

Essex Countywide Unit: Service action plan

AIMS

1. To improve the health outcomes of Gypsies and Travellers in Essex and raise awareness.
2. To improve the educational attainment of young people from the Gypsy and Traveller community and improve attendance at school in line with the general population.
3. To ensure that all services are delivered in a way that is accessible to members of the Gypsy and Traveller community
4. To improve the engagement of the Gypsy and Traveller community with agencies and service providers
5. Strengthen links/understanding between Gypsy and Travellers and “blue light/emergency services
6. To improve fire safety awareness/practice
7. Encourage reporting of hate crime
8. Reduce impact of Unauthorised encampments through fair, ,consistent and firm approach

Objectives	First 18months : October 2012 to April 2014 Key Actions	Second 18months: April 2014 to October 2015 Key Actions	Success criteria, monitoring/ evaluation
<p>To improve access to health services</p> <p>To improve access to primary health care services through provision of a specialist outreach and referral service</p> <p>Continued provision of outreach work and increased provision of health improvement outreach services, in particular</p>	<p>Identify training sessions for outreach workers</p> <p>Links with health professionals.</p> <p>Assist NHS in uptake of immunization service and flu jabs.</p> <p>Assist Gypsy and Traveller patients to overcome literacy barriers by Unit working with</p>	<p>First aid trainings workshop/ courses to raise awareness</p> <p>Facilitate access to dental care</p> <p>Base line data for G&T population, gender, age.</p> <p>Sample NHS numbers</p>	<p>Measured by number attending surgeries, number immunised. (no baseline currently available)</p> <p>Start to develop base-line data for immunisation rates.</p> <p>Cards / images produced and services informed in regards to literacy barriers</p> <p>Monitor numbers distributed information. Follow –up evaluation to determine</p>

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<ul style="list-style-type: none"> • Stop smoking • immunisation • Alcohol awareness • Healthchecks • Antenatal care <p>Provision of dental health education and advice to all sites.</p>	<p>PCT .</p> <p>Collect baseline health data for council sites.</p> <p>Identify those with LTC, pregnant women, ante-natal care</p> <p>Provide information about stop smoking</p> <p>Assist Gypsy and Traveller patients to register with GP practice and receive health check</p> <p>Reduction in childhood accidents</p>	<p>Alcohol action</p>	<p>usage.</p> <p>Nos attending first aid workshop/course</p> <p>Participant feedback from using services</p> <p>Review and agree actions</p> <p>Notify NHS of the number of childhood accidents across sites</p>

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<p>To promote Healthy Lifestyles</p> <p>To ensure health promotion and information and advice is delivered in a way that is accessible and acceptable to the G/T community</p> <p>(Support long term targets to improve life expectancy, reduce health inequalities; reduce obesity and increase physical activity, improve healthy life expectancy at age 65)</p>	<p>Identify opportunities for health promotion work/projects to support healthy lifestyles, eg physical activity, healthy eating and local food growing etc.</p> <p>Health training for outreach workers</p>	<p>Identify members of the G&T community that may be interested in training as volunteer as health mentors to work on an individual and group basis with their community (adult and youth) (year 3)</p>	<p>identified for healthy lifestyle work and/or GT community involved</p> <p>members of the GT community trained as health mentors(year 3)</p>

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<p>To improve access to social care services</p> <p>To make health and social care services more accessible to the Gypsy and Traveller Community</p>	<p>Continue working with adult social care.</p> <p>Use the results to inform the development of future action plans for this and other relevant strategies.</p> <p>Provision of information, explanations about health issues, and what choices they have around access to services.</p>	<p>Continuation of the first 18 months</p>	<p>Inform the development of future action plans.</p>
<p>To ensure that strategies and service provision take account of the needs of the Gypsy and Traveller community</p> <p>To ensure training is available for staff to raise awareness of Gypsy and Traveller culture and that this leads to greater accessibility of services.</p> <p>(Essential to establish base-line and more reliable data)</p>	<p>Information on training and the need for training to be disseminated across partners organisations.</p> <p>Training package to be developed and incorporated into existing training plans where possible.</p> <p>Members of Joint Commissioning board to engage with strategy leads in their own organisation to discuss issues</p>	<p>Continuation of the first 18 months</p>	<p>Awareness training to be available and delivered routinely as part of induction training or diversity training and available separately where necessary.</p> <p>In longer term more reliable baseline data collected to allow monitoring against targets</p>

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All Equality Impact Assessments should take account of the needs of the GT community where appropriate	and review progress		
<p>Community Engagement</p> <p>To ensure the maintenance of support to the GT community to enable them to fully access services and to provide advocacy where necessary.</p> <p>Raise public awareness and improve perceptions of travellers</p> <p>To promote awareness of the unit and issues affecting gypsies and travellers</p> <p>Maintain progress in implementing and reviewing the strategy</p>	<p>Support capacity building in the community in order that the support for GTs to access services is maintained and the link for agencies with the community is maintained and supported.</p> <p>To publicise unit on the internet, intranet and raise awareness of issues affecting Gypsy/Travellers through partners publications</p> <p>To monitor the units strategy annually and review after 3 years. Annual progress report and action plan produced.</p> <p>To continue the operations board to take forward this</p>	Continuation of the first 18 months	<p>Internet updated.</p> <p>Communications plan in place</p> <p>Progress report and action plan produced.</p>

