























**Brighton & Hove Traveller Commissioning Strategy 2012**  
**Two Year Update to the Scrutiny Panel Recommendations: January 2015**


**Scrutiny Panel Recommendations: Summary Sheet**

1	A monitoring report to be sent to the relevant Member Committee	 GREEN
2	A coherent vision is needed of what is to be done in the years before the permanent site is ready	 GREEN
3	Preventing, and responding to, unauthorised encampments should be a key focus of the Strategy	 GREEN
4	More needs to be done to link the different parts of the Strategy into a coherent narrative	 GREEN
5	Review the working of the Traveller Liaison Team	 GREEN
6	It is important that the multiple site option is fully explored	 GREEN
7	It would like to see the Strategy contain some detail on how the consultation will be 'effective'	 GREEN
8	Assessing the need for future site provision should not wait until 2016	 GREEN
9	A commitment to review the impact of the work of Health Visitors	 GREEN
10	Clarification as to how the training of CCG staff and lead clinicians will percolate down to other primary care workers	 GREEN
11	Cultural awareness training for health workers, especially in primary care	 GREEN
12	An assurance that the council and NHS Brighton & Hove will integrate their information to plan and monitor services	 GREEN
13	A commitment in the Strategy to learning from successful education projects	 GREEN
14	Identify the educational attainment of Traveller children	N/A
15	Improve the educational experience and attainment for transient Travellers who come to the city	N/A
16	Encouraging take up of education and combining this with information from health outreach work	 GREEN
17	Retain Traveller children in education [and] engage with hard to reach Traveller groups such as teenagers	 GREEN
18	improve awareness in schools about Traveller history and culture [and] participation in Gypsy Roma Traveller History Month	 GREEN
19	Information on the Joint Sussex-wide protocol on unauthorised encampments	 GREEN
20	A clear plan for sensitive sites	 GREEN
21	Protocol for Van Dwellers will be developed during 2012/2013	 AMBER
22	Councillors should be offered the opportunity to attend Traveller Awareness	 GREEN
23	Work with the local media to ensure balanced reporting of issues relating the traveller community	 GREEN

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Traveller Scrutiny Recommendation 1	Service Lead(s)	ELT Lead
<p>The panel noted with considerable concern the lack of monitoring of the priorities and actions contained in the last Traveller Strategy for 2008-11. The panel welcomes the Action Plan which has been developed for this Strategy. The panel expects this plan to be effectively monitored and would like a monitoring report to be sent to the relevant Member Committee at the following intervals: 6 months, 12 months, 24 months and 36 months. To enable effective monitoring the panel would expect each action in the Action Plan to be SMART (i.e. Specific, Measurable, Achievable, Realistic and Time limited).</p>	Andy Staniford	Geoff Raw
<b>Council Response March 2012</b>		
<p>Updates will be produced and reported to the relevant Committee at 6mths, 12mths then annual.</p>		
<b>Current position – short commentary by service lead(s):</b>		
<p>January 2014 Update:</p> <ul style="list-style-type: none"> <li>• The 6 month update did not happen.</li> <li>• However, we are back on track with the 12 month strategy/action plan update being approved by Environment, Transport &amp; Sustainability Committee on 8 October 2013.</li> <li>• A copy of the update is attached as Appendix 2 and focuses on the outcomes from the first year of the strategy.</li> <li>• Next update due October 2014 to cover 2013/14.</li> </ul> <p>January 2015 Update:</p> <ul style="list-style-type: none"> <li>• The 2 year on monitoring report was due to be presented at Environment, Transport &amp; Sustainability Committee on 20 January 2015.</li> </ul>		
<p><b>Status (Sept 2014)</b></p>	<p><i>Red – Off target and not likely to come back to on target without intervention. Amber – Currently off target but officers are confident that performance should reach target with current improvements in place (detail these in the commentary). Green – On or above target</i></p>	 <p><b>GREEN</b></p>

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<b>Traveller Scrutiny Recommendation 2</b>	<b>Service Lead(s)</b>	<b>ELT Lead</b>
<p>In a number of areas, the Strategy posits the establishment of a permanent site as a solution to the issues associated with Travellers. This may be the case, but it is important to recognise that the permanent site will not be opened until Winter 2013/14 at the earliest. Therefore a coherent vision is needed of what is to be done in the years before the permanent site is ready, particularly in terms of transit provision.</p>	<p>Andy Staniford</p>	<p>Geoff Raw</p>
<p><b>Council Response March 2012</b></p>		
<p>New paragraph has been added to the strategy at 3.3: <i>To help meet this need, our strategy seeks to be preventative in nature rather than reactive by:</i></p> <ul style="list-style-type: none"> <li>• <i>Ensuring effective management and use of the Horsdean Transit Site</i></li> <li>• <i>Developing procedures for Tolerated sites</i></li> <li>• <i>Effective management of unauthorised encampments</i></li> <li>• <i>Ensure sensitive sites are protected</i></li> <li>• <i>Developing a protocol for addressing Van Dwellers</i></li> </ul>		
<p><b>Current position – short commentary by service lead(s):</b></p>		
<p>This action was completed with approval of the final strategy. No further action is required.</p>		
<p><b>Status (Sept 2014)</b></p>	<p><b>Red</b> – Off target and not likely to come back to on target without intervention. <b>Amber</b> – Currently off target but officers are confident that performance should reach target with current improvements in place (detail these in the commentary). <b>Green</b> – On or above target</p>	 <p><b>GREEN</b></p>

**Brighton & Hove Traveller Commissioning Strategy 2012  
Two Year Update to the Scrutiny Panel Recommendations: January 2015**

