

MULTI-AGENCY ACTION PLAN FOR  
GYPSY/TRAVELLERS  
IN THE HIGHLANDS

PLANA-GHNIÒMHA IOMADH-BHUIDHEANN DO  
THAISTEALAICH/LUCHD-SIUBHAIL  
SA GHÀIDHEALTACHD



# Multi-Agency Action Plan for Gypsy/Travellers in the Highlands

Plana-ghnìomha Iomadh-Bhuidheann do Thaisteaich/Luchd-siubhail sa Ghàidhealtachd

## 1 Why is a Plan Needed?

Carson a tha feum air plana?

1.1 Public agencies in the Highlands recognise the importance of meeting the needs of Gypsy/Travellers. This is because of the discrimination Gypsy/Travellers sometimes face and also because of the way that organisations are set up which means services can often be challenging to access. This understanding led to the development of this multi-agency Action Plan by several public agencies including:

- the Highland Council
- NHS Highland
- Highlands and Islands Enterprise
- Northern Constabulary
- Highland Fire and Rescue Services.

1.2 This Plan aims to:

- promote equality;
- improve the lives, opportunities and experiences of Gypsy/Travellers as well as their health, housing, education and employment outcomes and;
- make sure that, in line with the aims of the Highland Well Being Alliance, a consistent multi-agency, partnership based approach is taken to Gypsy/Travellers issues.

1.3 This Plan sets out actions to:

- improve Gypsy/Travellers access to, and experiences of, services;
- develop and improve services so that services meet their needs;
- break down service barriers by increasing understanding of their culture and issues they face; and
- engage and involve Gypsy/Travellers and assess their needs.

1.4 We hope that by doing this:

- Gypsy/Travellers will experience less discrimination & harassment
- Gypsy/Travellers can more easily access services and are aware of what services are available
- Gypsy / Travellers have improved employment and skill development opportunities
- Gypsy/Travellers have better places to stay and experiences of housing and so have a better quality of life
- Gypsy / Travellers are helped to make their communities safer
- Gypsy/Travellers are able to access more opportunities to learn and have better experience of education leading to better educational outcomes
- The health of Gypsy/Travellers and their experiences of health services will be improved.
- Public Services deliver more culturally sensitive services which are also relevant and accessible to Gypsy/Travellers.

- Gypsy/Travellers are involved the planning and decision making regarding services which affect them.
- The needs, issues and priorities of Gypsy/Travellers are understood by public services resulting in the delivery of services which meet needs and aspirations

1.5 These are the outcomes that we have identified as priorities.

## **2 Why have a multi-agency approach?**

*Carson a tha iomadh buidheann an sàs ann?*

2.1 It is hoped that better results can be achieved for Gypsy/Travellers if organisations work together - for example by sharing information, resources, services and ideas, improving communications and including Gypsy/Travellers in the decision making processes. This is in keeping with the Scottish Government's desire to develop shared public sector services and provide more efficient ways of working.

## **3 Where have these actions come from?**

*Cò às a thàinig na gnìomhan seo?*

3.1 The need for action, and the actions themselves, were identified from several sources:

- Through on-going consultation and engagement with Gypsy/Travellers - as part of the day to day work of services including education and housing; through community representation on partnership groups and also through projects and initiatives such as the Health and Well-being Initiative.
- We also asked Gypsy/Travellers for their views on our suggested actions. This gave us a much greater understanding of what they wanted.
- Through recognised best practice of ways to improve services and meet needs.
- Through recognition of what is needed so that organisations can meet their equal opportunities commitments and obligations.

3.2 Working 'on the ground' with communities is often the best way to find out Gypsy/Travellers' views, so we will encourage organisations to build this into their day to day business. We are committed to on-going consultation - when we start implementing many of these actions, we will ask Gypsy/Travellers for their views on the best way to deliver what they want.

## **4 Gypsy/Travellers Issues**

*Cùisean Thaistealaich/Luchd-siubhail*

4.1 Gypsy/Travellers refers to a number of travelling communities including: Scottish Travellers, Romany, Gypsies, Irish Travellers and other Travelling groups whether they travel or are settled<sup>1</sup>. This Action Plan focuses on meeting their needs and, by improving services, is likely to also meet the needs of other excluded communities.

