



EQUALITY IMPACT ASSESSMENT

Travellers Services

2006/2007

EQUALITY IMPACT ASSESSMENT

Name of the policy or function being assessed: Gypsies and Travellers Service
(Environmental Health)

Directorate Environment and Culture

Date Impact Assessment completed _____

Is this a policy or function? Policy Function

Is this a new or existing policy or function? New Existing

Names and roles of the people carrying out the Impact Assessment:

(Explain why the members of the impact assessment team were selected i.e. the knowledge and experience they bring to the process).

1. *Dave Farrell: Head of Environmental Health, Environmental Protection*
2. *Ian Pendrigh: Team Leader Area North*
3. *Lorraine Woods: Technical Officer (Travellers)*
4. *Brian Pote-Hunt: Consultant from Ottaway Strategic Management Ltd*

Service Head	David Farrell
Signature	
Date	

Once you have filled in this document please send a copy to the Equalities Team.

If you have any questions regarding this form please call the Equalities Team on 020 7364 4723.

SECTION 1

AIMS AND IMPLEMENTATION OF THE POLICY

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Identifying the aims of the policy¹

What is the policy?

The service area being address in this EIA is the Gypsy and Travellers Service (Environmental Health)

What is the aim, objective, or purpose of the policy?

The aim of this service is the provision of the Council's official Gypsy and Traveller site and associated facilities at Eleanor Street and the provision of an enforcement service to deal with unofficial Gypsy and Traveller encampments throughout the borough and additionally new Gypsies and Travellers either squatting or encamping in the borough.

Rationale behind the policy and its delivery

(Please state the underlying policy objectives which underpin this service and what they are trying to achieve).

LB Tower Hamlets like all other boroughs have gained powers under the Caravans Sites Act 1968. In January 1984 the Borough's Development Committee requested authorisation of the council's application for designation powers from the Secretary of State for the Environment for the Eleanor Street Site as an official site for the permanent accommodation of 15 Gypsy/Traveller Families and their caravans (the site has now expanded from the initial 15 pitches to 19 pitches). In this report reference was made to the development costs of the site of £579,000 this was supported with a contribution of £381,000 from the Department of the Environment. At this time responsibility for the management of the site was given to the Health and Consumer Services Committee through the Director of Community Services. Additionally a permanent Gypsy and Traveller Liaison Officer acting as a warden on the site was appointed acting as the main point of contact in liaising with other Traveling families that have camped illegally on various other vacant or unused sites in the borough and in investigating complaints and problems raised by local residents.

The rationale and context for this report was to enable the borough to adopt enforcement powers to remove unofficial encampments in other parts of the borough, having already provided an official encampment at the Eleanor Street site. One must recognise that this was a report written in 1984 and hence does not reflect current national policy on Gypsies and Travellers as based on the current ODPM Circular Feb 2006 and the 'Common Ground' Equality, Good race relations and sites for Gypsies and Irish Travellers' Commission for Racial Equality May 2006.

A key finding of this EQIA is that the borough currently does not have an up to date Policy position on their Services for Gypsies and Travellers in the Borough. Clearly the service is

¹ Please note the term 'Policy' is used for simplicity. The broad term can also refer to a function or a service.

still operating and they are delivering services on the site and are delivering enforcement responsibilities as per the powers set out in the Caravan Sites Act 1968 and the Part 17 of the Local Government and Planning and Land Act 1980 and delivering their enforcement responsibilities through the Criminal Justice and Public Order Act 1994 using sections 77, 78 (3)

Are there associated objectives of the policy? If so, what are they?

Clearly in the delivery of their services there are a number of key policies that support the delivery of these services these include the Borough Community Plan, the Borough's Health and Safety Policy and the Borough's Equal Opportunities Policy.

What outcomes do we want to achieve from this policy?

The Key outcomes from a current policy perspective are the aims of living well and living safely

What factors could contribute/detract from the outcomes?

The key factors that could detract from outcomes is the lack of a current up-to-date and specific policy on Gypsies and Travellers in the Borough and the need for clarity of the specific roles and responsibilities for the management of the site and the essential housing needs of Gypsies and Travellers on this site.

The latter has been recently supported by research undertaken as a response to the development of Cross Rail in the Borough, which has chosen to use the Eleanor Street Site as a vent shaft for the Rail line and this has caused increased engagement and liaison with the residents on the site.

Who is affected by the policy? Who is intended to benefit from it and how?

Who are the main stakeholders in relation to this policy?

Direct stakeholder for Eleanor Street are the Irish Travellers and English Gypsies based on site at Eleanor Street, visitors to the site, local residents and businesses in area of Mornington Grove and Eleanor Street.

From enforcement perspectives there has been little direct enforcement undertaken in recent years but where it has it relates specifically to the area and sites around Wick Lane and Orchard Place.

Additionally there has been some cause for enforcement services to be alerted to the presence of some New Age Travellers squatting within the built environment and in un-occupied buildings. In this case the services are often contacted as a result of noise complaints through music and or raves being held in these buildings.

What outcomes would other stakeholders want from this policy?

Essentially the residents of the site want a well maintained site, management in an engaging and supportive way and with the council providing an environment that is both safe and supportive of the specific cultural and lifestyle needs of Gypsies and Travellers on the site. In many respects the provision of housing (caravans, trailers and mobile homes) are provided by the residents themselves as the Borough provides a fenced concreted area and an amenity block with power and water. In the case of Eleanor Street residents have both

electricity and gas in their amenity blocks, which have in some cases been modified to further support the needs of the community and families on each pitch.

Are there any groups, which might be expected to benefit from the intended outcomes but which do not?