Traveller Scrutiny Recommendation 3	Service Lead(s)	ELT Lead
<p>The panel feel that preventing, and responding to, unauthorised encampments should be a key focus of the Strategy, particularly until the permanent site is opened. The Panel would like the Strategy to draw on good practice by other authorities in this area such as Fenland DC. The panel would also like the Strategy to include information on how the council will pro-actively liaise with any settled community affected by such an encampment.</p>	Sheila Peters	Geoff Raw
<p><b>Council Response March 2012</b></p>		
<p>Extra information has been added to strategy on sharing good practice and in particular citing the Fenland evidence to the Scrutiny Panel as a case study.</p> <p>Additional action added to Action Plan at 16.6:</p> <ul style="list-style-type: none"> <li>• <i>Pro-actively liaise with any settled community affected by an encampment</i></li> </ul> <p>Additional text added to strategy:</p> <ul style="list-style-type: none"> <li>• <i>It is very important to us that we communicate effectively with any settled community affected by an unauthorised encampment. We do this in a number of ways and are looking to improve this in response to the strategy and resident needs:</i></li> <li>• <i>We engage with staff working within the Stronger Communities Partnership that are supporting active community engagement to provide information about Traveller lifestyles, and the likely impact of an encampment on the locality</i></li> <li>• <i>We build positive relationships between the Traveller Liaison Team and chairs of Local Action Teams by notifying them the moment there is an encampment in their community and ensuring they receive regular updates</i></li> <li>• <i>We have a webpage that is regularly updated with information about unauthorised encampments within the city. This webpage can be found at: <a href="http://www.brighton-hove.gov.uk/travellers">http://www.brighton-hove.gov.uk/travellers</a></i></li> <li>• <i>The Traveller Advice Line will be integrated into our customer contact centre to improve our telephone response to resident and Traveller enquiries</i></li> <li>• <i>We will look at good practice from other parts of the country to see what other improvements can be made to the way we work and communicate with residents</i></li> </ul>		
<p><b>Current position – short commentary by service lead(s):</b></p>		
<p>January 2014 Update:</p> <ul style="list-style-type: none"> <li>• When an encampment is present regular high profile visits by the Police through Operation Monza and Council's Traveller Liaison Team help to reassure both residents and Travellers to minimise the disruption and anti social behaviour that sites can attract. A new waste contract helps to ensure refuse does not become a nuisance and that sites are effectively and swiftly cleared.</li> <li>• Community engagement through a range of expanding mechanisms including residents visits, leaflets LAT meeting and Twitter.</li> </ul>		

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January 2015 Update

- Joint visits by the Traveller Liaison Team and Police are made to unauthorised encampments within 24 hours of arrival and throughout the duration, to reassure the settled community of action being taken. Encampments are continually monitored to minimise disruption and enforcement action revised in response to anti-social behaviour.
- Information and updates on Traveller movements are made available in a variety of ways as soon as events change. The Traveller Team webpage is updated daily with information about encampments and action being taken. The team has a new telephone system with additional recorded information updated daily.
- Work is being undertaken with Children’s Services to enable a better response to Travelling families and to address issues that may arise on unauthorised encampments. A Support protocol is being developed to formalise work with all departments and agencies providing support services to Travellers.
- Presentations have been made to Local Action Teams providing information on available enforcement powers and the protocols and procedures of the council and the Police in working with Travellers and unauthorised encampments.

**Status  
(Sept 2014)**


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Amber – Currently off target but officers are confident that performance should reach target with current improvements in place (detail these in the commentary).  
Green – On or above target*




**GREEN**

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**Brighton & Hove Traveller Commissioning Strategy 2012  
Two Year Update to the Scrutiny Panel Recommendations: January 2015**

<b>Traveller Scrutiny Recommendation 4</b>	<b>Service Lead(s)</b>	<b>ELT Lead</b>
<p>The panel believes the Strategy should be both a place where all the separate plans for dealing with Traveller issues are brought together and a process via which these plans are effectively integrated. While the draft Strategy fulfils the first of these requirements, the panel is not sure that it currently meets the second: more needs to be done to link the different parts of the Strategy into a coherent narrative.</p>	<p>Andy Staniford</p>	<p>Geoff Raw</p>
<p><b>Council Response March 2012</b></p>		
<p>We believe this issue has been addressed between the draft strategy and final strategy.</p> <p>The draft strategy focussed on highlighting needs and then considering our vision and goals whereas the final strategy starts with the vision and how improving site stability is the platform for addressing education, health and community cohesion. This approach is then threaded through the strategy.</p>		
<p><b>Current position – short commentary by service lead(s):</b></p>		
<p>This action was completed with approval of the final strategy. No further action is required.</p>		
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Traveller Scrutiny Recommendation 5	Service Lead(s)	ELT Lead
<p>The panel welcome the agreement to review the working of the Traveller Liaison Team, but seek assurance that the review will focus on support and enforcement elements, as well as having the key aim to improve the service for both Travellers and the settled community.</p>	Sheila Peters	Geoff Raw
<b>Council Response March 2012</b>		
<p>A new action has been added to the action plan at 16.10:</p> <ul style="list-style-type: none"> <li>• <i>Review the Council's Traveller Liaison Team (focus on support, enforcement, service improvement) during 2012/13</i></li> </ul>		
<b>Current position – short commentary by service lead(s):</b>		
<p>January 2014 Update</p> <ul style="list-style-type: none"> <li>• The Travellers Service Staff Structure is currently under review with a view to implementation by end March 2014. This will include ensuring that the enforcement and support roles are well balanced.</li> </ul> <p>January 2015 Update</p> <ul style="list-style-type: none"> <li>• There has been a restructure of the council's Traveller Liaison Team and two Site and Support Officers have been recruited to provide support for Travellers and warden duties at the Traveller transit site, as well as providing administrative support for the team.</li> </ul>		
<b>Status (Sept 2014)</b>	<p><b>Red</b> – Off target and not likely to come back to on target without intervention.  <b>Amber</b> – Currently off target but officers are confident that performance should reach target with current improvements in place (detail these in the commentary).  <b>Green</b> – On or above target</p>	 <b>GREEN</b>

