

Community Voice of Gypsy, Roma & Traveller Communities in Kingston upon Thames, 2018 Joint Strategic Needs Assessment

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Summary

In order to inform the Kingston JSNA and support their health and wellbeing needs, the Kingston Public Health Community Development Worker worked with the local GRT population in Kingston during 2017/18 by conducting three interviews with community members, completing three case studies regarding local engagement and mapping of local services used and of staff who work with the community directly or indirectly. This was undertaken due to the inequalities in health experienced by Gypsies and Travellers nationally, a concentrated and targeted approach has been taken in Royal Borough Kingston to addressing needs in the local population following on from a full comprehensive [JSNA Chapter](#) and is complementary in order to provide local context and local community voice.

We interviewed three local females, identifying as English Gypsies and one local male, also identifying as an English Gypsy. Within this Community Voice section there are also case studies and interviews with local professionals. Overall, various key themes were identified, as listed below. Communication methods, lack of physical space and capacity present challenges to services engaging with this community. There are multiple issues which contribute to the poor outcome these communities are experiencing including the condition and upkeep of sites, with complaints from the community, overcrowding on sites, and the lack of information reaching these communities through the boroughs pre-existing communication streams in Pharmacy and Primary Care settings.

JSNA Community Voice Chapter Themes



Key Themes Identified

1. How Kingston council communicates with the wider public about Gypsy, Roma or Traveller residents in this borough.
2. How council officers and multi-agency service providers, communicate directly with those from a Gypsy, Roma or Traveller background.
3. Access to Pharmacy and Primary Care settings experiences for this specific community.
4. All services and residents being more informed and celebrating cultural differences and traditions.
5. The accommodation needs of this specific community.

Current Services and Key Achievements locally in 2017-2018

1. All sites were consulted about the London Plan in partnership with the London Gypsy and Traveller Forum. 80 people engaged.
2. Through feedback from the community, the Community Development Worker worked with the housing manager to get new letterboxes for one site to improve the postal system.
3. The Community Development Worker developed GRT Cultural Awareness Training in collaboration with the local community, Surrey County Council and the London Gypsy and Traveller Forum. This has now been delivered to our local Fire Service (to improve outreach and fire safety on sites) and Your Healthcare Health Visitors and School Nurses (to build confidence when engaging).
4. Our team have made site visits to start to raise awareness of Cancer prevention methods such as screening.
5. Community Development Worker has worked on over 10 cases, focusing on a variety of subjects, in partnership with other areas of RBK.
6. Kingston Council completed a Gypsy and Traveller Accommodation Needs Assessment which is due for publication.
7. All joint visits with the Fire Service to all sites in Kingston have been completed so they are not introduced and accepted on sites.
8. Kingston had its first successful planning application for a private permanent site granted based on the needs of the family.
9. Kingston Council amended the language used in internal and external communications.

What more can we do?

If you are a local...	...you could
Resident	Challenge your own and other people's perceptions with this short video from the London Gypsy & Traveller Forum
Council Officer	Read Kingston Public Health's Joint Strategic Needs Assessment on Gypsy, Roma and Traveller communities and follow its recommendations (available at data.kingston.gov.uk/jsna)
Developer	Make sure you have actively and appropriately engaged all residents who will be affected by change
Health Professional	Plan some team outreach to introduce yourself and the service you can provide to local sites. Increase cultural awareness to improve communication, ensure equity of access, and address any potential discrimination use a whole setting approach.
Commissioner	Include detailed information about the various marginalised communities we have in the borough and how commissioned services are expected to adapt to suit their needs
Councillor	Encourage GRT residents to attend the next residents committee
Service Provider	Adopt one alternative communication method with your service users to meet the needs of those with English as a second language or low literacy levels. Increase cultural awareness to improve communication, ensure equity of access, and address any potential discrimination use a whole setting approach.
Employer	Support your staff to complete Cultural Awareness training so they are better equip to interface with different communities in different ways
Health & Wellbeing Settings	Create a more welcoming environment with culturally specific literature and publications (such as Traveller's Times) on display.

All Recommendations

Change the way in which, as a council, we communicate with the wider public about Gypsy, Roma or Traveller residents in this borough.

1. Reduce the use of ethnic identification language across the Council for a uniformed and consistent approach setting a good example of inclusive language led by our Equalities Policies (See Case Study A - Unauthorised Encampments).
2. Currently RBK releases public facing communications regarding GRT communities when referring to unauthorised or illegal encampments. Positive coverage is rare and can cement negative stigmas between residents - releasing positive messaging would help reduce prejudice and bring our boroughs communities closer together, be them fixed or transient (See Case Study A - Unauthorised Encampments) and Interview 3 (December 2017)).
3. Use positive media coverage to improve the public's perceptions of GRT communities through storytelling and local event coverage (See Interview 2 (November 2017)).

Change the way we, as council officers or service providers, communicate directly with those from a Gypsy, Roma or Traveller background.

1. Planning Officers cannot help those with additional needs making applications as it would be a conflict of interest, this may also be the case for any RBK Officer as they are making the application to RBK overall. It is important to explore external supporting services who can provide this specific support and including it into service specifications when commissioning new voluntary sector organisations (See Case Study B - Planning Applications).
2. Use multiple communication methods with "hard to reach"/marginalised clients and be flexible with forms of contact, avoiding those requiring reading and writing skills (See Case Study C - Housing Options). Consider using platforms such as WhatsApp or Facebook to send messages or voice messages which require no literacy skills.
3. Provide additional and appropriately formatted information about the housing and planning process to GRT members so they have a clearer picture of how the system works before they enter the application process (See Case Study C - Housing Options).
4. Full, culturally specific consultation with local communities if they are to be affected by re-development in the borough with on-going communication lines between developers and residence (See Interview 1 (October 2017)).
5. Targeted services and outreach for GRT women around positive relationships, taking cultural differences into consideration (See Interview 1 (October 2017)).
6. More engagement from staff when clients come to children's centres to encourage attendance - this could include introducing to young mum groups where appropriate or accompanied visits with healthcare professionals such as health visitors (See Interview 2 (November 2017)).
7. Scope out how a multi-service approach to sites/to key locations may improve engagement with such communities. E.g. CAB/medical information mobile point which can travel around the borough.
8. Create a welcoming environment within all public-facing environments for GRT members by displaying magazines such as Travellers Times, having GRT inclusive literature for services and posters for activities/services just as we use translated materials for other communities and/or even displaying traditional artwork which embraces a wealth of different communities we have in our borough.

Improve access to Primary Care experiences for this specific community.

1. GRT community members are accessing Primary Care Services but it is important these services fully understand their needs and do in-depth examinations when they see them as this might be infrequent due to the communities transient nature (especially around more challenging subjects such as sexual health, mental health and screening - making referrals to specialist services were needed so community members are not self-managing diagnosis) (See Interview 1 (October 2017)).

2. Healthcare settings offering alternative solutions to clients if unable to get a doctor's appointment within a reasonable time - such as telephone consultations with doctors as part of a pre-assessment to give them the most appropriate appointment dependant on their level of need (See Interview 2 (November 2017) and Interview 3 (December 2017)).
3. Create a clearer postal system, with all addresses registered, for all sites in Kingston as this often results in missed appointments and results as letters are not received (See Interview 3 (December 2017)).
4. Consider creating a more inclusive environment in healthcare settings to make clients feel more at ease by displaying magazines such as Travellers Times, having GRT inclusive literature for services and posters for activities/services as this can increase engagement.

All services and residents becoming more informed and celebrating cultural differences and traditions.

1. Provide Cultural Awareness Training to all staff who have contact with or work on projects relating to the GRT communities locally to improve knowledge, understanding and professionalism when interfacing with such communities or other professionals. This training should equip and increase staff confidence to support people from any background (See Case Study C - Housing Options, Case Study A - Unauthorised Encampments and Interview 1 (October 2017)).
2. Celebrate the community's cultural traditions locally as commercialism is masking some of those older traditions (See Interview 1 (October 2017) and Interview 3 (December 2017)). Explore the history of GRT communities in Kingston and include in any local projects relating to culture and history.

Addressing the accommodation needs of this specific community.

1. Re-assess Planning Processes to make them more streamlined and easier to navigate for those with additional support needs (See Case Study B - Planning Applications).
2. An assessment of accommodation needs was needed as there is a lot of overcrowding on sites, this has now been completed. It will be important for Kingston Council to consider and recognise the recommendations relating to pitch allocation and need as this is high. There is significant risk if the recommendations are not taken forward as it could lead to an increase in homelessness and possible unauthorised encampments in the borough. The increase of pitches in the borough would work towards the homelessness reduction act positively. (See Interview 1 (October 2017), Interview 2 (November 2017) and Interview 3 (December 2017)).
3. Contact Centre to reduce wait times for site repairs and additional costs (outside of rent paid to the council) to improve relations and home environments (See Interview 3 (December 2017)).

RBK Planning Service Areas

1. Improve internal processes to get a more accurate Caravan Count of all sites in Kingston.
2. Reassess how Planning and Housing collect data to include more inclusive methods which would in turn, improve response rates. Continue to use these methods consistently with relevant communities.
3. Explore how to provide and prioritise appropriate accommodation for this population through the Local Plan.
4. Relevant department teams should attend Cultural Awareness Training to understand the history of these communities and overcome stereotypes.
5. Explore how Planning Departments and/or other local services can support GRT members through the planning process (see Case Study B for further background information). Include this in service specifications and contracts.
6. Planning, Housing and Public Health work with Democratic Services to highlight the needs of our GRT population to Councillors and overall Leadership.
7. Planning and Emergency Planning (in collaboration with the local police force) to re-evaluate how the borough respond to unauthorised encampments.

Residents and Housing Service Area

1. Housing Teams continue to use communication methods that are known to reach the community and be effective such as face-to-face interaction.

2. Relevant department teams should attend Cultural Awareness Training to understand the history of these communities and overcome stereotypes.

Police Service Areas

1. Planning and Emergency Planning (in collaboration with the local police force) to re-evaluate how the borough respond to unauthorised encampments.
2. Relevant department teams should attend Cultural Awareness Training to understand the history of these communities and overcome stereotypes. This learning can then be used by the police force to engage with GRT communities effectively.
3. Promotion of local services to the youth in the community to aid reducing ASB and link with the police to provide a targeted service.
4. Police services reassess risk appropriately and manage site visits based on this.
5. Police maintain a positive level of outreach and investment of time to build relationships and effect change within the GRT communities.

Fire and Rescue Service Area

1. Fire Service and other services continue to use a collaborative approach to engagement with the community through joint visits.
2. Fire Service and other services maintain a level of outreach using culturally trained staff and appropriate materials.
3. Relevant department teams should attend Cultural Awareness Training to understand the history of these communities and overcome stereotypes. This learning can then be used by the fire service to engage with GRT communities effectively.

Health Visiting Service Area

1. Health Services continue to use a collaborative approach to engagement with the community through joint visits.
2. Relevant department teams should attend Cultural Awareness Training to understand the history of these communities and overcome stereotypes. This learning can then be used during outreach and work with individual families to engage effectively.

Education Service Area

1. Relevant department teams should attend Cultural Awareness Training to understand the history of these communities and overcome stereotypes. This learning can then be used to engage with families effectively.
2. Ensure all staff are aware of Equality Policies to maintain a high level of equal opportunities for all families.
3. Local schools reevaluate how they can be more inclusive of GRT children and families with the aim of reducing children out of education.

Interviews with Gypsy, Roma Traveller Local Residents

Interview 1 (October 2017) – See Appendix A for full interview

Themes identified:

1. Health and Wellbeing

The interviewee described having poor health due to her current living environment:

"I can't breathe, I can't go nowhere. Every time I do go out I have to make sure I have medication in my bag, pumps in my bag so that's what they have done to me."

Additionally health conditions affected her family throughout generations.

"...this is all started since I have been living on here, except arthritis runs in the family anyway, very badly. Some of my family get crippled with it, they can't lift anything some of them can't even walk. I have got arthritis in my neck, hands, back and legs."

2. Living Environment

There was a mixed response regarding the living environment the interviewee inhabits. She expressed that the location of the site has caused issues for her health:

"I have lived here for 22 years, and at first the doctors kept saying it's because you live near the A3 but I thought I have never been like this, never. But since they have been building over there, for the past two years I have been on nothing but steroids and antibiotics. It's from all the dust levels." However, she also expressed her attachment to the space she has:

"I love it - the people are friendly, you know your kids are safe, you know home is safe when you walk out the door. There are no arguments on here - nothing like that. I love my space, my pitch - it's in the corner and private - I love it."

This was a point of conflict for the interviewee as she recognised the site was built with different sized plots and this affected others' quality of life:

"Some they can't open their door and they are facing a brick wall whereas the next one, well they almost have too much space."

3. Racism

The participant had had minimal experiences of racism but one had significantly affected her relationship with professionals attending the site, creating a level of mistrust which had not been there previously.

"One of them came out here and told me to wear a gas mask like the Chinese do in my own home - or go away for 6 months because you're a traveller they said so go travelling for 6 months...to me it was a dig at travellers and a dig at the Chinese. A month after, she rang me and I did confront her about it, she did apologise and said to me she would have said it to her own dad - but if her dad's not a traveller how would he go travelling for 6 months, so I just dropped it because I don't hold grudges - there's no need for that, life is too short for that."

4. Mental Health

When discussing mental health issues the interviewee made it clear she manages any conditions independently:

"No - I don't use services for my mental health - I just talk to my doctor or I talk to the carers' network lady. I walk outside or someone comes round to have a chat."

5. Access to Services

Based on this interview along the interviewee expressed positive experience in accessing local health care services, including her doctors and pharmacy. Looking back through her life she had not had issues accessing schooling and this is now the case for her children.

6. Relationships with Professionals

Please see section three... Such interactions with professionals have had a negative effect on the interviewee, however prior to this, no other issues were discussed.

7. Social Isolation

The participant referenced that she did not feel heard in her community:

"No. I don't feel heard in my community, to be honest..."

8. Community

She went on to discuss the presence of her community (GRT members) in Kingston, overall feeling accepted and welcome.

*"And she said I used to go years ago but I don't like it now, I loved it when all the travellers were up there and you used to see a fight, see the trailers but now it's [****] up there - I wouldn't even spend the fiver on parking up there. That really lifted me, it lifted me all day."*

9. Accommodation and Housing

We discussed the interviewee's current housing situation where housing professionals did not engage with local site residents:

"...they did not have no consideration for people living on here honestly."

She expressed the overall accommodation issues that GRT community members face in the UK and the negative effect this is having on new generations:

"It is bad for the children, because there is no way in this world. That's why my son moved with his girlfriend back to 'location' because there is nowhere to go round here - the pitches are always taken. So when the children get married they have to go, they can't double up they can't stay here with you - I don't know why."

10. Planning Policy

The interviewee reflected on her personal, family's experiences of the planning system and the effect this had on her life:

"My dad said "I don't want the house, I will give the keys back". So we really made ourselves homeless, so they took us to court. It was so funny - my dad stood straight up in court and said "look your Honour - I may not read and write but that was my dad's land, for my dad to sell it to the council - me my children, my great grandchildren they guaranteed we would all have a place"."

11. Culture, Tradition and Family

The participant was clear that she does not allow her culture to negatively impact her life, at points during the interview showing great pride in her heritage, but wanting to maintain a lack of divide she has worked hard to create:

"Well to be honest, it don't, I wouldn't let it affect my life. Because I am what I am - I don't think I'm no different from anyone else to be honest. We talk a bit different, but apart from that, I eat and drink the same as you do."

The participant also explained how she maintains traditional, cultural recreational activities for her children, in particular her sons.

