



GYPSY/TRAVELLER STRATEGY FOR PERTH AND KINROSS

2018 – 2021

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1 Introduction

Gypsy/Travellers have travelled through Perth and Kinross for centuries and many have, in more recent times, settled within the community as residents. They still retain their own cultures and customs and the Scottish Government continues to recognise Gypsy/Travellers as an ethnic group in its work and encourages others to do likewise.

The Scottish Government acknowledges that Gypsy/Traveller communities have specific requirements and require the same level of protection from discrimination and abuse in common with all of Scotland's minority ethnic communities. A judgement in relation to an employment tribunal (K. MacLennan vs Gypsy Traveller Education and Information Project) has set a precedent in this regard. It concluded that "Scottish Gypsy/Travellers" is a group which can be defined by reference to its ethnic origins and therefore can be afforded the protection offered by section 2(1)(d) of the Race Relations Act 1976.

The Community Empowerment 2015 Act places specific duties on Community Planning Partnerships (CPPs), the relevant local authority and community planning partners around locality planning. However, locality planning alone is unlikely to be enough to fulfil the duty on CPPs under section 5 of the 2015 Act, to act with a view to reducing inequalities of outcome which result from socio-economic disadvantage. The CPP should also fulfil this duty for those communities which are not neighbourhoods, where they experience disadvantage on outcomes. This includes communities of interest. The Scottish Government makes it clear that Gypsy/Travellers are a particularly discriminated against and marginalised community of interest.

Perth and Kinross seeks to continue the work from the original strategy put in place in 2013 to improve the situation for Gypsy/Travellers in this area having now reviewed and updated the strategy.

2 Aims – *What we plan to do*

The Aims of this document are to continue:

- to ensure services to meet the needs of the Gypsy/Traveller community in Perth and Kinross are provided in a non-discriminatory way and take account of cultural requirements;
- to plan to meet the future needs of Gypsy/Traveller community members in Perth and Kinross;

- to involve Gypsy/Traveller community members in planning any future service developments which may be relevant to them;
- to improve access to local services for the Gypsy/Traveller community in Perth and Kinross;
- to raise awareness amongst staff in partner organisations and elected members of issues which impact on Gypsy/Travellers locally;
- to promote positive images of Gypsy/Travellers in local media and to the wider community where possible.

3 Welcome - *Why have we written this document?*

Perth and Kinross Community Planning partners have a vision of a confident and ambitious Perth and Kinross, to which everyone can contribute and in which all can share. Through our strategic objectives we aim to maximise the opportunities available to our citizens to achieve their potential.

This document has been written in conjunction with local Gypsy/Travellers , Community Planning and Third Sector Partners to enable Gypsy/Travellers to contribute, share and achieve their potential as a part of the local community. It reflects a renewed approach to community empowerment in Perth and Kinross through the level of ongoing engagement and consultation with the Gypsy/Traveller community. We recognise this is a very ambitious strategy to ensure good relationships between settled and Gypsy/Traveller communities while addressing the well evidenced inequalities and barriers Gypsy/Travellers have faced in the past and today.

The Strategy sets out to build upon relationships formed over recent years with Gypsy/Travellers. This document continues to bring together existing engagement and identified future work with the local Gypsy/Traveller community into one key document which ensures a more cohesive approach by all partners involved in service delivery and also provides the Gypsy/Traveller community with one source of information which will help manage expectations.

4 Setting the Context – *Some background information for people who may not be familiar with Gypsy/Travellers in Perth and Kinross*

4.1 Travelling Communities

It is important to understand that Travelling Communities in Scotland are not a single group. They are a diverse set of communities, with different histories, cultures, lifestyles, and ways of identifying themselves. Each community is made up of

extensive family networks but these may have little or no connection with other Travelling Communities.

Scottish Travellers share many cultural features with European Roma communities, such as a belief in the importance of extended family bonds and family descent, a preference for self-employment, and a strong commitment to a nomadic lifestyle, even when full-time travelling may not be possible.

4.1.1 Scottish Gypsy/Travellers

Scottish Gypsy/Travellers is the term officially used by the Scottish Government to refer to an indigenous, nomadic ethnic minority whose history has been entwined with- but distinct from- that of the wider Scottish population for many centuries. The term Gypsy/Travellers should not be confused or used when referring to 'Gypsy, Roma and Showpeople' as these are separate travelling communities.

