

PERTH AND KINROSS COUNCIL

Strategic Policy and Resources Committee
12 February 2014

Gypsy/Traveller Strategy for Perth and Kinross 2013 - 2018

Executive Director Housing & Community Care

PURPOSE OF REPORT

This report asks the Council to endorse and approve the Perth and Kinross Gypsy / Traveller Strategy. It summarises the rationale behind the development of a Gypsy / Traveller Strategy, the wide consultation undertaken and the resultant issues.

The Strategy has been developed with the Gypsy / Travellers community and community planning partners. It will be submitted to the Community Planning Partnership for approval.

1 BACKGROUND

- 1.1 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.
- 1.2 Perth and Kinross has traditionally been an area that Gypsy/Traveller community members have lived in or travelled through.
- 1.3 The Council has a history of positive working relationships with Gypsy / Travellers which has sought to improve engagement and foster harmony within the whole community. The absence of an informed strategy has sometimes resulted in a reactive approach which has failed to deliver positive outcomes for all concerned.
- 1.4 The objective of bringing the Gypsy /Traveller Strategy forward for approval is to build on existing good practice and further develop a positive relationship between the Council, its partners and the Gypsy / Travellers community. It describes within the one key document the range of outcomes sought for the Gypsy / Traveller families and children and also sets out future planned work which the community has identified as a priority for them during the consultation process. One document with an accompanying Action Plan 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.
- 1.5 The strategy describes a continuing and inclusive way of working with the Gypsy/Traveller community which will help to achieve better outcomes for their children and families into the future. Activities outlined within the document offer opportunities to bring all communities together to learn about different aspects of their respective cultures and create more tolerance and greater understanding which can help reduce prejudice.

- 1.6. The Scottish Census figures for 2011 included “Gypsy/Traveller” as a classification for the first time and the results were recently released. Nationally 4,212 people were recorded as such with the highest individual local authority population being 415 in Perth and Kinross.
- 1.7. Many Gypsy/Travellers face difficulties in trying to live their traditional lifestyle and in understanding what services are available to help. Through extensive consultation, we have been told that our local Gypsy/Travellers have faced discrimination in our communities and they have not always received services to a standard in common with the settled community. This means that they have found it difficult to trust organisations to meet their expectations. This Strategy has been developed in order to respond to these issues appropriately and continue to take forward the items of good practice which already exist.

2 The Need for a Gypsy / Traveller Strategy

- 2.1 Access to health, education and social services can be difficult for Gypsies/Travellers. Encampments, some of which can experience tensions within communities, have been established for a variety of reasons, including pressure created by inadequate site provision in Perth & Kinross, particularly for transient travellers in and around Perth City.
- 2.2 There is a need for a strategy to improve and sustain community relations through action that can be supported by all parties (individuals, politicians, public authorities, representative organisations, Gypsy/Travellers and local communities), and in a manner underpinned by improved communication, respect and understanding.
- 2.3 In so doing, it seeks to identify the actions required to address the legitimate concerns of the settled community and to improve options available to Gypsies/Travellers who spend time in the area. The main aims of the strategy are:
 - To develop a more coordinated approach to the provision of services and accommodation for Gypsy / Travellers in Perth and Kinross
 - To deliver joined - up services to meet the needs of the Gypsy/ Traveller community in Perth and Kinross
 - To ensure we are meeting our equalities legislative requirements
 - To build on existing consultation with the local Gypsy / Traveller community and continue to engage and consult with this community

3 National and Local Progress

- 3.1 Nationally the Scottish Parliament Equal Opportunities Committee has published 2 Inquiry Reports ‘Gypsy/Travellers and Care’ (September 2012) and ‘Where Gypsy/Travellers Live’ (March 2013) and these reports were recently subject to a Parliamentary debate <http://www.scottish.parliament.uk/parliamentarybusiness/28862.aspx?r=8467&mode=pdf>. Local Gypsy/Traveller community members joined Council staff in providing evidence to these inquiries. This Strategy provides a positive response to many of the issues raised in these Reports.

- 3.2 Work has been ongoing for some time with many members of the local Gypsy/Traveller community in terms of support and service provision. Community facing services have established a track-record of work with the community whilst external partners such as NHS Tayside; MECOPP Gypsy/Travellers Carers Project and Police Scotland have also been actively involved. This Strategy consolidates existing engagement work with the local Gypsy/Traveller community into one key document and also sets out future planned work which the community has identified as a priority for them during the Strategy consultation process. One document with an accompanying Action Plan 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 Key Issues identified through Consultation

4.1 Site Development

It is acknowledged that the development of new site provision (whether permanent or temporary) can be a challenging issue. The needs of the Gypsy/Traveller community (highlighted in the consultation responses) must be balanced with the views of the wider community to avoid creating unnecessary tension when seeking potential site locations. Unfortunately media reports can often sensationalise and inflame a particular situation. A Site Development Group has been examining the suitability of potential site locations for some time. This work is ongoing and potential sites are being identified through due process.

4.2 Anti -Discrimination Advice and Equality of Access to Services

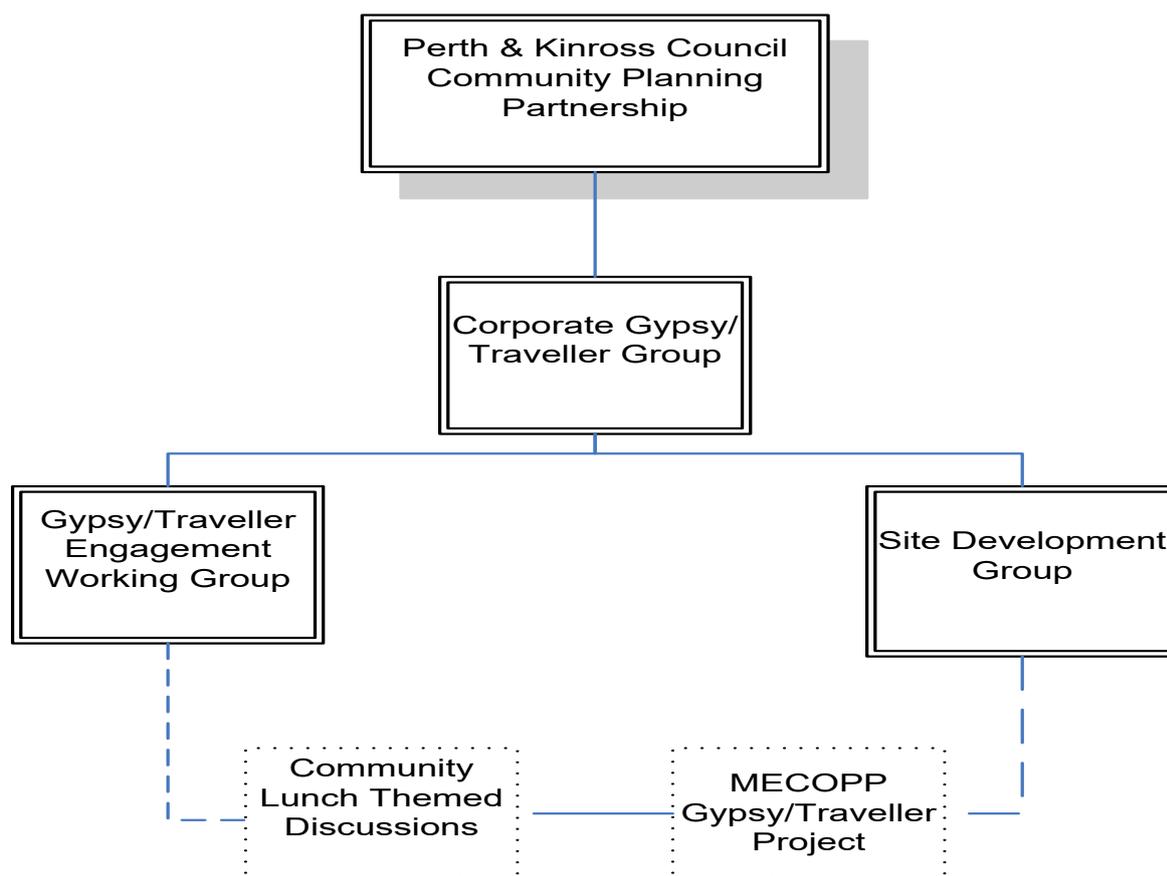
This includes work with local communities in the areas where potential site locations may be identified. Awareness raising with local communities dispels myths using training materials delivered by MECOPP Gypsy/Traveller Carers Project. Staff, Elected Members and Tenants Groups have received awareness training which includes factual community intelligence related to issues of concern raised at previous site locations and methods used to address these.