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<sup>1</sup> For a wider definition see Appendix 1

- 4.2 There are significant numbers of Gypsy/Travellers in the Highlands, living on Council owned and private sites, in housing and in roadside camps. They form an element of the rich heritage of the Highland community and have contributed to the culture and history of the Highlands and to traditional employment patterns.
- 4.3 The Scottish Government carries out a count in the summer and in the winter. Whilst the principle and method is not universally accepted, this provides a limited snapshot picture. On average, the summer count identified 60 Gypsy/Travellers households who were living on sites in the Highlands.
- 4.4 There are many households in the Highlands who, while still regarding themselves as part of Gypsy/Travellers communities have chosen to settle in houses on a long-term or permanent basis. They may follow similar occupations and may choose to travel for part of the year but, for most practical purposes, have become part of the settled population without giving up their cultural identity.
- 4.5 The Highland Council provides 4 sites for Gypsy/Travellers in:
- Longman, Inverness ( with pitches for 20 caravans);
  - Kentallen, Lochaber (with pitches for 8 caravans);
  - Spean Bridge, Lochaber, (with pitches for 15 caravans) and;
  - Newtonmore, Badenoch & Strathspey. This seasonal site is only open in the summer and has 7 caravan pitches.
- 4.6 Some households, particularly older people, have become almost permanently settled on the sites and rarely travel. Others may move off for a while, sometimes stopping on roadside camps before returning to their base.
- 4.7 There is seldom a waiting list for official sites, however some Gypsy/Travellers prefer to use roadside camps. In recent years there have been a number of 'unauthorised' roadside camps in Highland. Whilst length of stay at these camps varies, as do the reasons for use, they are generally for short periods of time.
- 4.8 Gypsy/Travellers need the same services as anybody else, but have particular cultural traditions, including a tradition of travelling. This means it is important for public agencies to adapt or shape their services so that they meet the needs of Gypsy/Travellers.
- 4.9 It is widely acknowledged that Gypsy/Travellers face disadvantage and discrimination in many ways including accessing and getting the best results from public services. This can result in problems such as poor health, poor accommodation and support; poor educational achievement; low literacy levels; poorer employment prospects, and being more socially excluded from life's opportunities.
- 4.10 The British Medical Association (BMA) reports that this community is the UK's highest risk health group. They have lower life expectancies and more child deaths than any other community. Whilst they are just as likely to have disabilities, be older or vulnerable, they often have additional support needs. These can be due to poor literacy, isolation, harassment, and negative public opinion. Problems exist for Gypsy/Travellers in accessing information and advice. This is often because information isn't easily available or can be confusing and that services themselves

can be overly complicated. It is sometimes because of widespread literacy problems, suspicion of outsiders and authority (perhaps because of past experiences of discrimination and racism) as well as lack of awareness of services and how to access them.

- 4.11 There is evidence of greater prejudice against Gypsy/Travellers than that directed at other sections of the community.
- 4.12 Settled Gypsy/Travellers also face issues of discrimination and need widespread understanding of their culture and awareness of their needs.

## **5 Services for Gypsy/Travellers**

### **Seirbheisean do Thaistealaich/Luchd-siubhail**

- 5.1 Much has been and continues to be done across the Highlands to improve services for Gypsy/Travellers. This Plan builds on an existing Highland Council Plan and the work of the Highland Gypsy/Travellers Partnership Group. It has included representation from Gypsy/Travellers, Save the Children (Scotland), relevant agencies and public services. Forums involving Gypsy/Travellers have met in Lochaber and Inverness to discuss local issues.
- 5.2 Other recent achievements include:
  - Gypsy/Travellers Outreach Teacher who works on-site, in and with schools to support the learning of Gypsy/Travellers, improve families' experiences of schools and learning and help them to confidently access education.
  - Awareness training to address issues of racism and harassment and increase understanding of the culture of Gypsy/Travellers.
  - Gypsy/Traveller Health and Wellbeing Initiative which helped to break down barriers, improve Gypsy/Travellers capacity and their experiences of public services. The work of this project has been assessed and many of the actions in this Plan are in response to the findings of this assessment.
  - Health visitor input to sites.
  - Improved joint working between agencies and non-statutory organisations.
  - Guidelines used by organisations to respond to unauthorised camps.
  - An allocation policy for pitches on the Council's sites.
  - Establishment of a multi-agency racist incidence monitoring process.

## **6 Equal Opportunities**

### **Co-ionannachd Chothroman**

- 6.1 Both the Scottish Government and the Commission for Racial Equality recommend that Travellers be treated as if they were a distinct ethnic group. The Race Relations (Amendment) Act 2000 came into force in 2001 to strengthen and extend existing race legislation. The Act places a new positive general duty on public authorities to '*eliminate discrimination, promote equal opportunities and good race relations*' and provides an agenda to address some of the issues affecting Gypsy/Travellers. This Action Plan links directly to Well Being Alliance partners' Race Equality schemes.

6.2 Equality in relation to rights and entitlement depends on having access to relevant information so that informed decisions can be made. Improving access to information and advice is a key aim of this plan.