The interviewee talked about commercialisation starting to overtake some traditional aspects of GRT culture:

"Do you know what, you know what it's gonna be up here. They won't give us the time of day as travellers anymore. It's gonna be Asda, Tesco, Marks & Spencers".

"You don't see these traditions as much now, the fairs and events, you do in places like stow but not round here."

Overall the interviewee expressed she was keen to maintain her cultural heritage, whilst recognising how younger generations may not recognise those customs.

"Bring old school back - I would love to do that I would, I really would."

"But now they want to party and get on planes and go abroad - no way this young generation would no way live that way now, no way."

12. Education

Overall the interviewee showed a positive outlook on education based on her own upbringing as well as her actions as a mother regarding education:

"I like living in the borough - the schools, friendliest schools in the world I think."

"But it's not like that now, and I don't want that for my children, they want to go places, I love it. And I would encourage it."

"Not in a way as children out of school years ago because I would be lying, because I am so proud of my mum."

13. Employment

During the interview there were references made to a travelling way of life, based on the need for employment.

14. Gender Equality

The interviewee briefly touched on her prior relationship being negative and referenced the behaviour of men towards her, recognising positive and negative relationships:

"He is around about here somewhere - he still is for his children, good to his children, loves his children but as for me and him - no way - traveller men can be bullies, do you know what I mean? And where I come from, my dad never bullied me nor my brothers so it was like a shock to my system."

Reference was made to cultural differences and gender roles within the community.

"You see as soon as they hit the age of 18/19 that's it, pass the test, wife and make your own life - that's it."

15. Common Diseases

There was brief discussion about the history of her family's health which showcased her level of understanding regarding common diseases and treatment:

"But we all had measles when my mum was 8 month carrying. So when the doctor came out to her she said can it harm the baby and he said no you're too far gone but the measles went inwards to my brother and that's what caused the fits. And my Aunt, she got the vicar to pray for him and he had one massive fit after that and then he never had another again. One more to get it out of his system. I would say I am religious yes, I believe in God."

16. Poverty Levels

Levels of poverty can be identified within this interview based on discussions around the interviewee's lifestyle history.

17. Events and Recreational Activities

There were various references throughout the interview to traditional events/activities in which various generations of her family partook or partake in:

"Yeah we used to get round the campfire together and sing all night long, my grandad used to play the violin, play like that day like the dark."

18. Ethnicity and Identity

The interviewee had a very interesting outlook on ethnicity, not conforming to labelled identities and recognising the impact and development of ethnicity as communities come closer together:

"Look I say I'm a gypsy, traveller - that's all I do say. People say to me - are you a traveller? Yeah, are you a gypsy? Yeah."

"Not one traveller, that's what I see, honestly, no - it could die out, it won't will it? It never will, will it?"

“So I don't know what the future holds my girl, there's too many travellers and Gorgers [Romani for non-gypsy] mixing together now (laughs) - so they might do a little thing now might they? For a traveller who marries a Gorger, they might bring a little name out for them. And that might be another little culture, won't it? Set up. Who knows what's in the future, see!”

Interview 2 (November 2017) – See Appendix A for full interview

Themes identified

1. Health and Wellbeing

Overall, the interviewee made references to healthcare services she uses for herself and her son, participating in various early years' checks as and when she is contacted to do so.

2. Living Environment

Positive aspects to living on a site were expressed.

It's safer, it's safe for him. It's easier, he can play here, it's safer, they know not to go out on the road. You can't really leave a child out the front of my mum's house because all the people go past, all the cars speeding through. Whereas here cars do go past but they only go slow because they know the children's out. He could be right round the other side but you know the people are still watching him. So you know he is going to be alright.

3. Racism

The participant had witnessed multiple incidences of racism towards this community, some locally:
“We were on the K2 and there were loads of caravans parked in Tubular Way but I remember there were these two old grannies in front and they said “oh it's them [xxxx] Piqueys again”...”

“I would say, say something happened in the shop, and there was travellers there and not travellers there - they would more likely blame travellers. Or like, say something was dumped, rubbish - they are more likely to blame them. You see it on tele, they say it's probably them more than it is.”

Others in reference to her relationship with a GRT member:

“Before I told anyone people used to say “oh they are dirty people” but when you actually get to know them they're not. You just hear it, when I was watching tele as well they all say it.”

4. Access to Services

Overall the interviewee had good links into services locally, expressing some issues with waiting times:
“I use the doctors, the hospital or the one down Tolworth to get him weighed and that (Children's Centre). So I get him weighed. The hospital only when anything is bad.”

“They're [Doctors Surgery] alright but the only thing is the Doctors sometimes, you will ring them and it's so hard to get an appointment. A couple of months ago I was ringing from five to eight when they open at eight, by the time I got through at ten past eight they were fully booked.”

5. Relationships with Professionals

The participant had had some negative experiences with the local postal service and discussed the general lack of engagement on sites.

“And a lot of people, they are frightened to come on here. Like the post office people, they won't come on here. It doesn't make sense to me...It just makes me feel like, they would soon enough go to a house, someone else's house but they wouldn't come here.”

6. Social Isolation

There were some comments made regarding social isolation, initially giving an overall view about the perception of the community

"I would change it so they were treated the same, they do get treated a bit different. I don't know how to say it, with a religion they are treated the same but as soon as it comes to Travellers it's different - not a religion but you know."

"Also all the kids on here, they do go to school and mix with others but some others won't mix with them."

7. Community

The interviewee made several points in reference to creating her own social infrastructure with other mothers on the site but also through other friendships but made no reference to using any local services. *"Yeah, I talk to quite a few people on here. Yeah, there's a girl round the front, I talk to her and sometimes we go to Kingston together or I walk up the shop with the others. Or say someone else has children we take them over the park."*

"We go into Kingston Centre and get something to eat, take them to the park or something if it's nice or sometimes they come here. We have a chat, the children play."

She also discussed how the community, as a whole, is seen as different, compared to other residents: *"I think they do treat them as different. If you look in the papers say like about the funeral this week it's all thingy but say it was to be a not-travellers funeral you wouldn't hear about it. See what I mean?"*

8. Accommodation and Housing

The participant showed her awareness of how planning policy and local by-laws affect the way in which the GRT community travel. She also discussed the overcrowding on sites and need for new provision. *"Yeah there is a need for new sites, that's why I think loads of people move around - then they get moved on - then they park up and get moved on. But if they just made more sites and placed them then none of that would have to be done."*

9. Culture, Tradition and Family

Due to family members being spread around the South of England, both the interviewee and her partner travel between sites to maintain relationships themselves and their baby to other family members. The interviewee expresses this as a common part of their life. Further on in the interview she makes reference to wanting something more permanent for herself and her family but fears being located too far away from family members:

"The council choose where they want to put you don't they, so they could put me somewhere far, somewhere that I don't really know."

10. Events and Recreational Activities

Within the interview she makes reference to events which are more traditionally found in GRT communities and culture.

Interview 3 (December 2017) – See Appendix A for full interview

Themes identified

1. Health and Wellbeing

Both interviewees were open about their health issues, including coming to their end of their lives where they are currently living.

"I was ill and stopped working I say about 25 year ago. I have had several operations. Two heart attacks, and I have been in and out of hospital quite a few times. And I have had operations on my spine and back, operations on my heart and lungs, I have been ill on and off for 25 years."

"Waiting to go, waiting to die."

Their various conditions are managed through regular hospital visits *"We spend half our lives there."* doctors' appointments and medication *"We are alright, still going - I take 11 tablets a day, do you know"*

that, 11 a day. I wouldn't be here if I didn't take them - I said to our doctor one day I think I won't take these tablets no more and he said well if you don't you won't live (laughs) so I have to take them and he has to take tablets too but they are keeping us going so what can we do."

2. Living Environment

Both participants referenced the negative feelings they have towards where they live based on the surrounding area:

"All you got is a bypass with motors up and down 24 hours a day, never stops so I'm just sitting here now..."

"This bypass never stops, smoke all day long, early of a morning about 4am in our bedroom you hear them come round the bend and you hear the noise (motorbikes and cars)."

They both agreed that contact with the Council was mainly negative, with little or no response for repairs and site maintenance:

"Yeah we did that and so they come out and take a look, then they come out and take a look and then they come out and look again - looking looking looking, write it all down and then they just don't do nothing."

"We will say it! Have we got to wait months before they will do anything?"

Unhappiness was expressed with the way in which the site had been built and discussed in detail the issues which have stemmed from that building work related to the water pipes and drainage and the walls between pitches.

"...when they built this site they did it all wrong..."

"I don't like it, you're not freedom anymore you're blocked in with all walls around you"

3. Access to Services

Both participants access multiple health services but referenced the lack of continuity between and accessibility of services.

"We call them up and it's either come in tonight at 5 o'clock or tomorrow at 10 o'clock unlike the other where you have to wait two or three weeks and an hour on the phone to talk to anybody."

4. Social Isolation

Both participants appeared to be experiencing social isolation, making reference to not getting out of their caravan very much and limited interaction with people aside from their children who visit regularly.

"I don't mind it now, I'm used to it. Sometimes it gets boring but sometimes, like yesterday we had a friend call to see us with my daughter and grandchild and it did pass the time away and that's like my daughter coming today as well..."

5. Community

Overall, the reduction of Gypsy culture was discussed multiple times, with both participants believing it would be a community which disappears.

"It's becoming a thing of the past I think for gypsies."

6. Accommodation and Housing

Lack of housing provision and the need for additional plots for new generations of family were highlighted as issues for this community.

"Some do, who ain't got plots to pull on they still pull on the side of the roads but they make a lot of mess and they are not likely to be the English ones - the foreign ones, they make a lot of mess they clear other people's rubbish - dump it here dump it there and then move on and then the council has to clear their mess up for them but you won't hardly see and English gypsy do anything like that."

7. Culture, Tradition and Family

Both interviewees went into great details about life travelling on the roads, referencing their years with their family before they themselves became parents. Both expressed a great fondness of that way of life and desire to go back to it. They discounted this desire as based on their knowledge of planning policy and local by-laws it is no longer permitted.

"It was a way of life. No, we enjoyed it, better way of life, nice bit of fresh air, green grass, few trees. What have you got to see here?"

"Alongside the roads and in fields. It was much easier but these days it's all finished, you can't do it, and I feel real sorry for the young ones, like gypsies like myself, who's growing up, who can't do it much anymore."

"That's our life now. We would still like to go travelling but we can't now can we, we can't do it, there is nowhere to pull."

"And we weren't no trouble dear, when we travelled around, no police or nothing - kept all our things nice and clean."

"I take no notice of our culture, we are gypsies, always been one, born one. My mother and that was born in a wagon (laughs)."

8. Education

When asked about education, neither participant offered information outside of employment history.

9. Employment

The change in legislation about trading at people's front doors had posed a massive change for this family and their community overall.

"...so a lot of people if you want to go to work in the streets have got to advertise which a lot of people have not got the brains to advertise or to sit and answer phones and to do that type of thing - some has some ain't."

One of the interviewees made a clear connection that their work life was closely linked to their culture and heritage. They linked this change in legislation, to stop soliciting for work at people's doors, with the decline of Gypsy culture in its original form:

"Yeah I wouldn't try to change it for nothing (referencing being a Gypsy), we all earnt our own living out in the streets now we draw a pension but I would rather be out earning my own money if I possibly could."

"It will wear out I tell ya, I think it will wear out. They will all get houses, a few of them will get caravans but other than that it will play that way. Because, as I told ya, you can't go up and down these streets anymore like we used too."

Throughout the interview, references were made to different types of trade that the family had been involved in.

"I used to go sometimes pea picking, apple picking, plum picking, I loved it."

10. Events and Recreational Activities

Both discussed the various fairs they attended over the years, specific ones embracing and celebrating GRT culture across the UK.

11. Ethnicity and Identity

Although both participants strongly identify with their Gypsy heritage and ethnic background, they also recognised the impact for being more integrated with the rest of their surrounding community and the effect this might have on their culture going forward.

“My culture and her culture have practically been the same. We married into each other. Some people marry into like yourself, your culture (laughs) and there’s nothing in that, we are all human being really. And that’s it. If I do go in the shops everyone treats me ok, and I treat them ok...”

“Oh yes I would change, I would change back to the life we used to have...”

Local Case Studies

Case Study A - Unauthorised Encampments

Background:

- The term ‘Gypsies and Travellers’ is difficult to define as it does not constitute a single, homogeneous group. It includes a range of communities with different histories, cultures and beliefs.
- There are 9 different GRT groups identified in the UK. Ethnicity; Romany Gypsy (from India), Rom/Roma Gypsy (In the UK the term ‘Roma’ is generally used for people of Roma origin who have come to the UK from Central and Eastern Europe) and Irish Travellers. Cultural; ‘New’ (Age) Travellers, Circus, Bargees and Show People. Finally, Housed; referred to as Domicile/Housed.
- Section 171E of the Town and Country Planning Act 1990 stops any activity that breaches planning control for a period of 28 days. Other relevant information regarding Acts affecting GRT communities can be found in Appendix D.
- Further information can be found in our local JSNA GRT Chapter - link

Below is a case study describing a Council Officer’s experience of unauthorised encampments. This Officer has direct contact with the community on fixed sites in Kingston (6 sites) and was on the RBK Guildhall site when there was a call to action around an unauthorised encampment in the borough. The case study highlights:

- The benefits of a multi-officer and coordinated approach involving key officers working to protect private and public land in Kingston and those working to improve the outcomes for Gypsies, Roma and Travellers.
- When communicating internally and externally, appropriate equality standards and cultural understanding should be used

An RBK Officer first heard about the unauthorised encampment when overhearing a conversation with other team members who work in a different team. The Officer joined the conversation to understand there had been a breach on land in the borough by a group of people in caravans. The discussion focused on the council’s external communication strategy. The Officer asked questions around ethnicity to officers who had attended the land, but identification had not been possible.

Following the conversation, the RBK Officer advised the RBK Communications Team that as the ethnicity had not been identified, it would be culturally inappropriate to call the people in the caravans ‘gypsies’ or ‘travellers’. After discussing the cultural differences between the nine groups or ethnicities, it was agreed that the public facing communications would not refer to a specific ethnicity or group - instead the unauthorised encampment would be referred to as “a group of people with ‘x’ amount of caravans”.

Since then, it has been agreed with RBK Communications, that this will be common practice going forward. This RBK Officer works with the RBK Communications Team when needed to ensure information that is sent out to the public is culturally appropriate.

Please refer to Interview 2 for more information and examples of community responses to unauthorised encampments.

Case Study B - Planning Applications

Background:

- GRT community members must apply for planning permission when wanting to build homes and live on land whether they currently own it or not.
- The planning application is a legal duty and any GRT member must pay a fee to have their application considered by RBK.

Below is a case study describing a Council Officer's experience of the planning application process with a family through Planning Enforcement. This Officer has an understanding of the cultural needs of the community and was asked, by another area within the Council, to support a single woman from the GRT community, with low literacy levels who they classed to be "vulnerable" to complete the application.

The case study highlights:

- The lack of support or provision for those with additional needs making planning applications (and other application processes) within the Borough.
- The use of complex processes involving repetition and long time scales

The RBK Officer was first asked by the Planning Enforcement Team to support this individual as they deemed her to be a vulnerable adult with low literacy levels - therefore completing a written application would not be possible. Historically, to this Officer's knowledge, this GRT member had been living on land she owns for over 40 years, needing to re-apply for planning permission every three years due to the Council giving temporary permission for each application. Now this cycle had come around again the same individual needed to re-apply.

For the client to be able to make this application the council officer would need to assist them to complete the paperwork, despite no changes to circumstances of the client, to re-apply for something she has been applying for repeatedly for 40 years. The Officer then worked with a family member with higher literacy levels and got some support from Legal Aid as no local provisions, internally or externally to RBK were able to support, as they deemed it was not part of their designated remit when they were commissioned.