4.3 Management of Temporary Sites

It is acknowledged that when Gypsy/Traveller community members travel through Perth and Kinross and encampments are established temporarily such a situation needs to be managed sensitively and consistently by the Council and other partners involved (Police Scotland and NHS Tayside). Again the expectations of the Gypsy/Traveller community must be balanced with the views of the wider community where any temporary sites are located. A protocol for the Management of Temporary Sites has been in operation for a number of years and it is currently being reviewed and updated by community planning partners. It will be circulated to Elected Members for consultation before being finalised.

5 Monitoring Progress

- 5.1 The structure below outlines a delivery mechanism for a Perth and Kinross wide Strategy. This structure has already been proven to work. For example ,it has enabled successful engagement and extensive consultation with Gypsy / Travellers; an annual Health & Wellbeing event for Gypsy / Travellers ; wider community Involvement in Scottish Government Inquiries; accreditation of Gypsy /Travellers learning and improvements in health and living conditions.



- 5.2 The Strategy will report quarterly on progress to the Corporate Gypsy/Traveller Group and annually to the Community Planning Partnership to reflect the commitment of partners in Police Scotland and NHS Tayside in the development of this Strategy. The structure above outlines how this reporting process will work. A report will also be submitted annually to the Council's Equality and Diversity Member Officer Working Group.

6. CONCLUSION AND RECOMMENDATION(S)

- 6.1 It is recommended that members:

- (i) Approve the content of the Perth & Kinross Gypsy /Travellers Strategy
- (ii) Note the strategy will be submitted to the next Community Planning Partnership for approval
- (iii) Note the monitoring and reporting arrangements through the Community Planning Partnership

Author(s)

Name	Designation	Contact Details
Tricia Illsley	Interim Service Manager (Communities) Education & Children's Services	tillsley@pkc.gov.uk 01738 476375
David McPhee	Commissioning and Contracts Officer Housing & Community Care	dfmcphee@pkc.gov.uk 01738 476782

Approved

Name	Designation	Date
John Walker	Executive Director of Housing & Community Care	14 January 2014

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Council Text Phone Number 01738 442573

1. IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION

The undernoted table should be completed for all reports. Where the answer is 'yes', the relevant section(s) should also be completed. Where the answer is 'no', the relevant section(s) should be marked 'not available (n/a)'.

Strategic Implications	Yes / None
Community Plan / Single Outcome Agreement	Yes
Corporate Plan	Yes
Resource Implications	
Financial	Yes
Workforce	Yes
Asset Management (land, property, IST)	Yes
Assessments	
Equality Impact Assessment	Yes
Strategic Environmental Assessment	None
Sustainability (community, economic, environmental)	None
Legal and Governance	Yes
Risk	Yes
Consultation	
Internal	Yes
External	Yes
Communication	
Communications Plan	Yes

1. Strategic Implications

Community Plan / Single Outcome Agreement

1.1 This report supports all outcomes in the Community Plan:

- (i) Giving every child the best start in life
- (ii) Developing educated, responsible and informed citizens
- (iii) Promoting a prosperous, inclusive and sustainable economy
- (iv) Supporting people to lead independent, healthy and active lives
- (v) Creating a safe and sustainable place for future generations

Corporate Plan

1.2 This report supports all outcomes in the Corporate Plan:

- (i) Giving every child the best start in life;
- (ii) Developing educated, responsible and informed citizens;
- (iii) Promoting a prosperous, inclusive and sustainable economy;
- (iv) Supporting people to lead independent, healthy and active lives; and
- (v) Creating a safe and sustainable place for future generations.

2. Resource Implications

Financial

2.1 There are no additional financial implications arising directly as a result of this report at this time. Ongoing work is managed within existing budgets and any new developments which arise in the future will be subject to budget approval as appropriate.

Workforce

2.2 There are no additional workforce implications arising directly as a result of this report at this time. Ongoing work is managed within existing officer workloads.

Asset Management (land, property, IT)

2.3 There are no additional Asset Management implications arising as a result of this report at this time. Any new proposed developments which arise in the future will be subject to the relevant approval process at that time.

3. Assessments

3.1 Under the Equality Act 2010, the Council is required to eliminate discrimination, advance equality of opportunity, and foster good relations between equality groups. Carrying out Equality Impact Assessments for plans and policies allows the Council to demonstrate that it is meeting these duties.

This section should reflect that the proposals have been considered under the Corporate Equalities Impact Assessment process (EqIA) with the following outcome:

- (i) Assessed as **relevant** and the following positive outcomes expected following implementation:
- provision of appropriate information and access to appropriate services
 - increased engagement with all members of the Gypsy/Traveller community regardless of gender
 - improved service for those taking account of their disability or age-related requirements as appropriate

Strategic Environmental Assessment

3.2 The Environmental Assessment (Scotland) Act 2005 places a duty on the Council to identify and assess the environmental consequences of its proposals.

The proposal recommended in this paper has been considered under the Act and the pre-screening has identified that the proposal will have no environmental effects, it is therefore exempt. The reason for concluding this is that the recommendation in this report will have no direct environmental effects.

Sustainability

- 3.3 Under the provisions of the Local Government in Scotland Act 2003 the Council has to discharge its duties in a way which contributes to the achievement of sustainable development. In terms of the Climate Change Act, the Council has a general duty to demonstrate its commitment to sustainability and the community, environmental and economic impacts of its actions.

No steps are required to be taken in this area.

