

Outcome 1: Better planning by local authorities and partner organisations to anticipate, and plan to meet, the future needs and aspirations of Gypsies/Travellers in Grampian

Service Delivery Outcomes	Actions	Target Groups	Responsibility	Timescales
<p>1</p> <p>An Encampment Management Strategy is established for the whole Grampian area</p>	<p>Ensure consistency of policy, guidance and actions between the local authorities. The local authorities should consider the merits of a cross-boundary approach that will:</p> <ul style="list-style-type: none"> - Use the interagency group to oversee Strategy and act as a mechanism for sharing information and intelligence. - Implement a uniform method of collecting information on encampments across Grampian, and of returning these to the Scottish Government as part of the Twice Yearly Count. - Build into possible G/T panel questions useful to planners, environmental health and housing. - Develop shared, standard encampment management policies/guidelines for all three authorities. - Create new provision as part of the regional Encampment Management Strategy. <p>Consider shared sites (i.e. Moray/Aberdeenshire near Huntly, Aberdeen/Aberdeenshire between Inverurie and Dyce)</p> <ul style="list-style-type: none"> - Build a Grampian network of halting sites of c6 pitches each, with one large capacity site for summer, used in rotation to prevent any one authority being disproportionately affected by unauthorised encampments. 	<p>Gypsies/Travellers visiting the area, or those in need of temporary accommodation who cannot get into either site or housed accommodation normally resident in Grampian.</p>	<p>Gypsies/Travellers Inter agency Group, and individual local authority departments as appropriate.</p>	<p>2010 - ongoing</p>

Outcome 1 (cont'd): Better planning by Local authorities and linked organisations to anticipate, and plan to meet, the future needs and aspirations of Gypsies/Travellers in Grampian

	Service Delivery Outcomes	Actions	Target Groups	Responsibility	Timescales
2	Updated information on accommodation and support needs for Gypsies/Travellers in Grampian is provided.	Update and enhance findings of this report. Revisit within five years with smaller scale reviews of: <ul style="list-style-type: none"> - Condition and Repair of Accommodation Planning. - Unexpressed demand for provision and homelessness - Health issues - Quality of Life - Encampments 	Gypsies/Travellers, all who work with them	Housing services	2014
3	Gypsies/Travellers' accommodation and support needs are integrated into LHS and other appropriate local authority strategies.	Strategic aims, objectives and outcomes for Gypsies/Travellers are integrated into LHS, in reference to other local authority strategies as appropriate. The Local authorities should ensure: <ul style="list-style-type: none"> - These outcomes articulate with other areas (i.e. education, social work) - There is consistency in the approach to Gypsies/Travellers issues in all local authority services. 	Staff developing strategic plans (LHS, Local Development Plans)	GT Lead Officers	From 2009 LHS

Outcome 2: Gypsies/Travellers normally resident in Grampian and Gypsies/Travellers visiting the area have accommodation that meets their needs, culture and lifestyle

Service Delivery Outcomes	Actions	Target Groups	Responsibility	Timescales
1 Accommodation is reorganised to meet needs of current users and an additional 35 pitches are provided	<p>ABERDEENSHIRE (pitch target: 12)</p> <ul style="list-style-type: none"> - Consider the sale of Greenbanks, taking into account needs of the current set of users. - Consider sharing pitches on a more permanent site with Aberdeen City (see below) - Re-provision as halting sites located at strategic points in Aberdeenshire (See Encampment management strategy) 	Gypsies/Travellers who use Greenbanks and those who regularly visit Aberdeenshire.	Aberdeenshire Local authority Housing and Environmental Health, working with GTEIP	2009-2012
	<p>ABERDEEN (pitch target: 0, but subject to re-provision)</p> <ul style="list-style-type: none"> - Develop a detailed plan for re-provisioning Clinterty, including considering a reduction of capacity of the site to c10 pitches, with another smaller site (c6-8 pitches) located elsewhere in Aberdeen, possibly shared with Aberdeenshire. 	Gypsies/Travellers normally resident in Aberdeen city or making extensive use of the area for most of the year.	Aberdeen City Council Housing Services working with GTEIP	2009-2012
	<p>ABERDEEN</p> <ul style="list-style-type: none"> - 1-2 Halting sites for high pressure areas. 	Gypsies/Travellers visiting Aberdeen	Aberdeen City Council Housing Service, Environmental Health	2011-2013
	<p>MORAY (pitch target: 23)</p> <ul style="list-style-type: none"> - Develop case for a small permanent site in Moray (c6 pitches), to alleviate encampment problem 	Gypsies/Travellers normally resident in Moray	Moray Council Housing Service	2009-2011
	<ul style="list-style-type: none"> - 1-3 Halting Sites for high pressure areas, one possibly shared with Aberdeenshire 	Gypsies/Travellers visiting Moray	Moray Council Housing Service	2011-2013

Outcome 2 (cont'd): *Gypsies/Travellers normally resident in Grampian and Gypsies/Travellers visiting the area have accommodation that meets their needs, culture and lifestyle*

