting provision remains a key issue - and is one where a coherent coordinated approach is required - together with core resourcing. Within the HSE, we continue to be engaged in improving elements of interpreting provision - a number of general actions targeted at interpreting for all migrants have been undertaken, with a group currently in place to explore and progress aspects of this.</p> <p>See also response to recommendation 3.275 above.</p>	

Recommendation No: 5.100	Status: In Progress
<p>Recommendation: Notes the actions identified in the HSE’s Mental Health Division’s Operational Plan. To address the overriding need to provide health-related targeted education and training to staff working in Direct Provision accommodation centres, all centre staff should be provided with mental health awareness training by the HSE or designated NGOs. This training should cater for recognition of mental health issues and assist staff in alerting appropriate services, while ensuring the safety and well-being of the individual and all those who work and live in the centre.</p>	
<p>Department/Agency Responsible: HSE</p> <p>Current Position: Efforts are underway to support a coordinated framework of training across all elements of Intercultural health – aimed at supporting those working with asylum seekers, migrants, refugees, Roma etc. Rollout of training will continue under this framework in 2017.</p>	

Recommendation No: 5.100	Status: In Progress
<p>Recommendation: Recommends that sensitivity training on issues that impact on vulnerable groups should be provided to all relevant Direct Provision staff. Each centre should have a strong visible presence of a safety, dignity and free from harassment statement, reminding both residents and staff of their requirement to ensure a safe and respectful living environment. Such visible messages may facilitate disclosure by vulnerable groups, which must result in immediate contact with relevant services.</p>	
<p>Department/Agency Responsible: RIA</p> <p>Current Position: This recommendation will be included in all future contracts. Also to be included as part of future training and information seminars.</p>	

Recommendation No: 5.100	Status: Implemented
<p>Recommendation: Recommends that information leaflets, posters, talks and confidential contact details be provided in every centre and kept up to date to target vulnerable groups and promote dignity. Issues to be identified include e.g. FGM, torture, HIV, mental health, LGBT, +disability, religion, domestic violence, human trafficking, exploitation, prostitution and older people’s needs.</p>	
<p>Department/Agency Responsible: HSE, RIA</p> <p>Current Position: This recommendation was reported as implemented in June 2016.</p>	

Recommendation No: 5.100	Status: Implemented
<p>Recommendation: Recommends that residents be able to access appropriate transport provision or financial assistance to ensure attendance at medical appointments and safe return to the centre. <i>*Please see recommendation 4.111 (part 3)*</i></p>	
<p>Department/Agency Responsible: HSE, Department of Social Protection</p> <p>Current Position: The Department of Social Protection provides support under the Exceptional Needs Payments to persons in Direct Provision towards travel. In 2016, approximately 11,500 payments issued to persons in Direct Provision towards travel costs, including medical related travel, to the value of almost €500,000.</p>	

Recommendation No: 5.100	Status: Implemented
<p>Recommendation: Recommends that the HSE National Operational Plan should include an account of progress on the implementation of the health- related recommendations made by the Working Group that are adopted by Government.</p>	
<p>Department/Agency Responsible: HSE</p> <p>Current Position: This recommendation was reported as implemented in June 2016.</p>	

Supports for Persons who are LGBT

Recommendation No: 5.113	Status: In Progress
<p>Recommendation: Recommends that organisations that provide services relevant to persons in the system should consider training staff in LGBT issues to sensitively deal with queries and build trust so as to encourage disclosure. Where possible, a trained staff member should be identified as a point of contact and their details made available in centres. This is important to ensure that appropriate services are extended to members of the LGBT community in the system.</p>	
<p>Department/Agency Responsible: HSE</p> <p>Current Position: The HSE Primary Care Division National Operational Plan for 2016 contains an action 'Provide LGBT training for health service staff across 3 community Health organisations'. This action currently being progressed.</p> <p>The HSE National Social Inclusion Office funds a development worker position in TENI; part of this remit is provision of training to staff and service providers in respect of ensuring sensitive service delivery to persons who are transgender. This training is delivered in a phased manner across the health system e.g. 3 outreach/health advocate staff who work with the 5 Reception centres in the South East completed Transgender Health training.</p>	

Recommendation No: 5.113	Status: Implemented
<p>Recommendation: Recommends that Designated Persons in the Community Welfare Service should exercise discretion in administering the Exceptional Needs Payment scheme to support LGBT people in the system to access appropriate supports and services.</p>	
<p>Department/Agency Responsible: Department of Social Protection</p> <p>Current Position: This recommendation was reported as implemented in June 2016.</p>	

Recommendation No: 5.113	Status: Implemented
<p>Recommendation: Recommends that information by way of posters, pamphlets, contact numbers and visits by relevant NGOs, Garda LGBT Liaison Officers, and Sexual Health Promotion Officers should be available in all centres.</p>	
<p>Department/Agency Responsible: RIA</p> <p>Current Position: This recommendation was reported as implemented in June 2016.</p>	

Recommendation No: 5.113	Status: Implemented
Recommendation: Notes that RIA has a safety statement and recommends that all Direct Provision centres should have safety statements and dignity and respect policies incorporating the rights of LGBT people prominently displayed.	
Department/Agency Responsible: RIA	
Current position: This recommendation was reported as implemented in June 2016.	