Not specifically but there is a potential contradiction in the provision of the service in. On the one hand the Borough has a responsibility to provide services and pitches on the Eleanor Street site as compared to an enforcement responsibility to move Gypsies and Travellers on and evict them from other unauthorised sites in the Borough. Clearly this service has this mixed role, and in many respects this 'contradiction' could give rise to some level of concern. In some authorities they have split this function between Housing (site provision) and Environmental Protection (enforcement).

Promotion of good relations between different communities

(How does the policy or function contribute to better Community Cohesion?)

How do you promote good relations between different communities you serve based on mutual understanding and respect?

What opportunities are there for positive cross cultural contact between these communities to take place e.g. between younger and older people, or between people of different religious faiths?

A key commitment of the provision of the site itself and the enforcement service is to address the responsibilities placed on the Borough through the Race Relations (Amendment) Act 2000 and in particular to support the Borough's commitment to community cohesion. There have not been any real antagonism between the Eleanor Street site and local residents, the site itself is discrete from the immediate local community and has a boundary on all three sides of the Bow Triangle from two railway lines and a commercial/industrial estate.

(Specifically identify the relevance of the aims of the policy to the equality target groups and the Council's duty to eliminate unlawful racial discrimination, promote equality of opportunity and good relations between people of different racial groups).

The provision of the site itself was developed in part to provide a formal provision for this Gypsy and Traveller Community and indeed in the past the Eleanor Street site was an unofficial encampment. The formalisation process has gone some way to ensuring that the council commitment to equal opportunities and the elimination of unlawful discrimination and the support for good race relations has been achieved. However there is still the desperate need to meet the CRE Guidelines as stated in 'Common Ground', Equality and good race relations and sites for Gypsies and Irish Travellers, CRE 2006. The recommendations from that report needs to be addressed and will be an outcome of this EIA.

Policy Priorities:

(How does the policy fit in with the council's wider aims? Include Corporate and Local Strategic Partnership Priorities)

How does the policy relate to other policies and practices within the council?

What factors/forces could contribute/detract from the outcomes?

How do these outcomes meet or hinder other policies, values or objectives of the council?

The key priorities of the Service are set within the Environmental Health Environmental Protection Service Plan 2005-06. However on inspection there is no direct reference to the Gypsies and Travellers service within this plan. There is also a distinct lack of corporate Policy on Gypsies and Travellers in the Borough. This is an omission and one which will be addressed in the recommendations of this report. In addition to this corporate framework there are a number of key policies which both directly and indirectly impact on the service these are:

- H&S Policy
- Equal Opportunities Policy
- ASB Strategy
- C&D Strategy

The key community plan priorities that support the Gypsies and Travellers on Eleanor Street are:

- Place for living safely
- Place for living well

It must be noted that this in the absence of a discrete Policy for Gypsies and Travellers in the Borough the relationship between strategic policy and strategy and that for Gypsies and Travellers has not been made directly.

How the policy is implemented

(How is, or will, the policy be put into practice and who is, or will be, responsible for it?)

Who defines or defined the policy?

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The service is governed by staff within the Environmental Health, Environmental Protection division. This service has a dedicated officer that as part of her duties manages the site on a day to day basis. However there is no specific policy for the site itself other than a number of discrete processes i.e. allocations process, communications with Gypsies and Travellers on site and regular site meeting with resident groups. On the illegal encampment element of the services there are various enforcement notices , including Criminal Justice and Public Order Act 1994 Section 77 and 78 (Notice of Entry and Notice of Direction to leave Land and to Remove Vehicles and Other Property). Clearly these notices are tools of implementing this function and are set by legal statute. In the case of notices to leave these are preceded by a Gypsy and Travellers needs Audit.

Who implements the policy?

As stated above the policy/procedures are implemented through Environmental Health, Environmental Protection Division.

How does the council interface with other bodies in relation to the implementation of this policy? The Council has input from ODPM as was and DCLG as is now. Also there is a grouping of London-wide Gypsy and Traveller managers and links with the London Gypsy Traveller Unit. Additionally there is some links and liaison with the London Planning Forum and the GLA.

Is the service provided solely by the Department or in conjunction with another department, agency or contractor?

Solely by Environmental Health; although there are other services that are delivered by Education Directorate (Service Direct), Building and Technical Services (Education) (Improvement planning, repairs and maintenance), Education Welfare and Traveller Education Unit, Social Services and some liaison with Housing.

Additionally and recently there has been engagement and liaison with the Development and Renewal Directorate Planning Strategy and Major Projects sections, in particular with respect to the Crossrail development proposals which will mean the redevelopment of the site. This has created an opportunity to work closely with the Gypsies and Travellers on the site to support this process and to ensure that the interests and needs of the residents of the site are taken into account by both Crossrail and the Council.

There is also some liaison with the local Police regarding community safety on the site.

Additionally with the ODPM Circular on Gypsies and Travellers (Feb 2006) there is now to be greater engagement and liaison with colleagues in Development and Renewal and Housing and in particular in the support and development of the borough's Local Development Framework and Housing Strategy.

If external parties are involved then what are the measures in place to ensure that they comply with the Council's Equal Opportunities policy?

These are Directorates of the Council and hence bound by the council's commitment to equality and diversity.

SECTION 2 CONSIDERATION OF DATA AND RESEARCH

List all examples of quantitative and qualitative data available that will enable the impact assessment to be undertaken

As part of the Crossrail development a survey was undertaken on the Eleanor Street site in March 2006. Some of the key findings of that research are set out below. Additionally a full copy of that research is attached as an appendix to this EIA.

Equalities profile of users or beneficiaries

The Interview Survey took place on 13th and 16th March. In total 48 residents live on 19 pitches, within some 27 chalets, mobile homes and or caravans on the site. The majority of the residents of the site have lived on the site for over 10 years with a significant majority having lived there since the Borough's adoption of the land and establishment as a formal Travellers Site.