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Traveller Scrutiny Recommendation 6	Service Lead(s)	ELT Lead
<p>The panel heard evidence from a number of sources favouring several small sites rather than a large single permanent site. While we accept that there are valid arguments in favour of both solutions, we feel it is important that the multiple site option is fully explored, in terms of both current and future needs. Should the choice nonetheless be for a single site, the thinking behind this, and the pros and cons of single and multiple sites, should be explained in the Strategy.</p>	Sandra Rogers	Geoff Raw
<b>Council Response March 2012</b>		
<p>Additional text added to strategy:  <i>The project has considered whether it would be better to have smaller sites in the city however, this was discounted based on a number of reasons:</i></p> <ul style="list-style-type: none"> <li>• <i>A number of smaller sites would make it harder to meet the level of need by increasing risks such as cost, planning and community cohesion issues</i></li> <li>• <i>Each site requires the provision of infrastructure (water, sewage, electricity, access roads etc) in addition to the pitches which will increase the projects costs</i></li> <li>• <i>Aside from extra costs, additional sites bring additional planning risks given the shortage of available land and the controversial nature of some of the sites already considered by the site search given that they lie within the National Park</i></li> <li>• <i>The government guidance for site design suggests each pitch consists of a hard standing with space for a main and touring caravan, plus a car, and an amenity unit with a bathroom, kitchen and dayroom. There should be shared play space. All residents will pay rent, bills and council tax like any other tenant in social housing.</i></li> <li>• <i>Each site would have additional costs from the provision of services such as management, security, waste collection etc</i></li> </ul> <p><i>If future needs analysis shows a need for additional sites, and we are successful in acquiring funding for those additional sites, then they are likely to be smaller as the present site search process has exhausted the options for large sites</i></p>		
<b>Current position – short commentary by service lead(s):</b>		
<p>January 2014 &amp; January 2015 Update</p> <ul style="list-style-type: none"> <li>• Any site search to meet unmet/future needs will consider a range of options to determine the most appropriate course of action.</li> </ul>		
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Traveller Scrutiny Recommendation 7	Service Lead(s)	ELT Lead
<p>The panel welcomes the commitment to consulting with both Travellers and the settled community on proposed site(s), their design and management. It would like to see the Strategy contain some detail on how the consultation will be 'effective' and a commitment that it will meet the standards of the Community Engagement Framework. We assume that the consultation process will include asking whether a single or multiple sites would be preferred – and be explained in the Strategy.</p>	<p>Alan Buck</p>	<p>Geoff Raw</p>
<p><b>Council Response March 2012</b></p>		
<p>Noted however this will be managed separately through the permanent site project.</p> <p>The Cabinet report seeking approval of the preferred site at Horsdean has a recommendation that the consultation that is undertaken is guided by a consultation strategy to be agreed by the Cabinet Member for Environment and Sustainability. This will pick up the points in the recommendation. No additional action required.</p>		
<p><b>Current position – short commentary by service lead(s):</b></p>		
<p>This action was completed with approval of the final strategy. No further action is required.</p>		
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Traveller Scrutiny Recommendation 8	Service Lead(s)	ELT Lead
<p>The panel believe that assessing the need for future site provision should not wait until 2016. The panel believe that there should be an ongoing collation of information on the regional situation from the Regional Forum, monitoring information and data on enabling site provision to plan future need. This Strategy presents a real opportunity to stop being reactive and to begin to plan capacity more pro-actively.</p>	<p>Sandra Rogers</p>	<p>Geoff Raw</p>
<p><b>Council Response March 2012</b></p>		
<p>The reference to 2016 is that the needs assessment plus accompanying planning provision (should it be required) must be done by 2016. To achieve this timescale, work will be ongoing from 2012 and reported in the progress reports. No additional action required.</p>		
<p><b>Current position – short commentary by service lead(s):</b></p>		
<p>January 2014 Update</p> <ul style="list-style-type: none"> <li>• Draft City Plan sets out requirements to 2019 and commits to further needs assessment for remaining Plan period.</li> </ul> <p>January 2015 Update</p> <ul style="list-style-type: none"> <li>• Officers are currently undertaking a further needs assessment with the South Downs National Park Authority to cover the full City Plan period to 2030. The study should be finalised by the end of 2014.</li> </ul>		
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Traveller Scrutiny Recommendation 9	Service Lead(s)	ELT Lead
<p>The panel welcomed the commitment to review the impact of the work of Health Visitors and looks forward to an update on its findings in the 6 month and 12 month progress report on the Strategy.</p>	<p>Ramona Booth</p>	<p>Tom Scanlon</p>
<p><b>Council Response March 2012</b></p>		
<p>Additional strategy text added at 10.2:</p> <ul style="list-style-type: none"> <li><i>In addition, there will be a citywide review of Health Visitors which will consider the impact the service has on the Travelling community.</i></li> </ul> <p>Additional action added at 6.3:</p> <ul style="list-style-type: none"> <li><i>Citywide review of Health Visitors to include the impact on the Travelling community</i></li> </ul>		
<p><b>Current position – short commentary by service lead(s):</b></p>		
<p>January 2014 Update:</p> <ul style="list-style-type: none"> <li>As a result of the Traveller Commissioning Strategy the former Primary Care Trust commissioned research into the health needs of local Travellers which has been used to inform the Clinical Commissioners Group. In addition the Brighton &amp; Hove CCG Annual Operation Plan 2013/14 outlines the CCG's commitment to work with partners to implement the following recommendations: <ul style="list-style-type: none"> <li><u>Outreach health services</u> <ul style="list-style-type: none"> <li>Improve outreach health services</li> </ul> </li> <li><u>GP services</u> <ul style="list-style-type: none"> <li>Identify 1-2 GP surgeries that can implement models of good practice for primary care service delivery</li> <li>Provide Traveller-led cultural awareness training for clinical and other staff at these surgeries</li> <li>Develop a wallet-sized card for Travellers to present to receptionists</li> <li>Consider ways to improve access to GP services</li> </ul> </li> <li><u>Specialist health services</u> <ul style="list-style-type: none"> <li>Ensure Traveller specialist health services proactively succession plan</li> <li>Consider how commissioners can improve monitoring of Traveller specialist health services</li> <li>Promote collaboration between identified GP surgeries and specialist providers</li> </ul> </li> <li><u>Communication and record keeping</u> <ul style="list-style-type: none"> <li>Encourage GP surgeries and hospital trusts to make more use of mobile phone technology to communicate with patients</li> <li>Make health information accessible for people with low literacy skills</li> </ul> </li> <li><u>Public and patient engagement</u> <ul style="list-style-type: none"> <li>Create opportunities for dialogue between Travellers and health professionals by making it easier for ethnic minorities and socially excluded groups to engage with us</li> </ul> </li> <li><u>Improve ethnic monitoring</u> <ul style="list-style-type: none"> <li>Ensure robust, systematic ethnic monitoring in health records</li> </ul> </li> </ul> </li> </ul>		

**Brighton & Hove Traveller Commissioning Strategy 2012  
Two Year Update to the Scrutiny Panel Recommendations: January 2015**

January 2015 Update:

- Brighton and Hove CCG fund Friends families and Travellers (FFT) to engage and feedback on specific issues that face Traveller communities.
- We are currently refreshing our operating plan for 2015/16 and will use the Brighton and Hove Funded Engagement Annual Report 2014 from FFT to shape our future plans. This will set out the achievements to date, highlight the challenges and articulate the deliverables for 2015/16. We will consult on the plan in Jan 2015 and publish in April 2015
- 1 GP practice received cultural awareness training during 2014, with another pending in early 2015.
- Wallet size “help cards” produced – indicating additional help required. Good feedback on their use by the community.
- CCG is considering running equalities based awareness sessions for front line staff at the CCG conference in April 2015.
- The CCG has a contract for engagement with the Gypsy and Traveller communities via Friends, Families and Travellers. Four themed consultations carried out with the Gypsy and Traveller community (urgent care, record sharing, mental wellbeing and integrated care. Wider feedback also been provided alongside consultation reports. Ongoing work to engage with the community – next topic will be Health Checks (Spring 2015)
- The CCG’s Governing Body took part in an event to meet with equalities based groups – including Gypsies and Travellers- and hear about their issues relating to local health services (November 2014)
- We will over the next year be working with our GP practices as part of the Transforming Primary Care programme, to ensure that ethnic monitoring data is collected consistently and systematically

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<b>Traveller Scrutiny Recommendation 10</b>	<b>Service Lead(s)</b>	<b>ELT Lead</b>
<p>The panel welcomes the commitment from the Clinical Commissioning Group (CCG) to provide cultural awareness training in relation to Travellers for CCG staff and lead clinicians. However, we are concerned that this does not fully address the problems of front-line clinical staff (e.g. GPs and dentists) and other staff (e.g. GP surgery receptions) lacking awareness of Traveller issues, and sometimes a knowledge of their statutory duties to provide services. We therefore seek clarification as to how the training of CCG staff and lead clinicians will percolate down to other primary care workers.</p>	<p>Ramona Booth</p>	<p>Tom Scanlon</p>
<p><b>Council Response March 2012</b></p>		
<p>This will be pursued via the Clinical Training Committee, NHS Brighton &amp; Hove.</p>		
<p><b>Current position – short commentary by service lead(s):</b></p>		
<p>January 2014 Update:</p> <ul style="list-style-type: none"> <li>• As a result of the Traveller Commissioning Strategy the former Primary Care Trust commissioned research into the health needs of local Travellers which has been used to inform the Clinical Commissioners Group. In addition the Brighton &amp; Hove CCG Annual Operation Plan 2013/14 outlines the CCG’s commitment to work with partners to implement the following recommendations: <ul style="list-style-type: none"> <li><u>Outreach health services</u> <ul style="list-style-type: none"> <li>• Improve outreach health services</li> </ul> </li> <li><u>GP services</u> <ul style="list-style-type: none"> <li>• Identify 1-2 GP surgeries that can implement models of good practice for primary care service delivery</li> <li>• Provide Traveller-led cultural awareness training for clinical and other staff at these surgeries</li> <li>• Develop a wallet-sized card for Travellers to present to receptionists</li> <li>• Consider ways to improve access to GP services</li> </ul> </li> <li><u>Specialist health services</u> <ul style="list-style-type: none"> <li>• Ensure Traveller specialist health services proactively succession plan</li> <li>• Consider how commissioners can improve monitoring of Traveller specialist health services</li> <li>• Promote collaboration between identified GP surgeries and specialist providers</li> </ul> </li> <li><u>Communication and record keeping</u> <ul style="list-style-type: none"> <li>• Encourage GP surgeries and hospital trusts to make more use of mobile phone technology to communicate with patients</li> <li>• Make health information accessible for people with low literacy skills</li> </ul> </li> <li><u>Public and patient engagement</u> <ul style="list-style-type: none"> <li>• Create opportunities for dialogue between Travellers and health professionals by making it easier for ethnic minorities and socially excluded groups to engage</li> </ul> </li> </ul> </li> </ul>		

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with us

Improve ethnic monitoring

- Ensure robust, systematic ethnic monitoring in health records

January 2015 Update:

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Traveller Scrutiny Recommendation 11	Service Lead(s)	ELT Lead
The panel would welcome cultural awareness training for health workers, especially in primary care, which could build on the successful awareness training held for council staff and due to be rolled out to Councillors.	Ramona Booth	Tom Scanlon
<b>Council Response March 2012</b>		
This will be pursued via the Clinical Training Committee, NHS Brighton & Hove		
<b>Current position – short commentary by service lead(s):</b>		
<p>January 2014 Update:</p> <ul style="list-style-type: none"> <li>• As a result of the Traveller Commissioning Strategy the former Primary Care Trust commissioned research into the health needs of local Travellers which has been used to inform the Clinical Commissioners Group. In addition the Brighton &amp; Hove CCG Annual Operation Plan 2013/14 outlines the CCG’s commitment to work with partners to implement the following recommendations: <ul style="list-style-type: none"> <li><u>Outreach health services</u> <ul style="list-style-type: none"> <li>• Improve outreach health services</li> </ul> </li> <li><u>GP services</u> <ul style="list-style-type: none"> <li>• Identify 1-2 GP surgeries that can implement models of good practice for primary care service delivery</li> <li>• Provide Traveller-led cultural awareness training for clinical and other staff at these surgeries</li> <li>• Develop a wallet-sized card for Travellers to present to receptionists</li> <li>• Consider ways to improve access to GP services</li> </ul> </li> <li><u>Specialist health services</u> <ul style="list-style-type: none"> <li>• Ensure Traveller specialist health services proactively succession plan</li> <li>• Consider how commissioners can improve monitoring of Traveller specialist health services</li> <li>• Promote collaboration between identified GP surgeries and specialist providers</li> </ul> </li> <li><u>Communication and record keeping</u> <ul style="list-style-type: none"> <li>• Encourage GP surgeries and hospital trusts to make more use of mobile phone technology to communicate with patients</li> <li>• Make health information accessible for people with low literacy skills</li> </ul> </li> <li><u>Public and patient engagement</u> <ul style="list-style-type: none"> <li>• Create opportunities for dialogue between Travellers and health professionals by making it easier for ethnic minorities and socially excluded groups to engage with us</li> </ul> </li> <li><u>Improve ethnic monitoring</u> <ul style="list-style-type: none"> <li>• Ensure robust, systematic ethnic monitoring in health records</li> </ul> </li> </ul> </li> </ul> <p>January 2015 Update:</p> <ul style="list-style-type: none"> <li>• Brighton and Hove CCG fund Friends families and Travellers (FFT) to engage and feedback on specific issues that face Traveller communities.</li> </ul>		

**Brighton & Hove Traveller Commissioning Strategy 2012  
Two Year Update to the Scrutiny Panel Recommendations: January 2015**