Legal and Governance

- 3.4 The Head of Legal Services has been consulted during the development of this Strategy.

Risk

- 3.5 Any risks associated with this Strategy will be mitigated by the monitoring and reporting procedures which have been put in place.

4. Consultation

Internal

- 4.1 This Strategy has been developed across services within the Council and all relevant Senior Management Teams have been consulted along with the Executive Officer Team and the Equality and Diversity Member Officer Working Group.

External

- 4.2 This Strategy has been developed in partnership with key Community Planning Partners NHS Tayside and Police Scotland. Members of the Gypsy/Traveller community have also contributed to the consultation process (as detailed in full in Section 3 of the Strategy document). The consultation was also made publicly available on the Council website.

5. Communication

- 5.1 Section 6 of the Strategy document outlines the process for managing, monitoring and reviewing it. This includes the communication process. Easy-read versions of the Strategy and an audio version were also made available during the consultation.

2. BACKGROUND PAPERS

No other background papers were referred to in the preparation of this report.

3. APPENDICES

The Gypsy/Traveller Strategy for Perth and Kinross is appended to this Report.



GYPSY/TRAVELLER STRATEGY FOR PERTH AND KINROSS

**(Containing key information for community members and
service providers)**

2013 - 2018

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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 Scottish Government makes it clear that Gypsy/Travellers are a particularly discriminated against and marginalised group.

Access to health, education and social services can be difficult for Gypsy/Travellers. Encampments, some of which can cause tensions within communities, have been established for a variety of reasons, including pressure created by inadequate site provision in Perth and Kinross, particularly for transient Travellers in and around Perth City.

The purpose of this strategy is to improve and sustain community relations through action that can be supported by all parties (individuals, politicians, public authorities, representative organisations, Gypsy /Travellers and local communities), and in a manner underpinned by improved communication, respect and understanding.

In so doing, it seeks to identify the actions required to address the legitimate concerns of the settled community and to improve options available to Gypsy/Travellers visiting the area.

2 Aims – *What we plan to do*

The Aims of this document are:

- to ensure services provided 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 wider community where possible.

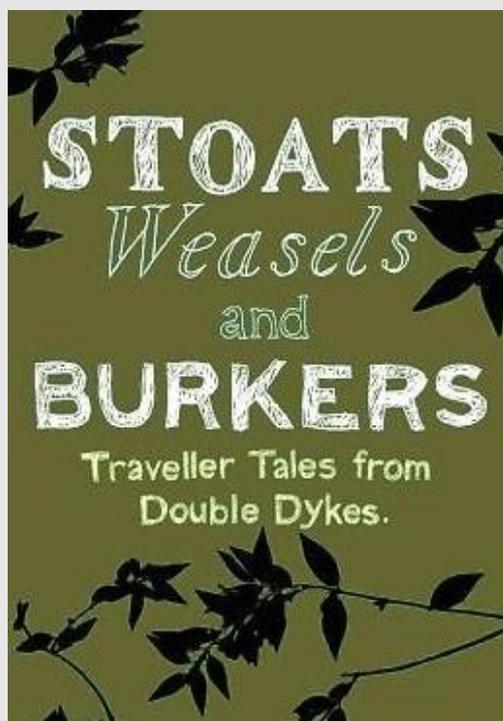
GOOD PRACTICE CASE STUDY 1 – STOATS, WEASELS AND BURKERS – A COUNCIL SECURING THE FUTURE AWARD WINNER IN 2010

'Stoats, Weasels and Burkers celebrates Perth's local Gypsy/Traveller community and their culture through traditional stories.

The Adult Literacy team, building on their long-standing work with the local Gypsy/Traveller community and that of the Community Link and Community Capacity Building Workers, responded to the Community's desire to mark the opening of the upgraded site at Double Dykes. The resulting exhibition in 2008 and working relationships that had been developed gave rise to the idea for a publication, which was made possible in September 2009 with funding from Learning Connections.

It is important to note that though this kind of project has not traditionally been a part of Gypsy/Traveller's cultural expression, the partnership approach engendered a positive response and participation from the Community. It was firmly based within the Traveller's social practice of prioritising everyday family commitments and fitting other commitments around this. It specifically highlighted the social practice of using storytelling to inform and engage younger members of the community with their history and heritage, a practice which is declining within their current more settled way of life.

This Project was awarded a Gold Securing the Future Award in the Equalities Category in 2010.



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 and Community Planning 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 and there are case study examples of Good Practice throughout the document which evidence what has already been achieved through positive partnership working. This document brings together existing engagement work with the local Gypsy/Traveller community into one key document and also sets out future planned work which the community has identified as a priority for them during the consultation process. One document with an accompanying Action Plan 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.

The vision of the Strategy is for the Gypsy/Traveller Community to be accepted as an integral part of our diverse community.

1. The Christie Commission (2011) set out principles for public services to work with Communities to enable them to influence the delivery of services.
2. The Scottish Government's response to Christie set out the need for a new relationship between citizens and public services in achieving better outcomes for communities.
3. This Strategy and Action Plan therefore follows these principles and reflects the Scottish Government's Public Sector Reform Programme so that:
 - public services are built around people and communities, their needs, aspirations, capacities and skills, and work to build up their autonomy and resilience;
 - public service organisations work together effectively to achieve outcomes;
 - public service organisations prioritise prevention, reducing inequalities and promoting equality; and

GYPSY/TRAVELLER STRATEGY

- all public services constantly seek to improve performance and reduce costs, and are open, transparent and accountable.

Community Empowerment, Gypsy/Travellers and Equality

At a local level community empowerment means building the resilience and capacity of communities to do more for themselves. For Gypsy / Travellers like many other parts of the community, there is a narrative for people and its importance in creating a sense of belonging and of Place. For the Gypsy/Travellers “Place” is not generally a fixed concept because their lifestyle often means moving between communities but “Place” is still relevant because they are part of a local community for a set period of time. For settled Gypsy/Travellers within a local community, the retention of their culture is the important factor. Community capacity building is particularly critical for a community such as the Gypsy /Traveller Community who can be marginalised and face barriers to accessing services. Capacity building ensures equality. This Strategy will ensure the many skills and assets of the Gypsy/Traveller community are recognised and celebrated within Perth and Kinross.

This document has been drafted with the Gypsy/Traveller community and will see a number of partner organisations working together to achieve outcomes which will reduce inequalities within the community whilst ensuring we are open, transparent and accountable in our performance to meet these outcomes.

We recognise that Gypsy/Travellers have been part of Scottish life for centuries. We value their traditions and lifestyle, which may include travelling and living in caravans or other vehicles, and/or camping, during at least part of the year. Gypsy/Travellers may live for long periods, or permanently, in settled accommodation including houses. We recognise that Gypsy/Travellers living in houses are entitled to retain their identity and culture.

This document has been developed in consultation with the Gypsy/Traveller community and provides an opportunity for local Community Planning Partners such as Perth & Kinross Council, NHS Tayside and Police Scotland, to say how they will provide services to Gypsy/Travellers living in Perth and Kinross and to those travelling through Perth and Kinross and staying here temporarily.