Q4a,b,c Age and Gender Profile of Residents

The table below sets out the profile of the residents of the site by age, gender and employment status

Pitch Number	Age profile	Gender	Employment												
1	23	M	U												
2	55	F	U												
3	17	F	U	27	M	U	1	M	PrS						
4	32	F	U	13	M	SS	10	F	PS	8	F	PS	3	M	PrS
5	37	F	U	24	F	U	16	M	St	11	F	PS	8	M	PS
6	52	F	U	49	M	U	30	F	D	19	M	F/T			
7	34	M	U	14	F	SS	11	F	SS	9	M	PS			
8	41	F	U	61	M	D	45	F	D						
10	45	M	U												
11	63	F	R	65	M	R									
12	68	F	R												
13	53	F	U												
14	30	F	U	33	M	F/T	11	F	PS	5	M	PS			
15	26	M	U												
16	33	M	U												
17	55	M	U	58	F	F/T									
18	37	F	U	15	M	SS	11	F	PS	17	F	U	1	M	PrS
19	51	F	U	54	M	P/T									
20	51	M	U												

U=Unemployed

R=Retired

D=Unemployed due to disability

F/T= Full time Employed

P/T=Part Time

Employed

PrS= Pre School

PS=Primary School

SS=Secondary School

St=Student

Q4d Ethnic Origin

Given the sample context of this survey, it was agreed that the question on ethnicity would be defined by specific pre agreed categories of English Roma, Irish Traveller, other or Scottish Traveller. The findings of respondents are set out below. In the context of stating other ethnic origin people defined themselves accordingly and this is set out in the bullet list below.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid English Roma	4	21.1	21.1	21.1
Irish Traveller	11	57.9	57.9	78.9
Other Ethnic origin	3	15.8	15.8	94.7
Scottish Traveller	1	5.3	5.3	100.0
Total	19	100.0	100.0	

Of those respondents that stated their ethnicity was other the following descriptions were provided:

- English
- White British
- Mixed Welsh Irish

Equalities profile of staff

(Indicate profile by target groups and assess relevance to policy aims and objectives e.g. Workforce to Reflect the Community. Identify staff responsible for delivering the service including where they are not directly employed by the council).

There are three full time staff that work on the Eleanor Street Site. Two are white males and the other is a white female. None have disabilities.. However the time allocation of these staff does not equate to a full time equivalent.

Of the staff team

Staff member	Planned time allocation	Actual Time allocation
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Technical Officer (Travellers)	20%	40%
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Team Leader Area North	5%	5%
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Head of Environmental Health, Environmental Protection	5%	25%
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NB these percentages i.e. the actual are based on the 2005-06 financial year and are estimates. However during this period the Crossrail development was and is underway and this has drawn in the Head of Environmental Health, Environmental Protection into more of the day to day management of the site and especially the work relating to the Crossrail petition and future plans for the site.

Evidence of Complaints against the service on grounds of discrimination

(Is there any evidence of complaints either from customers or staff (Grievance) as to the delivery of the service, or its operation, on the equality target groups?)

During the period of the management of the site there is no formal evidence of customer or staff grievance on the grounds of discrimination. There has been one particular complaint that went onto the Local Government Ombudsman by a resident on the ground of poor maintenance of his particular pitch. There is a quarterly resident's group meeting structure which has been instituted since 2005.

Barriers

(What are the potential or known barriers to participation for the different equality target groups?)

There is a need for additional pitches on the site as there is demand from the Gypsy and Traveller community and residents on the site for relatives to join them. However aside from physical constraints there are not specific barriers to this service.

Recent consultation exercises carried out

(Detail consultation with relevant interest groups, other public bodies, voluntary organisations, community groups, trade unions, focus groups and other groups, surveys and questionnaires undertaken etc. Focus in particular on the findings of views expressed by the equality target groups)

The key lines of enquiry of the recently completed survey are set out below. These were:

- Licensee status of the respondent
- Number of people living on the pitch
- The age, gender and working status of all those living on the pitch
- Numbers of chalets, caravans and mobile homes on the pitch
- Ethnic origin of respondents
- The employment and place of employment of those working residents living on the pitch
- School attendance of school age children living on the pitch
- The travel patterns of those on the pitch
- The ownership of vehicles on the site
- Parking needs of residents
- Length of time residents have been living on the site
- Ownership of caravans and chalets and mobile homes on site
- Problems with specific aspects of household circumstances
- Satisfaction with aspects of the pitch or home
- Specific problems with the pitch
- Special needs requirements of residents
- Potential improvement to accommodate special needs
- Growth potential of the site/pitch requirements of other family members
- Improvements made to the pitch and amenity block
- Satisfaction with locality
- Concerns with the locality
- Awareness of Crossrail development proposals
- Information provided by Crossrail
- Preferred options
- General satisfaction with the proposals for Crossrail development

We set out below as part of this EIA a selection of the core findings of the research

Home/Household circumstances, Please state whether it is a problem, not problem or not applicable

	Not a Problem		A Problem		A Serious Problem	
	Frequency	Percentage	Frequency	Percentage	Frequency	Percentage
Health is suffering due to home	16	84.2%	2	10.5%	1	5.3%
Home is subject to disrepair	17	89.5%	0	0.0%	2	10.5%
Difficulty maintaining home	15	78.9%	1	5.3%	4	21.1%
Share bathroom, kitchen toilet with other home	19	100.0%	0	0.0%	0	0.0%
Lack basic facilities	17	89.5%	2	10.5%	0	0.0%
Pitch and home too expensive	15	78.9%	3	15.8%	1	5.3%
Under notice of eviction or repossession	18	94.7%	1	5.3%	0	0.0%
Suffering harassment or violence from neighbours	18	94.7%	1	5.3%	0	0.0%
Difficulty using stairs	12	63.2%	5	26.3%	2	10.5%
Need to be close to give care to relative	8	42.1%	7	36.8%	4	21.1%
Need to be close to receive care from relative	9	47.4%	6	31.6%	4	21.1%
Need to be close to work or facilities	11	57.9%	4	21.1%	4	21.1%