## **7 Wider Links** Ceanglaichean

7.1 This Action Plan will contribute to a number of wider objectives:

- One of the aims of the Community Plan for Highland is that individuals and communities feel that they are dealt with equitably. The development of this plan should help organisations to work towards this.
- It will help to improve health outcomes – an aim of the Highland Joint Health Improvement Plan.
- Encouraging public services to improve their delivery to Gypsy/Travellers is one of the Scottish Government’s priorities.
- The Scottish Parliament Equal Opportunities Committee Inquiry into Gypsy Travellers in 2001 evidenced discrimination and inequality of access and identified 37 key recommendations including that the needs of Gypsy/Travellers should be addressed as part of relevant statutory plans.

7.2 It also links with and incorporates other activities (for example equalities actions and actions arising from the multi-agency Highland Children’s Plan).

## **8 Underlying principles** Prionnsapail a’ Phlana

8.1 All agencies associated with this plan are committed to:

- Engagement with Gypsy/Travellers, organisations and local communities.
- Working with people to encourage them to take greater control of their own lives – for example by having the confidence to take and influence decisions and gaining skills to get the best out of their lives.
- Recognising Gypsy/Travellers as a distinct ethnic group.
- Recognising that Gypsy/Travellers continue to face discrimination and negative stereotyping.
- Eliminating unlawful discrimination, promote equal opportunities and promoting good race relations.
- Making sure staff are aware of cultural issues when they are delivering services and by doing so, helping to provide “culturally competent” services.
- Effective partnership working and delivering multi-agency responses including via involvement in the Gypsy/Travellers Partnership Group.
- Providing accessible information on services.
- Learning lessons and trying new approaches where necessary.
- Taking a “needs not numbers” approach to service development.
- Monitoring the impact of policies.
- Acceptance that it may take some time for measurable outcomes to become visible.

## **9 Monitoring our Actions**

### **A' measadh ar Gnìomhan**

- 9.1 This action plan (2008/09) helps to promote to communities and organisations what is being done. By monitoring against these actions, we will be able to see how organisations are moving forward.
- 9.2 It has been approved by the Highland Council's Housing & Social Work Committee and is to be presented to the management boards of the other agencies involved.
- 9.3 The plan will be monitored and reviewed annually, each autumn, by a meeting of the partners, on behalf of the Well-Being Alliance. It will be updated annually with new actions including those identified through consultation with Gypsy/Travellers.

February 2008

## The Action Plan (2008/09 onwards)

These set of actions focus on improving outcomes for Gypsy/Travellers:

	What are we going to do (actions and tasks)	How the action will be measured	Target Date / Milestone	Outcome - How will we know we've achieved it	Resources required	Lead Service/ Agency
<b>A</b>	<b>Gypsy/Travellers experience less discrimination and harassment</b>					
1	Change site postal addresses to remove reference to Gypsy/Travellers sites	Sites addresses changed in consultation with site residents to Longman Park; Kentallen Park; Newtonmore Park; Spean Park.	June 08	Less discrimination – evidenced through survey of site residents	Staff time	<b>Highland Council Housing and Property</b>
2	Promote positive media coverage	Increase in positive news stories from a variety of agencies.	On-going – annual review at October	<i>As above</i>	Staff time	<b>Organisations' PR teams</b>
<b>B</b>	<b>Gypsy/Travellers can more easily access services</b>					
3	Explore scope for multi-agency development co-ordinator whose remit includes Gypsy/Travellers (to work with, improve access to services etc.).	Options explored e.g. scope within WBA associated posts	September 08	Improved multi-agency working	Funding sources to be explored.	<b>Highland Council Chief Executive's</b>
4	Develop an information pack with Gypsy/Travellers about the services on offer	Project established working with Gypsy/Travellers to create an accessible pack of information on services which is given to all site residents and available on sites.	September 08	Increased to access services in Highland. Improve literacy levels and confidence of participants.	Adult Basic Education staff time. Literacy fund application	<b>Highland Council Education, Culture and Sport</b>
5	Increase Gypsy/Travellers use of advice services by exploring scope for services and enabling trusted intermediaries.	Options explored and identified by the sub group of the advice agency Best Value review implementation group.	September 08	Gypsy and Travellers proactive in accessing services	Staff time. Resources will need to be identified to carry out work.	<b>Highland Council Chief Executive's</b>