Case Study C - Housing Options for Gypsies and Travellers

Background:

Below is a case study describing a Council Officer's experience of working with GRT (Gypsy, Roma and Traveller) community members to explore their housing options. This Officer has direct contact with the community and agreed to provide support to four families looking for alternative housing from their current living situation. The case study highlights:

- A need for cultural awareness training to officers working with those from various cultural or ethnic backgrounds
- Adaptation and flexibility in communication methods to reach clients
- The impact actions can have on the GRT community based on word-of-mouth

Over a year the Officer worked with four families to varying degrees regarding housing - all families displayed a lack of understanding around the housing process and struggled to access the online forms as they had little or no signal/Wi-Fi where they live and displayed signs of low literacy. In order to encourage independence and willingness to go off-site, the Officer arranged housing meetings at the Guildhall complex and worked closely with Housing Options Officers to support engagement with this community.

On one occasion the Officer attended a pre-arranged housing meeting with a GRT member to support them to speak to other professionals. The Officer had spoken to the Housing Team about the client needing additional support to fill out a housing registration form. Upon arrival, the receptionist had no record of the appointment, she proceeded to call the relevant team who said they would come down and meet us. No one arrived for another 15 minutes. The receptionist called again but got no answer. At this point, the Officer called the same number they had rung initially to make the appointment and clarified

someone would come down and meet them. The client and Officer were greeted by a member of the Housing Team 45 minutes after their appointment was due to start. The client and Officer were then questioned as to why the client needed additional support (assumed by the Officer this was because the client presents as a young white British woman and so is assumed to have good ICT literacy and capabilities), the Housing Support Officer then called on their Manager. The client consented with the Officer that they were willing to disclose they were a GRT member and had low literacy levels. Then the Housing Support Manager arrived and asked again, why they needed additional support as they were very busy - the Officer explained the client's situation and then both Housing Support Officers helped the client to complete the form. The client left as they were unable to complete the housing registration form as the addresses relating to the site the client was currently living on had not be uploaded onto the system as part on the new registration process.

Later that afternoon the Officer got a phone call from a family member of this client very distressed after hearing about how the appointment went - the family member expressed their anger at the lack of willingness the Housing Support Officers showed until they knew the client was a GRT member and that all addresses on that site would be unable to go on the housing register before the closing re-registration date as they had not been added to the system during the period the housing registration process was changing. They believed this was due to the Council not wanting GRT members to be able to go on the housing list or live in the borough. This was resolved after speaking with the Officer and another member of the housing team.

On another occasion with a different client, the client kept missing appointments as they were not getting the written communications in the post. The Housing Options Officer then tried to reach them by phone, however the client kept changing their number. After multiple attempts to get in touch the case had to be closed due to no response. This client now lives out of borough.

Interviews with Local Professionals

Appendix E has the detailed interviews with local professionals (please note that professionals roles have been omitted so that they are not identifiable). Themes have not been extracted from this information as the information gathered was highly variable between individuals. Professionals interviewed included planning policy officer assigned regarding land use, Resident Services (Housing) Officer for Kingston, Housing Landlord Services (managing properties which include Kingston's housing owned Gypsy and Traveller Site, Swallow Park Close), Traveller liaison on behalf of the Kingston borough for the Police, fire and rescue service, health visitor for one of the families who live on the 'location' area, and a school representative.

Key Stakeholders

Health Visitors
Station Manager – Surbiton Fire Service
Kingston Carers Network
Young Carers Project
Kingston Hospital
Achieving for Children
Local Doctors – Surbiton Area
Local Schools – Tolworth Area, incl. Dysart School
Community Development – RBK
PC for DWO Tolworth and Hook Ward – Metropolitan Police
Lead Officer Planning Enforcement RBK
Borough Controller – Emergencies RBK
Contingency Planning Manager RBK
Resident Services Officer, Landlord Services – RBK
Senior Planning Policy Officer – RBK
JSNA, Public Health Principle – RBK

All Recommendations

Change the way in which, as a council, we communicate with the wider public about Gypsy, Roma or Traveller residents in this borough.

1. Reduce the use of ethnic identification language across the Council for a uniformed and consistent approach setting a good example of inclusive language led by our Equalities Policies (See Case Study A - Unauthorised Encampments).
2. Currently RBK releases public facing communications regarding GRT communities when referring to unauthorised or illegal encampments. Positive coverage is rare and can cement negative stigmas between residents - releasing positive messaging would help reduce prejudice and bring our boroughs communities closer together, be them fixed or transient (See Case Study A - Unauthorised Encampments) and Interview 3 (December 2017).
3. Use positive media coverage to improve the public's perceptions of GRT communities through storytelling and local event coverage (See Interview 2 (November 2017)).

Change the way we, as council officers or service providers, communicate directly with those from a Gypsy, Roma or Traveller background.

4. Planning Officers cannot help those with additional needs making applications as it would be a conflict of interest, this may also be the case for any RBK Officer as they are making the application to RBK overall. It is important to explore external supporting services who can provide this specific support and including it into service specifications when commissioning new voluntary sector organisations (See Case Study B - Planning Applications).
5. Use multiple communication methods with "hard to reach"/marginalised clients and be flexible with forms of contact, avoiding those requiring reading and writing skills (See Case Study C - Housing Options). Consider using platforms such as WhatsApp or Facebook to send messages or voice messages which require no literacy skills.
6. Provide additional and appropriately formatted information about the housing and planning process to GRT members so they have a clearer picture of how the system works before they enter the application process (See Case Study C - Housing Options).
7. Full, culturally specific consultation with local communities if they are to be affected by redevelopment in the borough with ongoing communication lines between developers and residence (See Interview 1 (October 2017)).
8. Targeted services and outreach for GRT women around positive relationships, taking cultural differences into consideration (See Interview 1 (October 2017)).
9. More engagement from staff when clients come to children's centres to encourage attendance - this could include introducing to young mum groups where appropriate or accompanied visits with healthcare professionals such as health visitors (See Interview 2 (November 2017)).
10. Scope out how a multi-service approach to sites/to key locations may improve engagement with such communities. E.g. CAB/medical information mobile point which can travel around the borough.
11. Create a welcoming environment within all public-facing environments for GRT members by displaying magazines such as Travellers Times, having GRT inclusive literature for services and posters for activities/services just as we use translated materials for other communities and/or even displaying traditional artwork which embraces a wealth of different communities we have in our borough.

Improve access to Primary Care experiences for this specific community.

12. GRT community members are accessing Primary Care Services but it is important these services fully understand their needs and do in-depth examinations when they see them as this might be infrequent due to the communities transient nature (especially around more challenging subjects such as sexual health, mental health and screening - making referrals to specialist services were needed so community members are not self-managing diagnosis) (See Interview 1 (October 2017)).
13. Healthcare settings offering alternative solutions to clients if unable to get a doctor's appointment within a reasonable time - such as telephone consultations with doctors as part of a pre-assessment to give them the most appropriate appointment dependant on their level of need (See Interview 2 (November 2017) and Interview 3 (December 2017)).

14. Create a clearer postal system, with all addresses registered, for all sites in Kingston as this often results in missed appointments and results as letters are not received (See Interview 3 (December 2017)).
15. Consider creating a more inclusive environment in healthcare settings to make clients feel more at ease by displaying magazines such as Travellers Times, having GRT inclusive literature for services and posters for activities/services as this can increase engagement.

All services and residents becoming more informed and celebrating cultural differences and traditions.

16. Provide Cultural Awareness Training to all staff who have contact with or work on projects relating to the GRT communities locally to improve knowledge, understanding and professionalism when interfacing with such communities or other professionals. This training should equip and increase staff confidence to support people from any background (See Case Study C - Housing Options, Case Study A - Unauthorised Encampments and Interview 1 (October 2017)).
17. Celebrate the community's cultural traditions locally as commercialism is masking some of those older traditions (See Interview 1 (October 2017) and Interview 3 (December 2017)). Explore the history of GRT communities in Kingston and include in any local projects relating to culture and history.

Addressing the accommodation needs of this specific community.

18. Re-assess Planning Processes to make them more streamlined and easier to navigate for those with additional support needs (See Case Study B - Planning Applications).
19. An assessment of accommodation needs was needed as there is a lot of overcrowding on sites, this has now been completed. It will be important for Kingston Council to consider and recognise the recommendations relating to pitch allocation and need as this is high. There is significant risk if the recommendations are not taken forward as it could lead to an increase in homelessness and possible unauthorised encampments in the borough. The increase of pitches in the borough would work towards the homelessness reduction act positively. (See Interview 1 (October 2017), Interview 2 (November 2017) and Interview 3 (December 2017)).
20. Contact Centre to reduce wait times for site repairs and additional costs (outside of rent paid to the council) to improve relations and home environments (See Interview 3 (December 2017)).

Interview A - RBK Planning Service Areas

Recommendations

21. Improve internal processes to get a more accurate Caravan Count of all sites in Kingston.
22. Reassess how Planning and Housing collect data to include more inclusive methods which would in turn, improve response rates. Continue to use these methods consistently with relevant communities.
23. Explore how to provide and prioritise appropriate accommodation for this population through the Local Plan.
24. Relevant department teams should attend Cultural Awareness Training to understand the history of these communities and overcome stereotypes.
25. Explore how Planning Departments and/or other local services can support GRT members through the planning process (see Case Study B for further background information). Include this in service specifications and contracts.
26. Planning, Housing and Public Health work with Democratic Services to highlight the needs of our GRT population to Councillors and overall Leadership.
27. Planning and Emergency Planning (in collaboration with the local police force) to re-evaluate how the borough respond to unauthorised encampments.

Interview B - Residents and Housing Service Area

Recommendations

28. Housing Teams continue to use communication methods that are known to reach the community and be effective such as face-to-face interaction.
29. Relevant department teams should attend Cultural Awareness Training to understand the history of these communities and overcome stereotypes.

Interview C - Police Service Areas

Recommendations

30. Planning and Emergency Planning (in collaboration with the local police force) to re-evaluate how the borough respond to unauthorised encampments.
31. Relevant department teams should attend Cultural Awareness Training to understand the history of these communities and overcome stereotypes. This learning can then be used by the police force to engage with GRT communities effectively.
32. Promotion of local services to the youth in the community to aid reducing ASB and link with the police to provide a targeted service.
33. Police services reassess risk appropriately and manage site visits based on this.
34. Police maintain a positive level of outreach and investment of time to build relationships and effect change within the GRT communities.

Interview D - Fire and Rescue Service Area

Recommendations

35. Fire Service and other services continue to use a collaborative approach to engagement with the community through joint visits.
36. Fire Service and other services maintain a level of outreach using culturally trained staff and appropriate materials.
37. Relevant department teams should attend Cultural Awareness Training to understand the history of these communities and overcome stereotypes. This learning can then be used by the fire service to engage with GRT communities effectively.

Interview E - Health Visiting Service Area

Recommendations

38. Health Services continue to use a collaborative approach to engagement with the community through joint visits.
39. Relevant department teams should attend Cultural Awareness Training to understand the history of these communities and overcome stereotypes. This learning can then be used during outreach and work with individual families to engage effectively.

Interview F - Education Service Area

Recommendations

40. Relevant department teams should attend Cultural Awareness Training to understand the history of these communities and overcome stereotypes. This learning can then be used to engage with families effectively.
41. Ensure all staff are aware of Equality Policies to maintain a high level of equal opportunities for all families.
42. Local schools re-evaluate how they can be more inclusive of GRT children and families with the aim of reducing children out of education.

Appendices

Appendix A

Interview 1 (October 2017)

“Look I say I’m a Gypsy Traveller - that’s all I do say. People say to me – “Are you a Traveller?”...I say yeah. “Are you a Gypsy?”...I say yeah.”



Can you tell me about yourself and your family?

Well, as you know, I live on a trailer site in ‘Location A’ - I have four children, three live with me. My other son and his wife and their little boy come every day near enough and well, that’s it really.

How old are your kids?

My kids are 21, 20, 14 and 13 - my daughter goes to ‘a local school’ and she has ‘a long-term condition’ which is a bit difficult seeing as I have ill health myself, but I have three boys and they are brilliant and helping me and things like that.

Is there anything you want to tell me about yourself?

Well I’ve got a lot of problems at the minute, I thought I just have asthma but it turns out to be something more serious. A lot of it started when they started building in the school field at the back of me - they have completely turned my life around.

What’s changed?

I can't breathe, I can't go nowhere. Every time I do go out I have to make sure I have medication in my bag, pumps in my bag so that's what they have done to me. The doctors have given me another pump and put me on this machine - they have sent me to the Kingston Hospital for more tests. I have got a diseased back anyway, and arthritis and carpal tunnel and I suffer with depression.

Has all of that started since living in Kingston or did it start before?

No, this is all started since I have been living on here, except arthritis runs in the family anyway, very badly. Some of my family get crippled with it, they can't lift anything some of them can't even walk. I have got arthritis in my neck, hands, back and legs.

How do you think your health has changed since living in Kingston?

Well to be honest it's just life but, I don't find it life, when you know the building work going through here has done what it's done to me and you don't get no help from the council whatsoever. One of them came out here and told me to wear a gas mask like the Chinese do in my own home - or go away for 6 months because you're a traveller they said so go travelling for 6 months.

How did that make you feel?

That made me feel so low! This lady she comes out and I talk to her like I talk to everyone, I welcome everybody. And she just knocked me sideways because I never thought it would come out her mouth. She was with another lady and she just looked at me, just looked at me like she was shocked because I mean who says that? Who tells someone that? To me it was a dig at travellers and a dig at the Chinese. A month after, she rang me and I did confront her about it, she did apologise and said to me she would have said it to her own dad - but if her dad's not a traveller how would he go travelling for 6 months, so I just dropped it because I don't hold grudges - there's no need for that, life is too short for that.

Have you had any other similar experiences in the area?

No no no.

What have the doctors said/why do you think the building work is impacting your health?

I have lived here for 22 years, and at first the doctors kept saying it's because you live near the A3 but I thought I have never been like this, never. But since they have been building over there, for the past two years I have been on nothing but steroids and antibiotics. It's from all the dust levels.

You mentioned depression, why do you think that's developed?

Oh my depression started when the first lot of builders dug a hole - it must have been 40ft deep - they done nothing but bang - they have ruined my caravan, they have twisted it, they have buckled it, I can't get a good picture on the aerials, me door don't shut, everywhere you look in the caravan there are cracks - well it's completely ruined. And they used to have, before it was a green belt/land area - they kept saying you couldn't build on it especially as it was partial to flooding and they had a machine they put on at 8am and it wouldn't turn off until 8-9pm at night and it used to ring, I mean it would ring through your head. It only ran out, the workers would have gone home, it would stop when the petrol ran out. Right out my back fence - they did not have no consideration for people living on here honestly.

Did they come over and speak to you about it?

No - A couple of my neighbours came over, because it was in the summer, and ask how I put up with it. I just said I have it every night, every night. I don't think they watered it down like they said, the amount of dust we had in the summer, I was breathing all that in.

With these issues you have had - what services do you use in Kingston? Who do you speak too? Where do you go?

I speak to [the Community Development Officer] from Kingston Council when I have a problem, the doctors sometimes twice a week. Look what the hospital can give me - the strong ones and the nebuliser that's all I get from the hospital and I know that because of my mums health too. I do go to the pharmacy - always in there, if I run out he will give me an emergency prescription - he is good like that. I use the Carers network, she helps me a lot with my daughter and she has got me on the adult carer list so (worker) comes out to speak to me. But (worker) mainly comes out and speaks to my daughter. That's it.