- We are currently refreshing our operating plan for 2015/16 and will use the Brighton and Hove Funded Engagement Annual Report 2014 from FFT to shape our future plans. This will set out the achievements to date, highlight the challenges and articulate the deliverables for 2015/16. We will consult on the plan in Jan 2015 and publish in April 2015
- 1 GP practice received cultural awareness training during 2014, with another pending in early 2015.
- Wallet size “help cards” produced – indicating additional help required. Good feedback on their use by the community.
- CCG is considering running equalities based awareness sessions for front line staff at the CCG conference in April 2015.
- The CCG has a contract for engagement with the Gypsy and Traveller communities via Friends, Families and Travellers. Four themed consultations carried out with the Gypsy and Traveller community (urgent care, record sharing, mental wellbeing and integrated care. Wider feedback also been provided alongside consultation reports. Ongoing work to engage with the community – next topic will be Health Checks (Spring 2015)
- The CCG’s Governing Body took part in an event to meet with equalities based groups – including Gypsies and Travellers- and hear about their issues relating to local health services (November 2014)
- We will over the next year be working with our GP practices as part of the Transforming Primary Care programme, to ensure that ethnic monitoring data is collected consistently and systematically

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**Brighton & Hove Traveller Commissioning Strategy 2012  
Two Year Update to the Scrutiny Panel Recommendations: January 2015**

Traveller Scrutiny Recommendation 12	Service Lead(s)	ELT Lead
<p>The panel is pleased to see the statement that NHS Brighton &amp; Hove is using and promoting the common framework for ethnic monitoring being developed by the City Inclusion Partnership. The panel is also pleased that the council is promoting the use of the common framework. However, the panel would like the Strategy to contain a statement on how the ethnic monitoring information will be used and an assurance that the council and NHS Brighton &amp; Hove will integrate their information to plan and monitor services.</p>	<p>Ramona Booth</p>	<p>Tom Scanlon</p>
<p><b>Council Response March 2012</b></p>		
<p>New paragraphs added to strategy:</p> <ul style="list-style-type: none"> <li>• <i>10.2 To address this gap the Council and NHS Sussex (Brighton &amp; Hove) will conduct specific needs assessment on the health and wellbeing of Travellers. The assessment will be used to develop an action plan to improve access to healthcare services for members of the Traveller community.</i></li> <li>• <i>10.3 Developing NHS ethnic monitoring locally will help provide us with information on the services used and needed by Travellers to ensure we can plan provision more effectively</i></li> </ul>		
<p><b>Current position – short commentary by service lead(s):</b></p>		
<p>January 2014 Update:</p> <ul style="list-style-type: none"> <li>• As a result of the Traveller Commissioning Strategy the former Primary Care Trust commissioned research into the health needs of local Travellers which has been used to inform the Clinical Commissioners Group. In addition the Brighton &amp; Hove CCG Annual Operation Plan 2013/14 outlines the CCG's commitment to work with partners to implement the following recommendations: <ul style="list-style-type: none"> <li><u>Outreach health services</u> <ul style="list-style-type: none"> <li>• Improve outreach health services</li> </ul> </li> <li><u>GP services</u> <ul style="list-style-type: none"> <li>• Identify 1-2 GP surgeries that can implement models of good practice for primary care service delivery</li> <li>• Provide Traveller-led cultural awareness training for clinical and other staff at these surgeries</li> <li>• Develop a wallet-sized card for Travellers to present to receptionists</li> <li>• Consider ways to improve access to GP services</li> </ul> </li> <li><u>Specialist health services</u> <ul style="list-style-type: none"> <li>• Ensure Traveller specialist health services proactively succession plan</li> <li>• Consider how commissioners can improve monitoring of Traveller specialist health services</li> <li>• Promote collaboration between identified GP surgeries and specialist providers</li> </ul> </li> <li><u>Communication and record keeping</u> <ul style="list-style-type: none"> <li>• Encourage GP surgeries and hospital trusts to make more use of mobile phone technology to communicate with patients</li> <li>• Make health information accessible for people with low literacy skills</li> </ul> </li> <li><u>Public and patient engagement</u></li> </ul> </li> </ul>		

**Brighton & Hove Traveller Commissioning Strategy 2012  
Two Year Update to the Scrutiny Panel Recommendations: January 2015**

- Create opportunities for dialogue between Travellers and health professionals by making it easier for ethnic minorities and socially excluded groups to engage with us

Improve ethnic monitoring

- Ensure robust, systematic ethnic monitoring in health records

January 2015 Update:


- Brighton and Hove CCG fund Friends families and Travellers (FFT) to engage and feedback on specific issues that face Traveller communities.
- We are currently refreshing our operating plan for 2015/16 and will use the Brighton and Hove Funded Engagement Annual Report 2014 from FFT to shape our future plans. This will set out the achievements to date, highlight the challenges and articulate the deliverables for 2015/16. We will consult on the plan in Jan 2015 and publish in April 2015
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**Status  
(Sept 2014)**

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Green – On or above target*



**Brighton & Hove Traveller Commissioning Strategy 2012  
Two Year Update to the Scrutiny Panel Recommendations: January 2015**

Traveller Scrutiny Recommendation 13	Service Lead(s)	ELT Lead
<p>The panel would like to see a commitment in the Strategy to learning from successful education projects, which have offered mentoring to Minority Ethnic groups, and to drawing in members of the Traveller community to offer help and advice with Traveller education issues.</p>	<p>Jackie Whitford</p>	<p>Pinaki Ghoshal</p>
<p><b>Council Response March 2012</b></p>		
<p>Additional text added to strategy:</p> <ul style="list-style-type: none"> <li><i>We also recognise the value in learning and adopting successful good practice from elsewhere and will seek to draw in members of the Travelling community wherever possible to support training and outreach.</i></li> </ul>		
<p><b>Current position – short commentary by service lead(s):</b></p>		
<p>January 2014 Update:</p> <ul style="list-style-type: none"> <li>This action was completed with approval of the final strategy. No further action is required.</li> </ul> <p>January 2015 Update:</p> <ul style="list-style-type: none"> <li>Members of the Travelling community have been engaged to give talks, presentations and displays on Traveller history and culture since 2012.</li> <li>An employee from Friends Families and Travellers of Gypsy heritage has participated in a jointly funded education and health outreach project (via the mobile education unit) at Horsdean in 2013</li> <li>Children’s Services has employed a peripatetic teacher with a Gypsy heritage to work with Traveller children in 2014 as part of the new City’s Traveller Education Unit.</li> <li>N.B Children’s Services have ceased its contract with East Sussex (July 14) and is in the process of appointing the City’s new Traveller Education Unit who will work closely with the City’s Traveller Liaison Team, Health and all other partners.</li> <li>Traveller cultural awareness training is now a fixture on the Council’s Workforce and Development annual training programme’ Delivered by Jackie Whitford with input from members of the Travelling community.</li> </ul>		
<p><b>Status (Sept 2014)</b></p>	<p><i>Red – Off target and not likely to come back to on target without intervention.</i>  <i>Amber – Currently off target but officers are confident that performance should reach target with current improvements in place (detail these in the commentary).</i>  <i>Green – On or above target</i></p>	 <p><b>GREEN</b></p>