	<b>What are we going to do (actions and tasks)</b>	<b>How the action will be measured</b>	<b>Target Date / Milestone</b>	<b>Outcome - How will we know we've achieved it</b>	<b>Resources required</b>	<b>Lead Service/ Agency</b>
6	Improve information and advice	Guidance for Services on providing information for Gypsy / Travellers.  Staff, particularly those on sites, have awareness of wide range of relevant services and what they do  Range of information available on sites and from those responding to unauthorised camps.  WBA named lead for information dissemination.	September 08  September 08  September 08  September 08	Improved awareness of services and access to information on services.	Resources to be identified to carry out work.	<b>Highland Council Chief Executive's</b>
7	Implement capacity building projects / initiatives where appropriate	Increase in capacity building projects.  Promotion of funding / support for capacity building.	On-going – annual review at October	Gypsy/Travellers enabled to develop their community capacity	<i>Will depend on project.</i>	<b>Highland Council Education, Culture and Sport</b>
8	Develop positive and proactive links between Social Work Services and Gypsy/Travellers	Establishing named link in each SWS function (e.g. Children & Families; Criminal Justice etc) who has agreed remit considering Gypsy/Travellers services needs.  Meeting the needs of Gypsy/Travellers on agendas of Area Children's Service Forums.  Number of staff attending awareness days	Annual review at October.	Increased awareness and understanding of Social Work Services	Within existing resources	<b>Highland Council Social Work Services</b>
<b>C</b>	<b>Gypsy / Travellers have improved employment and skill development opportunities</b>					
9	Invest in the potential of individuals who are in receipt of benefits other than Jobseekers Allowance	Awareness raised of the "Unlock your Potential" project to Gypsy & Traveller communities and intermediaries	Review at December 08	Measure uptake of services and individual outcomes set	Staff Time (Outreach workers)	<b>Job Centre Plus</b>

	<b>What are we going to do (actions and tasks)</b>	<b>How the action will be measured</b>	<b>Target Date / Milestone</b>	<b>Outcome - How will we know we've achieved it</b>	<b>Resources required</b>	<b>Lead Service/ Agency</b>
10	Identify ways to improve a) how Skills Development Scotland helps Gypsy/Travellers to identify and resolve their career planning needs and b) direct promotion of products and services to them	Agreed actions for Skills Development Scotland included in business / operational plans	September 08	Increase in measured uptake of services by Gypsy/Travellers  Recorded Skills Development Scotland outcomes for Gypsy/Travellers	Staff time	<b>Careers Scotland</b>
<b>D</b>	<b>Gypsy/Travellers have better places to stay and experiences of housing and so have a better quality of life</b>					
11	Make sure an effective site management service is delivered	Training needs of site officers assessed and training provided	September 2008	Effective service delivery	Staff time.	<b>Highland Council Housing and Property</b>
		Site service standards, including complaints policy, which are openly displayed and monitored.	September 2008	Open transparent service	Staff time. No additional resources	<b>Highland Council Housing and Property</b>
12	Improve site quality and standards	Improvement / remedial works carried out on Kentallen site and other Council owned sites if funding available	May 2008	Good quality accommodation, sites and site services provided which improves residents quality of life	£150k Scottish Government; £120k THC match funding (07-08).	<b>Highland Council Housing and Property</b>
		Prepare site improvement plans (which if possible include places to take part in social and learning activities). This will include funding options for improving insulation to existing units. Funding will be sought to carry out improvements.	July 2008		Putting these into operation will depend on resources being identified e.g. funding from Scottish Government.	<b>Highland Council Housing and Property</b>
		Health and safety audits carried out / updated on all sites	July 2008	Less risk of accidents	Staff time	<b>Highland Council Chief Executive's, Housing and Property</b>
		Provide play area with equipment at Spean Bridge.	September 2008	Good quality accommodation, sites and site services provided	£20,000 from Scottish Executive (06-07)	<b>Highland Council Transport, Environmental and Community Services</b>

	<b>What are we going to do (actions and tasks)</b>	<b>How the action will be measured</b>	<b>Target Date / Milestone</b>	<b>Outcome - How will we know we've achieved it</b>	<b>Resources required</b>	<b>Lead Service/ Agency</b>
13	Improve access to housing support	Make sure the routes to getting housing support needs assessed and met are clearly understood by officers and there is a good understanding of the housing support agencies available	October 2008	Housing support provided when needed	No additional resources required	<b>Highland Council Housing and Property, Social Work Services</b>
14	Review arrangements for unauthorised encampments	Update unauthorised camp policy to provide proactive refuse services when appropriate or requested by those signed up to the policy.	December 2008	Improved hygiene on unauthorised camps.  Reduced clean-up costs to owning Council Service / private landowner / other organisations.	Staff time	<b>Highland Council Transport, Environmental and Community Services, Housing and Property</b>
15	Local Planning processes help to meet Gypsy/Travellers accommodation needs	If appropriate, potential sites included in Local Plans following appropriate consultation involving Gypsy/Travellers.	October 2007 & on-going annual review	Planning processes enable needs to be met appropriately	No additional resources	<b>Highland Council Planning and Development</b>
<b>E</b>	<b>Gypsy / Travellers are helped to make their communities safer and have fewer accidents</b>					
16	Promotion of Services offered by Highland and Islands Fire and Rescue Service to all partners in WBA.4	Communication through Well Being Alliance partners and other related partnership meetings.	Annual review in October	Increased understanding of Services offered. Increased home fire safety awareness in sites.	HIFRS staff time.	<b>Highlands and Islands Fire and Rescue Service</b>
17	Link with other services to proactively give advice on fire safety on authorised sites.	Number of home fire safety checks and/or site checks carried out. FSEC data to show reduction of site fires.	Annual review in October	Increased awareness of site fire safety.	HIFRS staff time.	<b>Highlands and Islands Fire and Rescue Service</b>
18	Work in partnership with Education Service to provide fire safety education to young people.	Monitoring of understanding during teaching.  Feedback from education advisor.	Annual review in October	Evaluation from educational advisor. Good news stories from young people on sites.	HIFRS staff time. Education Service staff time.	<b>Highlands and Islands Fire and Rescue Service</b>