Supporting Positive Outcomes for Families and Children

It also provides us with a chance to improve the areas of service that the local Gypsy/Traveller community have told us needs to be improved and build a better position of trust within the community as a result. It provides a new, more open way of working with the Gypsy/Traveller community which will help to achieve better outcomes for children and their families into the future. Activities outlined within the document offer opportunities to bring communities together to learn about different aspects of their respective cultures and create more tolerance and greater understanding which can help reduce prejudice. The document is written in a way which the Gypsy/Traveller community respects and understands but which enables our services to deliver on the Actions outlined. These Actions reflect the need to respond

flexibly to future needs of the community, particularly in relation to ensuring positive outcomes for children and families.

Breaking Down Barriers

The strategy reflects extensive consultation and engagement between Services and the Gypsy/Traveller community where the focus has been respect for the Gypsy/Traveller culture. This has involved breaking down prejudice and increasing understanding of the Gypsy/Traveller culture through many new ways of working together.

During the consultation we have been advised that many Gypsy/Travellers face difficulties in trying to live their traditional lifestyle and in understanding what services are available to help. We have also been told that our local Gypsy/Travellers have faced discrimination in our communities and that they have not always received the services to a standard they may have expected. This means that they find it difficult to trust organisations to meet their expectations. These views have also been reflected nationally by studies from Amnesty International in April 2012* and by Inquiries undertaken by the Scottish Parliament Equal Opportunities Committee into 'Gypsy/Travellers and Care' (September 2012) and 'Where Gypsy/Travellers Live' (March 2013). Local Gypsy/Travellers joined Council staff in providing evidence to these Inquiries and we will be taking forward any action deemed necessary by the Scottish Government in response to them.

Whilst recognising that there are barriers which may still be faced in the future by members of the Gypsy/Traveller community, the existence of this strategy will provide a focal point for raising awareness of the rights and responsibilities of individuals and service providers in how these barriers can be overcome.

This document demonstrates our commitment to taking forward issues in a positive way for our local Gypsy/Traveller community members while continuing to demonstrate the good practice which already exists in this area.

ACTION POINTS IN RELATION TO SECTION 3 - WHAT WE ARE GOING TO DO:

- 1. The Council, in consultation with the Gypsy / Traveller Community, has agreed the main areas of priority for improving outcomes for the Gypsy / Traveller Community. A summary of action points to achieve the objectives of the strategy is contained in Appendix 2.***
- 2. We will respond to any recommendations made by the Scottish Government in response to the Scottish Parliament Equal Opportunities Inquiries (i) Gypsy/Travellers and Care and (ii) Where Gypsy/Travellers Live and ensure they are consistent with the local priorities identified by Gypsy/Travellers during the consultation.***

* On the Margins (LA Service Provision for Gypsy/Travellers) Amnesty International
Caught in the headlines (Scottish media coverage of Scottish Gypsy/Travellers) Amnesty International

GOOD PRACTICE CASE STUDY 2 – GYPSY/TRAVELLER GET TOGETHER – AN ANNUAL HEALTH AND WELLBEING EVENT

An annual health and wellbeing event for members of the Gypsy/Traveller community who stay or have stayed in Perth and Kinross at any time has been held at North Inch Community Campus in Perth for the last 3 years (since 2011). The event is called the “*Get Together*”.

The aims of this event are:

- to bring communities together to participate in health and wellbeing activities and learn about services which are available (including the promotion of positive mental health);
- to allow Gypsy/Traveller community members the opportunity to positively promote aspects of their culture.

The event is a multi-agency one and has community input at the event planning stage and on the day. The attendance at the event has increased year-on year and the 2013 event was also opened up to the wider community to encourage greater integration and was attended by the Provost for the first time.



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 & 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. Work to help people access local services has been ongoing for the last 12 months, for example, with a thriving Gypsy/Traveller community in the Kinross-shire area who stay for either short or longer-term periods, on a number of privately owned sites in that 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.

(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.

GOOD PRACTICE CASE STUDY 3 – ENGAGING WITH GYPSY/TRAVELLERS IN KINROSS-SHIRE

The Community Learning and Development Team in this area worked to build a relationship with members of the Gypsy/Traveller community on a number of private sites in the Kinross-shire area who were accessing services or opportunities available to them. As well as engagement on sites specific activities were organised at Loch Leven Campus (a facility previously not accessed at all by members of the Gypsy/Traveller community in the area). Transport from sites to the campus was provided and lunch (as part of the Housing and Community Care Lunch Club programme) and a crèche were provided along with supports from Youth Workers and MECOPP staff. Gypsy/Travellers increasingly contributed to developing and planning activities for women, children and young people including:

- Easter and Summer holiday programme
- Family Literacy Group (with the achievement of an ASDAN38 qualification in Values, Cultures and Beliefs)
- Literacy provision for young girls
- A family photography project
- CV writing with young people

The group are working towards becoming a fully constituted group and continue to meet on a regular basis to develop the necessary skills and confidence required to do so.



5 Community Consultation – *What did the Gypsy/Traveller community tell us?*

We asked community members what they thought of this document both before and after we drafted it. The first section will show what we were told before we drafted the document and the second section will tell people what we were told after we showed community members the draft document.

5.1 Initial Consultation

This took place with Gypsy/Traveller community members and organisations that attended the 2nd Annual Gypsy/Traveller 'Get Together' in September 2012.

People were asked to help us identify the main priority areas from a list of 12 different options prepared by Gypsy/Traveller community advisers. 46 responses were completed and the 5 main priority areas identified based on the responses received at the event were:

- (a) More permanent sites 18%
- (b) Transit sites 15%
- (c) Anti-discrimination advice 12%
- (d) Better Healthcare 11%
- (e) Independent Advice for Gypsy/Travellers 11%

More responses were sought between November 2012 and January 2013 from Gypsy/Travellers on Council sites; known Gypsy/Travellers in settled accommodation; Gypsy/Travellers travelling temporarily through Perth and Kinross and Gypsy/Travellers on private sites. A further 20 individual responses were received and 4 main priority areas identified in the responses are summarised as follows:

- (a) Anti-discrimination advice 23%
- (b) More permanent sites 15%
- (c) Independent Advice for Gypsy/Travellers 15%
- (d) Support to get adaptations for the disabled/elderly 15%

When the 46 responses from the Gypsy/Traveller Get Together and the 20 responses received afterwards are added together the overall priority areas identified are:

- (a) More permanent sites 19%
- (b) Anti-discrimination advice 16%
- (c) Transit sites 14%
- (d) Independent Advice for Gypsy/Travellers 12%
- (e) Support to get adaptations for the disabled/elderly 9%
- (f) Better healthcare 9%

5.2 Consultation on the draft document

We wanted as many people as possible to be able to tell us what they think so we asked an organisation called MECOPP (Support for Minority Ethnic Carers) to speak to the community members independently and help them to feedback to us. We know that the MECOPP Gypsy/Travellers Carers project has a good relationship with the community and has built up a significant level of trust.