4.1.2 Showpeople

Showpeople are officially known as Occupational Travellers (currently this official label used for statistical purpose is being reviewed in Scotland). Scottish Showmen or travelling show and fairground families form the largest of these communities, and are mainly based in Glasgow. Scottish Showpeople are linked to Showmen across the UK, mainly through the Showmen's Guild.

4.1.3 Travellers from other parts of Britain or from Europe.

(i) English, Welsh and Irish Travellers

Travellers from other parts of Britain often travel in Scotland. These include English Romanies or Romanichals, Welsh Kale, Irish Travellers and English Gypsies. English Gypsies from the north of England may be part of common communities with Scottish Travellers living in the Borders. Indeed, extended family networks have interlinked these communities to a large degree.

(ii) European Roma

There have been European Roma living in Britain for many years, such as the Coppersmiths and Hungarian Romanies in England. Since the early 1990s changing political situations, racism and violence in Eastern Europe have led to Roma families seeking refuge in Britain.

Roma families come from most of the new European Union member states. Each Roma group has its own history and cultural identity and maybe a distinctive language. Importantly, families will generally identify themselves first in national terms and then as Roma e.g. Slovak Roma or Romanian Roma.

There are also other types of Traveller, such as Occupational Travellers and New Age Travellers: distinct groups who do not regard themselves as Gypsies/Travellers.

(Source of above info:- Step – Scottish Travellers Education Programme
<http://www.education.ed.ac.uk/step/index.php>)

4.2 Gypsy/Travellers in Perth and Kinross

Perth and Kinross has traditionally been an area that Gypsy/Traveller community members have lived in or travelled through. However, in keeping with the situation nationally, exact figures are difficult to quantify, particularly if individuals live in mainstream housing or do not 'identify' themselves as Gypsy/Travellers for possible fear of discrimination. The Scottish Census figures for 2011 included "Gypsy/Traveller" as a classification for the first time and the results were released in September 2013. Nationally 4,212 people were recorded as such with the highest individual local authority population being 415 in Perth and Kinross.

Within Perth and Kinross, there are 2 established Gypsy/Traveller community sites which are the responsibility of the Council. One site, called Double Dykes, is on the edges of Perth City and the other, called Bobbin Mill, is in Pitlochry. Other areas such as Kinross, Blairgowrie, Luncarty and Crieff in particular, are known to be areas which are frequented by Gypsy/Traveller community members, either permanently (on private sites or in settled accommodation) or in temporary encampments whilst travelling through the area.

As members of society, Gypsy/Travellers are covered by all general legislation. We have a responsibility to provide services to all members of the community including those travelling through the area temporarily.

4.2.1 Council sites in Perth and Kinross

As mentioned above Perth & Kinross Council is directly responsible for 2 Gypsy/Traveller sites in Perth and Kinross providing a total of 26 units of chalet style accommodation. There are no temporary or short stay pitches on either of these sites. Both sites were significantly refurbished in recent years through grant funding accessed from the Scottish Government.

Both local authority sites will be managed to ensure compliance with the Improving Gypsy/Traveller Sites – National Guidance on Minimum Site Standards

(i) Double Dykes

Double Dykes is located on the north western boundary of the City of Perth and lies between the periphery of an industrial site and the River Almond.

Double Dykes was established as an official site in June 1982 and refurbished with a completion in 2008. Previously the site was used by Gypsy/Travellers for many generations and residents who used to use this land became the first tenants of the official site in 1982. Prior to refurbishment, the site was made up of hard standings with amenity units installed in the early 1990's. These were designed to provide toilet facilities and washing/utility facilities for the residents.

In conjunction with site residents, Perth & Kinross Council decided to modernise the site by using grant funding from the Scottish Government. 20 chalets were provided on site with the retention of the amenity units. Each chalet has 3 bedrooms, a separate dining room, gas central heating (which was formed as a further upgrade to existing provision in 2011) and each pitch has its own touring caravan space. There is a large amenity space at the rear of the site, which allows for children's play activities and there is also a community facility where the children can attend nursery or schooling and both children and adults can receive health care and support from a variety of agencies.