Service Delivery Outcomes	Actions	Target Groups	Responsibility	Timescales
2 Provision is of high quality and well-maintained, meeting the highest standards in line with current Scottish Government Guidance.	Build upon current approaches to maintenance and upgrading of accommodation in each local authority area, ensuring it applies equally to any new provision to ensure: a) Cyclical upgrades to all Local authority accommodation provided to Gypsies/Travellers b) Adaptations policy and practice is reviewed for Gypsies/Travellers with particular needs/disabilities, considering - Regular visits and inspections by specialists - i.e. Occupational Therapists, Social Work - to ensure unmet needs/improvements are identified c) Regular consultations are undertaken with site residents groups and relevant agencies on site layout and maintenance	Current Council site tenants Current Council site tenants	Local authority Housing Services in all areas, working with RSLs. Local authority Housing Services in all areas, working with RSLs and Social Services. Local authority Housing Services in all areas, working with RSLs.	In place by 2010 In place by 2010 By 2010 and ongoing

Outcome 2 (cont'd): *Gypsies/Travellers normally resident in Grampian and Gypsies/Travellers visiting the area have accommodation that meets their needs, culture and lifestyle*

Service Delivery Outcomes	Actions	Target Groups	Responsibility	Timescales
3 Provisions for privately developed Gypsies/Travellers sites are incorporated into local development plans.	Develop a pilot scheme in one local authority area (but with input from all three local authorities) to assist Gypsy/Traveller consortia/families in identifying and developing plots of land. Main elements are as follows: a) Local authorities take access and literacy into account regarding planning applications, especially as a possible deterrent. b) Affordability is built into all plans and proposals, for both buyers and future tenants. c) Consider the involvement of the Scottish Human Rights Commission in assessing planning consultation process, to ensure that objections submitted are not based on prejudice. d) Put in place arrangements to ensure good quality provision and that Gypsies/Travellers on private sites are protected; this could involve inspection and accreditation. e) Evaluate pilot and amend as necessary for roll out in the other areas.	Gypsies/Travellers, Planning Departments/Committees/ Environmental Health	Housing and Planning departments, Communication Depts, Legal Team, Gypsies/Travellers	2010-2012
		Gypsies/Travellers, Planning Departments/Committees/ Environmental Health	Housing and planning departments, Legal Team	2010-2012
		Gypsies/Travellers, Planning Departments/Committees/ Environmental Health	Housing and planning departments	2010 - 2012
		Gypsies/Travellers, Planning Departments/Committees/ Environmental Health	Legal team	2010 2012
		Gypsies/Travellers, Planning Departments/Committees/ Environmental Health	Housing Service	2010 – 2012
		Gypsies/Travellers, Planning Departments/Committees/ Environmental Health	All	By 2013

Outcome 3: Individual Support and Community Development Needs are identified and met.

	Service Delivery Outcomes	Actions	Target Groups	Responsibility	Timescales
1	<p>Gypsies/Travellers access services they need, are more self-reliant and pro-active, and engage more with the wider community</p>	<p>Strengthen GTEIP as the major interface with Gypsies/Travellers by:</p> <ul style="list-style-type: none"> - Promoting use of GTEIP by other agencies - Assessing the benefits of a 'brokerage' role for GTEIP based on building alliances with key specialist services and incorporate into SLA. - Undertaking information and awareness raising days for Local authority/RSL staff with regard to the work of GTEIP <p>Develop skills and understanding of those Local authority staff who work with Gypsies/Travellers by:</p> <ul style="list-style-type: none"> - Separating, where not already the case, the role of the GTLO from Site Manager - Ensuring a wider spread of expertise in this area, with training for other housing/environmental health staff in Gypsies/Travellers issues – to ensure there is relief and 'backup' - Encouraging joint training of GTEIP staff and GTLOs to ensure that they are up to date with policy and practice developments in areas such as equalities, site management, conflict resolution - Considering placement for relevant Local authority Staff with GTEIP for agreed periods. 	<p>GTEIP</p>	<p>GT Lead Officers and GTEIP</p>	<p>2011</p>
			<p>GTLOs and other staff working closely with Gypsies/Travellers or providing services to them</p>	<p>GT Lead Officers and managers in relevant services</p>	<p>2012</p>

Outcome 3 (cont'd): Individual Support and Community Development Needs are identified and met.

Service Delivery Outcomes	Actions	Target Groups	Responsibility	Timescales
2 Support, care and health needs of Gypsies/Travellers are better met.	<p>Encourage Gypsies/Travellers to access support and care where it would be useful/desirable.</p> <p>Encourage engagement from NHS, mental health services, etc</p> <ul style="list-style-type: none"> - Properly implement the use of Handheld Health Records, currently with many Doctor's Surgeries - Encouraging new ways, such as outreach, for health needs of Gypsies/Travellers to be met. 	<p>Gypsies/Travellers in Grampian, especially those with long term health and care needs,</p> <p>NHS staff</p>	<p>GT Lead Officers, GTEIP and local authorities as signposting,</p> <p>NHS Grampian</p>	<p>2010</p> <p>2010</p>
3 Reduced risk of harassment, disadvantage and mental health/isolation issues amongst housed Gypsies/Travellers	<p>Develop services for those Gypsies/Travellers who are housed or seeking to be housed, including:</p> <ul style="list-style-type: none"> - Specialist housing advice/support for Gypsies/Travellers, brokered through GTEIP - Incorporate recognition of particular needs in housing assessment and allocation procedures - Particular needs recognised; person centred service - Advice line/service on allocations and accommodation choice - Closer involvement with RSLs 	<p>Gypsies/Travellers who are housed or seeking to be housed</p>	<p>Housing (esp. officers with responsibilities for vulnerable tenants), social service, NHS Grampian, outside organisations including Mental Health Services, Tenancy Rights, GTEIP.</p>	<p>2011</p>