**Brighton & Hove Traveller Commissioning Strategy 2012  
Two Year Update to the Scrutiny Panel Recommendations: January 2015**

Traveller Scrutiny Recommendation 14	Service Lead(s)	ELT Lead
<p>The panel would like the Strategy to contain an action re: obtaining city based information on Traveller educational attainment, across all sectors of education from pre-school to Further Education. Once this data has been gathered it should be used as a baseline from which to identify the educational attainment of Traveller children. The panel would expect data and a statement on how this data will be used to be contained in the progress updates reported to Committee.</p>	<p>Jackie Whitford</p>	<p>Pinaki Ghoshal</p>
<p><b>Council Response March 2012</b></p>		
<p>From 2012 we will gather and report on the EYFS profile scores of visiting children. These recommendations will be relevant when the permanent site is completed.</p>		
<p><b>Current position – short commentary by service lead(s):</b></p>		
<p>January 2014 Update:</p> <ul style="list-style-type: none"> <li>This recommendation will be applicable when the permanent site is completed.</li> </ul> <p>January 2015 Update:</p> <ul style="list-style-type: none"> <li>Few pupils completed Year due to either short stay on transit or the turbulent nature of unauthorised encampments.</li> <li>EYFS profile scores re small number of longer stay pupils showed them to be the lowest attaining of any group - 25% lower scores than the average</li> <li>This recommendation will be applicable when the permanent site is completed.</li> </ul>		
<p><b>Status (Sept 2014)</b></p>	<p><i>Red – Off target and not likely to come back to on target without intervention.</i>  <i>Amber – Currently off target but officers are confident that performance should reach target with current improvements in place (detail these in the commentary).</i>  <i>Green – On or above target</i></p>	<p><b>RAG NOT YET APPLICABLE</b></p>


**Brighton & Hove Traveller Commissioning Strategy 2012  
Two Year Update to the Scrutiny Panel Recommendations: January 2015**

Traveller Scrutiny Recommendation 15	Service Lead(s)	ELT Lead
The panel is keen to ensure that the Strategy contains more detailed information and outcomes on how to improve the educational experience and attainment for transient Travellers who come to the city.	Jackie Whitford	Pinaki Ghoshal
<b>Council Response March 2012</b>		
As mentioned, average stay is 20 days and we are rarely informed of departures. Feedback from a variety of service providers, including visiting Travellers is used to inform and plan. No additional action required.		
<b>Current position – short commentary by service lead(s):</b>		
January 2014 & January 2015 Update: <ul style="list-style-type: none"> <li>No further action required</li> </ul>		
<b>Status (Sept 2014)</b>	<i>Red – Off target and not likely to come back to on target without intervention.</i> <i>Amber – Currently off target but officers are confident that performance should reach target with current improvements in place (detail these in the commentary).</i> <i>Green – On or above target</i>	<b>RAG NOT APPLICABLE</b>


**Brighton & Hove Traveller Commissioning Strategy 2012  
Two Year Update to the Scrutiny Panel Recommendations: January 2015**

Traveller Scrutiny Recommendation 16	Service Lead(s)	ELT Lead
<p>The panel welcomes the commitment to include actions in the Strategy which build on successful 'out reach to in reach' work in encouraging take up of education and combining this with information from health outreach work. The panel would like to see the data gathered to be used to plan future services and measure progress achieved by these services.</p>	<p>Jackie Whitford</p>	<p>Pinaki Ghoshal</p>
<p><b>Council Response March 2012</b></p>		
<p>The data gathered will be used to plan future services and measure progress achieved by these services</p>		
<p><b>Current position – short commentary by service lead(s):</b></p>		
<p>January 2014 Update:</p> <ul style="list-style-type: none"> <li>• During 2012-13, 86 EYs highly mobile pre school children were supported via outreach. 15 supported into nursery. Ongoing needs assessment resulted in two nurseries holding 2yr old funded places for mobile Travellers</li> <li>• From Sept 13 outreach unit making additional weekly visits providing health education e.g. smoking cessation, first aid etc.</li> </ul> <p>January 2015 Update:</p> <ul style="list-style-type: none"> <li>• 2013-14, 76 EYs highly mobile pre school children were supported via outreach. 2 children received 2 year old funding, 10 children attended nursery.</li> </ul>		
<p><b>Status (Sept 2014)</b></p>	<p><i>Red – Off target and not likely to come back to on target without intervention. Amber – Currently off target but officers are confident that performance should reach target with current improvements in place (detail these in the commentary). Green – On or above target</i></p>	<p> <b>GREEN</b></p>

**Brighton & Hove Traveller Commissioning Strategy 2012  
Two Year Update to the Scrutiny Panel Recommendations: January 2015**


Traveller Scrutiny Recommendation 17	Service Lead(s)	ELT Lead
<p>The panel is concerned that the positive work which is being done to secure Traveller engagement from early years could go to waste if the Strategy does not include sufficient measures to retain Traveller children in education. This in turn will enable Travellers to improve their employment prospects. The Strategy should include new ways to engage with hard to reach Traveller groups such as teenagers, enabling access to adult and further education, and using ICT and other methods to engage with these groups.</p>	<p>Jackie Whitford</p>	<p>Pinaki Ghoshal</p>
<p><b>Council Response March 2012</b></p>		
<p>We are contributing to Brighton &amp; Hove “Vulnerable Learners Protocol” to engage KS5 pupils.</p>		
<p><b>Current position – short commentary by service lead(s):</b></p>		
<p>January 2014 Update:</p> <ul style="list-style-type: none"> <li>This recommendation will be applicable when the permanent site is completed.</li> </ul> <p>January 2015 Update:</p> <ul style="list-style-type: none"> <li>Youth Outreach Bus available close to Horsdean offering sexual health advice to young Travellers</li> <li>Jackie Whitford (Adviser – Traveller Education) attending newly former Traveller Women’s group using range of materials, DVDs to promote update of secondary and further education. Interest expressed in women accessing adult literacy. To be followed up.</li> </ul>		
<p><b>Status (Sept 2014)</b></p>	<p><i>Red – Off target and not likely to come back to on target without intervention. Amber – Currently off target but officers are confident that performance should reach target with current improvements in place (detail these in the commentary). Green – On or above target</i></p>	 <p><b>GREEN</b></p>