(ii) Bobbin Mill

Bobbin Mill is located a short distance away from Pitlochry town centre in a private woodland area. Bobbin Mill has been in existence since 1947 and was set up as a Gypsy/Traveller housing project by the Scottish Office (Department of Health) and the Church of Scotland. The land was leased to the then County Council for a term of 99 years by Cluniemore Estates (now Pitlochry Estates). At that time the provision consisted of a former Army Training Cadet hut, which was converted to provide 4 one bedroomed apartments with a cold water supply, a fire and sink and toilet facilities.

In September 2010, 6 x three bedroomed chalet accommodation was provided for the residents. This was undertaken in conjunction with Pitlochry Estates and funding was accessed from the Scottish Government. The same family has lived on this site for many years which is very settled and fits well into the community structure. Any housing management issues are covered by the local Area Housing Office just a short distance away.

5. Key Themes – Proposed Actions – *What We Plan to Do*

The key themes remain unchanged from the previous Gypsy/Traveller Strategy (2013-18) but actions have been updated.

We asked community members what they thought of the actions within the themes outlined in this document during a series of community participation discussions as part of the outreach surgeries led by PKAVS Bridging the Gap Project – opportunities to comment were also made available online and via direct mail.

5.1 Key Theme - Site Provision

- We will revise our policy relating to Managing Temporary Encampments and will consider a Managed Stopping Sites process within that
- We will continue to consider the accommodation needs of Gypsy/Travellers
- We will make sure that community members are aware of the Planning guidance available to them via PAS (formerly known as Planning Aid

Scotland) (<https://www.pas.org.uk/news/recognition-of-unique-gypsytraveller-culture/>)

5.2 Key Theme - Improving Access to Services and Advice on Employment and Health

- We will update contact information with details of people in relevant services and make it available and accessible for members of the Gypsy/Traveller community staying in Perth and Kinross or travelling through the area
- We will continue to work closely with MECOPP Gypsy/Traveller Carers Project and respond to issues they raise on behalf of community members
- We will continue to work closely with the PKAVS Bridging the Gap Project (for older community members) and respond to issues they raise on behalf of community members
- We will work with parents, schools and community members to encourage continuing education in school and the community
- We will continue to work with community members to access adult and family learning, literacy and employability skills where required and support/signposting for interests/issues they have
- We will encourage the use of the Your Community PK website (<https://yourcommunitypk.org/>). This is a one-stop online resource from the Health and Social Care Partnership for information and things to do to support health and well-being in Perth and Kinross

5.3 Key Theme – Anti-Discrimination Advice and Training

- We will continue to arrange Gypsy/Traveller Cultural Awareness Raising training for staff with community members involved in training delivery
- We will continue to include specific 'Out of Site' training within the Show Racism the Red Card schools programme annually with community members trained by Article 12 involved in the session delivery
- We will continue to work closely with the Ethnic Minorities Law Centre and respond to issues they raise on behalf of community members
- We will promote other advice and support information which may be available for example through Welfare Rights, Perth Citizens Advice Bureau or the Equality Advisory Support Service (EASS) free helpline (<https://www.equalityadvisoryservice.com/>)

5.4 Key Theme - Addressing Operational Issues at Bobbin Mill and Double Dykes

- We will manage local authority sites at Bobbin Mill and Double Dykes in accordance with the Improving Gypsy/Traveller Sites – National Guidance on Minimum Site Standards
- We will support Double Dykes residents to re-establish a Tenants and Residents Group

5.5 Key Theme – Community Engagement and Empowerment

- We will continue to support community members to host an annual Wellbeing Mela involving Gypsy/Traveller and other communities in partnership with Third Sector partners PKAVS Bridging the Gap Project and MECOPP Gypsy/Travellers Carers Project
- We will continue to support community members to participate in groups which offer support to participate in community activities or events suitable to the locality in which they stay
- We will support the Bridging the Gap project and MECOPP to work with partner organisations to deliver outreach surgeries at permanent Gypsy/Traveller sites as agreed with site residents
- We will continue to work with the *Rajpot* Project in Pitlochry through their development. The project has a particular focus on cultural heritage, traditional art and history

6 Arrangements for managing, monitoring and reviewing the document – *How we will make sure we tell community members we are doing what we said*

This revised Strategy will be approved by both the Council (at its Housing and Communities Committee) and the Community Planning Partnership. The Convenor of Housing and Communities also chairs an Equalities Strategic Forum with a range of partner organisations represented. This forum offers an opportunity for group members to grow their collective understanding of equalities and the inequalities experienced by people in Perth and Kinross and influence a more inclusive and fair Perth and Kinross through developing shared strategic actions.