We made copies of the draft document available online; in an easy-read summary; as an audio version and in full. We also had invited responses to be returned independently or with support from MECOPP.

We received a number of responses to the consultation (50 via postcards; 1 written response; 1 via email; 1 online and 1 via telephone). Of the 50 postcards, a strong response was received with 49 of them indicating that *“Perth and Kinross needs a Gypsy/Traveller Strategy or Action Plan”* whilst 47 said that they *“agree with what the strategy is trying to achieve”*. We also received a number of suggestions about how we could do this and other things that we needed to include.

We looked at all of the individual responses received and have summarised the key themes which emerged from these responses. Here’s what we were told community members would like us to do and here’s how we will respond to them:

What we have been asked to do	What we will do
To look at future site provision and consider the future accommodation needs of younger community members;	A Site Development Group has been examining the suitability of potential site locations for some time. This work is ongoing and potential sites are being identified through due process.
To make the planning process easier to understand;	Our Planning and Development staff will come out and explain the process to those who require it. A session has already been held for community members in the Kinross area.
To do more awareness raising training about Gypsy/Traveller issues with staff, elected members and community councils;	We have been arranging Gypsy/Traveller training sessions for staff for several years and this will continue. We arranged a session for our elected members in September 2013 and also for our Community Equalities Advisory Group in October 2013. We hope that opportunities will arise with tenants and community groups in future.

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To make sure contact information is relevant and accessible;	Information has now been produced in different formats and is also included as an appendix to this document.
To be able to access independent advice about issues which concern them like prejudice and discrimination;	The Ethnic Minorities Law Centre is now working in Perth and Kinross and the service is available for Gypsy/Traveller community members. Existing services such as MECOPP Gypsy/Travellers Carers Project and Perth Citizens Advice Bureau (CAB) also provide specific advice and information.
To make sure their views are represented appropriately to the working groups which are considering Gypsy/Traveller issues;	We will use the community lunch clubs as a method of involving community members appropriately. A number of these lunch clubs have already been held in Perth, Pitlochry and Kinross.
To provide advice about employment, activities for younger people and a more accessible health visiting service;	We will make relevant information available and can set up separate sessions at community lunch clubs as required. Community members will also be supported to access existing service provision as appropriate and we will make sure the Annual Gypsy/Traveller Get Together continues to be held.

All of these submissions will help shape the themes of this updated document.

Importantly community members told us that they would prefer face-to-face feedback on the issues they raised and 45 of the postcard responses said that they agreed *“with the ways we’ll feedback on what’s happening”* with the document. We have fed back these findings to community members before publishing the final version of this document.

5.3 Training

This section provides information about the awareness raising training that the Council currently delivers.

We are committed to ensuring our staff are given the best possible training and development opportunities to be able to deal with cultural differences which may present themselves from our diverse population.

The Council's Housing & Community Care Service has commissioned Gypsy/Traveller Awareness raising training for staff for several years now. This training is delivered by Gypsy/Traveller community members and is independently facilitated. In excess of 300 staff have attended the training and feedback has always been positive. In response to the consultation a training session for Elected Members was arranged in September 2013. This was followed up with a 'myth-busting' session at the Community Equalities Advisory Group in October 2013.

This training has been also been attended by staff in other partner agencies and we will continue to encourage this.

The Council also has a long-standing and very positive working relationship with *Show Racism the Red Card* – they chose Perth as the venue for their launch of the 'Out of Site' anti-racism materials (which focuses on anti-racism towards Gypsy/Traveller/Roma groups) in 2010. During 2012/13 these materials were used in local schools as part of the annual programme of *Show Racism the Red Card* workshops – 5 primary schools and 196 pupils received specific 'Out of Site' workshops (in addition to the other 31 primary schools and 862 pupils which were involved in general anti-racism workshops in partnership with *Show Racism the Red Card* and the St. Johnstone community coaching team). Perth & Kinross Council believes that this positive influential training in schools will start to change attitudes amongst our young people and counter the influences of negative media reports or sensationalist TV programmes. The Council remains committed to delivering 'Out of Site' training as a specific part of our Annual *Show Racism the Red Card* educational programme.

We have also been told by community members that they would like to see a more positive public education campaign locally to challenge negative perceptions which are often presented in the media. We will work with community members to develop this.

Finally, community members highlighted the importance of us following through with what we said we would do in the document. We will now list the key actions which tell you how we plan to do this and hope that this builds up a more trusting relationship and helps break down perceived barriers. We are pleased that progress has already been made on some of these actions.

ACTION POINTS IN RELATION TO SECTION 5 – WHAT WE ARE GOING TO DO:

Consultation Process

- 1. We said we would feedback to community members on the consultation responses we received and advise on the final version of this document and we have done this.***
- 2. We said we would make available copies of all consultation submissions received and we have done this.***

Key Themes - Site Provision

- 3. The community consultation identified the need to examine future site provision. It has been recognised by the Council that current site provision does not meet future demand and work has been ongoing for some time to identify alternative future provision. A number of options are currently being considered for both permanent and transient sites and we will speak to members of the Gypsy/Traveller community and settled community about these options.**
- 4. We will produce a policy relating to the process for managing temporary encampments which may be established from time-to-time in Perth and Kinross. The draft policy statement is currently being finalised.**

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

- 5. We will make a contact sheet available in accessible formats to members of the Gypsy/Traveller community staying in Perth and Kinross or travelling through the area (see Appendix 1).**
- 6. We will continue to work closely with MECOPP Gypsy/Travellers Carers Project and respond to issues they raise on behalf of community members.**
- 7. We will continue to co-ordinate planning of the Annual Gypsy/Traveller Get Together to provide advice about employment, activities for younger people and a more accessible health visiting service**
- 8. We will make sure that the local Community Policing contact is known by relevant community members.**
- 9. We will arrange an information session to make the Planning process easier to understand for community members in the areas where this is most relevant.**
- 10. We will work with parents, schools and community members to encourage continuing education in school and the community.**
- 11. We will continue to work with community members to access adult and family learning, literacy and employability skills to allow community members to build on their assets and strengths.**

Key Theme – Anti-Discrimination Advice and Training

- 12. We will continue to arrange Gypsy/Traveller Awareness Raising training for staff and a specific session has been held for elected members.**

13. We will continue to include specific 'Out of Site' training within the Show Racism the Red Card schools programme.

14. We will work with community members to develop a positive public education programme to counter negative perceptions of the Gypsy/Traveller community.

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

15. The community consultation identified some site issues at Double Dykes and we will speak to the community on site and the Site Manager to address these to everyone's satisfaction.

16. The community consultation identified that there are some areas of ongoing concern regarding the accessibility of the site by vehicle and by telephone contact at Bobbin Mill and we will speak to the community on site and bring the relevant people together to try and resolve this.

Key Theme – Community Engagement and Empowerment

17. 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.

18. We will continue to arrange regular Community Lunch Clubs in different areas of Perth and Kinross and encourage them to be used for discussing key themes and taking actions forward.