**Brighton & Hove Traveller Commissioning Strategy 2012**  
**Two Year Update to the Scrutiny Panel Recommendations: January 2015**


Traveller Scrutiny Recommendation 18	Service Lead(s)	ELT Lead
<p>The panel would like to see the Strategy contain a commitment from the council to lead a co-ordinated programme to improve awareness in schools about Traveller history and culture. This would include the council leading, and co-ordinating, the city’s participation in Gypsy Roma Traveller History Month and including Travellers in People’s Day.</p>	<p>Jackie Whitford</p>	<p>Pinaki Ghoshal</p>
<p><b>Council Response March 2012</b></p>		
<p>Already a goal of the strategy:</p> <ul style="list-style-type: none"> <li>• <i>Goal 13: Improve further the awareness in schools about Traveller History and Culture</i></li> </ul> <p>Action Plan already includes:</p> <ul style="list-style-type: none"> <li>• <i>13.2 Promote national initiatives such as Gypsy Roma Traveller History Month and encourage schools to participate</i></li> <li>• <i>14.3 Promotion of GRT History Month</i></li> </ul> <p>No additional action required</p>		
<p><b>Current position – short commentary by service lead(s):</b></p>		
<p>January 2014 Update:</p> <ul style="list-style-type: none"> <li>• Held in June, the Gypsy Roma Traveller History month was a joint initiative between the East Sussex Traveller Education Team in consortium with Brighton &amp; Hove City Council and Friends, Families and Travellers.</li> <li>• For the 5th consecutive year, Traveller pupils attending schools in the city were awarded prizes in the Gypsy Roma Traveller History month national schools competition. Seven local schools celebrated GRT History month and participated in the competition.</li> </ul> <p>January 2015 Update:</p> <ul style="list-style-type: none"> <li>• 2013 – Hove Town Hall – Presentation of “Traveller Roots around the City” plus music and dance .</li> <li>• January 2014 Contribution to Holocaust Memorial Day re “Forgotten Victims (Roma and Sinti).</li> <li>• Plays performed in 2 schools illustrating historical persecution of Gypsies .</li> <li>• May 14 Brighton &amp; Hove schools participated in GRT History Month national schools competition.</li> </ul>		
<p><b>Status (Sept 2014)</b></p>	<p><i>Red – Off target and not likely to come back to on target without intervention.</i>  <i>Amber – Currently off target but officers are confident that performance should reach target with current improvements in place (detail these in the commentary).</i>  <i>Green – On or above target</i></p>	 <p><b>GREEN</b></p>




**Brighton & Hove Traveller Commissioning Strategy 2012  
Two Year Update to the Scrutiny Panel Recommendations: January 2015**

Traveller Scrutiny Recommendation 19	Service Lead(s)	ELT Lead
<p>The panel would like the Strategy to contain information on the Joint Sussex-wide protocol on unauthorised encampments which is being developed for use by the Police and local authorities and to place this under goal 16 of the Strategy 'Effective Management of Unauthorised Encampments'.</p>	<p>Paul Ransome</p>	<p>Geoff Raw</p>
<p><b>Council Response March 2012</b></p>		
<p>Work on developing Protocol referenced in the Strategy.</p> <p>In addition, an action is included at 16.5:</p> <ul style="list-style-type: none"> <li>• <i>Provide a consistent response to all unauthorised encampments by developing a joint Sussex Wide Unauthorised Encampment Protocol (Police &amp; Local Authorities) and joint leaflets</i></li> </ul>		
<p><b>Current position – short commentary by service lead(s):</b></p>		
<p>January 2014 Update:</p> <ul style="list-style-type: none"> <li>• Monza reviewed and expanded. Multi-agency group developed a tactical Prevention, Intelligence, Enforcement &amp; Reassurance Plan (PIER) for 2013. Joint work ongoing.</li> </ul> <p>January 2015 Update:</p> <ul style="list-style-type: none"> <li>• Joint Sussex-wide protocol on unauthorised encampments is embedded within Sussex Police and forms part of the Force Policy for dealing with unauthorised encampments.</li> <li>• Joint working groups meet at regular intervals with local authority and with Gypsy and Traveller Groups.</li> <li>• Sussex Police have strategic leads for Traveller related matters at Superintendent level (Operational and Equalities).</li> <li>• Op Monza for Summer 2014 was scaled down. Within Brighton a small team with support from Neighbourhood Policing Teams have managed a number of encampments throughout the year supporting the council and fulfilling the responsibilities within the Community Reassurance Plan. Brighton &amp; Hove retains a full time Gypsy and Traveller Liaison Officer due to the high numbers of Traveller families present within the City throughout the year.</li> <li>• The PIER plan referred to above is ongoing (Prevention, Intelligence, Enforcement and Reassurance.)</li> </ul>		
<p><b>Status (Sept 2014)</b></p>	<p><b>Red</b> – Off target and not likely to come back to on target without intervention.  <b>Amber</b> – Currently off target but officers are confident that performance should reach target with current improvements in place (detail these in the commentary).  <b>Green</b> – On or above target</p>	 <p><b>GREEN</b></p>


**Brighton & Hove Traveller Commissioning Strategy 2012  
Two Year Update to the Scrutiny Panel Recommendations: January 2015**