This revised Strategy will be monitored by a Gypsy/Traveller Working Group – the group brings together staff from across Council services and partner agencies who

engage with Gypsy/Traveller community members on a regular basis through direct service delivery or by undertaking specific pieces of work.

We will invite community members to discuss issues relevant to the work of these groups through regular themed groups at outreach surgeries led by the PKAVS Bridging the Gap Project or MECOPP. It is important that people are kept informed of what is going on.

There will be quarterly reports on the progress of the document from the Gypsy/Traveller Working Group and annually to the Council's Housing and Communities Committee and Community Planning Partnership. The reports will be in relation to the agreed Action Points outlined in Section 5.

We will always make a copy of the progress reports publically available to Gypsy/Traveller community members.

The following appendix shows what we will be providing to Gypsy/Traveller community members to help make it easier to find out about key services and how to contact them (the final version of this will be finalised by the Gypsy/Traveller Working Group and will be made available in different accessible formats).

Appendix 1 Services and Contact Information for Gyps/Traveller Community Members – *Who does what and how to contact them*

Key Contacts for Information

Services in Perth and Kinross which offer advice and support.	
Contact the Council	<p>Perth & Kinross Council operates a Customer Service Centre providing you with a single point of contact to handle certain types of service enquiries and transactions.</p> <p>The Customer Service Centre is open Monday to Friday from 8.00 am to 6.00 pm.</p> <p>MyPKC</p> <p>MyPKC is our customer portal and it is the fastest and easiest way to access online services including:</p> <ul style="list-style-type: none"> • Making a general enquiry online • Ordering a garden waste permit • Reporting a missed bin • Viewing your Council Tax account • Reporting a road fault • Reporting a Council housing repair <p>Alternatively:</p> <ul style="list-style-type: none"> • Phone: 01738 475000 (general enquiries) or 01738 476000 (Council Housing enquiries) • Email: enquiries@pkc.gov.uk • Text: 07824 498145 <p>British Sign Language</p> <p>Please visit the BSL website if you require assistance.</p> <p>contactSCOTLAND-BSL</p>
NHS – Hospital Perth Royal Infirmary	01738 623311
NHS – Doctors	01738 564261 After 5 p.m. 08454 242424

NHS - Health checks - Caravan visits	01738 564261
Prenatal care - Mother and Baby	01738 564241
NHS – Dentist	For advice - 01738 564261 or Broxden Dental Hospital 01738 450550 Emergency (after 5 p.m.) 08454 242424
Education - Information, advice and help on; <ul style="list-style-type: none"> • Schools and nurseries available in Perth and Kinross • Enrolling your child at school • School grants and benefits • Education at Home – Parental responsibility for education. • Libraries 	01738 475000 Email - ecsschools@pkc.gov.uk http://www.pkc.gov.uk/educationandlearning educationathome@pkc.gov.uk 01738 444949 (AK Bell Library) http://www.pkc.gov.uk/libraries (for information about all libraries in the area)
Community Learning Advice and support for adult literacy, IT and the driving theory test	01738 479335 Email agauld@pkc.gov.uk
Support and advice - <ul style="list-style-type: none"> • Help to fill out forms • Services in Perth & Kinross • Information on housing • Benefits advice • Homelessness • Welfare rights 	01738 476049
MECOPP – Support for carers	07943 727920 0131 467 2994
PKAVS Bridging the Gap project	Support ethnic minority communities – People who are aged over 50 in Perth & Kinross Support Gypsy travellers communities – People who are aged over 50 in Perth & Kinross Tel:01738 567076
Legal Advice - Citizens	01738 450580