How have you found these services? What have you found helpful/unhelpful?

To be honest the doctors is really helpful but they are moving now to the health centre in Surbiton - I have been there a couple of times when the one doctor is fully booked. They will book me an appointment whenever I ring, the chemist is good and the carers' network is brilliant - mostly positive

Do you use any services for your mental health? What do you do to manage it yourself?

No - I don't use services for my mental health - I just talk to my doctor or I talk to the carers' network lady. I walk outside or someone comes round to have a chat.

Can you tell me a bit more about what it's like living in Kingston as a Gypsy - do you think it's any different? Do you think it's the same as anyone else?

Well I lived in 'location' all my life, came here when I was 26 - it's the same here as anywhere else except for that one incident with that lady.

What do you think about the borough of Kingston?

I like living in the borough - the schools, friendliest schools in the world I think. Tolworth Infants, Tolworth Juniors - I would recommend it - best in the world. And Hollyfield, South Borough and Tolworth Girls. To be honest I am a friendly person, I try and talk, in general even the people round here. Yeah there has been some problems with the boys, one thing and another but we still chat and go, they are still friendly. There is nothing I don't like.

What about living on a caravan site? What about on your pitch?

I love it - the people are friendly, you know your kids are safe, you know home is safe when you walk out the door. There are no arguments on here - nothing like that. I love my space, my pitch - it's in the corner and private - I love it.

Can you tell me more about your culture - how does it affect your life?

Well to be honest, it don't, I wouldn't let it affect my life. Because I am what I am - I don't think I'm no different from anyone else to be honest. We talk a bit different, but apart from that, I eat and drink the same as you do.

Do you think you make the same decisions to Gorgers [Romani for non-gypsy] ?

When I go to Epsom Downs, which is meant to be a Traveller's thing there is more Gorgers up there than us, so no I don't think we do things differently or make different choices.

Do you think there are any issues your community face in Kingston?

No not really.

Do you feel heard within your community?

No. I don't feel heard in my community, to be honest...

We go back to what's happening over the back field here. Council lady came here over two years ago. I showed her the damage they have done to my home, took pictures in my cupboards, guttering hanging down, nothing they can do about that. You have to mess around going to the citizens advice bureau, it's not on really, they have done the damage so why do I have to go and fight to show them the damage they have done to my home.

Have there been any other times you have not felt heard?

No not really. I wanted to tell you about a meeting coming up - it's for travellers and there is a man who will be speaking and some ladies from here and Coxes Lane to try and get more sites built in this area for the children which are doubling up. (Surrey GRT Forum)

So what do you think about accommodation allowances?

It is bad for the children, because there is no way in this world. That's why my son moved with his girlfriend back to 'location' because there is nowhere to go round here - the pitches are always taken. So when the children get married they have to go, they can't double up they can't stay here with you - I don't know why.

See 'other borough' let you do that, it's different rules. There's not enough pitches - That's what we all said at a big meeting at the recreation centre a few years ago when they were looking at re-doing the site. And we said can we buy the school field, it was overgrown no one ever used it - they said no, it's greenbelt land, never to build on. But six years down the line we found out there were going to be flats and house there - so what's different from one to another. It's frustrating.

What do you think of the way the sites are built? Would you make it different?

In a way yes, not speaking for me because my pitch is lovely but speaking on behalf of the other residents here on different pitches. Some they can't open their door and they are facing a brick wall whereas the next one, well they almost have too much space. They were not considerate there, it doesn't matter if you're just a man or a woman, you still need your space, you have got grandchildren coming in - some of them on here can't even have their children come and stay over the 6 week holiday because there is nowhere to put a small touring caravan.

So do lots of people's children still travel or live elsewhere?

No they all have their own pitches - see a lot of them, the new generation go into houses because there's no pitches. They settle in houses because that's what they have got to do.

Do you have family in houses?

No

Would you live in a house? Why?

No, but I did when I was 16. We were there for a year. At first it was lovely, me and my three sisters had our own bedroom and my two brothers but that summer came round and we said we would go away for the summer. But when we got out we just realised that we missed that way of life - so we didn't go back and we didn't look back. I travelled as a kid - Kent, Orpington, see that's where all my mum's family come from.

When you were travelling? Where did you stop?

We stopped on other people's pitches. You see in Orpington there used to be a great big massive field - everyone then just overtook it - you know life how the travellers move in down here - that's what they did over there and it was just there for years. The council wouldn't do or say anything to them, that's how it was back then, but then they started getting mobile homes in and things like that, it became more permanent. But we went there for the summer, I was only a child, I can remember going there as a child. Then when I was about 20 they built two sites for them to close that down because they needed the land. To build on the land - all round was surrounded by farmland. Even the farmers came forward and said, look we have no problem if you want to build them a site there, build them a site there. It was only mostly all my mother's family, my mother's sisters - their husbands and who they married, it was just so close but they didn't build the site there. They did one at star lane and one at swan lane.

So what age did you start travelling at? What did you do about school?

Since I was born. We still went to school! Yeah always, always went to school. I left when I was about 15, I always went to school but our permanent pitch was in 'location X' so in the winter we were always back there. Always - because we had electrics and running water, washing machine and all things like that. Because that was where my dad's family was. That's where we originated from because it was my grandads land, about five of them bought this bit of land and the council come in and said we will buy the land off you and we will build your trailer site. My family said fair enough but only as long as each and every one of us (all families) - there is a document written and saved that says there will always be a place for a 'name of family' or a "another family name" - a place for their children, their grandchildren, great grandchildren and they said that's fine. And that's how we got our pitch in 'location X', because it was my dad's dad. We did have to go to court because we pulled back up there next to my granny's plot onto a bit of waste/spare land there, we couldn't fit on her plot because she had an older daughter on there with her too, so there was a big waste but we went on. The council came on there and said we are not going to let you stay there - because you have somewhere to go - the house. My dad said "I don't want the house, I will give the keys back". So we really made ourselves homeless, so they took us to court. It was so funny - my dad stood straight up in court and said "look your Honour - I may not read and write but that was my dad's land, for my dad to sell it to the council - me my children, my great grandchildren they guaranteed we would all have a place". The judge said where is this document? The council said well we have been trying to find it. So the judge said - Mr Jones, you have got the fair crack of the whip here today - I can't see why you have to be moved. And that was it - the judge didn't even see the letter or anything - very different from now.

So you stayed in school till you were 15 - your youngest is still in school now - do you intend to pull her out?

No I wouldn't dream of it, not for nothing. My boys went to college, education is very important. Because young girls now, it's not like when I was a young girl, you got married and the husband provides for you. But it's not like that now, and I don't want that for my children, they want to go places, I love it. And I would encourage it.

What happened when you got married?

This is going to sound silly, my family were so close - there were 6 of us - I have still got my sister's 51 and 49 and they are still home single. And my brother - he did get married, had four lovely children, but it didn't work out. He came back home, we didn't get into relationships, we didn't need them, we were all so close. I didn't go to parties, I wasn't allowed to do any of that, no night clubs and things like that.

Did you feel like you missed out?

No because I never done it, I never saw it so I didn't miss it. I have got no regrets. I worked at Gatwick for a couple of years and then at a mushroom farm - picking mushrooms with my two sisters. And then I was made supervisor - oh I loved it, I was there for about 5 years. I stopped because then I started courting - marry a traveller man and then you're not allowed to work. Worst mistake I ever done but I don't regret my children so... That's how I came here (Kingston) this was my home with my partner. He is around about here somewhere - he still for his children, good to his children, loves his children but as for me and him - no way - traveller men can be bullies, do you know what I mean? And where I come, my dad never bullied me nor my brothers so it was like a shock to my system. He would always point his finger, that wasn't for me - in his way he wasn't easy but that's what travellers do but there's no need for that I don't think, do you? My husband was my first boyfriend and I was 25 years old, he was my brother's best friend. They are still friends, and my sisters and mum and dad for the children really. But what can you do?

So when did you stop travelling? Or would you say you do still travel?

No - when I was about 17 because there was a lot of arguments going on in Kent where it would clash with both sides of the family. You see my dad's never been in trouble all his life and he doesn't like rows or arguments. So that was the time to stop travelling, see my mother's family would argue so we stopped travelling, we stopped going there - we didn't want to be enemies. Once my partner and I had kids we settled down, stayed put.

What ethnicity would you say you are? There are 9 different types?

See that's a load of rubbish, when you get the forms now it's like roman traveller, Irish traveller, all this. Look I say I'm a gypsy, traveller - that's all I do say. People say to me - are you a traveller?...yeah, are you a gypsy?...yeah. But I don't say I'm a roman traveller - yeah I can understand the Irish travellers because they are Irish and the Roma traveller they come from Rome but it's just a gypsy. It's not traveller now though - they don't travel no more - you got the name of traveller because you travelled. See someone's garden, pull in, there's somewhere to stay for the night. But you don't hardly see that now.

Do you think Gypsies and Travellers find it harder to travel?

Yeah - that's why. It used to be good - oh as I child I used to love it I did. I used to love it. Yeah green spaces, that's most thing we miss and going to church in Kent on a Sunday.

No church here?

No because, I don't why, down Kent when they used to go apple picking and hopping and cherry picking every Sunday you would have your dinner and then you would all walk up to church (women and children) - the vicar would put on sandwiches and tea but the children never wanted it - they just wanted to get outside to the chip van - so all the kids would be sat outside the front of the church with their chips and the mums would be inside with their cups of tea - it was so lovely. See he prayed on my brother - he used to have bad fits when he was born. But we all had measles when my mum was 8 month carrying. So when the doctor came out to her she said can it harm the baby and he said no you're too far gone but the measles went inwards to my brother and that's what caused the fits. And my Aunt, she got the vicar

to pray for him and he had one massive fit after that and then he never had another again. One more to get it out of his system. I would say I am religious yes, I believe in God.

So you talk about the “good old days” doing traditional things - do you feel your kids miss out?

No - not the boys, my daughter does, the boys go to the shows in the summer or they do the trots (horse and trap), the travelling meet up the downs and have trots but having horse and traps here, those things here, they can't. It has to be down at my dad's, because of the space and fields they have which we don't here. They do miss out a lot because they could go on their horse and cart everyday if we had the space but we don't. To be quite honest, I have to be honest, my daughter, no - I don't know why? She has always lived with travellers but I don't think she could live that life that is the truth. I don't know if it's because of her disability or what but she won't go to the traveller shows or things like that. She hates it. Some girls ride on the horses and traps - my dad wouldn't allow us to do that, do the men's shows - but they have the markets at the shows so we meet up there - all the girls and family. Gossip and catch up over the carpets, food etc. I tell you what the main one is - Appleby and Stow. I love that one, when you pull up it's an old fashioned town with the wagons and pots outside - it's beautiful - oh god I love it. I have not been in a long time. But like the Darby - that used to be the main thing for the travellers but now there's more Gorgers [Romani for non-gypsy] up there than travellers. This is the first year I have not been in ages, we went in 2015, the year my brother died. Just after that my dad's brother's wife found out she was permanently ill - so all the family had a tent on each year. Didn't go round the Darby - I wouldn't have the strength. Last time we went we had a great time - the man took the old fashioned picture of the baby you see there (on her mantel) and he said “Do you know what, you know what it's gonna be up here. They won't give us the time of day as travellers anymore. It's gonna be Asda, Tesco, Marks & Spencers”. When I first walked in, I don't think anything of it, but there were all these Poundland girls with balloons etc. The pound land sponsored it - the Poundland stickers were everywhere. They have been given two pounds for a bottle of coke all day - so we went to look at the shop with my daughter in law, sisters and babies. We laughed so much because outside the shop there was donkeys etc and if you had kids you would have more fun in the Poundland because of what they laid on than in the Darby. We went into the shop and saw an old friend who used to live on here - I saw her and said “my gosh, your so posh, I didn't know you used Poundland” and we laughed. When we walked out they gave you gold tickets with lucky numbers in - my sister won a tenner, a friend won hundred pound, another thirty - all out of these gold tickets. We had more fun in Poundland laughing and ringing the bells and using the soft play - my sisters little three year old loved it. The last hour of the day we spent in there was the best hour we had all day, especially my sisters son.

Do you feel that's a little sad or not - people preferring what Poundland offers to what the Darby offers which has been a tradition for years?

Do you know what [the Community Development Officer], I'm going back a few years, I was in the nail shop - down 'Location Y'. Sitting there talking, the nail technician - another client said you will be so busy with the Darby coming up. They asked each other if they went, both said no. She asked why? And she said I used to go years ago but I don't like it now, I loved it when all the travellers were up there and you used to see a fight, see the trailers but now it's [***] up there - I wouldn't even spend the fiver on parking up there. That really lifted me, it lifted me all day. Anyway I laughed and she looked over and laughed too as she has known me for years. I will never forget that.

You don't see these traditions as much now, the fairs and events, you do in places like stow but not round here.

Would you like to see more things like that in Kingston? Your face lights up when you talk about it so you obviously miss it - is that something you think?

Yeah, I suppose, yeah. But everyone here is too new age - they are too busy getting their eyebrows done and nails. They wouldn't know about all those things.

Where else do you go?

I stay here most of the time - I sometimes walk to 'location' high street, if I can walk it or my neighbour drops me down there.

Is there anything you wish you could change?

Bring old school back - I would love to do that I would, I really would. Not in a way as children out of school years ago because I would be lying, because I am so proud of my mum. Every time we moved the first thing my mother would do is go straight into the school and they used to say - why have you not a green card? We don't have to tell you to come back next week. We have a lot of travellers here, if you have the green card - show it to the council, any school you go to you show it they cannot refuse your children a place.

When did that stop?

I don't know - I have never tried. I am going back years ago but they said go to the council and get a green card so no school can refuse you - it would be their privilege to take your kids into school because you are willing for your children to learn. But we never went to school here there and everywhere, it just used to be two.

So you wouldn't bring back all traditions?

No, not for children, not alongside the road. I like to see it, I do like to see it, honestly I love to see it. When you're on the way to Stow you see it, the little fires by the side of the road, the dogs tied up on the draw bar. The kettle burning outside, that yes, I do like to see it but girls and boys would not live that life now. My mother would love to go back then, I know she would, there were no worries with the children, traveller boys and traveller girls. You see as soon as they hit the age of 18/19 that's it, pass the test, wife and make your own life - that's it. But now they want to party and get on planes and go abroad - no way this young generation would no way live that way now, no way.

When you look to the future what do you see?

Not one traveller, that's what I see, honestly, no - it could die out, it won't will it? It never will, will it? You know going back years ago, and you could see a traveller a mile out, and I really mean that. They would walk by and you'd say "alright?" "yeah, alright". You don't even know them but you know each other are travellers - you don't know that now my girl. You don't know that now. Did you see the X-Factor Saturday? There was a travelling girl on there you know. She was a travelling girl from down the road - Scarlett Lee but I don't think she gets through but there was another who got through. Oh, my son called me and said "quick it's on"! Please do try and google it - she said she came from a travelling community with a hard life. When she finished she ran up to Simon and said thank you - it did laugh. Oh my god, such a traveller - saying thank you, thank you, thank you.

So very different now...

*Yeah we used to get round the campfire together and sing all night long, my grandad used to play the violin, play like that day like the dark. (...**So when you were little you had violins round the campfire and singing and now...**) ...yes, now they're on the [****] X Factor my girl. Oh please! The other night I watched Paddy Docherty travellers got talent thing - but with him it was because he was doing it for the young travellers to sing and do you know what I thought that was really good. I enjoyed that one.*

Is there anything else you can see in the future? Will anything else will change?