GOOD PRACTICE CASE STUDY 4 – MECOPP GYPSY/TRAVELLER CARERS PROJECT – SERVICE LEVEL AGREEMENT

Housing & Community Care provided initial 12 month funding in April 2012 to initiate the development of a Carers Project specific to Gypsy/Travellers in this area. This project was commissioned from Minority Ethnic Carers of People Project (MECOPP) as part of their Gypsy/Travellers Carers Project. A Service Level Agreement was put in place covering the following key areas of work:

- outreach work
- community capacity building (including work with key partners in Perth & Kinross Council, NHS Tayside, the MEAD Project and other identified strategic partners)
- training (specifically the delivery of 2 x ½ day Gypsy/Traveller Awareness Raising sessions targeting care staff)
- advocacy and casework
- research
- provision of health and other general information which may support Gypsy/Traveller carers
- identification of appropriate individual and group activities with members of the community and delivery of said activities (either directly or in partnership)
- identification of particular issues of discrimination faced locally by members of the Gypsy/Traveller community which negatively impacts on their caring role
- planning and contribution to the Annual Gypsy/Traveller 'Get Together' (health and wellbeing event) in Perth & Kinross and associated community lunch club activities in partnership with Housing & Community Care

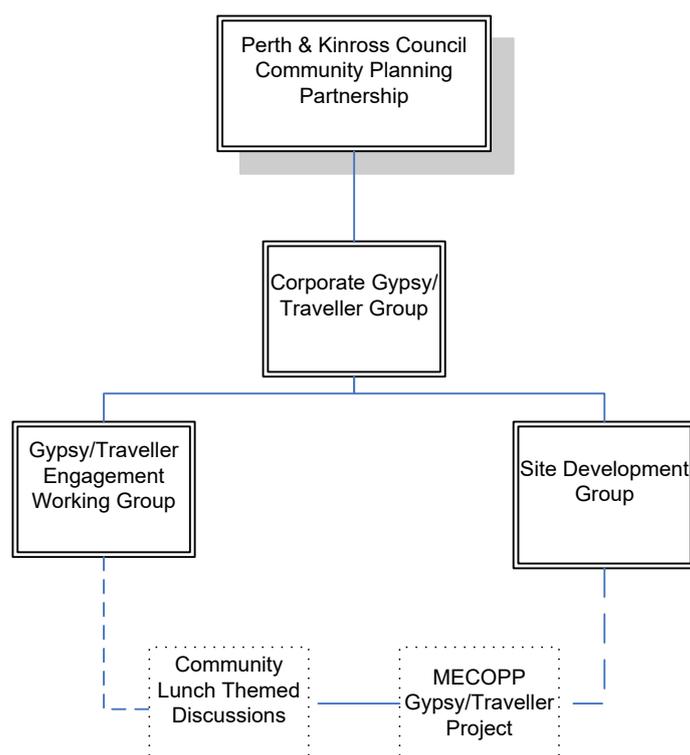
Following a successful evaluation of the project further 2-year funding was agreed by Housing & Community Care which will run until 31 March 2015. MECOPP have been particularly successful in working with the arts and their 'Moving Minds Exhibition' has been displayed at a number of local venues.



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

Perth & Kinross Council has an Equalities Strategy which sets the Council's priorities in relation to equality and diversity and how each service in the Council will achieve their equalities outcomes. The Council has an Equality and Diversity Member Officer Group which is responsible for ensuring that the priorities set out in the Equalities Strategy are achieved. The Council also jointly chairs a Community Equalities Advisory Group with Police Scotland which we hope members of the Gypsy/Traveller community will be able to attend. A Gypsy/Traveller awareness raising 'mythbusting' session was held at the Community Equalities Advisory Group in October 2013.

During 2011, specific groups were established to examine particular policy areas relevant to the Gypsy/Traveller community locally. This is shown in the diagram below:



The remit of each of these sub-groups can be summarised as follows:

- Gypsy/Traveller Engagement 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

- Site Development Group – the group consists of representatives from Council services along with the Police Authority. Its purpose is to develop, in partnership with the Gypsy/Traveller community, suitable accommodation provision and to develop and maintain policies and procedures.

The actions within this document will be monitored by and reported to the Corporate Gypsy/Traveller Group which is chaired by the Executive Director of Housing and Community Care and will form part of the Council's overall response to its obligations in relation to Equalities and Diversity.

We will invite community members to discuss issues relevant to the work of these groups through regular themed groups at our Lunch Clubs or similar events. We would also welcome contributions if individuals are unable to attend a themed group which is of interest to them. It is important that people are kept informed of what is going on.

There will be quarterly reports on the progress of the document to the Corporate Gypsy/Traveller Group and annually to the Council's Equality and Diversity Member Officer Group and Community Planning Partnership. The reports will be in relation to the agreed Action Points outlined throughout this document and summarised below.

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

The document will be fully reviewed in 2017 to assess the progress we have made and a full update will follow in 2018.

ACTION POINTS IN RELATION TO SECTION 6 – WHAT WE ARE GOING TO DO:

- 1. We will provide twice-yearly progress reports to the Corporate Gypsy/Traveller Group***
- 2. We will provide annual progress reports to the Equality and Diversity Member Officer Group and the Community Planning Partnership***
- 3. We will make copies of progress reports available to Gypsy/Traveller community members***
- 4. We will review the document in full in 2017 for issuing an updated version in 2018***
- 5. We will ensure the document is linked into the Council's Equalities Strategy and any national reports/inquiries***

GOOD PRACTICE CASE STUDY 5 – GYPSY/TRAVELLER TENANT PARTICIPATION

Staff supporting tenant participation have been actively involved with the Gypsy /Traveller community over a number of years in Perth and Kinross.

A Double Dykes Tenants Association was first established in October 2000 and have supported the site community to be involved in a range of activities. The Association have worked with a range of agencies including Housing Services, the Police, Fire and Rescue and staff from Education and Children's Services to improve the quality of life for residents on the site. This includes the development of community green space in Double Dykes and activities for young people. The members of the Association were involved in work celebrating Perth's local Traveller community, their culture and traditions in their own words. The project won the Gold Award in the Equalities section of Perth and Kinross Council Securing the Future Awards 2010.

In 2011 the Association was responsible for raising concerns with Housing Services about heating the chalet accommodation. As result and in agreement with all the residents on the site, central heating was installed in every chalet with the work completed by January 2012. Since 2012 interest in the Double Dykes Association has been waning, with few meetings taking place, and it has been agreed that an AGM will take place in 2014 to decide on its future. However, there are a number of residents who continue to be registered on the Tenant Participation Interested Persons list from both Double Dykes and Bobbin Mill. Some of them take part in tenant/ staff working groups and in 2013 they presented an awareness raising session about Gypsy/Travellers and some of the issues that affect them to a busy Tenant Participation Forum meeting in Blairgowrie.