Advice Bureau Ethnic Minorities Law Centre Equality Advisory Support Service (EASS)	0141 204 2888 free helpline (https://www.equalityadvisoryservice.com/)
Community Care – Access Team	0845 30 111 20
Child Protection – Social Work	Contact numbers for the OOHS - 0345 3011120 Child Protection Duty Line – 01738 476768
Planning (Development Management)	Contact: DevelopmentManagement@pkc.gov.uk Information Sources (for making an application and enforcement respectively): http://www.pkc.gov.uk/article/14990/Making-a-planning-application http://www.pkc.gov.uk/article/15035/Planning-Enforcement
Housing	Housing Repairs Centre Tel: 0845 30 11 110 Email: housingrepairs@pkc.gov.uk Property Inspection Team (North Area) Frank Claves, Property Inspector Direct Tel: 01250 871 314 Ian McGregor, Property Inspector Direct Tel: 01250 872 051 Pitlochry Area Housing Office Tel:(01796) 474625 Fax: (01796) 474226 Opening hours Monday to Friday: 8.45 am - 5.00 pm (closed for lunch 12.30 – 1.30 p.m.) Double Dykes Site Manager: 01738 622821 Housing Options and Support Team are available 8:45 a.m. to 5.00 p.m. Monday to Friday (Pullar House Kinnoull Street Perth PH1 5GD) Main Number 01738 476000 Email: housingoptionsandsupport@pkc.gov.uk In an emergency when offices are closed contact Greyfriars House 55 Princes Street Perth Freephone 0800 917 0718

A1. Information about Key Services

The community members identified that information needs to be made clearer about services which we provide. We have amended this section around some key themes which emerged.

A1.1 Accommodation

This section provides information for Gypsy/Travellers who stay in Perth and Kinross either permanently (on local authority sites, private sites or in settled accommodation) or in temporary encampments whilst travelling through the area.

(i) Local Authority Site Management

At Double Dykes The site is now managed by a Housing Officer who is part of the Letham Area Housing Team and is onsite on a regular basis each week. In the Site Manager's absence the residents liaise directly with the Letham Area Housing team.

On refurbishment of the site at Bobbin Mill, the residents wanted their accommodation to be known as the Bobbin Mill Chalet Project and opted for housing management to be undertaken by the Perth & Kinross North Area Housing Team.

Both sites have tenancy agreements which are based on the Scottish Secure Tenancy Agreement, the drafting of which was undertaken in consultation with residents.

There are no separate procedures for the management of our Gypsy Traveller sites as these are the same as for our other tenants.

(ii) Housing/Homelessness and Repairs

If Gypsy/Traveller community members have a housing issue they can access the same level of housing advice available to anyone else in the community. If someone is experiencing a housing problem it is important that they contact us as quickly as possible before the problem gets worse. If someone is homeless or threatened with homelessness depending on individual circumstances Perth & Kinross Council may be able to offer:

- Guidance and support relating to personal circumstances
- Advice about alternative housing options
- Information, advice and assistance on legal rights
- Referrals, with individual permission, to agencies that may be able to stop someone becoming homeless
- Emergency accommodation All Tenants have the right to have repairs carried out on their home. By law the Council, as landlord, must make sure that a

tenant's home is wind and water tight, and we have to maintain installations in a tenant's home which supply gas, water, electricity and drainage.

When someone reports a repair they will be told what category their repair is and how long they should have to wait. We will offer all tenants who report repairs an appointment for the work to be carried out, and whenever possible we will make arrangements which are best for them and suit our working schedules.

If someone needs a repair carried out in their home they should contact The Repairs Centre on 0845 30 11 110 between 8am and 6pm, Monday to Friday. If there is an emergency outwith those hours call the same number and the call will be picked up by the emergency repairs service.

Contact details for the Housing Options and Support Team and relevant local Housing Area Offices are noted in the contact section.

(iii) Future Accommodation Needs

The Council has undertaken research projects (in 2003, 2007 and 2011) with some input from the Gypsy/Traveller communities to help define their needs more specifically.