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	Strategy and Action Plan, reporting to the Joint Commissioning board		
Education To improve access and take up of educational opportunities including pre-school learning, compulsory education and adult community learning. Liaise with EMTAS with additional support in secondary schools for young Gypsies and Travellers To provide information that is accessible to Gypsies and Travellers in terms of reading ability	To work with parents and schools to encourage continuing education beyond primary school To assess needs of young Gypsies and Travellers through the youth team and feedback and evaluation. To assist EMTAS in obtaining data from sites. The ECTU will identify children and young people of compulsory school age living on sites, check whether they are registered in school, attending regularly. The ECTU will work to address any issues and if they are of a	Continuation of the first 18 months.	Number of gypsy and traveller children and young people accessing educational opportunities as a result of ECTU actions/interventions % of GT children accessing pre-schools and schools ages from 2 to 16 % of GT children accessing further education % of GT children educated at home

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	<p>serious matter the ECTU will refer to and work with the appropriate departments in partner organisations to address them</p> <p>The ECTU will work with individuals to access the education options suitable for them by explaining how access can be gained, referring individuals for further support and providing practical help in gaining places on courses (i.e. helping with application forms).</p> <p>Prioritise Gypsy and Traveller young people for information, advice and guidance support in secondary school and any other learning provision to help remove barriers to their continued education, employment and training.</p>		

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<p>Fire</p> <p>To promote health and safety through the Fire plans, home Fire Safety Visits to prevent accidental fires and to reduce deliberate fires.</p>	<p>Dedicated training sessions for outreach workers and site managers.</p> <p>Homes visits to sites to advise on risk of fire in the home and install Smoke Detection if required.</p> <p>The ECTU will undertake Site Fire Plans for all sites in within the Operational Area, to identify fire risks and how the threat of incidents can be mitigated.</p> <p>The ECTU will communicate key messages on fire safety advice across all sites within the Operational Area as part of its outreach role.</p> <p>The ECTU will facilitate ECFRS's links into communities living on sites throughout the Operational Area and help facilitate any on site specific sessions the Service might wish</p>	<p>Essex Fire refresher training courses.</p> <p>Promote Fire service exposure to the Gypsy and Traveller community. E.g fire days</p>	<p>Number of site visits</p> <p>Number of home safety visits.</p> <p>Review effectiveness</p> <p>The ECTU will provide feedback to ECFRS to review and improve how messages are communicated.</p> <p>Number of targeted sessions</p> <p>Reduction in calls made to Essex Fire from the G&T community</p>

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	<p>to undertake.</p> <p>The Gas storage exchange awareness programme will be rolled out on sites where gas cylinders have been identified as a significant risk within the Site Fire Plan or where the community or public services regard as a priority</p>		
<p>Police</p> <p>Ensuring consistency in enforcement and eviction in respect of unauthorised encampments.</p> <p>Increase the level of reported hate crime against Gypsies and Travellers by improving trust and confidence in Essex Police.</p> <p>Increase current levels of community engagement to increase trust and confidence within Gypsy and Traveller communities.</p>	<p>Assist in the development of procedures for implementation and efficient and consistent enforcement action against unauthorised encampments where appropriate and ensure such procedures are applied.</p> <p>Gather baseline information regarding recorded hate crime/incidents reported to Essex police.</p> <p>Visit all sites followed by regular / joint visits to unauthorised encampments, authorised and private sites.</p>	<p>To be reviewed December 2013</p>	<p>Review number of unauthorised encampments and their level of impact on the local community against number of S61's actioned and level of Police intervention to determine effectiveness of current policies and procedures.</p> <p>Hate crime base information collected and analysed against hate crimes/incidents recorded since 1st October 2012.</p> <p>Amount and quality of intelligence submissions.</p> <p>Knowledge and understanding gained of Gypsy and Traveller communities including mapping of UE's, authorised</p>

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<p>Promote good relations between Gypsy & Traveller and local communities.</p> <p>Improve organisational knowledge of Gypsy & Traveller communities and culture.</p>	<p>Raise awareness of the unit and Code of Conduct with Gypsy and Traveller communities.</p> <p>Gather relevant information around authorised and private sites including occupants and site mapping.</p>		<p>and private sites.</p> <p>Number of site visits conducted and level of community engagement.</p> <p>Measurement of Police resources committed to Unauthorised Encampments</p>
<p>Management of LA sites</p> <p>Provision of suitable and well maintained site facilities together with effective and efficient management of all council run sites</p>	<p>Install smart electricity meters to ECC sites</p> <p>Provide G&T with option of direct debit payment</p> <p>Maintain sites using internal and external resource within defined budgets.</p>	<p>Install CCTV</p>	<p>Satisfaction / questionnaires / feedback from the G&T communities in regards to ECC sites</p> <p>Site management reviewed</p> <p>Smart electricity meters installed</p> <p>% of sites with CCTV installed</p> <p>Maintain local authority sites in a good repair</p> <p>Continue to record occupancy levels on LA sites</p> <p>Record average management cost per site</p>

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Reduce impact of Unauthorised encampments	First visit to all UE's within one working day of initial report Manage within code based on current and previous encampments Where necessary, take through the court process within 5 to 10 working days		