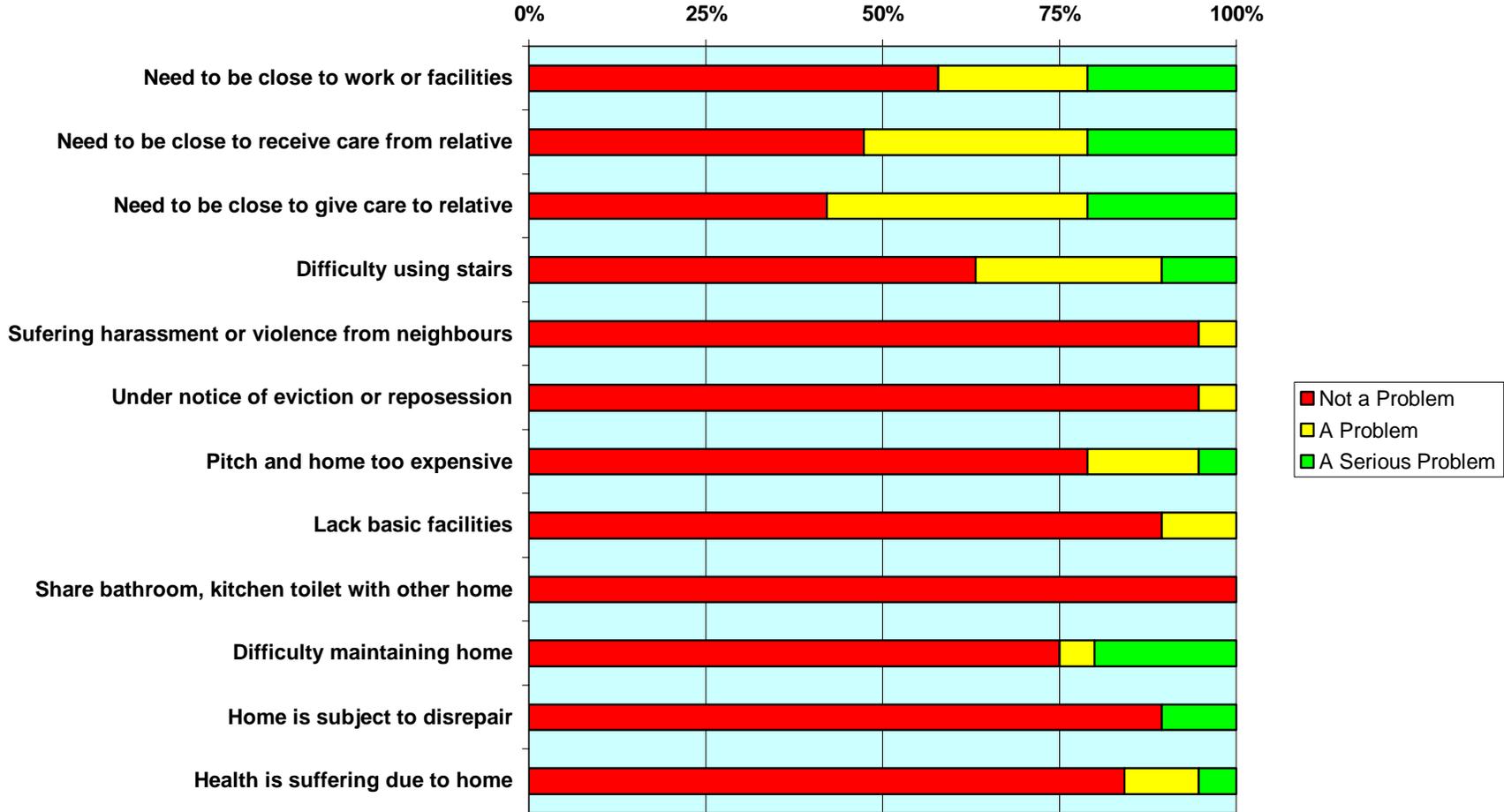
The table above shows the frequency of responses to the question of whether certain household circumstances were; not a problem, a problem or a serious problem. There was a strong spread of responses however it is clear that in the majority of cases the response not a problem was given by the overwhelming majority of respondents (75%). However there are some significant circumstances where there are either problems or serious problems. Respondents stated that these were in the following areas:

- difficulty in using stairs (5 a problem, 2 a serious problem)
- need to be close to give care to relative (7 a problem and 4 a serious problem) i.e. over 50% of the site residents
- need to be close to receive care from relative (6 a problem and 4 a serious problem) i.e. over 50% of the site residents
- need to be close to work or facilities (4 a problem and 4 a serious problem)

It is evident that there are several sets of pitches (over 50%) which hold a strong family association with another pitch (this has been previously explained in the context to this report) and a specific need to be close either to look after or be looked after by a relative.

The chart below sets this spread of responses out in a profiled bar chart.