	<b>What are we going to do (actions and tasks)</b>	<b>How the action will be measured</b>	<b>Target Date / Milestone</b>	<b>Outcome - How will we know we've achieved it</b>	<b>Resources required</b>	<b>Lead Service/ Agency</b>
19	Explore scope for publicising and promoting positive policing and community safety activities	Agreed programme of activities drawn up with identified leads.  At least 4 activities each year.  Consideration given to carrying out risk assessments at potential hotspots.	October 2007	Improved relationships.  Site residents less at risk of experiencing crime or accidents.	Staff time.	<b>Northern Constabulary</b>
<b>F</b>	<b>Gypsy/Travellers are able to access more opportunities to learn, have better experiences of education leading to better educational outcomes</b>  A Curriculum for Excellence (ACE) provides outcomes for all children to become confident individuals, successful learners, effective contributors and responsible citizens. ACE will be fundamental in ensuring that Gypsy/Travellers children and families have the opportunity to enjoy enhanced educational outcomes in relation to reduced experience of racial harassment and discrimination; increased attendance at school or educational opportunities and increased achievement. These will be monitored through the following actions in schools and other educational opportunities.					
20	Developing and maintaining relationships and supporting families	Families will access education opportunities through engagement with Interrupted Learning Development Officer (ILDO) and/or by attending schools  Young Gypsy / Travellers outwith mainstream school have access to pre-school activities, basic literacy and number learning, training in computing skills and health education through on-site teaching	Ongoing Review on annual basis.  Ongoing Review on annual basis.	Families and children will access education opportunities and continue to engage with education, on return to area.  Children and young people have improved education outcomes	Staff time	<b>Highland Council Education, Culture and Sport</b>
21	Supporting and advising schools; supporting and consulting with other agencies	Nurseries and schools and other agencies to access and use the available support if required.  Evaluations sent out to staff.	Ongoing  Summer term.	Nurseries and schools and other agencies access and regularly use the available support.  Comments will reflect use of service and suggest ideas for future.	Staff time	<b>Highland Council Education, Culture and Sport</b>
22	Developing alternative	Secondary aged Gypsy and Traveller children	Ongoing (as	Secondary aged	Staff time	<b>Highland Council</b>

	<b>What are we going to do (actions and tasks)</b>	<b>How the action will be measured</b>	<b>Target Date / Milestone</b>	<b>Outcome - How will we know we've achieved it</b>	<b>Resources required</b>	<b>Lead Service/ Agency</b>
	educational provision	will uptake as alternative to mainstream secondary (and primary, if necessary) school	appropriate). Review as children use the resource.	Gypsy and Traveller children will uptake as alternative to mainstream secondary (and primary, if necessary) school		<b>Education, Culture and Sport</b>
23	Developing on-line learning	Identified group of interrupted learners, including Gypsies & Travellers will use on-line supported learning resource	Start 07 - ongoing.  Review as children use the resource.	Identified group of interrupted learners, including Gypsies & Travellers will use on-line supported learning resource	Staff time  Resources to be identified and confirmed as required	<b>Highland Council Education, Culture and Sport</b>
24	Transition documents for schools and families	Identified schools and nurseries will pilot	Pilot 06/07 Mainstream as per GIRFEC	Schools and nurseries will use as appropriate	Funding to produce Hand Held Record STEP/GIRFEC	<b>Highland Council Education, Culture and Sport</b>
25	Resources – development as appropriate	Bank of resources will be catalogued and available for use to support Gypsies and Travellers.	Ongoing. Catalogued 06/07. Updated as necessary.	Bank of resources will be used to support Gypsies and Travellers.	External Funding to be accessed as appropriate	<b>Highland Council Education, Culture and Sport</b>
26	Awareness Raising Training in Education Pupil – curricular focus Staff – CPD activity	Awareness Raising information sessions for pupils, school staff and ITALL training course. (Adult Literacy).  Production of associated resources to support awareness raising. Included in Race Equality Newsletter to schools and ECS newsletter.	Ongoing/ programme offered to schools with Gypsies and Travellers to opt in.  06/07 ITALL training.	All children and staff and ITALL tutors will be more culturally aware with regard to the Gypsy & Traveller community. Pupils and staff and ITALL tutors will use resources to encourage understanding.	Staff time	<b>Highland Council Education, Culture and Sport</b>
27	Development at Scottish level with Traveller Education Network (TENET) and	To link with other Scottish local authorities to progress development which will impact at local and national level.	Ongoing	Change will occur which will impact upon ways of working with Gypsy and Traveller	Staff time	<b>Highland Council Education, Culture and Sport</b>