<b>Traveller Scrutiny Recommendation 20</b>	<b>Service Lead(s)</b>	<b>ELT Lead</b>
<p>The panel appreciates that work is ongoing in relation to sensitive sites. However they believe that the Strategy should contain a clear plan for sensitive sites. This could identify levels of sensitivity and a commitment to mapping the impact of site protection measures on unauthorised encampments elsewhere in the city.</p>	<p>Rob Walker</p>	<p>Geoff Raw</p>
<b>Council Response March 2012</b>		
<p>Our plan will not only need to determine how sensitive sites are defined, but the impact of measures on one site needs to be assessed in terms of the impact on other sites to ensure 'displacement' does not occur.</p> <p>In addition resources will need to be identified to secure sites otherwise there is a danger of raising expectations will not be matched by the ability to take the appropriate action.</p>		
<b>Current position – short commentary by service lead(s):</b>		
<p>January 2014 Update:</p> <ul style="list-style-type: none"> <li>• Cityparks are maintaining and continuously reviewing existing protection measures around the city. Improvements are made where they are affordable within existing budgets.</li> <li>• Successful works carried out to Withdean Park, Greanleas Recreation Ground and the Ladies Mile Nature Reserve.</li> <li>• Improvements have also been made to Carden Park and Hollingbury Park.</li> </ul> <p>January 2015 Update:</p> <ul style="list-style-type: none"> <li>• Improvements to physical barriers are where bee banks are being positioned where they make it harder for travellers to enter a site. These are externally funded structures that's prime objective is to increase wildlife in particular insects</li> <li>• The Traveller Liaison Team will be piloting the use of mobile cameras at the entrance points to various sensitive sites in the city to deter trespass and evidence criminal damage where it occurs</li> </ul>		
<b>Status (Sept 2014)</b>	<p><i>Red – Off target and not likely to come back to on target without intervention.</i>  <i>Amber – Currently off target but officers are confident that performance should reach target with current improvements in place (detail these in the commentary).</i>  <i>Green – On or above target</i></p>	 <b>GREEN</b>


**Brighton & Hove Traveller Commissioning Strategy 2012  
Two Year Update to the Scrutiny Panel Recommendations: January 2015**

Traveller Scrutiny Recommendation 21	Service Lead(s)	ELT Lead
<p>The panel is pleased that the Action Plan is to be updated to show that the Protocol for Van Dwellers will be developed during 2012/2013. The panel would like the council to contact other local authorities who experience this issue, such as Bristol, to see what practices they have developed.</p>	<p>Rachel Chasseaud</p>	<p>Geoff Raw</p>
<p><b>Council Response March 2012</b></p>		
<p>This will be done as part of the development of the Protocol</p>		
<p><b>Current position – short commentary by service lead(s):</b></p>		
<p>January 2014 Update:</p> <ul style="list-style-type: none"> <li>• Protocol overdue however the 1<sup>st</sup> draft is complete and we are now completing research and consultation with other local authorities. The findings from this exercise will be incorporated into the final draft which we aim to have completed by end of March 2014.</li> </ul> <p>January 2015 Update:</p> <ul style="list-style-type: none"> <li>• Work on the protocol has started and is in progress.</li> <li>• There has been multi-disciplinary action taken at various locations in the city where there are recurring issues with van dwellers and this model will form the basis for the protocol.</li> <li>• An unexpected outcome of the Gypsy Traveller Needs Assessment process has been the information gained from interviews undertaken with those who, although not ethnically defined Travellers, are resident in Brighton and Hove as van dwellers. This and other research will inform the final draft of the van dweller protocol.</li> <li>• A multiagency approach is being piloted which will develop into the protocol. Research and review of legal powers is ongoing.</li> <li>• Aiming to deliver by end of 2014/15.</li> </ul>		
<p><b>Status (Sept 2014)</b></p>	<p><i>Red – Off target and not likely to come back to on target without intervention. Amber – Currently off target but officers are confident that performance should reach target with current improvements in place (detail these in the commentary). Green – On or above target</i></p>	 <p><b>AMBER</b></p>

**Brighton & Hove Traveller Commissioning Strategy 2012  
Two Year Update to the Scrutiny Panel Recommendations: January 2015**

Traveller Scrutiny Recommendation 22	Service Lead(s)	ELT Lead
<p>Given the important role Councillors play in relation to Travellers, the panel believe that Councillors should be offered the opportunity to attend Traveller Awareness Training run by the council on an annual basis.</p>	<p>Mark Wall</p>	<p>Abraham Ghebre-Ghiorghis</p>
<p><b>Council Response March 2012</b></p>		
<p>We will run this for the next two years and then review. We will always run this course for the two years after an election.</p> <p>This has been added to the action plan at 14.4:</p> <ul style="list-style-type: none"> <li>• <i>Run regular Councillor Traveller awareness sessions</i></li> </ul>		
<p><b>Current position – short commentary by service lead(s):</b></p>		
<p>January 2014 Update:</p> <ul style="list-style-type: none"> <li>• Proposal for 2<sup>nd</sup> year of training due for approval in December 2013. 2 proposed dates identified</li> </ul> <p>January 2015 Update:</p> <ul style="list-style-type: none"> <li>• Traveller Awareness sessions were offered to each of the 3 political groups by officers in 2014 and provided at separate Group meetings before the summer recess.</li> <li>• The potential for including Traveller awareness into the new Member induction following the local elections is also being explored.</li> </ul>		
<p><b>Status (Sept 2014)</b></p>	<p><b>Red</b> – Off target and not likely to come back to on target without intervention. <b>Amber</b> – Currently off target but officers are confident that performance should reach target with current improvements in place (detail these in the commentary). <b>Green</b> – On or above target</p>	 <p><b>GREEN</b></p>

**Brighton & Hove Traveller Commissioning Strategy 2012  
Two Year Update to the Scrutiny Panel Recommendations: January 2015**

Traveller Scrutiny Recommendation 23	Service Lead(s)	ELT Lead
<p>The panel recommends that the council works with the local media to ensure balanced reporting of issues relating the traveller community. This could include such things as:</p> <ul style="list-style-type: none"> <li>• Reporting positive Traveller stories</li> <li>• Challenging the need for Traveller stories to be front-page, a practice which automatically sensationalises the issue</li> <li>• Moderating, and if necessary deleting, comments placed on websites</li> </ul>	Corinna Allen	Paula Murray
<b>Council Response March 2012</b>		
<p>An action has been added in 'Outcome 4: Community Cohesion' at 14.1:</p> <ul style="list-style-type: none"> <li>• <i>Develop a greater understanding amongst the media of Traveller issues.</i></li> </ul> <p>Work to implement this action will consider the points raised by the Panel.</p>		
<b>Current position – short commentary by service lead(s):</b>		
<p>January 2014 Update:</p> <ul style="list-style-type: none"> <li>• Work is ongoing to support the Traveller team and provide a clear and consistent message.</li> </ul> <p>January 2015 Update:</p> <ul style="list-style-type: none"> <li>• A joint communications approach is being developed with the Police to ensure consistent messaging</li> </ul>		
<b>Status (Sept 2014)</b>	<p><b>Red</b> – Off target and not likely to come back to on target without intervention.  <b>Amber</b> – Currently off target but officers are confident that performance should reach target with current improvements in place (detail these in the commentary).  <b>Green</b> – On or above target</p>	 <b>GREEN</b>