Concerns over House Hold Circumstance



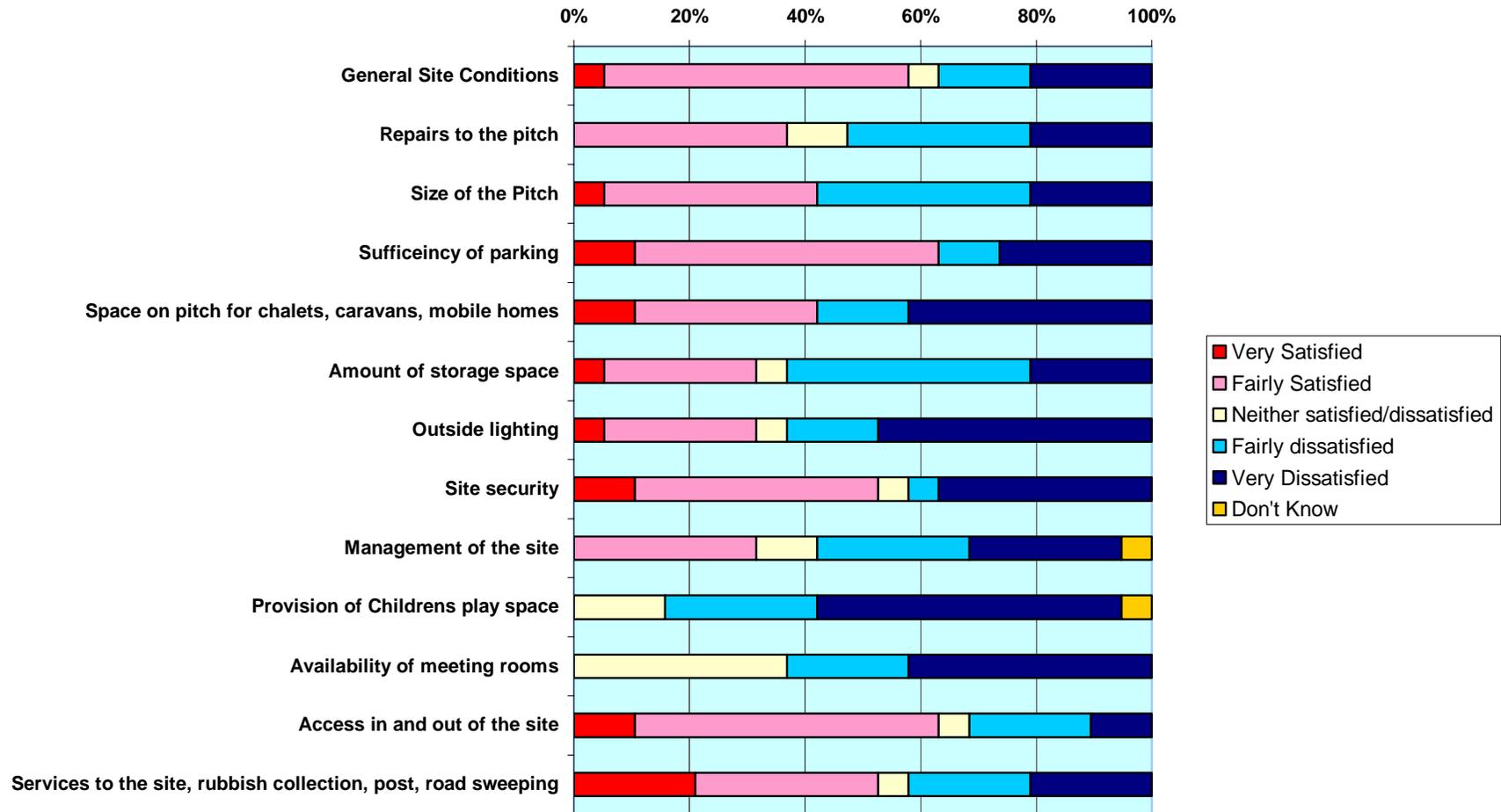
10a Are you satisfied or dissatisfied with the following aspect of your home/pitch?

	Very Satisfied		Fairly Satisfied		Neither satisfied/ dissatisfied		Fairly dissatisfied		Very Dissatisfied		Don't Know	
	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%
General Site Conditions	1	5.3%	10	52.6%	1	5.3%	3	15.8%	4	21.1%	0	0.0%
Repairs to the pitch	0	0.0%	7	36.8%	2	10.5%	6	31.6%	4	21.1%	0	0.0%
Size of the Pitch	1	5.3%	7	36.8%	0	0.0%	7	36.8%	4	21.1%	0	0.0%
Sufficiency of parking	2	10.5%	10	52.6%	0	0.0%	2	10.5%	5	26.3%	0	0.0%
Space on pitch for chalets, caravans, mobile homes	2	10.5%	6	31.6%	0	0.0%	3	15.8%	8	42.1%	0	0.0%
Amount of storage space	1	5.3%	5	26.3%	1	5.3%	8	42.1%	4	21.1%	0	0.0%
Outside lighting	1	5.3%	5	26.3%	1	5.3%	3	15.8%	9	47.4%	0	0.0%
Site security	2	10.5%	8	42.1%	1	5.3%	1	5.3%	7	36.8%	0	0.0%
Management of the site	0	0.0%	6	31.6%	2	10.5%	5	26.3%	5	26.3%	1	5.3%
Provision of Children's play space	0	0.0%	0	0.0%	3	15.8%	5	26.3%	10	52.6%	1	5.3%
Availability of meeting rooms	0	0.0%	0	0.0%	7	36.8%	4	21.1%	8	42.1%	0	0.0%
Access in and out of the site	2	10.5%	10	52.6%	1	5.3%	4	21.1%	2	10.5%	0	0.0%
Services to the site, rubbish collection, post, road sweeping	4	21.1%	6	31.6%	1	5.3%	4	21.1%	4	21.1%	0	0.0%

The table above sets out respondent's satisfaction and dissatisfaction with different aspects of the pitch, their home and the amenities and services to the site. As with the table above there is a strong range of responses provided. Over 50% of respondents stated they were either satisfied or fairly satisfied with General Site Conditions, Sufficiency of Parking, Site Security, Access in and out of the site, Services to the site, rubbish collection, post, road sweeping. However in a number of these categories there were respondents who were very dissatisfied. Hence in the following aspects of the pitch over 50% of respondents stated that they were either fairly dissatisfied or dissatisfied with; Repairs to the Pitch, Size of the Pitch, Space on pitch for chalets, caravans, mobile homes, Amount of storage space, Outside lighting, Management of the site, Provision of Children's play space, Availability of meeting rooms.