	<b>What are we going to do (actions and tasks)</b>	<b>How the action will be measured</b>	<b>Target Date / Milestone</b>	<b>Outcome - How will we know we've achieved it</b>	<b>Resources required</b>	<b>Lead Service/ Agency</b>
	cross-authority	Development of Rapid Assessment Guide; Handheld Record, E-learning Community etc.		children and families		
28	CLD activities taken forward via relevant officers	Links made via partnership groups.  CLD & Gypsy/Travellers issues on the agenda of partnership groups.  Named CLD contacts to take forward Gypsy/Travellers issues  Awareness raising briefings held	On-going – review at October As above  May 2008	Increased number of activities involving Gypsy/Travellers so that they have improved skills, abilities and opportunities	Staff time	<b>Highland Council Education, Culture and Sport</b>
29	CLD Youth development officers make links with Gypsy/Travellers and work to meet their needs	Evidence of Gypsy/Travellers issues covered / considered by Youth Development Officers	October 2008 & on-going annual review		Staff time	<b>Highland Council Education, Culture and Sport</b>
30	Information on CLD activities provided to Gypsy/Travellers	Evidence of information provided	October 2008 & on-going annual review		Staff time and existing resources	<b>Highland Council Education, Culture and Sport</b>
31	More CLD activities involve Gypsy/Travellers	Number and type of CLD activities involving Gypsy/Travellers e.g. driving theory classes	October 2008 & on-going annual review	Gypsy/Travellers have improved skills, abilities and opportunities arising from CLD activities	May be a need for resources e.g. from THC ECS budget.	<b>Highland Council Education, Culture and Sport</b>
<b>G</b>	<b>Improve the health of Gypsy/Travellers and their experiences of health services</b>					
	Demonstrate understanding of and commitment to addressing health inequalities experienced by Gypsy/Travellers					
32	Develop intelligence and understanding of needs of Gypsy/Travellers.	Relationships with Gypsy & Traveller representatives established  CHP reps attend Gypsy & Traveller partnership meetings	October 2008 & on-going annual review	CHP have informed understanding of health and health care needs of Gypsy/Travellers	Staff time	<b>NHS Highland</b>

	<b>What are we going to do (actions and tasks)</b>	<b>How the action will be measured</b>	<b>Target Date / Milestone</b>	<b>Outcome - How will we know we've achieved it</b>	<b>Resources required</b>	<b>Lead Service/ Agency</b>
		Health Improvement Teams familiar with recent work/recommendations  Service delivery data records ethnic status		Good liaison with Gypsy/Travellers takes place		
33	Develop intelligence regarding sites, numbers, registration status.	All Gypsy/Travellers registered with GP practice  CHPs familiar with authorised and unauthorised sites	October 2008 & on-going annual review	CHP have informed understanding of health and health care needs of Gypsy/Travellers  Good liaison with Gypsy/Travellers takes place	Staff time	<b>NHS Highland</b>
34	Nominate lead for Gypsy/Travellers for each CHP.	Named person for each CHP	October 2008 & on-going annual review	Source of expertise developed. Better relationships with Gypsy/Travellers evident.	Staff time	<b>NHS Highland</b>
35	Staff training on effective working with Gypsy/Travellers.	All relevant staff received training.	October 2008 & on-going annual review	Staff better equipped to meet the needs of Gypsy/Travellers. Increased confidence of Gypsy/Travellers in NHS.	Staff time	<b>NHS Highland</b>
<b>H</b>	<b>Ensure health services fully accessible to Gypsy/Travellers</b>					
36	Ensure that Gypsy & Traveller patient record of personal health is used effectively as per SEHD HDL(2005)44	<ul style="list-style-type: none"> <li>All Gypsy/Travellers have patient record of personal health.</li> <li>Relevant staff trained in the use.</li> </ul>	October 2008 & on-going annual review	Better continuity of healthcare for Gypsy/Travellers	Staff time	<b>NHS Highland</b>
37	Ensure no barriers to Gypsy & Traveller	<ul style="list-style-type: none"> <li>All Gypsy/Travellers registered with GP practice.</li> </ul>	October 2008 & on-going	Better continuity of healthcare. Gypsy/Travellers feel	Staff time	<b>NHS Highland</b>