Research showed that there are 2 permanent Council owned sites, 3 privately owned sites providing pitch spaces (in the Kinross-shire area) and several temporary encampments have occurred each year across Perth and Kinross. The number of temporary encampments reflects a requirement for additional 'short-stay' sites. It is considered that overall Perth and Kinross has lost in the region of 40 temporary pitches over the last 15 years due to landowners selling or a change of use in the land. There is a requirement for more temporary pitches and sites to enable Gypsy/Travellers to move around, following their travelling lifestyle. The need for temporary encampments increases during the summer months, where the length of stay is typically around two or three weeks. Within the Local Development Plan it is stated that proposals for the development of temporary and permanent Gypsy/Traveller sites will be supported subject to meeting a number of outlined conditions.

The research has highlighted a lack of quality, and lack of access and provision of, private sites plus the loss of some private sites to Gypsy/Travellers as landowners moved toward higher density migrant worker encampments or holiday accommodation. It evidenced a lack of sites and facilities for seasonal travelling and temporary encampments in a range of locations across Perth and Kinross.

(iv) Transient Site Management

There is currently no permanent Gypsy/Traveller Liaison Officer (GTLO) post. As such it is the currently the joint responsibility of staff in Environmental Health and Housing teams to initiate early engagement with Gypsy/Travellers occupying a temporary encampment and thereafter, liaise with other relevant agencies and PKC contacts, although the role of the Environmental Health team in this management of these sites requires review. The Housing Officer responsible for Double Dykes Site

Manager also acts as the temporary Gypsy/Traveller Liaison Officer (GTLO) for the Local Authority. On receiving notification of an encampment a joint visit by officers from Environmental Health and Housing will be made; ideally this is carried out within 48 hours. Information will be provided to residents of any temporary encampments which will give details about how they can get support for their health, welfare and other advice if required. Advice will also be provided with regard to waste management, public health nuisance (that is any activity which is 'injurious or dangerous to health'), dog control/welfare and avoiding damage to the environment. This advice is also covered in a leaflet which will be provided (Gypsy/Travellers – Temporary Encampments within Perth and Kinross) which includes information on temporary encampments and the Good Neighbour Guide to which we expect Gypsy/Travellers to adhere. Officers will provide details of local recycling or waste disposal facilities, check on arrangements they have made for water supply/toileting/refuse, including if necessary giving out black bags and generally advising on the standards that are expected.

Environmental Health and Housing will also work with the Police to support the management of these encampments in a manner compatible with the operational principles of safety, lawfulness, necessity, proportionality and common humanity.

Environmental Health may make further visits to the site in the event that public health nuisance is reported. If public health nuisances are witnessed action will be taken against those responsible and where necessary make contact with the landowner if that is not the Council.

A1.2 Health and Care

This section provides information for Gypsy/Travellers regarding health and care services which they may require.

(i) Community Care

This is the provision of social care to adults aged 16 and over. Social care services include care at home; social work support; access to care services; support to carers; Welfare Rights and Occupational Therapy services. The Access Team (detailed in the contact section) is the first point of contact for anyone who may need an assessment for these or any other adult care service. The Adult Social Work and Social Care Access team consists of social workers, social work assistants and occupational therapists. The team is the first point of contact for all adult referrals during normal working days from 8.45am-5pm. The aim of the team is to enable people to live well and as independently as possible. This may include an immediate response in crisis situations, statutory work, advice and sign posting to relevant agencies or allocating a worker to assess and support. The number for early intervention team and adult protection concerns is the same for out of hours 03453011120 or by email HCC-CC Access Team - Generic Email Account AccessTeam@pkc.gov.uk

We also work in partnership with organisations in the Third Sector including MECOPP Gypsy/Traveller Carers Project and PKAVS Bridging the Gap (for older community members).

(ii) Health

Reducing health inequalities is a core objective of the Scottish Government's health policy (Equally Well 2008) which has recently focused on prioritising public health (wellbeing) and reducing the underlying determinants of poor health and enhancing prevention to tackle inequalities. As a result a key priority within Perth and Kinross is to address the health needs of Gypsy/ Travellers.

Within Perth and Kinross there has been close working between Health and Local authority for some considerable time when looking to engage with Gypsy/Travellers and this has proved successful in a number of areas. NHS Tayside are able to engage with any of these individuals either by adopting an open referral Nurse led service based within Perth or utilising community nursing staff who undertakes outreach. An example of this is having a dedicated Health Visitor with 10 hours per week to work closely with the local Gypsy /Traveller community.