It is clear that certain aspects of the site were more important to some respondents than others.

Satisfaction Ratings of Site Conditions

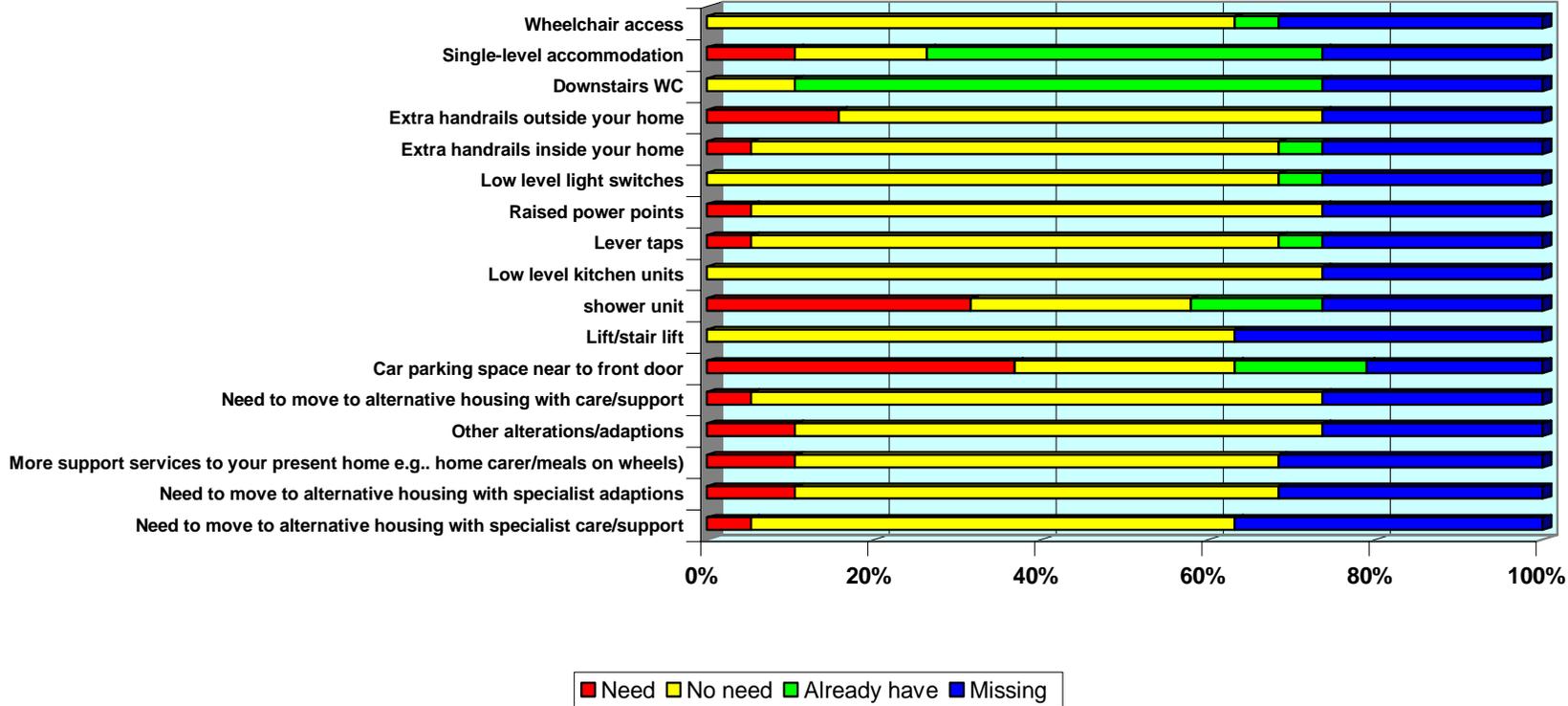


How could the accommodation or services for their (your) special needs best be improved. Please say if you already have these improvements?

The table below sought to ask respondents what particular special needs options suggested were either needed, not needed or something that the respondent already had. The value of the majority of these needs is Pitch specific and this information is available in the pitch by pitch profile of responses in the appendix to this report. The overall frequency is set out in the bar chart below.

	Need		No need		Already have		Missing	
	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Wheelchair access	0	0.0%	12	63.2%	1	5.3%	6	31.6%
Single-level accommodation	2	10.5%	3	15.8%	9	47.4%	5	26.3%
Downstairs WC	0	0.0%	2	10.5%	12	63.2%	5	26.3%
Extra handrails outside your home	3	15.8%	11	57.9%	0	0.0%	5	26.3%
Extra handrails inside your home	1	5.3%	12	63.2%	1	5.3%	5	26.3%
Low level light switches	0	0.0%	13	68.4%	1	5.3%	5	26.3%
Raised power points	1	5.3%	13	68.4%	0	0.0%	5	26.3%
Lever taps	1	5.3%	12	63.2%	1	5.3%	5	26.3%
Low level kitchen units	0	0.0%	14	73.7%	0	0.0%	5	26.3%
shower unit	6	31.6%	5	26.3%	3	15.8%	5	26.3%
Lift/stair lift	0	0.0%	12	63.2%	0	0.0%	7	36.8%
Car parking space near to front door	7	36.8%	5	26.3%	3	15.8%	4	21.1%
Need to move to alternative housing with care/support	1	5.3%	13	68.4%	0	0.0%	5	26.3%
Other alterations/adaptations	2	10.5%	12	63.2%	0	0.0%	5	26.3%
More support services to your present home e.g.. home carer/meals on wheels)	2	10.5%	11	57.9%	0	0.0%	6	31.6%
Need to move to alternative housing with specialist adaptations	2	10.5%	11	57.9%	0	0.0%	6	31.6%
Need to move to alternative housing with specialist care/support	1	5.3%	11	57.9%	0	0.0%	7	36.8%