Supports for separated children

Recommendation No: 5.134	Status: Implemented
Recommendation: Tusla- The Child and Family Agency should ensure its Equity of Care principle is applied equally to separated children in aftercare planning and supports, irrespective of the child's status. All separated children over the age of 16 should have an aftercare plan.	
Department/Agency Responsible: Tusla	
Current Position: This recommendation was reported as implemented in June 2016.	

Recommendation No: 5.134	Status: Implemented
Recommendation: The aftercare plan for a separated child who is awaiting a decision regarding their status should, as far as is practicable and subject to their wishes, accommodate them in a Direct Provision centre located near to their foster care or residential placement to facilitate on-going support	
Department/Agency Responsible: Tusla, RIA	
Current Position: This recommendation was reported as implemented in June 2016.	

Recommendation No: 5.134	Status: Implemented
Recommendation: Training and support provided to foster carers of separated children should include a focus on independence and resilience, to ensure the young person has the life skills necessary to make the transition to a Direct Provision accommodation centre or independent living at 18.	
Department/Agency Responsible: Tusla	
Current position: This recommendation was reported as implemented in June 2016.	

Recommendation No: 5.134	Status: Implemented
Recommendation: The Department of Children and Youth Affairs should convene a stakeholder group to consider the optimum supports for separated children while in care and aftercare, including support with the process of integration to Irish society.	
Department/Agency Responsible: Department of Children and Youth Affairs	
Current Position: This recommendation was reported as implemented in June 2016.	

Linkages with Local Communities

Recommendation No: 5.152	Status: In Progress
Recommendation: Every Direct Provision centre should be contractually obliged to encourage and facilitate linkages with the local community. The centre management should facilitate the setting up a “Friends of the Centre” Group consisting of residents, local statutory services and community/voluntary groups. The centre management should be required to report to RIA every six months on activities in this regard.	
Department/Agency Responsible: RIA	
Current Position: Centres have made contacts in their local communities and outcomes will be analysed and used to improve linkages across the portfolio. Friends of the Centre groups will be established in all centres in 2017.	

Recommendation No: 5.152	Status: In-Progress
<p>Recommendation: Work to develop community linkages should include a focus on developing reciprocal linkages with residents participating in activities in the local community and vice versa. The centre management should consider making facilities in the centre, e.g. meeting rooms and grounds available for meetings and other activities to create and should strengthen two-way links between residents and the local community.</p>	
<p>Department/Agency Responsible: RIA</p> <p>Current Position: Centres have made contacts in their local communities and outcomes will be analysed and used to improve linkages across the portfolio. Friends of the Centre groups will be established in all centres in 2017.</p>	

Transitional Supports

Recommendation No: 5.169	Status: Implemented
<p>Recommendation: The Minister of State for Equality, New Communities and Integration as a matter high priority should convene a task force of cross - departmental representatives, State agencies and relevant NGOs to roll out a consistent integration plan for the legacy cohort in Direct Provision who have been, or will be, granted status, and also to address the transitional support needs of future applicants who will be processed under the proposed Single Procedure.</p>	
<p>Department/Agency Responsible: Department of Justice and Equality and other Government Departments.</p> <p>Current position: This recommendation was reported as implemented in June 2016.</p>	

Training for organisations/persons

Recommendation No: 5.186	Status: Implemented
<p>Recommendation: The Irish Human Rights and Equality Commission (IHREC) should consider, in the preparation of its Strategic Plan, the inclusion of education and training on equality and diversity issues for public bodies engaged in the provision of supports to persons in the system.</p>	
<p>Department/Agency Responsible: IHREC</p> <p>Current Position: This recommendation was reported as implemented in June 2016.</p>	

Recommendation No: 5.186	Status: In Progress
Recommendation: Recommends that: <ul style="list-style-type: none">○ Persons who provide health and other services to persons in the system should receive on-going training in cultural competency and sensitivity;○ Training should be provided for accredited interpreters and for staff working with interpreters, who provide interpreting services either in person or over the phone;○ Training should include skill development for dealing with people who do not have English as a first language;○ These programmes should be evaluated to ensure relevance and effectiveness.	

Department/Agency Responsible:

HSE, Department of Social Protection, Department of Education and Skills, RIA

Current Position:

HSE: Some intercultural health training continues to be provided across the health system with a number of staff, service providers, Community knowledge workers and Roma health advocates trained in this regard. Currently all training in this area is being reviewed with a view to agreeing a model of intercultural health training that can be used consistently across the HSE.