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	registration with GP practices.		annual review	more confident and comfortable using primary care services.		
38	Work with dental services to improve accessibility for Gypsy/Travellers	<ul style="list-style-type: none"> <li>Improved access to and use of dental services by Gypsy/Travellers.</li> </ul>	October 2008 & on-going annual review	Improved dental health amongst Gypsy/Travellers.	Staff time	<b>NHS Highland</b>
39	Establish mechanisms / protocols for liaising with Gypsy/Travellers "on the move"	<ul style="list-style-type: none"> <li>mechanisms / protocols in place and considered to be effective</li> </ul>	October 2008 & on-going annual review	Gypsy/Travellers are able to access communications from NHS e.g. regarding outpatient appointments.	Staff time	<b>NHS Highland</b>
40	Develop more accessible means of communication with Gypsy/Travellers with low literacy skills	Evidence of more accessible means of communication	October 2008 & on-going annual review	Improved communication leading to improved health care and improved health.	Staff time	<b>NHS Highland</b>
<b>I</b>	<b>Ensure that Gypsy/Travellers have access to / increased uptake of health promotion and preventative services.</b>					
41	Ensure screening services accessible for Gypsy/Travellers (e.g. breast screening, cervical screening, etc).	<ul style="list-style-type: none"> <li>Increased uptake of screening services.</li> </ul>	October 2008 & on-going annual review	Potential health concerns picked up and addressed at earlier stage.	Staff time	<b>NHS Highland</b>
42	Ensure Gypsy/Travellers children have access to immunisation.	<ul style="list-style-type: none"> <li>Increased immunisation of Gypsy/Travellers children.</li> </ul>	October 2008 & on-going annual review	Increased immunisation of Gypsy/Travellers children	Staff time	<b>NHS Highland</b>
43	Ensure Gypsy & Traveller have access to smoking cessation	<ul style="list-style-type: none"> <li>More Gypsy/Travellers supported by smoking cessation services.</li> </ul>	October 2008 & on-going	Improved health as a result of smoking cessation amongst	Staff time	<b>NHS Highland</b>

	<b>What are we going to do (actions and tasks)</b>	<b>How the action will be measured</b>	<b>Target Date / Milestone</b>	<b>Outcome - How will we know we've achieved it</b>	<b>Resources required</b>	<b>Lead Service/ Agency</b>
	services.		annual review	Gypsy/Travellers.		
44	Ensure Gypsy & Traveller men have improved access to Well Man type services.	<ul style="list-style-type: none"> <li>Increased uptake of Well Man type services.</li> </ul>	October 2008 & on-going annual review	Improved health and healthcare	Staff time	<b>NHS Highland</b>
45	Ensure Gypsy & Traveller women have improved access to ante-natal care.	<ul style="list-style-type: none"> <li>Increased uptake and continuity of ante-natal care.</li> </ul>	October 2008 & on-going annual review	Fewer ante-natal complications. Reduced peri-natal infant mortality.	Staff time	<b>NHS Highland</b>
46	Ensure Gypsy/Travellers access to health promotion materials, advice and support.	<ul style="list-style-type: none"> <li>Culturally competent and accessible materials and support available.</li> </ul>	October 2008 & on-going annual review	Improved health as a result of improved diet, exercise, etc.	Staff time	<b>NHS Highland</b>
<b>J</b>	<b>Gypsy/Travellers are involved planning and decision making regarding services which affect them</b>					
47	Carry out consultation on draft multi-agency plan	Agreed multi-agency action plan	October 2008	Involvement in planning and decision making	To be agreed as depends on mechanisms	<b>Highland Council Housing and Property, Chief Executive's</b>
48	Enable 2 way engagement with service providers via community planning and consultation	Identification of what the Standards of community engagement mean in practice re. Gypsy/Travellers and included in training / guidance.	October 2008	Organisations able to apply Standards	Staff time.	<b>Highland Council Education, Culture and Sport</b>
49	Explore the views, experiences and needs of Gypsy/Travellers	Needs assessment and consultation exercise carried out involving community capacity building	2009-10	Better understanding of needs and issues for planning.  New skills	To be identified e.g. via WBA	<b>Highland Council Housing and Property</b>
50	Establish a named link into key services /	Named 'Champion' identified with clear remit (e.g. with a wider understanding of issues;	June 2008	Easier for Gypsy/Travellers to	Staff time	<b>All Services/Agencies</b>