Special Requirement Needed



Satisfaction with the Local Area

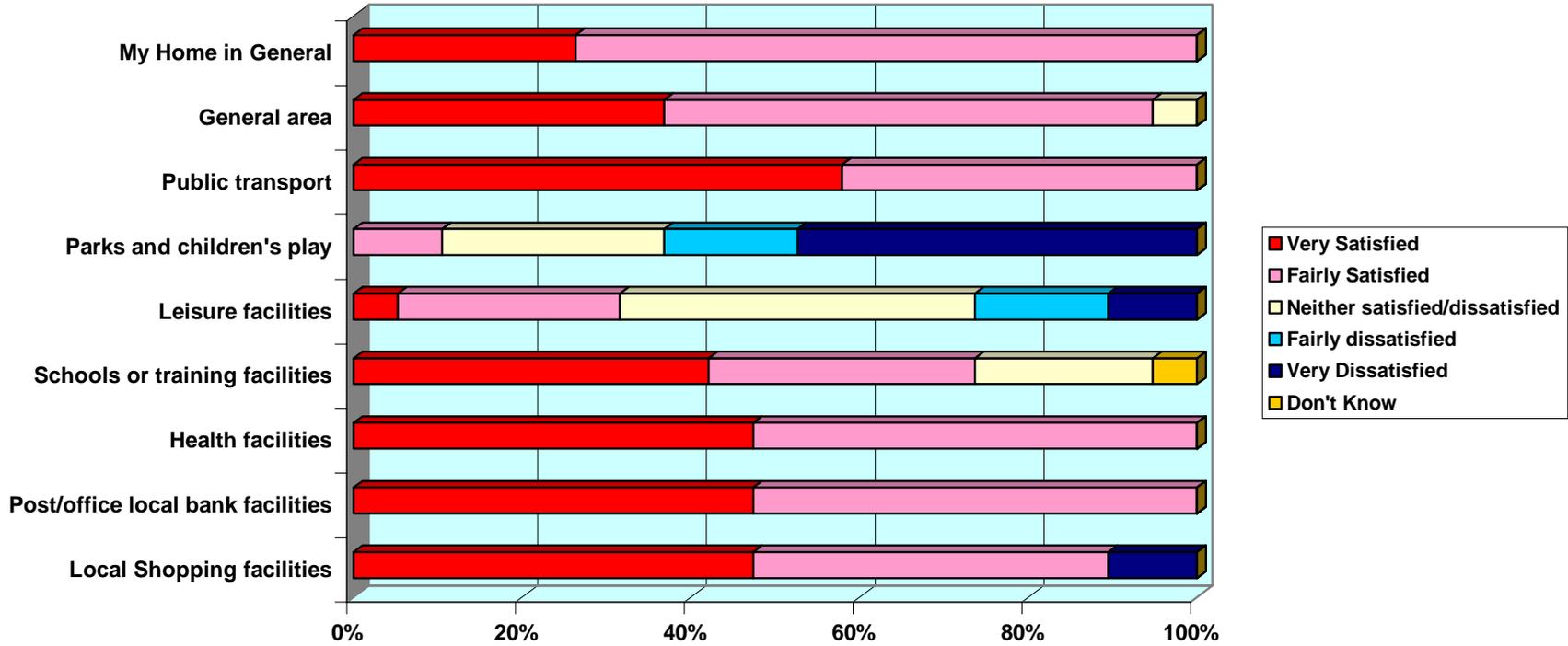
	Very Satisfied		Fairly Satisfied		Neither satisfied/ dissatisfied		Fairly dissatisfied		Very Dissatisfied		Don't Know	
	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Local Shopping facilities	9	47.4%	8	42.1%	0	0.0%	0	0.0%	2	10.5%	0	0.0%
Post/office local bank facilities	9	47.4%	10	52.6%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Health facilities	9	47.4%	10	52.6%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Schools or training facilities	8	42.1%	6	31.6%	4	21.1%	0	0.0%	0	0.0%	1	5.3%
Leisure facilities	1	5.3%	5	26.3%	8	42.1%	3	15.8%	2	10.5%	0	0.0%
Parks and children's play	0	0.0%	2	10.5%	5	26.3%	3	15.8%	9	47.4%	0	0.0%
Public transport	11	57.9%	8	42.1%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
General area	7	36.8%	11	57.9%	1	5.3%	0	0.0%	0	0.0%	0	0.0%
My Home in General	5	26.3%	14	73.7%	0	0.0%	0	0.0%	0	0.0%	0	0.0%

The table above sets out respondents sense of satisfaction and dissatisfaction with the local area. It is clear that in the majority of cases people were either satisfied or fairly satisfied with provision or facilities locally. The notable example of dissatisfaction is with the provision of parks and children's play provision and to a lesser degree leisure provision locally.

What this clearly demonstrates is that people are happy to live in this area and that they see the majority of facilities and provision to be good.