Tusla: Regarding the Child Welfare and Protection services and Alternative Care services under the remit of Tusla a number of courses were organised by Tusla in 2015. These were locally based involving Tusla Training and Development officers or externally commissioned personnel.

During 2015 Tusla commissioned the development of a standardised programme entitled 'Diversity in modern Ireland'. The programme is currently being established and training of social work staff is due to begin in the coming months. It is expected that the training will be delivered to Tusla staff initially and there is a specific piece on the Roma Child Care Case from October 2013 and Roma Culture.

DSP: DSP's Customer charter and Action Plan sets out the Department's commitments to providing a professional, efficient and courteous service to all customers. Specific commitments are included relating to the provision of interpretive and translation services and the provision of information in alternative formats such as Braille or Audio. The following services are provided to customers where required:

- A translation service for documents required to process acclaim
- A language interpretive service provided by 3 way phone conversation
- A face to face service where an accredited language interpreter attends in person, to facilitate customer/staff interaction
- A sign language interpreter to facilitate customer/staff interaction
- Written information or application forms in Braille, Audio, or large print

Department staff will assist customers in accessing the required service.

DES: Persons providing educational services receive on-going cultural training through CPD (Continuing Professional Development).

RIA: RIA is currently examining the options available to it to ensure that relevant and appropriate training is made available and provided to all staff in all DP centres.

Recommendation No: 5.186	Status: Implemented
<p>Recommendation: Notes the various initiatives that An Garda Síochána has undertaken to address the needs of the protection-seeking community and urges it to continue to ensure the effectiveness of its various initiatives by, <i>inter alia</i>, naming a “Diversity Champion” at a senior level, ensuring that the Garda Racial Integration and Diversity Office is adequately resourced, promoting awareness of its Ethnic and LGBT Liaison Officer Services among protection-seeking community; and rolling-out diversity training and cultural awareness programmes at all levels in an Garda Síochána.</p>	
<p>Department/Agency Responsible: An Garda Síochána</p> <p>Current Position: The Garda Racial, Intercultural and Diversity Office (GRIDO) ensures the provision of a quality service to members of the protection seeking community and acts as necessary to meet emerging needs of groups and/or individuals which is central to AGS’s anti-discrimination and integration policy by continuing to identify local issues and problems; assisting in informing minorities about current Garda strategy through community engagement, consultation and meeting with newly arriving immigrants; creating awareness among the protection seeking community of the specialist services available through the medium of Garda Ethnic Liaison Officers/LGBT Officers; developing a two-way process where members become au-fait with customs, protocols, and practices of all religious denominations that they are required to police within the community; creating an environment of trust with minority communities through national and local initiatives.</p>	

Recommendations not being progressed because they are either superseded by/not accepted on the basis of Government Policy or cannot currently be progressed due to Resource Dependency

Recording of interviews/hearings

Recommendation No: 3.286	Status: Not Being Progressed
Recommendation: An expert group to consider the issue in more detail in order to fully explore the implications and costs concerned and to come to a conclusion on whether or not recording of interviews / hearings should be implemented at first instance and/or appeal.	
Department/Agency Responsible: Department of Justice and Equality	
Current Position: Recording of interviews is not provided for in the International Protection Act, 2015 and is not currently under consideration.	

Advisory and Governance Arrangements

Recommendation No: 3.360	Status: Not Being Progressed
Recommendation: An advisory body be established, following and further developing the general scheme of the Refugee Advisory Board.	
Department/Agency Responsible: Department of Justice and Equality	
Current Position: No such body is provided for in the International Protection Act, 2015.	

Recommendation No: 3.360	Status: Not Being Progressed
Recommendation: Any such independent advisory body established be given the necessary flexibility to consider all matters related and relevant to the operation of the system.	
Department/Agency Responsible: Department of Justice and Equality	
Current Position: See previous Recommendation.	

Adults – Access to Higher Education and Further Education

Recommendation No: 5.82	Status: Not Being Progressed
<p>Recommendation: Persons who are in the system for two years or more and who are protection applicants or who are at the leave to remain stage should be eligible to apply for access to further education and vocational training courses where they satisfy the relevant course entry requirements.</p>	
<p>Department/Agency Responsible: Department of Education and Skills</p> <p>Current Position: Cannot be progressed as access to the Labour Market is a major part of the eligibility criteria for access to such education and training courses as the majority of such courses are for unemployed people.</p> <p>The efficient operation of the Single Procedure will respond to this recommendation by, in time, providing more timely decisions on applications for protection in the State. An applicant who has been granted status can access the labour market, labour market supports and training on the same basis as nationals.</p>	