In the summer of 2013 staff from the Customer and Community Engagement Team undertook door to door consultation with residents from both Double Dykes and Bobbin Mill to complete the Tenant Satisfaction Survey. The results will be reported to the Scottish Housing Regulator in relation to achieving the Scottish Social Housing Charter and actions arising will be recorded in the Neighbourhood Strategy Action Plan. Tenants from both Bobbin Mill and Double Dykes sites were involved in the creation of Local Letting Plans for each of the sites in 2013. At Bobbin Mill this was undertaken through meetings with local tenant representatives and in Double Dykes through both door to door consultation and at the Gypsy/Traveller Community Lunch Club. As a result, and where legally possible, tenants' suggestions were taken on board and in December residents were invited to the Portacabin on Double Dykes for further discussion and explanation.

As part of the new Tenant Participation Strategy (2014-17) action plan we aim to plan more interactive ways of engaging with Gypsy/Travellers across all Perth and Kinross sites through a thematic forum approach to ensure the continued positive involvement of these communities in the development and improvement of services.

7 Complaints and Customer Service Standards – *What sort of service community members should expect to receive*

We all want Gypsy/Traveller community members to receive the best service they can. The Council's [Customer Service Standards \[PDF: 404Kb\]](#), for example, explain the level of service people can expect when contacting the Council in writing, by telephone or in person. But things sometimes go wrong, and community members may feel that they haven't had the service expected.

If this happens, the first thing anyone should do is contact the person who deals with the Service people want to complain about. They'll do their best to sort out the problem or advise of the more formal complaints process should an individual wish to take the matter further.

We hope that by introducing themed discussions via our Community Lunch Club programme that people will be able to raise issues there as well.

We are also aware that community members told us that they would like independent impartial advice as sometimes they may encounter negative experiences from different types of service providers or employers and we are happy to discuss this with Citizens' Advice Bureau and MECOPP to see what would be possible.

ACTION POINTS IN RELATION TO SECTION 6 – WHAT WE ARE GOING TO DO:

- 1. We will speak to community members, Perth Citizens Advice Bureau and MECOPP about the best way for community members to receive independent, impartial advice. A service is now available in Perth and Kinross from the Ethnic Minorities Law Centre which can be accessed by Gypsy/Traveller community members.***

Appendix 1 Services and Contact Information – Who does what and how to contact them

Key Contacts for Information

Services in Perth and Kinross which offer advice and support.	
Gypsy/Traveller Liaison Officer	01738 622821
Where to find help, advice, information and support in this area.	01738 475000 www.pkc.gov.uk
NHS – Hospital Perth Royal Infirmary	01738 623 311
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 Emergency (after 5 p.m.) 08454 242424
Drug & Alcohol Team	01738 474455
Education - Information, advice and help on; <ul style="list-style-type: none"> Schools and nurseries available in Perth and Kinross Enroling 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 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	07943 727920

(i) Local Authority Site Management

At Double Dykes a Site Manager has been in post since 2008. The Site Manager is based in an office on the Double Dykes site 5 days per week between the hours of 8.45am and 5pm. The post is part of the Letham Area Housing Team and is supported by colleagues to provide a front line housing

service. In the Site Manager's absence the residents liaise directly with the Letham Area Housing team.

There is a Residents' Association for Double Dykes which offers the opportunity for the Council and guest speakers to meet with the residents on site. We are aware that the Residents' Association has not had enough people attending meetings for some time and we need to look at why this is and what we can do instead.

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 stay in Council housing or private accommodation 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 while Homeless application is considered

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.

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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 Advice Centre 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 spread across Perth and Kinross. The number of temporary encampments reflects a requirement for additional 'short-stay' sites. Funding has been identified through the Council's composite capital budget to create such sites and council officers are investigating possible options. It is considered that overall Perth and Kinross has lost in the region of 40 temporary pitches over the last 10 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.

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.

Community members have also highlighted the need for more permanent settled site provision similar to Double Dykes and Bobbin Mill, as there is a requirement to consider the accommodation needs of the younger generation and we will take this matter forward in consultation with the local community (see Action Point in Section 5).

(iv) Transient Site Management

The Double Dykes Site Manager also acts as the Gypsy/Traveller Liaison Officer (GTLO) for the Local Authority and is the point of contact for any

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Gypsy/Travellers who pass through the Perth and Kinross Council area and is responsible for dealing with temporary or short-stay encampments.

He will provide information to residents on any temporary encampments which will give details about how they can get support for their health, welfare and other advice if required. He 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. The Council's Environmental Health Division can also provide advice with regard to waste management, public health nuisance (that is any activity which is 'injurious or dangerous to health'), dog control / welfare and illegal parking.

Environmental Health may be contacted by the GTLO or other appropriate service or agency to assist with visiting encampments to assess the condition of the location. 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. Officers will support the GTLO in providing details on local recycling or waste disposal facilities to Gypsy/Travellers, 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 supported by issuing the 'Guide for encampments in Perth and Kinross' leaflet to each family.

The need for more accessible and suitable transient site provision in different areas of Perth and Kinross to negate the need for temporary encampments becoming 'unauthorised' is outlined above. We are keen to address this and want to work with the local Gypsy/Traveller community and wider settled community to do so (See Action Point in Section 5).

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.

Community members told us that they wanted some more detailed information about the Occupational Therapy service. This helps people of all ages to manage difficulties they experience carrying out everyday activities. This may be as a result of an illness, accident, disability or the ageing process. When requested, Occupational Therapists carry out home visits to Gypsy/Travellers at the Double Dykes and Bobbin Mill sites to discuss their individual difficulties and explore ways of coping with or overcoming them. Where adaptive equipment or housing adaptations are needed to help Gypsy/Travellers live at

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home as independently as possible, these are arranged and provided on the same basis as for all Perth & Kinross Council tenants.

Perth & Kinross Council also has a Service Level Agreement in place with MECOPP Gypsy/Traveller Carers Project to:

- Increase knowledge of the pattern, extent and nature of informal caring within the Gypsy/Traveller community in Perth & Kinross;
- Increase capacity and competency of local carers services to respond appropriately to the needs of informal carers within the local Gypsy/Traveller community, including working with the MEAD Project;
- Increase knowledge of, and confidence in, carer support services amongst local Gypsy/Travellers;
- Improve the health and wellbeing of Gypsy/Traveller carers living in Perth & Kinross.

Although in receipt of funding from the Council, MECOPP is an independent and impartial service provider. We will continue to work closely with MECOPP and respond to issues they may raise on the behalf of the community.

We also co-ordinate an Annual Gypsy/Traveller 'Get Together' – a health and wellbeing event – in partnership with community members and other partner services and organisations. This will continue to be provided subject to there being a demand for it. Similarly a regular community lunch club in different areas of Perth and Kinross is also provided for all members of the Gypsy/Traveller community to offer community members an environment in which they can meet informally together and with representatives from the Council and other partner organisations. We will use this Lunch Club as a means of taking forward issues raised in relation to this document.

(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.

(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 (GIRFEC) across Perth and Kinross.

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 in the Hate Incident Partnership 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;

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- 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 Planning Aid for Scotland; further information can be found through their website (www.planningaidscotland.org.uk) . They are based at 11a South Charlotte Street Edinburgh EH2 4AS Tel: 0131 220 9730 or 0845 603 7602 (Helpline)

Community members have told us that this is an area they require a greater understanding of so we will take steps to try to make sure this is the case.