Outcome 3 (cont'd): Individual Support and Community Development Needs are identified and met.

	Service Delivery Outcomes	Actions	Target Groups	Responsibility	Timescales
4	Reduced discrimination against Gypsies/Travellers	Tackle discrimination by: <ul style="list-style-type: none"> - Establishing whether commercial/holiday sites are discriminating against Gypsies/Travellers, potentially in consultation with Grampian Police. - Encouraging more Gypsies/Travellers to report instances of discrimination, perhaps through GTEIP advocacy 	Gypsies/Travellers, Local authority/RSL employees and the general public	Housing, environmental health, equalities and other outside agencies including Grampian Police and GTEIP.	2010/11

Outcome 4: Better and more constructive relationships are developed between Gypsies/Travellers and settled communities.

Service Delivery Outcomes	Actions	Target Groups	Responsibility	Timescales
<p>1</p> <p>General relations between Gypsies/Travellers and settled communities are improved, with clear guidelines on acceptable behaviour established for both.</p>	<p>Local authority wide actions should be taken to ensure all who work with or represent the local authorities are aware of G/T issues and are well informed. All agencies should be involved in trying to counteract myths and better inform both settled communities and Gypsies/Travellers.</p> <ul style="list-style-type: none"> - Work together to counter racist media coverage and coordinate legal action where necessary. - Local authorities to develop 'corporate ownership' of policies towards Gypsies/Travellers and ensure a consistent approach among elected members and staff. - Joint responses to press inquiries about Gypsies/Travellers encampments - Create a joint good neighbour code for the whole Grampian area. 	<p>Gypsies/Travellers, settled communities</p>	<p>All local authority departments, with specific departments taking the lead where appropriate.</p>	<p>Throughout</p>
<p>2</p> <p>Increased understanding of the needs, culture and lifestyle of Gypsies/Travellers amongst public sector employees</p>	<p>Ensuring current equalities and human rights guidelines are widely disseminated among Local authority staff and representatives, with Equalities and Diversity Training for all staff. This should include:</p> <ul style="list-style-type: none"> - Discussion of current prejudices and stereotypes - Cultural awareness e.g. low literacy, multi-generational families, types of employment, health problems, the meaning of being a Gypsy/Traveller etc, housing issues, marginalisation - Awareness of effect/impact of prejudice on Gypsies/Travellers - Human rights training and how to negotiate through the 'rights clash' 	<p>All Local authority employees</p>	<p>GT Lead Officers, with relevant services and agencies</p>	<p>Throughout</p>

Outcome 4 (cont'd): Better and more constructive relationships are developed between Gypsies/Travellers and settled communities.

Service Delivery Outcomes	Actions	Target Groups	Responsibility	Timescales
3 Improved representation of Gypsies/Travellers in Grampian	<p>Develop mechanisms, in addition to continued support to Residents Associations, Site meetings and Women's groups, for ensuring G/Ts are better represented.</p> <p>Consider</p> <ul style="list-style-type: none"> - Gypsy/Traveller membership of Inter-Agency Group - Explore potential for a representative organisation for Gypsies/Travellers in Grampian - Work towards encouraging Gypsies/Travellers representatives to join community representative organisations 	Gypsies/Travellers in the Grampian area.	GT Lead Officers, GTLOs and GTEIP	Ongoing to 2014
4 Improved consultation with Gypsies/Travellers and the settled community	<p>Consider options for consulting Gypsies/Travellers and put in place biannual canvassing of views so that Gypsies/Travellers have more, regular opportunities to be consulted and to ensure that settled communities feel they are being heard. This could involve:</p> <ul style="list-style-type: none"> - Occasional surveys on Gypsies/Travellers in Moray - Citizen's Panel for members of settled communities and Gypsies/Travellers members. <p>In the medium term consider other options for improving consultation with Gypsies/Travellers, by consideration of</p> <ul style="list-style-type: none"> - Creating a small Gypsies/Travellers Panel, to be conducted on a 6 monthly basis. This would involve surveys of participants in sites, houses and encampments on specific Gypsies/Travellers issues. - Rotating panel membership to combat 'research fatigue' and prevent over-representation of a single family. 	Gypsies/Travellers and settled communities	Local authority communications departments, Housing, Environmental Health, GTEIP.	2010
		Gypsies/Travellers and Settled Communities.	Local authority communications departments, Housing, Environmental Health, GTEIP.	2013