I don't think it - not for the world. My older sons got a Gorger [Romani for non-gypsy] and my next sons going with a Gorger. But I'm not being horrible, see, that's how it is now. You know years ago - when a Gorger man or women come in you would make them welcome honestly because my dad's sister would. I think she was the very first one what done it - my dad's youngest sister was married to a Gorger and he used to work on the post office. Oh, you know, they would all just try, try to fit him in and things like that. But it was just one of them things you couldn't just fit in and then after years of being married to her you know, he just fitted in - but now you know they just come in, like my sons partner, and I just said there's no ums and pleases and thank yous and things you want food you get up and do it because when you come into my home your part of my family - I don't want to say please my I do this and please may I do that, do you know what I mean? You want it you do it.

So I don't know what the future holds my girl, there's too many travellers and Gorgers [Romani for non-gypsy] mixing together now (laughs) - so they might do a little thing now might they? For a traveller who marries a Gorger, they might bring a little name out for them. And that might be another little culture, won't it? Set up. Who knows what's in the future, see!

So I think that's all my questions - is there anything else you want to say?

Oh my god, look here, we have been chatting for an hour my girl. Thank you very much for being patient with me and being my friend, that's it really. You know you're welcome here anytime - I was talking about you the other day - someone was asking me do I know you? **(I feel like my name gets around quite a lot now which is good - word of mouth).**

Interview 2 (November 2017)

“And a lot of people, they are frightened to come on here. Like the post office people, they won't come on here. It doesn't make sense to me.”



Can you tell me about yourself and your family?

I have my mum and dad, two sisters and two brothers. My mum and dad live in 'location' with my two sisters...all together. I live at my mum's but sometimes I stay here or at 'location'. So I either am with my mum or here with the baby or his grannies - a couple of nights in each place. I like being in different places. In 'location' there are two plots, one's his grannies and one's his cousins but it's in the middle of

nowhere. The nearest two in 20 minutes away. Staying here is fine, there's lots of people to talk too, it's friendly and will be good for him when he is older.

What do you like about being here?

It's safer, it's safe for him. It's easier, he can play here, it's safer, they know not to go out on the road. You can't really leave a child out the front of my mum's house because all the people go past, all the cars speeding through. Whereas here cars do go past but they only go slow because they know the children's out. He could be right round the other side but you know the people are still watching him. So you know he is going to be alright.

How did you meet your son's Dad?

He used to do work for my Dad and then he just kept coming back (smiles). That was it really. It's been two or three years this august, or two years the august just gone, I think. I can't remember.

You don't come from a travelling background, but he does. Does that affect your relationship?

Erm...no.

What was it like coming here for the first time?

It was, I don't know, I was nervous. Not as in I was scared just nervousness anyway meeting other people. There are so many people on here but they all are like, fine.

You are now here quite a lot and hang out with his mum...do you feel you have friends here?

Yeah, I talk to quite a few people on here. Yeah, there's a girl round the front, I talk to her and sometimes we go to Kingston together or I walk up the shop with the others. Or say someone else has children we take them over the park.

What services do you use in Kingston? How often do you use them?

I use the doctors, the hospital or the one down Tolworth to get him weighed and that (Children's Centre). So I get him weighed. The hospital only when anything is bad. The last time we went there was when he had his first lot of needles and he got really ill as he had an allergic reaction so ...but the doctors, we last went when he was a bit chesty but they said it was fine. But the baby weighing, they said to me only take him if you get concerned but I took him the other week because I thought he hadn't been in a while and he weren't well so you got to let them know in case his weight drops down because when they are not well the weight could drop.

I only go to the Pharmacy to pick up prescriptions or something. I don't know, it all depends, sometimes I go down there 'location' and I will get Calpol or that from Boots, get his milk. Sometimes I go into Kingston if he wants new clothes or go to the market (all different ones), it all depends.

What do you think of all these services you use?

They're alright but the only thing is the Doctors sometimes, you will ring them and it's so hard to get an appointment. A couple of months ago I was ringing from five to eight when they open at eight, by the time I got through at ten past eight they were fully booked. Well, there are some people you can talk to in there (Children's Centre) like the other mums but some seem a bit more to themselves. I don't really go there often, they say to take him if you're concerned but you can't really be concerned - you can see he's not underweight (laughs). Sometimes I take him over the park or I take him round the front to see the other little baby and play with her. She is only a month older than him. **(So you almost have your own**

Mothers Network...?) Yep, but like, I have other friends from school and they have babies. Like yesterday I was in Kingston and I see her, she has just had another baby, so we were with them for a bit. We go into Kingston Centre and get something to eat, take them to the park or something if it's nice or sometimes they come here. We have a chat, the children play.

When he was born you had a health visitor do a check here, have you had any other checks since?

I'm trying to think, there were two people that came out. The Health Visitor and another one, the one that visits first because they come out the next day. They have seen everything is fine with him. **(Explain standard checks)** Yep he had all that, I had to take him when he was 6 weeks. They give you letters. And they gave you a letter when he was two weeks old saying you need to do that and six weeks old you need to do this. Yeah, it was helpful.

Do you live together?

I dunno, I wouldn't really say we live together because he lives in 'location' but then I'm at my mums or I come here so they can see the baby, stay here for a couple of nights so they see the baby. Say he needs to do something one day and I need to do something or sometimes we do go together - it all depends really.

Do you feel like there are any issues that people face if they are Gypsies or Travellers in Kingston?

What do you mean? **(Explains)** I don't know, you see I remember when I was younger going to the shops with my mum. We were on the K2 and there were loads of caravans parked in Tubular Way but I remember there were these two old grannies in front and they said "oh it's them [****] Pikeys again" so I think that's the only thing. When they have got nowhere to go then they do park but then. Before I told anyone people used to say "oh they are dirty people" but when you actually get to know them they're not. You just hear it, when I was watching tele as well they all say it.

(Any other issues?)

I would say, say something happened in the shop, and there was travellers there and not travellers there - they would more likely blame travellers. Or like, say something was dumped, rubbish - they are more likely to blame them. You see it on tele, they say it's probably them more than it is. When other people, non-travellers, do just the same things. I think people just dump it there (at the front entrance) because they know the council will just take it and will all think it's us when it could be other people driving past who think they will put it there because they (travellers) can get the blame for it. And the other thing, like, about the new sites and that. That takes ten times longer than it does someone else to get a place. Yeah there is a need for new sites, that's why I think loads of people move around - then they get moved on - then they park up and get moved on. But if they just made more sites and placed them then none of that would have to be done.

How did your family and friends feel about you being with someone from the Travelling community?

No they was fine, my Dad used to talk to travellers before so he knew anyways but I do think he originally knew (Partner's) Dad's side so...

Do you feel heard in this community? Do you feel this community are heard?

I think they do treat them as different. If you look in the papers say like about the funeral this week it's all thingy but say it was to be a not-travellers funeral you wouldn't hear about it. See what I mean? I think it's because they do celebrate quite big, more than others but it's just the same as others.

If there was anything you could change (personally or in general) would you change anything?

I don't understand? **(Explains e.g. stopping the newspapers reporting on funerals without family's permission)** No, I wouldn't because they obviously choose for it to be published as the families are obviously telling them so that's down to them. **(Do you think they do tell them?)** I don't know...how would they find out all the details?

Do you ever wish you were more settled somewhere?

No it would be nice but then I don't mind it, change of scenery, different people to see. But my original base is with my mum, you see what I mean, that is where I am.

When you look to the future what do you see?

I dunno, you don't know what's going to happen so I dunno. I don't know to be honest. It all depends what happens, you know I could get a permanent place as I have put my name down but that takes forever as well. That's the only thing, say now, they will probably just put me in a one bedroom then I was to have another child then they would leave me in that one bedroom until a bigger place comes up if you see what I mean. It's not really the space, at my mums there's people I can talk to and here there's people I can talk to. The council choose where they want to put you don't they, so they could put me somewhere far, somewhere that I don't really know.

Is there anything else you want to say?

And a lot of people, they are frightened to come on here. Like the post office people, they won't come on here. It doesn't make sense to me. After I ordered a parcel to here, I went round to the letter box, the post office man made out that we weren't here on the slip so we had to go all the way to Surbiton but we were here. And some delivery drivers won't come on here - she ordered a new washing machine but she had to wait another two weeks because they wouldn't come out, she had to wait for a delivery man to come on the site to deliver. It just makes me feel like, they would soon enough go to a house, someone else's house but they wouldn't come here.

Also all the kids on here, they do go to school and mix with others but some others won't mix with them. Say these from here, when they go to school, like (Son of Grandmother) had some Traveller friends but others just don't talk to him. They just get on with it, they know it will happen and they accept it.

I would change it so they were treated the same, they do get treated a bit different. I don't know how to say it, with a religion they are treated the same but as soon as it comes to Travellers it's different - not a religion but you know.

You are now fully integrated in the community, part of the family, these things now affect you?

Yeah.

What about your son, are you going to bring him up like a Gorger [Romani for non-gypsy] or a Traveller?

I suppose they are different, travellers all go to shows and horse shows and stuff like that whereas non-travellers probably wouldn't but then it's like, I don't know - they ain't really different otherwise. I mean that's half of his thing really so do a bit of both.

Interview 3 (December 2017)

“Oh yes I would change, I would change back to the life we used to have.”



What services do you use in Kingston?

Mrs - Our old doctors is not there no more so they have put us onto the other hospital at Surbiton but we didn't like it, it's too far to go. Too far to go to the doctors and that's just wrong. They knew it was wrong and everything so we have got ourselves another doctor.

Mr - *Our old doctor got ill and retired. So we had to move. But the new one, 10-15-20 times you would be on hold and then when you put the phone down again it might be 40 or 50 and then when you do get in touch with them after a long time you still have to wait 20 mins for your results or they are not ready. She has even been up the hospital to get her results and they still aren't ready. We now go to Red Lion Road, down there, we hope to be more better there. We call them up and it's either come in tonight at 5 o'clock or tomorrow at 10 o'clock unlike the other where you have to wait two or three weeks and an hour on the phone to talk to anybody.*

Mrs - I rang up before, at half 7 because that's what they told me to do and I said I have been told to ring now before I got through it was press this press that on a computer - and after when I got through I said can I get an appointment for me and my husband and she said hold on and then said the only time they had was on the 30th of this month (about a fortnight ago) so I asked if it couldn't be no quicker and she said "I am sorry that's how we are but you can come down about half past 7 of night and just wait you might see a doctor." I don't like them ways, I don't like that.

Mr - *Anyway that's the end of that story now, it's finished.*

Can you tell me a little bit about yourselves and your family?

Mrs - go on you talk love.

Mr - *Well we started off, when we was 21 getting married. And we we got married, well we have been married 63 years now and we have got five children. And out of our 5 children we have got 14 grandchildren. In our lifetime, when we started off, we done a lot of farm work in Essex, Cambridge...*

Mrs - Kent...

Mr - *and other places and besides doing that I did scrap metal, gardening work, tree work, selling garden manure, selling logs Christmas time winter time selling logs, and in the woods cutting it up getting the log size, chopping them up going door to door selling them. And finished that after a few years turned over to do a bit of house decorating and a little roofing and then after that I'm 84 nearly and retired (laughs).*

(How old were you when you stopped working?)

Mrs - Oh he has been quite ill.

Mr - *I was ill and stopped working I say about 25 year ago. I have had several operations. Two heart attacks, and I have been in and out of hospital quite a few times. And I have had operations on my spine and back, operations on my heart and lungs, I have been ill on and off for 25 years.*

Mrs - had to retire.

Mr - *So I have had to retire, put a lot of weight on so that was that. But I wish that I could, even at my age now, go and do something but it's just that I am too old, too large (laughs).*

Mrs - and we can't move about dear, like we used to years ago - move here move there to farms - where he has been ill and I have been ill so we have to stay in one place.

Mr - *But years ago, we used to be able to stop Cambridge, Bedford, Kent, all up and down the country. Leicester, Sheffield, we have been up and down all over and we found easy places to stop in. Alongside the roads and in fields. It was much easier but these days it's all finished, you can't do it, and I feel real sorry for the young ones, like gypsies like myself, who's growing up, who can't do it much anymore. And the great big sites you got to pull onto too they don't want you on them if you're working and some that you do pull on the rent is rather dear. You know what it's like, holiday places that's what's left now, mosts gypsies now are settling down on caravan sites or going in houses a lot of them. It's becoming a thing of the past I think for gypsies. And for Gypsies now to do what they used to do - go calling up and down the streets door knocking to get a job, in any type of way, it's against the law now. It's what they call cold calling so a lot of people if you want to go to work in the streets have got to advertise which a lot of people have not got the brains to advertise or to sit and answer phones and to do that type of thing - some has some ain't.*

Mrs - Never had the schooling did they...?

Mr - *That's the way it's going - for the younger people I think it's going to be a thing of the past.*

What was your schooling like?

Mrs - never had much schooling.

Mr - *Well I went to school at 'location' for a little while but we never hardly went*

Mrs - and me, my mum and dad used to work in the fields doing all sorts so we wasn't there young enough to go to schools.

(Did you work in the fields too?)

Mrs - Well that was years ago when I was a little girl - as I got older, about 17 yeah I used to go sometimes pea picking apple picking, plum picking, I loved it. Sugar beating, strawberry picking, my mother went every year picking and I loved it but there is nothing there no more, so we have got to settle on a site like this and live the best way we can and that's it. That's our life now. We would still like to go travelling but we can't now can we, we can't do it, there is nowhere to pull. We used to pull on the side of the road or field when we were all young - we loved it - no one else there in the field with us. Move here move there for a month, a couple of weeks, you can't do that now. So all the travelling people have settled down now - in houses or on caravan sites. And that's why the youngsters need the other caravan sites but I don't think they will build any more now - I think they will be putting them in houses.

Mr - *we used to look forward to going down to Epsom Downs for a week or fortnight for the races and then we would go to Cambridge for a week or a fortnight and then up to Scotland. Up there for the big horse show (Appleby).*

Mrs - Hole in the wall - horses go up there for the fairs. Quite a few places.

How do you find living on a site now?

Mrs - Tell the truth...

Mr - *Erm...*

Mrs - I don't like it love, never did

Mr - *I don't like it, you're not freedom anymore you're blocked in with all walls around you*

Mrs - you can see what we have got around us

Mr - *You have got your comfort but if it was like in living in that small trailer and moving about up and down where we used to and stop here and there*

Mrs - On nice farms and green fields

Mr - *Pull up on the road like we used to, all up on the A1 right through to Bedford and Manchester it was a much more pleasant way of life*

Mrs - And we weren't no trouble dear, when we travelled around, no police or nothing - kept all our things nice and clean

(Did you travel in a group?)

Mr - *Well sometimes you will meet up with 2 or 3 or sometimes on your own stopping here and there and then you pull in somewhere with 5 or 6 others. You would all be friends with one another and then all of a sudden some would go some ways and others another ways - you know that's what it was like*

Mrs - Like living on this site we have electric, gas and water - we never had nothing like that. Only gas bottles or coloured gas lights in the caravans. We would have a toilet but he would make our toilet. **(Was that not really hard? A hard way to live?)**

Well he would make a toilet with a board with a proper wood, a board on the bottom with a proper toilet thing in with disinfectant to make it all go away.

Mr - *It was a way of life. No, we enjoyed it, better way of life, nice bit of fresh air, green grass, few trees. What have you got to see here?*

Mrs - no trees, no grass nothing

Mr - *All you got is a bypass with motors up and down 24 hours a day, never stops so I'm just sitting here now*

Mrs - Waiting to go, waiting to die

Mr - *Waiting to go*

Mrs - that's how it is, you live the best way you can. But as my husband says you we got our comfort

Mr - *There is quite a few people who passed away since we lived on here (lists over 7 individuals)*

Mrs - But like I say if I was a younger person I would still work on the fields I wouldn't be on here, we are too old now but we are not allowed anyway it's all caravan sites

So how do you find living in Kingston as a Borough?