	<b>What are we going to do (actions and tasks)</b>	<b>How the action will be measured</b>	<b>Target Date / Milestone</b>	<b>Outcome - How will we know we've achieved it</b>	<b>Resources required</b>	<b>Lead Service/ Agency</b>
	organisations	raise awareness; monitor action).		access services.  Provides a public face to the services		
<b>K</b>	<b>Increased staff awareness resulting in services being more culturally sensitive, relevant and accessible</b>					
51	Deliver cultural awareness training for service providers across all sectors	Scoping carried out to explore whether Gypsy/Travellers included in key organisations' equalities training and induction.	Dec 2008	Increased understanding and awareness.	Staff time no additional resources	<b>Highland Well Being Alliance</b>
Gypsy/Travellers issues included in induction and / or equalities training		December 2008	Services more culturally sensitive, relevant and accessible.	May need resources to produce information		
Numbers attending awareness and equalities training from each organisation.		Annual review	Improved capacity to work with Gypsy/Travellers  Less discrimination.  All measured by professional & community opinion	Staff time no additional resources		
<b>J</b>	<b>The needs, issues and priorities of Gypsy/Travellers are understood resulting in the delivery of services which meet needs and aspirations</b>					
52	Carry out race equality impact assessments and take forward identified actions. Gypsy/Travellers are included in assessments	Number and type of each agency and partnership policies / services covered by race equality impact assessments	On-going – annual review at October 2008.	Barriers and discrimination prevented in relation to all services and policies	Staff time	<b>Highland Well Being Alliance</b>
53	Review partnership arrangements	Review of remits, membership, administration, operation etc. of partnerships, groups and forums.	July 2008	Clear remits established	Staff time	<b>Highland Council Housing and Property</b>

	<b>What are we going to do (actions and tasks)</b>	<b>How the action will be measured</b>	<b>Target Date / Milestone</b>	<b>Outcome - How will we know we've achieved it</b>	<b>Resources required</b>	<b>Lead Service/ Agency</b>
54	Map services with 'outreach' to identify what works and how these could be improved.	Services with outreach services mapped and considered.	September 2008	Partners have clearer understanding of services	Staff time	<b>Highland Council Chief Executive's Office</b>
55	Understand housing needs and develop responses	Gather, monitor and annually review information on unauthorised camps including recognised hotspots	March 2009 On-going - annual review at October	Accommodation needs understood; information available for planning	Staff time.	<b>Highland Council Housing and Property</b>

## **Terminology and Definitions**

### **Briathrachas is Mineachadh**

This document uses the terminology advocated by the Scottish Government, and used by the Commission for Racial Equality Scotland in their strategy, which acknowledges the social and cultural differences between Traveller communities living in Scotland. These are:

- i. Gypsy/Traveller – in reference to those groups of Travellers in Scotland who variously refer to themselves as Travellers, Scottish Travellers, Scottish Gypsy Travellers or Gypsy/Traveller people (plural Gypsies/Travellers). This includes English Gypsies, Irish Travellers and European Roma. This term refers to all travelling communities who regard 'travelling' as an aspect of their cultural/ethnic identity.
- ii. Occupational Traveller – in reference to Travellers who define themselves in terms of their businesses, for example Showground or Fairground Travellers, circus people, and bargees.
- iii. New Traveller – in reference to people who comprise social groupings that advocate alternative life-styles, frequently for political or issue based reasons.

When referring to all Travellers in Scotland, the terminology 'Gypsy and Traveller communities' is used.

When referring to the population outwith that of Gypsy and Traveller communities, this report adopts the accepted terminology of 'the settled community'.

In Scotland, currently, there is no case law or legal precedent which explicitly recognises that Scottish Gypsy / Travellers are a distinct racial group and protected under the Race Relations Act 1976 (as amended) ("the RRA"). In this Scottish Gypsy / Travellers are distinct from Irish Travellers and Gypsies where case law has explicitly recognised both populations as being distinct racial groups, recognised by law and as such protected under the RRA. Whilst there are strong arguments that Scottish Gypsy/ Travellers are a distinct racial group in terms of the RRA, the lack of explicit legal recognition causes concern to them.

## **The Legal Context**

### **Co-theacsa Laghail**

Whilst current legislation protects Gypsies and Irish Travellers as racial groups, the legal status of Travellers in Scotland is still to be tested. The Scottish Parliament and Government, the Association of Chief Police Officers Scotland (ACPOS), the Convention of Scottish Local Authorities (COSLA), and the Commission for Racial Equality (CRE) have all recommended that as a policy matter Scottish Gypsy/Travellers be treated as if they have 'minority ethnic' status under the RRA, until such time as this status can be established through Scottish case law.

The partners to the Highland Racist Incident Strategy regard Scottish Gypsy/Travellers as a 'minority ethnic' group in relation to the framing and application of policies.