The Community Health and Wellbeing Team (based in Drumhar Health Centre) have a range of services offered from Podiatry – Mondays and Fridays (am). Dentist – Wednesday and Fridays (pm). Harm reduction and needle exchange services offered daily at present, as well as general health advice and signposting to relevant services if required. There is also an outreach service available to visit sites as and when required.

General Practitioner services for the Gypsy/Traveller community can be gained from any of the local GP surgeries as all have a remit to see patients on a "Temporary resident" status or indeed for "immediate and necessary care", therefore, Gypsy/Travellers should not be getting turned away from surgeries.

(iii) Child Care

Children and young people should get the help they need, when they need it, for as long as they need it and their welfare is always paramount.

All services/agencies in contact with children and young people must play their part in making sure that young people are safe, healthy, achieving, nurtured, active, respected, responsible and included. This approach demonstrates our individual and collective commitment to Getting it Right for Every Child approach across Perth and Kinross.

The Out of Hours Service is a team of specialist Coordinators and Social Workers, supported by Social Work staff from daytime adult and childcare services, to provide a Social Work service out of normal weekday working hours. The team work closely with the Rapid Response and Community Alarm teams to provide a holistic service for the Perth and Kinross community. The Social Work team work from 5pm until 8.45 am Mon- Fri, at weekends and during public holidays. The focus of the team is

to provide an emergency response in crisis situations for children, adults and their families, as well as assisting day time staff to carry out their statutory responsibilities.

Contact numbers for the OOHS - 0345 3011120

Child Protection Duty Line - 01738476768

A1.3 Community Safety

This section provides information for Gypsy/Travellers regarding community safety including the community policing role.

Through the community policing strategy, identified community officers will engage with residents within their area, including Gypsy/Travellers. We will make sure community members know who the relevant community police contact is.

The Police also work with our partners to monitor, review and reduce crimes against individuals or groups where an element of hate is involved in any criminality.

Perth & Kinross Council's Safer Community Team provides a service to all residents in an effort to combat anti-social behaviour across the area. Staff have received Gypsy/Traveller awareness raising training to enable them to provide an appropriate service. The Team also works closely with Police and Fire and Rescue colleagues to develop links within the Gypsy/Traveller community to address broader community safety issues.

A1.4 Planning

This section provides information to help make the planning process more clear for Gypsy/Travellers

This includes the creation of sites (temporary or permanent) to meet the needs of the Gypsy/Traveller community. Scottish Planning Policy places a duty on the Planning System to consider the needs of Gypsy/Travellers through the Local Development Plan process. This is informed by Planning and Housing colleagues working closely together to monitor the need and demand for pitches in the Council area. This work, and the Local Housing Strategy, helps inform the Local Development Plan.

The role and remit of the Planning service can be split into three parts:

- Policy within the Local Development Plan for Gypsy/Traveller sites to enable determination of planning applications submitted for sites, including both permanent long-stay and short-stay sites;
- Development Management determine planning applications and provide advice to applicants;
- Enforcement action which is performed when required if unauthorised works are carried out without planning permission.

- Independent advice on planning issues is available for Gypsy/Travellers through PAS (formerly Planning Aid for Scotland); further information can be found through their website (www.pas.org.uk) . They are based at PAS 3rd floor 125 Princes Street Edinburgh EH2 4AD Tel: 0131 220 9730 or 0300 323 7602 (Helpline)

A1.5 Education

This section provides information about schools and community learning activities.

(i) Schools

As an Inclusive Authority a number of important steps have been taken by Perth & Kinross Council's Education & Children's Services (ECS) and agencies towards tackling issues of direct relevance to Gypsy/Travellers. This work is supported by the Scottish Traveller Education Programme (STEP).

In line with national trends, if children from the Gypsy/Traveller community do enrol in schools, in general it is the primary schools which are attended and it is usual that they do not progress to secondary schools. Some families will apply to Home Educate their children and withdraw from the public school system. ECS has a named Education Additional Support Officer from the Inclusion Team who is available to support families from the Gypsy/Traveller community within schools and with the process of applying for permission to Home Educate their children (see contact details).