Mr - *It's not bad*

Mrs - Oh well I don't mind, it's not bad, I am used to it now - I still lose myself

Mr - *The only trouble is, when you drive anywhere now, at our age, there are too many motors on the road. It's not like it used to be but now you are in traffic jams here there and everyone.*

Mrs - I am very lucky I can still drive and get about so I can get my shopping and go to the chemist and get all his medicines - I am very lucky. How long that will last I don't know. I am quite alright doing it - he can't do much now. We would all like to do a lot more but we can't. I'm 82 coming on 83.

So what services do you use in Kingston?

Mr - *Shops she uses - sometimes Tesco but mostly Iceland. Doctors in 'location'.*

Mrs - I go into Kingston sometimes, only occasionally, to buy something or have a look around with my daughters. I don't like to go but they come and pick me up and take me but I can't walk around those shops - but they get me out and say "oh mum do come with us". Do you know what I mean? But you only go there for shopping really. That's all I ever go for. Not food shopping mind as I have got all of them down here, Tesco's down the road. So I have no need to go to Kingston for food shopping. Yeah it's all round us. But I only go to look at clothes - not that I am buying any - just to have a look around, get out, my daughters do. I do go to a market on a Thursday at Kempton Park, nice bits and pieces, food and reasonable prices - not like here. Half the price then the shops. A lovely summer dress for a young girl - fiver, four pounds.

Mr - *Kingston Hospital is very good.*

Mrs - We spend half our lives there.

Mr - *And tooting is very good - that's for my heart. I was in there for 14-15 days not very well and twisted Down below.*

Mrs - I have been in for stents in my heart. We are always in Kingston and so is he. I will say, our doctor was very good, keeps an eye on us - got pains here they send you straight to hospital or ring 999. Mind you I don't know what our new one will be like.

Mr - *I had cancer of the ear, so they took half my ear off but other than that we have been alright at the hospitals.*

Mr & Mrs - *yeah they are alright, we have had our hearts done and other things*

Mrs - we are alright, still going - I take 11 tablets a day, do you know that, 11 a day. I wouldn't be here if I didn't take them - I said to our doctor one day I think I won't take these tablets no more and he said well if you don't you won't live (laughs) so I have to take them and he has to take tablets too but they are keeping us going so what can we do. When it was nice in the summer we might have a ride to the coast dear - in the summertime when the weather is nice and he feels ok we will have a little ride out for the day. That's the only thing we do. That's all we do - he don't do nothing. Oh he goes down the graves to see his mother.

Mr - Yeah my mother, she was 96 nearly when she died, my brother was 91 when he passed. All my family have had a good old age

How do you find being home all the time?

Mr - I don't mind it now, I'm used to it. Sometimes it gets boring but sometimes, like yesterday we had a friend call to see us with my daughter and grandchild and it did pass the time away and that's like my daughter coming today as well - tomorrow who knows who is going to come through the door.

Mrs - and personally if it's a nice day, ain't too bad my daughter will ring me up and ask if I want to go to the market. She will come and pick me up and we will go to the market and have a walk around. Not every week, only occasionally don't we?

Mr - Yeah

Mrs - that's a break out for me

Mr - although sometimes if she doesn't want to go they will come down the church with me or my sons with me, I can go on my own, I can drive but they like to go with me. They clean all the grave up, wash it all down - put artificial flowers down ready for Christmas.

Mrs - He can't bend so they do

Mr - I can hardly get out the motor now so I sit in the car and they fetch water and wash it all down for me. They are good to me

Mrs - Used to go every week

Mr - When she first went I was down there every week but now I just go when when I feel like it more or less now. There's not a month will go buy that I won't go down there now or my sons or daughters going there - they all pop in. All my children are good.

Mrs - yet my people are buried around Hounslow so that's a bit of a way from here but before Christmas I will go and put some more flowers out and the summer - artificial as the real ones don't last long. You have done your little bit and feel better for it don't you.

Have you had any issues using any of these services?

Mrs - the only issue I had was the hospital making me wait three weeks

Mr - there is another issue, the council (laughs)

Mrs - They don't help us very much

Mr - we won't put that

Mrs - We will say it! Have we got to wait months before they will do anything? How long did we have to wait for that toilet?

Mr - 6 years

Mrs - 6 years! To have a toilet thing done with a little thing that goes into the ground to stop the smell - they were going to come down to dig it all up and then all they did was bought one and put it in. And that took 6 years. The smell was unbearable. I like to keep my things clean

Mr - And we have been asking for years to put a window in

Mrs - they won't do it

Mr - the other week they came to me and said they can't afford to do it but they would do it for me but I would have to pay £350 pound plus tax otherwise do it myself. I said forget that

Mrs - before they restored it to what it is now we had windows - then they did it and gave us windows that don't open. Not everyone has got the same as us and we gotta pay to have a window that opens.

Mr - but don't tell the council we said cause they will chuck us off

(I explained that would not be the case and this was useful feedback - asked about calling the contact centre?)

Mr - Yeah we did that and so they come out and take a look, then they come out and take a look and then they come out and look again - looking looking looking, write it all down and then they just don't do nothing. Then about 6 weeks ago the site manager came out with another lady and looked and I said we have to leave the door open all the time. She said they would send someone down - dig the floor up and see what's under the drain and just do it. Then all of a sudden, 6 weeks later, two men came down and said they will dig it out - but when checking they realised it was missing a part in the pipe so no smell comes back. So he went up the shop bought the part and fitted it - ten mins and it's done. But 5 or 6 men

came out before that and didn't do that. (Further explained other issues including flooding in the toilet from the shower)

Can you tell me more about your culture - how it affects you, if you feel it does?

Mr - I take no notice of our culture, we are gypsies, always been one, born one. My mother and that was born in a wagon (laughs). What can I say? Always been farm workers and one thing or another until they settled down in 'location' and wars started or one thing or another. That's all really.

(You seem quite proud of your heritage?)

Yeah I wouldn't try to change it for nothing, we all earned our own living out in the streets now we draw a pension but I would rather be out earning my own money if I possibly could. My own sons and daughters do but that it when you get old, 84, what can you do? My culture and her culture have practically been the same. We married into each other. Some people marry into like yourself, your culture (laughs) and there's nothing in that, we are all human being really. And that's it. If I do go in the shops everyone treats me ok, and I treat them ok, even coloured people, we are pleased to have them in the doctors and hospital now aren't we and they are all in the doctors when you go in there now - I suppose foreigners will take over the country one day but we won't be here then (laughs at death reference) but we are quite happy with our culture.

Do you think there are any issues that gypsies specifically face?

Mr - Some do, who aint got plots to pull on they still pull on the side of the roads but they make a lot of mess and they are not likely to be the English ones - the foreign ones, they make a lot of mess they clear other people's rubbish - dump it here dump it there and then move on and then the council has to clear their mess up for them but you won't hardly see and English gypsy do anything like that **(tried to clarify who a "foreign gypsy" is and Mr laughed and wouldn't confirm but did say "you see it often enough on the tele")** But as I say there are not enough sites built for the youngsters getting married, I mean, I have granddaughters and sons, some married some getting married and they will want to have sites and children but if they don't have the sites what can they do - doubling all up, doubling all up.

Mrs - Sorry about that **(was in a phone call)** that was our new doctor, they want us to come in because of all our tablets from the chemist so they want to chat to me about what ones I am having - I might not need them all as they have never been changed. And I have to see the nurse first, keep an eye on me, twice a year have check-ups. That's very good innit? I'm pleased.

...And we can't go back and do what we really love to do and as he said there is children getting married now, they would love somewhere to live - they don't wanna go into houses but I can't see there being more sites - we don't like it much down here, so much noise from the youngsters, that's natural, and if you were to come down here and say we found you a pretty little house (laughs) by the river with two bedrooms we would love that a bit of garden, but do you think they will do that - no, never get the chance, if we had to get off here it would be a flat

Mr - if we win the lottery we can buy what we want

Mrs - If I win the lottery I will get her a car so she doesn't have to go up and down on the bus. If I win the lottery you've got a car to come. We aren't greedy, we would give it to the children and give some to the children's hospice

Mr - when on our last lot we will win the biggen and then our kids will get it all.

Do you feel heard in your community?

Mr - By society, by the council, no not really

Mrs - all they want is more money off us, they say we use too much water so they want more money off us and I don't think they are fair on that.

Mr - show her the letter before she goes about the water.

Mrs - we don't use it, but they say we owe £500 in water and I pay every fortnight £12.50 with only me and him using it - we don't hardly use it but I don't mind paying that. But now they say we owe, and now they have come out and said "oh no it was a mistake" but we do need more off you. But I am not going to pay it, we pay more than enough for that - don't we? We don't have baths, we don't have a bath, we

have a shower. I have no garden to use water out there so how can I use that much. But then there is other people on here using hoses all the time and their bill is next to nothing and they don't care.

Mr - I asked another fella on here how much he pays and he said three pounds a week - so six pounds a fortnight

Mrs - You see all these pipes on here love, when they built this site they did it all wrong - the builders had to come on here to dig the ground out - some people have his pipe and others have ger pipe. And they came over and switched all our numbers - I was number X and now I am number X which confuses everyone and I had to go round all the doctors to change it. We didn't move - just gave us new numbers.

Mr - he has our number over the road so sometimes he fetches in our post sometimes - the other week he bought us letters in and they were over a fortnight old so a couple of things were cancelled. So people who have known us still come to him. But sometimes he doesn't go to the letterbox for a week or fortnight but she goes once or twice a week

Mrs - Yeah I sometimes go loose appointments - it can be very awkward

If there was anything you could change what would you change?

Mr - (laughs) I would change to be a millionaire, young and beautiful again

Mrs - oh yes I would change, I would change back to the life we used to have

Mr - Oh but we are too old

Mrs - Yes but I still would - I would still like to back to our life

Mr - Would be to build a site down the bypass a couple of miles away on some nice green grass and build a site a few miles away from that up a country lane more or less. Esher more or less up a side road and sell this site and let them build all houses like they want and earn millions out of it but they won't do it will they (laughs). This bypass never stops, smoke all day long, early of a morning about 4am in our bedroom you hear them come round the bend and you hear the noise (motorbikes and cars). On a new site we would only concrete where the caravan stands, have some nice paths to go along, have a nice little garden, see some green - see some trees - a few around. But here you can't see nothing - I have got a wall at the back there, a wall there, a wall there and a wall there (gestures to all around the caravan and laughs) it's like a prison really the way they have caged us in. They are gonna build another wall at the back I have been told as part of those new houses and they might do away with the site and build more houses here, I don't know, in the next couple of years I should think they will do. They would have to build us another site and move us all.

We used to go a lot down Hampton Court, Richmond, around there - sit down there, walk all the way around that park we used to. But I can't do it no more, it was lovely round there and we used to take the grandchildren up and down round the pond and fishing and the deer, it was lovely but we don't do that now. Then right down the bottom here there was a park, we used to walk round there regular but I can't do it no more

What do you see in the future?

Mr - (laughs) there is only one thing that will happen to us - you know what that is (laughs) Well in the future, there is no future for us at our age - well what would you say? What is your future?

(Discussed my engagement, settling down etc - prompted what about the future for gypsies?)

It will wear out I tell ya, I think it will wear out. They will all get houses, a few of them will get caravans but other than that it will play that way. Because, as I told ya, you can't go up and down these streets anymore like we used too. We used to sell garden manure, horse manure up and down - sell a few logs in the winter time, do a bit of gardening work. But now all that's stopped, you can't go knocking doors now. They just don't want you. And all that's stopped, the shops sell everything, bags of fertiliser, manure they sell logs in little bundles and half the logs, people don't burn them now, all coal and logs has all stopped now hasn't it? In the winter time that always used to be a good living for us - logging - you wouldn't remember but when I was a young boy (17-18) I would be in the horse and cart, up and down all day with the logs every day. (you have seen a lot in your time...)

Oh yeah, even seen the wars, aeroplanes fighting up in the sky - seen it all, real, but would never like to see it again.

(Well thank you...) I don't know if I have done any good to you or not...

Appendix B

Acts passed that affect GRT Communities

This allows the local planning authority time to decide whether further enforcement action, such as issuing an enforcement notice, possibly with a stop notice, should be taken. New guidance states that it may be appropriate in some circumstances for the local planning authority to issue a temporary stop notice where the breach of planning control has occurred on land owned by a third party, including the local authority or another public authority. The Caravan and Control of Development Act 1960 prohibits the use of land as a caravan site unless the occupier holds a site licence issued by the local authority. Section 269 of the Public Health Act 1936 gives the local authority powers to control the use of movable dwellings and to license the use of land as a site for such as a dwelling. A possession order under Part 55 of the Civil Procedure Rules can be obtained by both local authorities and private landowners who require the removal of trespassers from property including land. The claim must be issued in a County Court which has jurisdiction over the affected land/property. If trespassers have occupied premises (rather than open land), a local authority or private landowner could also consider applying (under Section III of Civil Procedure Rules Part 55) for an interim possession order, an accelerated process for regaining possession of property. Section 235 of the Local Government Act 1972 enables the local district council or London borough council to make bylaws for the good rule and governance of the whole or any part of the district or borough and for the suppression and prevention of nuisances. Section 150 (2) of the Police Reform and Social Responsibility Act 2011 enables local authorities to attach powers of seizure and retention of any property (which could include tents and sleeping equipment) in connection with any breach of a bylaw made under section 235 and enables the courts to order forfeiture of any such property on conviction for contravention of any bylaw. Where people are residing in vehicles (including caravans) on land the section 77 of the Criminal Justice and Public Order Act 1994 gives local authorities in England and Wales power to give a direction to leave the land. The power applies only to land forming part of a highway, any other unoccupied land or occupied land on which people are residing without the consent of the occupier. Should trespassers refuse to adhere to a request to leave the land, sections 61- 62 of Criminal Justice and Public Order Act 1994 gives the police discretionary powers to direct trespassers to leave and remove any property or vehicles they have with them. The power applies where the senior police officer reasonably believes that two or more people are trespassing on land with the purpose of residing there, that the occupier has taken reasonable steps to ask them to leave, and any of the following: a) that any of the trespassers have caused damage to land or property; b) that any of the trespassers have used threatening, abusive or insulting words or behaviour towards the occupier, a member of the occupier's family or an employee or agent of the occupier; or c) that the trespassers have between them six or more vehicles on the land.

Appendix C

Interviews with Local Professionals

Interview A (January 2018)

1. What engagement techniques, if any, have you used to work with GRT members?

There are a number of different things. For the caravan count you can only really do that in person - though for some reason that's not something this Council has done prior to my arrival. You will inevitably have to knock on doors and open gates and try to hold a conversation with anyone that's willing speak, recognising that my accent is unusual for many people, including the GRT community in London and the south east. With regards to local plan preparation generally it's more formal because we require everything in writing. This definitely disadvantages this group, and other groups, were literacy and education poor. Thus we get a very low response rate from the community itself, albeit advocacy groups and planning agents working for gypsies and travellers are likely to get involved at the stage. So nothing spectacular but I think that reflects the legalistic, quite confined way the planning system works.