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 they do not progress to secondary schools. Some families will apply to Home Educate their children. 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. Double Dykes has an educational provision on site linked to the catchment secondary school which supports children and young people of school age. This project was part of the eLATEs pilot working with STEP and supported by the Scottish Government. It provides opportunities for children and young people from the Gypsy/Traveller community at Double Dykes who have chosen not to attend a school to engage with specialist subject teachers and gain skills in literacy, numeracy and SQA accreditation.

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

(ii) Community Learning and Development

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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. Staff have worked with residents of the Double Dykes site who have formed a Residents Association with a constitution. Members of the group have run their own meetings, applied for funding and are supported by Communities and Housing & Community Care staff although, as outlined earlier we are aware of the need to find out why recent meetings have not been well attended.

We also deliver a range of learning opportunities at Double Dykes on site including Arts/Heritage projects and Travelling Well Together which have raised awareness of mental health issues and coping strategies. Many of these opportunities including access to IT, are delivered in the portacabin which has been 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.

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 Highland House in Perth and on an outreach basis.

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

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- 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 Hub
(<http://www.pkc.gov.uk/thehub>)

The Hub supports local unemployed individuals back into employment.

The shop front unit is currently based in the St John's Shopping Centre in Perth, close to the South Street entrance. 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 newspapers and computers for job searches, and other free resources to help them apply for vacancies. Individuals wanting support are welcome to drop in anytime between 9.30am and 4.30pm 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. Work Programme
- Job ready and able to take up suitable employment at short notice
- Able to commit to attending The Hub for Job Search twice a week

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.

SUMMARY OF ALL ACTION POINTS CONTAINED WITHIN THE STRATEGY

Action Point	Lead Service Responsible	Timescale *
1. We will respond to any recommendations made by the Scottish Government in response to the Scottish Parliament Equal Opportunities Inquiries (i) Gypsy/Travellers and Care and (ii) Where Gypsy/Travellers Live and ensure they are consistent with local priorities identified by Gypsy/Travellers during the consultation (Section 1 of Strategy)	Housing and Community Care (PKC)	Medium
2. All action points for Gypsy/Traveller community members within this document and any subsequent actions arising must evidence that they meet a minimum of one of the stated aims (Section 2 of Strategy)	All Community Planning Partners	Short
3. We said we would come out to feedback to community members on the consultation responses we received and advise on the final version of this document and we have done this (Section 4 of Strategy)	Housing and Community Care (PKC)	Short
4. We said we would make available copies of all consultation submissions received and we have done this (Section 4 of Strategy)	Housing and Community Care (PKC)	Short
5. The community consultation identified the need to examine future site provision. It has been recognised by the Council that current site provision does not meet future demand and work has been ongoing for some time to identify alternative future provision. A number of options are currently being considered for both permanent and transient sites and we will speak to members of the Gypsy/Traveller community	Housing and Community Care (PKC)	Medium/Long

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and settled community about these options (Section 4 of Strategy)		
6. We will produce a policy relating to the process for managing temporary encampments which may be established from time-to-time in Perth and Kinross. This policy is currently being drafted (Section 4 of Strategy)	Housing and Community Care/The Environment Service (PKC)	Short
7. We will make a contact sheet available in accessible formats to members of the Gypsy/Traveller community staying in Perth and Kinross or travelling through the area – see Appendix 1 (Section 4 of Strategy)	Education and Children’s Services (PKC)	Short
8. We will continue to work closely with MECOPP Gypsy/Travellers Carers Project and respond to issues they raise on the community’s behalf (Section 4 of Strategy)	Housing and Community Care (PKC)	Short/Medium
9. We will continue to co-ordinate planning of the Annual Gypsy/Traveller Get Together (Section 4 of Strategy)	Housing and Community Care (PKC)	Medium
10. We will make sure that the local Community Policing contact is known by relevant community members (Section 4 of Strategy).	Police Scotland	Short
11. We will arrange an information session to make the Planning process easier to understand for community members (Section 4 of Strategy)	The Environment Service (PKC)	Short/Medium
12. We will work with parents, schools and community members to encourage continuing education in school and the community (Section 4 of Strategy)	Education and Children’s Services (PKC)	Short/Medium
13. We will continue to work with community members to access adult and family learning, literacy and employability skills to	Education and Children’s Services (PKC)	Short/Medium

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allow community members to build on their assets and strengths (Section 4 of Strategy)		
14. We will continue to arrange Gypsy/Traveller Awareness Raising training for staff and a specific session for elected members (Section 4 of Strategy)	Housing and Community Care (PKC)	Short/Medium
15. We will continue to include specific 'Out of Site' training within the Show Racism the Red Card schools programme (Section 4 of Strategy)	Housing and Community Care (PKC)	Short/Medium
16. We will work with community members to develop a positive public education programme to counter negative perceptions of the Gypsy/Traveller community (Section 4 of Strategy)	All Community Planning Partners	Medium
17. The community consultation identified some site issues at Double Dykes and we will speak to the community on site and the Site Manager to address these to everyone's satisfaction (Section 4 of Strategy)	Housing and Community Care (PKC)	Short/Medium
18. The community consultation identified that there are some areas of ongoing concern regarding the accessibility to the site by vehicle and by telephone contact at Bobbin Mill and we will speak to the community on site and bring the relevant people together to try and resolve this (Section 4 of Strategy)	Housing and Community Care (PKC)	Short/Medium
19. 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 (Section 4 of Strategy)	Education & Children's Services (PKC)	Short/Medium

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20. We will continue to arrange regular Community Lunch Clubs in different areas of Perth and Kinross and encourage them to be used for discussing key themes and taking actions forward. (Section 4 of Strategy)	All Community Planning Partners	Short/Medium
21. We will provide twice-yearly progress reports to the Corporate Gypsy/Traveller Group (Section 5 of Strategy)	Education and Children's Services (PKC)	Medium
22. We will provide annual progress report to the Equality and Diversity Member Officer Group and the Community Planning Partnership (Section 5 of Strategy)	Education and Children's Services (PKC)	Medium
23. We will make copies of progress reports available to Gypsy/Traveller community members (Section 5 of Strategy)	Education and Children's Services (PKC)	Medium
24. We will review the document in full in 2017 for issuing an updated version in 2018 (Section 5 of Strategy)	Education and Children's Services (PKC)	Long
25. We will ensure the document is linked into the Council's Equalities Strategy and any national reports/inquiries (Section 5 of Strategy)	Education and Children's Services (PKC)	Medium
26. We will speak to community members, Perth Citizens' Advice Bureau and MECOPP about the best way for community members to receive independent, impartial advice A service is now available in Perth and Kinross from the Ethnic Minorities Law Centre which can be accessed by Gypsy/Traveller community members. (Section 6 of Strategy)	Housing and Community Care (PKC)	Short/Medium

*Timescales:

- Short = within 3 -12 months of Strategy being published
- Medium = within 12 – 18 months of Strategy being published
- Long = within 18 months – 2 years of Strategy being published