Perth & Kinross Council is an integrated council and through co-operative working with other services we aim to develop and provide more support and information to the Gypsy/Traveller community on education issues along with health, internet safety and further education. An example of good practice is the collaborative work between Kinross High School and Community Learning and Development supporting family and learner engagement and SQA accreditation. Further information on this is highlighted below. ECS has also supported the educational provision at Double Dykes – an on-site provision linked to the catchment secondary school which supports children and young people of school age, This project as part of the eLATEs pilot working with STEP and supported by the Scottish Government.

We will work with parents, schools and community members to encourage continuing education in school and the community.

(ii) Community Learning and Development

The Communities Service offers Community Capacity Building support, Adult and Family Learning, Literacies, Youth Services and Family Support (delivered by Community Link Workers).

Community Capacity Building has featured clearly in the development of the Double Dykes site and more recently with the Gypsy/Traveller community around Kinross.

Delivery of Community Learning and Development is flexible according to the needs of the community at any specific time.

Learning and engagement opportunities at Double Dykes, are delivered in the portacabin which was developed and resourced by Housing and Community Care and the Communities service. Adult and Family Learning, Youth work and Literacies are available as required for instance for Driving Theory Tests.

In Kinross-shire the Communities staff have engaged with Gypsy/Travellers from a number of sites. Many Gypsy/Travellers have been included and participated in new learning opportunities including family learning, youth literacies, photography and employability skills. Gypsy/Travellers have been supported to access Loch Leven Campus facilities. Engagement and consultation activities have been a focus. This service also provides children, young people and families with encouragement and support to access mainstream education as well as providing family support for parents and links to health and Housing and Community Care.

We will continue to work with community members to access adult and family learning, literacies and employability skills to allow community members to build on their assets and strengths. We will support community members to participate in groups and structures which will enable them to access services and will do so working with different partners and by using the National Standards for Community Engagement. Literacy provision has been a focus with young women participating on a regular basis to improve their skills, gain qualifications and access Educational Maintenance Allowance.

A1.6 Employment

This section provides information about how people can get support for employment

Support for young people – Skills Development Scotland (SDS)

SDS provides support through dedicated Work Coaches, both in the main premises at Skills Development Scotland/Employment Connections Hub 31-33 South Street in Perth city centre and on an outreach basis.

SDS Work Coaches support young people aged 16+ to build the skills they need to succeed, including:

- advice & guidance about the opportunities available to increase the chances of securing employment. These include Activity Agreements, Employability Fund programmes & Modern Apprenticeships
- guidance in choosing a career and getting ready for employment

Helpline **0800 917 8000** Guidance also available through www.myworldofwork.co.uk

Support for young people and adults – The Employment Connections Hub
(<http://www.pkc.gov.uk/thehub>) Sideways scrolling

The Hub supports local unemployed individuals back into employment.

The Employment Connections Hub has recently co-located with SDS in The Hub, 31-33 South Street in Perth. The Hub is for "Job Ready" job-hunters to boost their employability skills and help them to gain sustainable work. Support includes one-to-one support with CV building, letter writing, completing application forms, telephone techniques and mock interviews. Anyone using the centre also has access to computers for job searches, and other free resources to help them apply for vacancies. Individuals wanting support are welcome to drop in anytime between 9.00am and 5.00pm Monday to Friday. Some visitors to the Hub may have circumstances that require more specialist support, and these individuals are signposted to the relevant partner organisation to help them get to a Job-ready stage. This could be specialist support, training, volunteering or educational opportunities.

Registering at The Hub

Due to funding requirements, individuals wishing to register at The Hub for support must meet the following eligibility criteria:

- Living within Perth & Kinross Council Boundaries
- Must be unemployed unless working permitted hours
- Not in Education
- Not on a Government funded Employability Programme i.e. Fair Start Scotland
- Job ready and able to take up suitable employment at short notice
- Able to commit to attending The Hub regularly for Job Searching and applying

Local Community Learning and Development Workers are also available to support skills related to gaining employment. Phone Number supplied for Communities Service in list of contacts.