2. How have these differed from working with other groups, if at all?

Well we don't knock on doors for the settled community as planning officers, or at least in local plan teams, so they are recognised as having a unique need in terms of land use I suppose. The uniqueness of their land use is reflected in national planning policy, whereas gypsies and travellers have their own separate document, whereas policies for almost every other land use are located in a single document. Other than that we don't have specific ways of communication with the gypsy and traveller community in, sort of, wider consultations. Obviously for the gypsy traveller accommodation needs assessment that we are doing it is the case we have got consultants other than ourselves knocking on doors and doing quite specific, really quite digging deep into a particular person's understanding of who they are and what needs they have. This is quite unusual but again it reflects the fact that this is quite a small population. We can't knock on every member of the settled community's door because we will be there all year so we use mathematical models. Whereas we try to find need for the gypsy traveller community on an individual and unique basis. While we will identify the need actually addressing the issue of a lack of accommodation options is a bigger issue for the community.

3. What have your experiences of the community been?

I probably had more interaction with the community in my old role, as in my previous Council we had a much larger and prominent population - I think one of the largest gypsy and traveller populations and definitely the largest travelling showman population in the region, including what I think, was the second biggest site in the country. To be honest my experience is mixed just as it is with the general community. Some people are quite friendly and very accommodating, some with a very good understanding of the planning system partly because they have to go through the rounds to even get a caravan on a pitch that they own. I have had other experiences which have definitely been less pleasant - both you and I have had dogs come near us of which the owners didn't seem bothered by the fact that dogs were posing dangers. On a site in 'location' me and a colleague have had to get in the car quite quickly and drive off because the owner of that land made clear that we were not welcome. So it is a mix, I think the stereotype is different to what I have experienced before going or having a focus on Gypsies and Travellers - I knew nothing about the community other than what the stereotypes are which is the same for any type of community. Sadly the stereotypes of this community are generally not good, you will hear many names given by the settled community even at consultation events which I am not going to repeat, because it's being recorded, but there is that sort of feeling that gypsies might not be as familiar or welcoming to authority as other members of the community but I'm not sure that is true in reality. Really I have more struggle with the rich, white middle class homeowners than the gypsy traveller community who try to protect their lot and keep the status quo.

4. If needed, how have you resolved conflict?

Running away (laughs) works in some instances. I think you have to be honest, as a planning officer I think we are seen as, well probably by all of the the different communities of the borough, the people who say no to things and that is indeed one of our roles. But with the gypsy and traveller community that's more exaggerated. Partly because the planning system does, in general, work against them as it discourages development in the countryside, it particularly discourages development in green belt and other important designations which invariably are where that community is likely to live - because of land prices they are realistically unable to buy land in the centre of a town or a city to have a pitch. How have I resolved conflict...I am not sure I have resolved conflict, you can only be honest with them and there will be somethings you say that the community doesn't like but it needs to be said anyway and they are more angry at us following procedures or rules as individuals. To take a recent example we had a recent appeal hearing which I went to and represented the council along with a colleague. Essentially this family owns the land, have decided to live on the land and the planning system doesn't allow for them to live on that land. At the hearing I made a number of statements which were definitely negative in tone because as a council we had decided not to allow it, naturally we had followed all the rules and the decision was right, and it was upheld. But, naturally the residents are going to disagree with that and they are going to be really negatively affected by that, I mean literally hopeless, so I don't really think there is an avenue to address that conflict. I doubt they think much of me which is why as you know on the caravan count I left yourself to go to that site rather than cause more unnecessary conflict which I thought was likely to arise. So I don't have a great resolution for resolving conflict.

...But actually you can't really within your role as that would mean you saying yes to everyone which you can't really do...

There have been occasions where I have written in support of an application but your right that's not within my gift to allow everything, even if I don't necessarily agree with all of the rules that we have to apply for planning permissions for this land use.

5. What barriers have you come across when working in the community?

Well obviously there are physical barriers but it is noticeable that there are language barriers, some stereotypes aren't good for the community. Literacy, certainly in my experience, probably does follow the stereotype in terms that we as planning officers are used to using some complex words and acronyms which actually aren't commonly used. Regardless of that, you would expect most members of the general community to understand most of those concepts but on a number of occasions I have struggled with getting across my point of view to members of the gypsy and traveller community. So I would say that is one. But also, talking about the wider community I suppose, is that they don't have the democratic representation or access to that, that may be settled members of the community have. I have never come across a council member who is very passionate about this issue and I think that is a barrier for them as obviously within the planning framework and other frameworks it requires the council to make decisions sometimes based on evidence but sometimes based on the political want of an authority and in my experience there's not really much desire, there's no votes frankly, for politicians to be more maybe permissive and encouraging the development of sites for gypsy and travellers use. So I actually think that's quite a big barrier and I don't think it's a barrier that's going to open anytime soon.

6. What advice would you give to others looking to engage with this community?

I think you do have to put some time and interest and sort of research into this group. If you went into some of the sites, not necessarily all the sites in this borough, you would be shocked or surprised on so many different levels. One might be their living conditions, but one also might be that their living conditions seem very salubrious and immaculate. But then you might go to other sites and see real destitution, overcrowding, real issues and usually that's actually on the council owned sites which is a separate issue. So you do have to do your research and you do have to be careful of not trying to offend and actually that's not unique to this group necessarily. We might go to church groups, or the Korean community here, or the Tamil community and you do have to be relatively careful in your language because, whilst it would be wrong to think of them as a group, it's not beneficial for us to, as an organisation to think, okay...we need to recognise the effect that our decisions and words can have on a group and why when we actually want them to do something with us they, because of the mistrust which might have built over a long period of time, they might not engage. So I do think you need to one, make an effort to try and understand a group and I can't pretend that I will ever fully understand, well any group let alone the gypsy and traveller community where I am not part of that community because I think out of all the groups things could quite quickly escalate

That was our last question, is there anything else you want to add...

I almost feel like, well in my view and I think in the view of many practitioners the planning system is essentially racist to this group of people. I think it is fine for national policy to be restrictive on certain land uses as that is the point of the planning system. But (laughs) the rules on planning policy for gypsies and travellers focus on the individuals which is ridiculous. When we consider a planning application for bricks and mortar or accommodation, we don't care if it's Mr Singh or Mrs Smith or whether they have two daughters or they have a sick son or not but it is very much the case that you look at that for gypsies and travellers and consequently you feel that whilst the decision that may be arrived at is technically correct in terms of the system I reside in, it's not morally correct on a number of occasions. Therefore you feel like you're sort of prison guards where you're applying the rules and making people miserable, but you haven't put them in the jail and if it was totally up to you they might not be in jail, but you are applying the rules and it is sad. I don't think we will ever get to a stage, or very few places will get to a stage, where we will have full trust of the community and be able to engage with every single member. I think there are some members of the community that for whatever the council will do or whatever the authority will do they have had in instilled within them, more than any other group, "don't talk to the police", "don't talk to the council", "don't talk to whoever", but I do think it's within our gift to talk round people who might be on the fence or engage with more people and it will create better outcomes for everybody. Whereas it's

not as bigger issue in this borough as it is in other boroughs or neighbouring authorities - it's factually true that we have got a small gypsy and traveller population, the effect that unauthorised encampments can have on a borough could be enormous. It only takes, you know, a few travellers, simply because they have nowhere else to go, to set up site on land they own (which is what we have at the moment), or worse land they don't own and it becomes a major thing that can bring down organisations, that can get on the news (we have seen Dale Farm at Basildon), and it is something that we should try and guard against.

Interview B (January 2018)

1. What engagement techniques, if any, have you used to work with GRT members?

I mostly engage with our Swallow Park residents over the telephone and face to face. I also occasionally send out circular and individual letters. My engagement techniques are the same as for the other housing estates and schemes that I look after. However, I do visit 'location' a little more often than the majority of the other housing owned estates that I manage, as I have found face to face engagement works very well.

2. How have these differed from working with other groups, if at all?

My engagement techniques are the same for all my residents.

3. What have your experiences of the community been?

What I especially like about 'location' is that it is a very close knit and supportive community and that there are several generations living there i.e. grandparents, parents and grandchildren

5. If needed, how have you resolved conflict?

As with all the schemes I look after, there can occasionally be conflict and this is usually managed or resolved by listening and doing my best to quickly resolve issues and concerns.

6. What barriers have you come across when working in the community?

I have not experienced any barriers when working in the community.

7. What barriers, in your experience, do Kingston's GRT community face?

Some people unfortunately have preconceived views about the gypsy and traveller community, which is not helped by the occasional negative story written in the media

8. What advice would you give to others looking to engage with this community?

I have found the best way to engage with this community is face to face.

Interview C (February 2018)

1. What engagement techniques, if any, have you used to work with GRT members?

I engage with them like I do with everyone else, I don't treat them any differently. But there are certain things I take into account when speaking to members of the travelling community, mainly I don't ask them about other travellers unless it's something they forwardly inform me about because they will probably not tell me so it's more worthwhile me telling them that I'm not going to ask in the first place so then they know that I understand them more and I am not putting them in a position. But because they are a more private group within the community, it does make them stand out, they are a lot more enclosed, probably because they are all there on one combined site with high walls all around it and they are not just spread out across...but then I do think they prefer it because they can do things on the site which they would not be able to do elsewhere like practicing on quad bikes on public roads. I told off two kids for riding their scrambler bike in 'location' as it is still public roads so you do need a license and insurance and we have had local issues of scrambler bikes being used on local open space and I don't know if it's them or it could be someone else I just do not know. But I do tend to go over there a little bit

more because there is a disproportionate number of kids who come to our notice so although I don't treat them any differently I do have a lot more contact with them than I would have with any other streets on my beat.

2. You have touched on different ways you engage, are there any other things you find you do differently with this group?

It's really just the asking about other people, I don't know whether it's necessarily that they don't want to be known as a grass, I guess it's just more prevalent in that community because if I asked one neighbour to tell me about another neighbour they would probably tell me. But after a period of time I have built up relationships so with some people I am sure if I asked them they would probably tell me but I believe I am respecting them by just not asking in the first place. But when I do go on there and I am having an conversation with someone, hopefully under innocent circumstances I ask how everything is going on there because generally I do think they have a bit more of a grasp about how things are or what their temperament is. I couldn't ask them who is causing any issues but I can get the general mood

3. What have your experiences of the community been like?

Varied - everyone is an individual. Some people were quite welcoming from the outset and some were a little bit iffy or unsure but that has taken time to build up that relationship. A key thing is taking control of police action on the travellers site because before this was my ward and I was traveller liaison officer - anytime you did a job on 'location' you were told to take two vehicles, with double crew, so a minimum of four officers going on there. So when I have been dealing with stuff myself I go on there by myself. If someone doesn't have to be arrested then I will go over there myself and just knock on their door and say look I am investigating this, this is what evidence I have, I'd like to come in for an interview. I do it like that rather than going full on - I can't always prevent that but when I am contacted about going on the site I say this is how you should approach it because you wouldn't do that anywhere else. I have the approach I would give to other people but because...well...there is no one there who is rough and dangerous. There are definitely people around the borough who you would want to take at least two or three other officers with you because of the risk that they pose based on a risk of assaulting police etc but there is no history of that on the traveller site

4. If needed, how have you resolved conflict?

I have had no experience with one member of the travelling community against another. There have been a couple of issues - if someone alleges a crime then I investigate that crime but that's not necessarily a conflict between those people it's more a case that someone's window has been broken with a sling shot so I investigate that but that's not really personal conflict, it's not like a feud between two people but I have occasions where I am investigating crime - we have in the past had a meeting with the parents of children causing issues at the rec centre so we had a sit down with them, the housing manager for the area and the area manager for places for people who manage Tolworth recreation centre because there were a number of issues going on there and it was getting personal so I issued some ABAs but that's not me treating them differently because they are travellers as that is what I would do for any other person. There have not really been instances where I have had to deal with feuds one on one unless it's me investigating a crime but I don't really consider that to be conflict.

5. Why do you think that you haven't had travellers come to you when it's a traveller on traveller dispute?

Naivety would say that there hasn't been, so yeah I have enough on my plate but that's why I do street a week - where I knock on everyone's door and introduce myself, bearing in mind I can only get round to every house on my ward every three years but I do do the travellers site once a year so they do know who I am.

6. Do you find they report crimes to you often?

Never, what I do think is under reported but I do think exists is discrimination against them because they are travellers, but when I do think there have been instances of discrimination against them I believe it's has also slightly been masked because of their reaction to them. So recently I had an incident at (shop) where they have been abusive to the manager but I expect there was a point when there was discrimination against them like "alright kids no pissing around here" but they didn't do that with other kids, but because they were then so abusive back - there may have been the initial discrimination at first

- but because of their overreaction at the other end its blotted that out. So I do expect that they do get discrimination but the travellers on 'location' do not come across as coming from the traveller community - whereas if you have one of the groups who are travelling through they stick out quite a bit because they have got the Irish traveller accent whereas at 'location' you have more English traveller accents.

7. What barriers have you come across when working in the community?

Probably more my own colleagues, I don't know I think I hog the work when it involves one of the traveller kids now. There have been a couple of times I have been approached and asked about this and I tell them who they can call up but the officers would be reluctant to go on there but I tell them "just do this, and it will be fine" or "here's a phone number for this person, give them a call".

But otherwise very very little but then I think it's been a long time since I have had to worry about having barriers, but at first I think it was really just the kids where they would just say to me "excuse me mate this is private property" and I didn't want to turn round to them and say "well actually mate it's a council estate" because I don't think that would have got the best reaction or the kids telling me to "[****] off" which did happen but it doesn't happen now.

When do you feel like that changed?

Probably about after a year. But sometimes I meet people I may not have had much contact with in the past but I feel like word has spread around so I may not experience anything negative from one person because I have had a bit of positive engagement with somebody else they know. You know three of the plots on there are all related to each other and so if I get known as a good person to one group, not that all my engagements are positive, the word will get round. The week before last I challenged a young kid about his scrambler bike and he was with two other boys and they said "are you Ben Styles" and I said "yes" and they said "oh it's nice to meet you" and put out their hands and shook my hand, I have absolutely know idea who they are or why they did that but there is obviously some word that has gone out that has been positive and I was taken aback by that a little bit but saw it as quite a compliment. But I don't believe my work is anywhere near over, I still get reports of criminal damage and stones through double glazed windows which look to have been caused by slingshots. Historically i go by my experience and my experience has shown that incidents involving slingshots are 100% of the time traveller's you know, there are no little Denis the Menaces out there walking around with their little dog Nasha with their slingshots - it is only the traveller lads.

8. What barriers, in your experience, do Kingston's GRT community face?

I'm not aware of any, but then that might also be my naivety where I don't know whether they really appreciate or even feel they can come to us if there was an issue and I don't know (this is where I have worked on other council estates) where if you are slightly detached from the community there are some things that go by the wayside, schooling but also more simpler stuff like being registered at a GPs practice, dental care, knowing what to do if you have a problem. Its stuff you might have as common knowledge if you're a homeowner or grew up in that kind of atmosphere - a lot of them might have access to those services but being a more secular group I can imagine they do lose out on services and information that other people might get quite easily.

9. What advice would you give to other professionals looking to engage with this community?

I would say treat them like you would anyone else, don't do anything differently that you wouldn't do with another person. Unless, like with anyone else in the borough, you wouldn't attend their home address due to the risks know which could affect a home visit. Unless you have reason not to go to that person's home on the traveller site then you should be going to their address. But treating them like you would do anyone else is quite key and if you are a person who has been brought up to refer to them as anything other than traveller or gypsy you really need to make sure you do not use that wording because it is racial language and you should be making sure you challenge that behaviour if you hear it in your offices which would be quite hard.

Interview D (February 2018)

1. What do the majority of your interactions look like with this community when you're out on calls?

When we arrive in an emergency capacity, to put out a fire involving their property, we don't usually have any issues. However, if there's some controlled burning taking place, where they're burning off cleared rubbish that's causing an environmental concern such as smoke blowing across roadways and creating hazardous conditions for drivers and/or local residents are being affected, we can be called to extinguish these fires and we're not welcome.