Recommendation No: 5.82	Status: Not Being Progressed
<p>Recommendation: Remuneration received during a work placement undertaken as part of a further or higher education course of study should be allowed for the duration of the placement in lieu of the Direct Provision Allowance, or alternatively a proportion could be returned as a contribution towards the accommodation and subsistence, for the temporary duration of the placement. It could also be used to support residents placed on courses in locations away from their centre. In other circumstances the stipend could be deemed not applicable to residents in order to allow them access to work placements as a result of academic study.</p>	
<p>Department/Agency Responsible: Department of Justice and Equality</p> <p>Current Position: Any work engaged in by protection applicants must be carried out on a voluntary basis pending decision on refugee status.</p> <p>The efficient operation of the Single Procedure will respond to this recommendation by, in time, providing more timely decisions on applications for protection in the State. An applicant who has been granted status can access the labour market, labour market supports and training on the same basis as nationals.</p>	

Recommendation No: 5.82	Status: Not Being Progressed
<p>Recommendation: A forum or fora of professional recognition bodies and trade associations, trade unions and the community and voluntary sector should be convened to devise a scheme to allow access to internships, apprenticeships and professional development opportunities for protection applicants or persons at the leave to remain stage.</p>	
<p>Department/Agency Responsible: Department of Education and Skills, Department of Justice and Equality</p> <p>Current Position: The efficient operation of the Single Procedure will respond to this recommendation by, in time, providing more timely decisions on applications for protection in the State. An applicant who has been granted status can access the labour market, labour market supports and training on the same basis as nationals.</p>	

Access to the Labour Market

Recommendation No: 5.49	Status: Not Being Progressed
<p>Recommendation: Provision for access to the labour market for protection applicants who are awaiting a first instance decision for nine months or more and who have co-operated with the protection process (under the relevant statutory provisions), should be included in the International Protection Bill and should be commenced when the single procedure is operating efficiently. This recommendation takes account of the fact that, under the current statutory arrangements, first instance decisions in respect of refugee status and subsidiary protection do not (in the normal course) issue within nine months at present.</p>	
<p>Department/Agency Responsible: Department of Justice and Equality</p> <p>Current Position: Not provided for in International Protection Act 2015. The efficient operation of the Single Procedure will respond to this recommendation by, in time, providing more timely decisions on applications for protection in the State. An applicant who has been granted status can access the labour market, labour market supports and training on the same basis as nationals.</p>	

Recommendation No: 5.49	Status: See previous recommendation
<p>Recommendation: Any permission given to access the labour market should continue until the final determination of the protection claim.</p>	
<p>Department/Agency Responsible: Department of Justice and Equality</p> <p>Current Position: See previous recommendation.</p>	

Recommendation No: 5.49	Status: See previous recommendations
Recommendation: A protection applicant who has the right to access the labour market and is successful in finding employment, and who wishes to remain in Direct Provision, should be subject to a means test to determine an appropriate contribution to his/her accommodation and the other services provided to him/her.	
Department/Agency Responsible: Department of Justice and Equality	
Current Position: see previous recommendations.	

Linkages with Local Communities

Recommendation No: 5.152	Status: Not Being Progressed
Recommendation: The Government give consideration to including persons awaiting a decision on their protection or leave to remain case in its national integration strategy or co-ordinated plan for the integration of migrants.	
Department/Agency Responsible: Department of Justice and Equality	
Current Position: The provisions of the new Integration strategy will apply only to those who have been granted status. The commencement of the International Protection Act and the implementation of the Single Procedure are expected, in time, to result in more timely decision making in the protection process.	

Recommendation No: 5.152	Status: Not Being Progressed
Recommendation: Relevant Government Departments should make funding available to assist the integration of persons awaiting a decision on their protection or leave to remain case; in particular, the funding to facilitate the implementation of local integration strategies should be restored and existing community grant schemes should specifically encourage applications from those involved in developing linkages with protection applicants.	
Department/Agency Responsible: Department of Justice and Equality	
Current Position: See previous recommendation.	

Recommendations that are Resource Dependent

Identification of Vulnerable Applicants

Recommendation No: 3.299	Status: Resource Dependent
Recommendation: The introduction of vulnerability screening for all applicants beyond the scope of the current public health screening available to residents of Direct Provision accommodation. This should be made equally accessible to applicants who chose not to live in Direct Provision accommodation and should be performed no later than 30 days after an initial application has been made.	
Department/Agency Responsible: HSE	
Current Position: A desirable objective but carries significant resource implications. This recommendation is unlikely to be implemented in medium term.	

Vulnerable Residents

Recommendation No: 4.210	Status: Resource Dependent.
Recommendation: Follow-up and monitoring of persons who fall into the category of “vulnerable” should occur on an on-going and regular basis until such time as the applicant exits the protection system.	
Department/Agency Responsible: HSE	
Current Position: Significant resource and cost implications have not facilitated progress of this recommendation to date.	