Some years ago I remember attending a fire and crews had rocks thrown at them, it wasn't great for community engagement that's for sure. We have worked now for many years to engage with all sections of the community with the aim of keeping people safe in their homes. I know the work we've been doing here in Surbiton has been received really well by the GRT community and we've been made to feel really welcome. We have visited all of the sites within the Surbiton Fire Station footprint and fitted over 50 smoke alarms and delivered home fire safety visits.

We have given specific GRT fire safety advice, that focuses on the types of hazards present such as portable gas cylinders and we have a booklet containing fire safety messages in a pictorial and visual way as literacy is known to be low amongst the GRT community. There's a greater level of knowledge and understanding about the traveller community within the borough of Kingston now as we've been working in partnership with RBK's Public Health Team to raise awareness amongst our firefighters.

2. What engagement techniques, if any, have you used?

For me, it was really important to get an expert on board so I heard about this fantastic person called [Community Development Officer] who works for our local authority in the Public Health Team. She has really good links with that community and she's been really helpful in supporting our own involvement with the GRT community. [Community Development Officer] has delivered a number of cultural awareness sessions with our firefighters, as we need to be able to communicate key messages about fire safety. Everyone is different, so it's important that the message is tailored to individuals and their needs, so having that involvement with [Community Development Officer] really made a difference. We did a visit to a local site together and the collaborative working came off really well. We felt very welcomed to the site, there were no issues, and no animosity and I thought it was really successful. 70% of the site were given home fire safety advice and had smoke alarms fitted as part of this. So the strategy was to get some support from someone who had the community contacts and a good awareness and get down there and engage. Simple.

3. How have these techniques differed from working with other communities, if at all?

I like to work collaboratively with other people and I like to engage with other professionals to get a better understanding. We are currently running a programme around dementia awareness and delivering community fire safety messages to dementia sufferers and people with health related communication difficulties. We are working alongside Your Healthcare, who deliver the NHS provision in the borough providing district nurses and support services to people in their homes, to make sure that we can deliver effective fire safety messages. They have a lot of expertise in communicating with people who are suffering from conditions such as Parkinson's, Cerebral Palsy, stroke and their knowledge has been invaluable in developing skills with our firefighters and providing an appropriate information booklet. We have also raised carers' awareness of fire risks for vulnerable people by delivering training to care providers about emollient creams, airflow mattresses, oxygen therapy etc. Working in collaboration with other professionals has been jointly beneficial.

4. You have talked a little bit about your experiences of the community, both positive and negative, so how have you resolved conflict?

As an emergency service and a public service provider, we're usually a very welcome sight to most people. It's quite rare for us to become involved in conflict thankfully. Our prevention strategy is around keeping the community safe from fire, so in delivering a message sometimes it can come across as patronising. If we're telling them "make sure you put your cigarette out at night" they will tell you they have been smoking for 80 years and of course they put it out at night. So it's about good communication skills and we hope all our firefighters have good communication skills but we are developing greater awareness all the time. Our London Safety Plan is full of information about different communities, the

number of fires and the causes of those fires within those communities so we have a lot of information that's provided above and beyond what we seek ourselves locally.

5. When you visit the sites where you're less welcome because they know they're doing something that's illegal or you're aware they are doing something illegal, do you have a discussion with them that is educational?

I think it really depends on the nature of the illegal activity and how unwelcome we are. Crew safety is of paramount importance in all situations. If we're attending in response to an emergency, our firefighters and officers are trained to dynamically risk assess and if a situation deteriorates we have an option to withdraw and request the attendance of the police our community engagement activity was risk assessed and liaison with a number of other authorities took place prior to our visits.

6. What barriers have you come across when working with the community?

Not much to be honest. When we went down to (location) I could sense there was a lot of frustration around the provision, about things not getting repaired and making lives for their families quite challenging and I think they feel they are not looked after or treated particularly well, so I could sense that frustration and a little bit of anger against authority. But I think I'm quite sensitive to that so I just listened and tried to understand. They were concerned that the "fire engine didn't arrive for ages and by then the fire had gone out so you're no good to us then" and I understand the concerns. A fire in a caravan will develop and burn very quickly so within the 5 or 6 minutes it takes us to arrive there's nothing left to save. So that's why our message is so important.

7. What are the barriers you feel they face as a community?

I think probably there's a lot of prejudice around the Travelling community as there is with many other marginalised groups. Historically there's always been mistrust of the GRT community. There's limited provision of authorised sites but having more authorised sites with hard standing, with adequate provisions, with running water, running drainage and waste collection would allow families to settle.

8. What advice would you give to others looking to engage with this community?

I would advise people to not be judgemental, try and understand things from their point of view. This is a community that are on the margins of society and they get a lot of bad press and a bad name and are often not welcomed. If you want to engage with them, it's really important not to be judgemental and to try and see things from their perspective and really understand what life is like for a gypsy, traveller.

I really hope that we can, as a service, here, in our borough - whatever we can do - I really hope that at the end of this period of training and period of attempting to engage with these sites, we can make it safer and we don't have fires, we prevent them and if we can make that happen I think we'll have done a good job. That's what we want as the London Fire Brigade and if we can reach those people then brilliant, we want to reach everybody, no one is excluded from our support.

Interview E (January 2018)

1. What engagement techniques, if any, have you used to work with GRT members?

Well obviously it was very useful to be introduced by you because you already knew the family. It's been quite tricky communicating with the family because post doesn't seem to reach them and mobile phone numbers seem to change on a regular basis so usually what I do when I go to see the family is make an appointment for the next visit while I am there so we both have that in our diaries so we don't have to make any extra communications which may or may not happen so and what we have been trying to do in our work is, the children are well cared for and they seem to be healthy physically, but our concern is the children are not getting as much social interaction as we would like them to have although they do see other family members so we have been trying to encourage the family to join in activities at the children's centre which so far has not been successful.

Why do you think that is?

I think possibly it's a lot to do with traveller culture but possibly mother is very young and it maybe lack of confidence and self-esteem which is holding her back as well. I am not quite sure, but I know they are very close with family - things that happen in the family are very involving in the extended family so yes

it's a learning experience for me but we are just pursuing all avenues at the moment to see how far we can encourage the family to join in so the children have exposure to other children and opportunities for different places to play and different experiences.

2. How have you found engagement differed from working with other groups, if at all?

Well the communication is difficult but then that does happen quite often with vulnerable families or families which receive a targeted service - it's often a feature they change phone numbers or don't respond so yeah it's similar.

What have your experiences of the community been?

I feel like the family I have been visiting - their caravan is sort of the first one into the site so I don't feel as though I get hugely involved in - I don't know how much the rest of the community knows I am there and that I am visiting. Mother of the family herself is lovely and very welcoming when I go and we seem to have fairly open and honest conversations so I feel like when I am there there isn't a problem with communication. It's just communicating from a distance, that's the main thing, I don't have a very clear picture of the rest of the community.

3. It sounds as though you haven't experienced much conflict?

No, no we haven't really. She has been open and receptive to most of the ideas except coming along to the children's centre. But when I have had concerns about the children she has promptly taken them along to the GP when I suggested it and there was no defensiveness no rejection she accepted that quite happily and took them to the GP and now the child has been referred to a specialist.

4. What barriers have you come across when working in the community?

Apart from communication, I think the main barrier for me is that I don't understand enough about traveller culture and the depth of connections between extended family members and would be interested to have more insight into how all that works and how they see things.

5. What barriers do you think the community face?

I haven't really seen that at all, I should imagine there might be and that they might think that there might be but I have not experienced that.

6. What advice would you give to others looking to engage with this community?

Just to be aware of traveller culture and to learn about it from someone like you would be really useful and otherwise just offer the service that's necessary bearing in mind any cultural issues that might be there - that would be the same as I would offer to any particular cultural group, bearing in mind cultural issues otherwise just offering the most appropriate level of service. Treat all families as individuals, everybody, working with everybody from the same standpoint but obviously one has to look at the cultural circumstances and how what you are suggesting may or may not fit in - adapt. So with this family, she is a young mother anyway which means she might lack in confidence or have low self-esteem so in order to try and get her to come to the children's centre we are offering to walk with her or meet her outside the the children's centre and take her in so she doesn't have to make that difficult step on her own.

7. That was our last question, is there anything else you want to add...

No, just it would be really nice to have some more insight into gypsy, Roma and traveller culture.

Interview F (February 2018)

1. What engagement techniques, if any, have you used to work with GRT members?

I will introduce myself with my first name rather than Mrs and try to gauge whether or not I call them a Mrs a Mr or by their first name. I tend to, if I am speaking to the Dads or the Grandads to call them Mr but if I speak to the mum's the grans or the aunties I tend to go with their first name and hope that works. I am very keen to tell them I am not a teacher, I don't teach, I help lots of families so that they know hopefully that it's my job to support and help, rather than...and I do try to come across as understanding

as I possibly can and if I do ever have to ring them about attendance or punctuality it's never with a 'you know you should be' or 'this is not acceptable' - it's very much the complete opposite. I just try and be very nice.

2. How have you found engagement differs from working with other families, if at all?

I think it's the same, regardless of what group it is I think you treat every family differently - I know what works with one family is not going to work with another family - some families I need to do that direct 'it's not acceptable for your child to be late, you need to set an alarm' whereas I know that's not going to work, I definitely wouldn't treat every GRT family the same because that just won't work just as for every EAL (English as an additional language) family that's not going to work so I like to think that I do treat them all as individual families rather than as a collective, it works better.

What have your experiences of the community been like?

Some fantastic, like our family with 'identity', loved that family because you could just have very open and honest conversations with her and she would accept it if I had to speak to her about the children swearing or lots of jewellery or fake nails and she would always understand and say to the children - 'see I told you Mrs 'M' says you're not allowed to wear these things' so yeah she would be very very good. But then with others it can be very frustrating because they might not turn up to school and it takes days and days to track them down and leave them messages or someone else answers the phone and you have got no idea who it is 'I will pass your message onto so-and-so when I get back to the yard, thank you very much' or younger siblings coming to collect children and we have the same conversation again and again. Eventually when you ring the grandad he will crack the whip and tell the 'girls you can't keep doing that I have told you that's not allowed' but I don't think we have had anything from the GRT group that we wouldn't get from any of our other groups of parents without stereotyping the council estate, not working, slightly chavvy group - I don't think our GRT families give us anymore of a different set of circumstances than any of our other groups.

3. If needed, how have you resolved conflict?

There's only one I know of at the moment and one mums been in and asked for the children not to have anything to do with each other - the families don't have anything to do with each other - they are actually very good at staying away. So in that instance it was just an email sent round to staff to make them aware that this family is having conflict with another family, the children know to stay away which they do and just to monitor it at break times and lunch times.

Where the families from different backgrounds?

Yeah, they are the 'x' family and the 'y' family so English vs Irish but I think it's quite historic as these things can be, they can go back and back and back until no one knows why so I think this is a historic issue.

What about conflict between yourself/the school and families?

Hmm, what have we ever had? So the only time we ever have difficulty is normally around child protection so a child will make a disclosure and we then have to deal with that but because a lot of their addresses are Surrey, Surrey tends to...we get conflicting information from Surrey Child Protection that we would get from Kingston so that...difficult situations when we cross that but as any parent would be. If you're going to tell a parent you're going to ring social services on them any parent would be devastated and angry and upset but I think it just takes a bit longer to build it back up.

But you feel like you have built that trust back up?

Yes I do, they are still here, they could have gone but they didn't they stayed. Not still working with social services as it was a one of situation and boiled down to wording and the family thinking we don't understand that they might use different wording or phrases like 'beat' 'hit' so 'you are gonna get a beat' you're not actually going to get beat, you're going to get a smack. So it's like that. Then they spend a lot of time with 'name' trying to tell 'name' the school don't understand, you need to work with the school, and so on...but from our point of view no matter who the child is or what they say we tried to explain to the parents that we would deal with it exactly the same no matter what because we don't know if that's true or not true - it's not our job to make a judgement on whether or not it was right or wrong it's our job

to pass that on and that's all that we ever do - pass it on- then it's somebody else's job to investigate. But can be slightly awkward.

4. What barriers have you come across when working in the community?

I think a lot of the time staff don't understand for examples with trips it's just a no-no unless a family member is coming but if they don't have the DBS check then they can't come so then the child doesn't go so I think that is a bit of a barrier. A lot of staff just think 'well why? We look after them very well when at school we don't try not to lose children when we go on trips, never have done, they probably get looked after even more because they are on a trip' and I suppose the staff not understanding why they don't then go onto secondary school so I suppose a barrier is that deeper understanding of their culture and why and the justification behind why they do things - 'why do they do that?' It was all worse when we had the terror threats, we had a few trips to London and that was a huge no-no but then again they were not the only ones, it wasn't only the GRT community. We had a lot of non-GRT families who wouldn't let their children go. Sometimes staff are worried, they have a preconceived idea they are going to get a mouthful or threats if they have told their child off or lost something or ruined their expensive clothes because they do were nice expensive clothes - they are beautifully turned out - so maybe staff are a little bit weary ...'if I do tell so-and-so off what's their mum going to say at home time?'

6. What barriers do you think the community themselves face?

That they are stereotyped and that people do still think. We still get it at school with people referring to them as Pikeys it's...we have to fill in forms for racist incidents and log it all and it all gets reported. That's if it's child to child. A lot of people have preconceived ideas, you know if there are parking issues up there majority of the time it can be the GRT family who just park their whole van up on the road, why not, just mount the curb and park up on the road and when you say you can't park there they say 'oh sorry love I won't do it again' but we know they will so I think...programmes like Gypsy Weddings and things they just give people completely the wrong idea about what it's like - you won't send your child on a trip but they can be 'grabbed' and married off at 14/15 but they can't go on a school trip. I think a lot of the programmes have not done the GRT community any favours.

But if there was a racist incident both children would be spoke too, both parents would be spoken too and then it's logged and passed on. I am not sure how often they have to send them off - if it's termly or monthly but it's all logs of any racist incidents go to the local authority. Then it's monitored. But I have never heard of anyone coming in from the GRT families moaning or complaining or upset, never heard of that, about these incidents.

7. What advice would you give to others looking to engage with this community?

To not be judgemental, don't look at the stereotypes because normally it's not true and just the same with any other community you will get the ones who 'F and blind' and swear as Mrs Smith and Mr Brown - they are more so - you get what you see, they are more matter of fact and what you see is what you get and if you ring them they will deal with it and they do discipline their children, they don't want to bring them up to do whatever and you see them on these programmes throwing stones and smashing windows and I don't think it's like that at all - don't judge a book by its cover and forget the stereotypes. They are a very interesting community to have in the school and I am very glad we have got as many as we have because they are a really lovely part of the school - I am sure we will get some more when these ones go we will get more in. They bring character to the school, the children can have quite strong characters - but they are all lovely characters, interesting but lovely. The staff love it when we have dress up days and things because all the girls look so beautiful and they say 'have you seen what so-and-so has on or her hair' so the staff like that but then you get the more entertaining side like 'have you seen so-and-so's mum in her rollers and her hair dye, sunglasses and fake tan so you also get that part of it. But I love the fact that they don't care - 'so what if I have just had my hair done and I have my rollers in and a carrier bag on my head in my pyjamas and slippers' they just don't care so that's quite freeing, I like that part.

That was our last question, is there anything else you want to add...

No, maybe if more schools were more understanding it might increase their GRT community and you might have less GRT children out of education if more schools were more understanding and accommodating and nicer and it rubs off. If you have parents see staff and schools being welcoming and

inviting and nice then the other parents in the community will be. But I know people have always got their preconceived ideas. But yeah maybe if schools were a bit more...whatever we are doing here works so...