The frequency profile of these views is set out in the bar chart below

Satisfaction Rating with Local Area



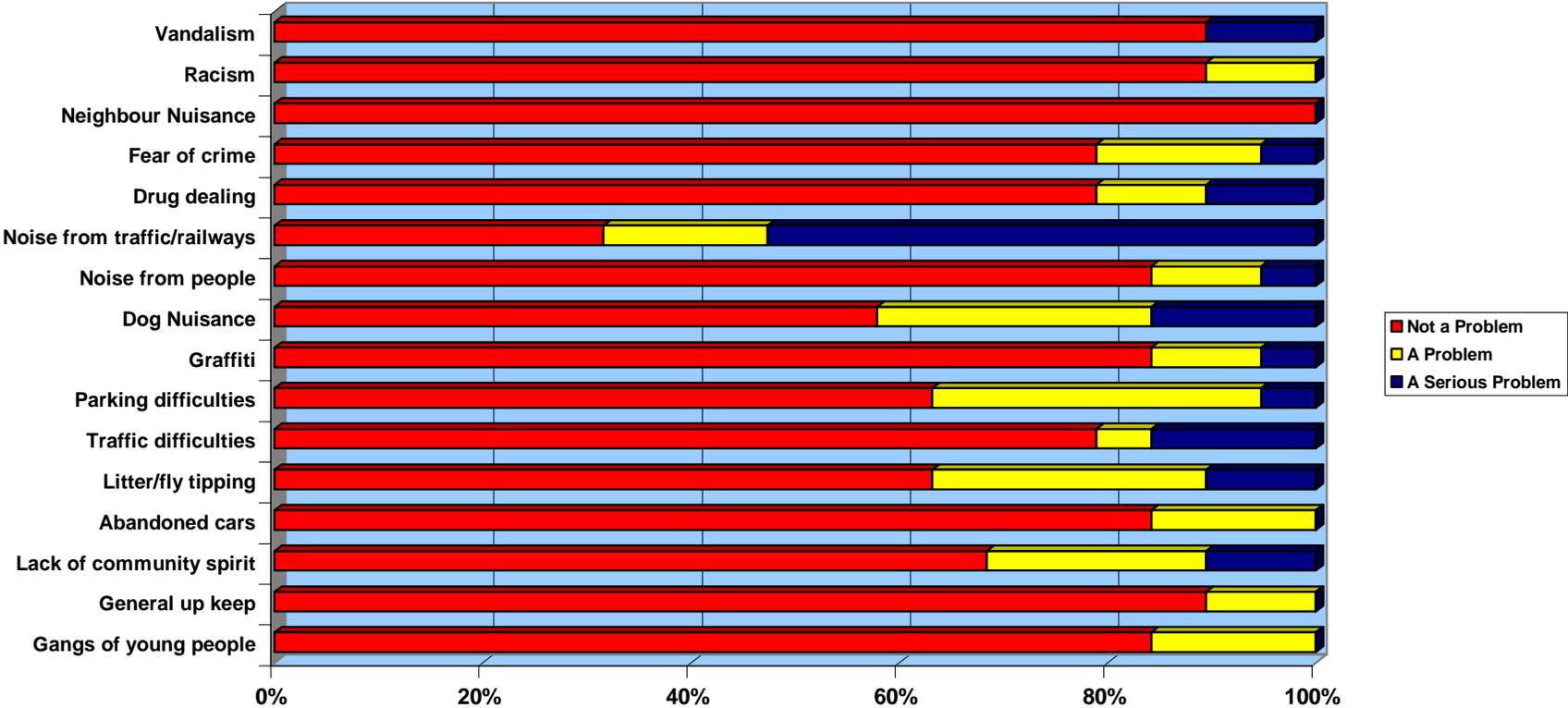
Q26. Please can you say if each of the following features of your local are; a serious problem, a problem or not a problem/not applicable to your household?

	Not a Problem		A Problem		A Serious Problem	
	Frequency	%	Frequency	%	Frequency	%
Vandalism	17	89.5%	0	0.0%	2	10.5%
Racism	17	89.5%	2	10.5%	0	0.0%
Neighbour Nuisance	19	100.0%	0	0.0%	0	0.0%
Fear of crime	15	78.9%	3	15.8%	1	5.3%
Drug dealing	15	78.9%	2	10.5%	2	10.5%
Noise from traffic/railways	6	31.6%	3	15.8%	10	52.6%
Noise from people	16	84.2%	2	10.5%	1	5.3%
Dog Nuisance	11	57.9%	5	26.3%	3	15.8%
Graffiti	16	84.2%	2	10.5%	1	5.3%
Parking difficulties	12	63.2%	6	31.6%	1	5.3%
Traffic difficulties	15	78.9%	1	5.3%	3	15.8%
Litter/fly tipping	12	63.2%	5	26.3%	2	10.5%
Abandoned cars	16	84.2%	3	15.8%	0	0.0%
Lack of community spirit	13	68.4%	4	21.1%	2	10.5%
General up keep	17	89.5%	2	10.5%	0	0.0%
Gangs of young people	16	84.2%	3	15.8%	0	0.0%

The profile of responses to problems in the area is interesting. In the majority of cases the problems raised were seen by respondents not to be a problem. However the only notable exception was the problem of noise from traffic and railways.

The profile of the frequency of responses is set out in the bar chart below. What this describes is that respondents do not see many problems to living on Eleanor Street and in contrast are generally happy with living on the site.

Problems/Concerns about the local area



Summary and Conclusions

- In summary the Interview Survey carried out with residents of Eleanor Street Travellers site took place on 13th and 16th March. In total 48 residents live on 19 pitches, within some 27 chalets, mobile homes and or caravans on the site. The majority of the residents of the site have lived on the site for over 10 years with a significant majority having lived there since the Borough's adoption of the land and establishment as a formal Gypsies and Travellers Site.
- A key finding of the survey is the Strength of community on the site. The Audit findings show a tight knit community, with a strong number of pitches linked through family ties. The community is, in essence, made up of seven families and sets of families on the site with siblings and relatives coming and going from the site on a regular basis. These strong family ties on the site are significant in the housing needs of the community and will be significant in any redevelopment options being proposed.
- The Travellers on Eleanor Street have an established lifestyle that whilst strongly resembles the needs and cultural diversity of Gypsies and Travellers as a whole shows the specific traits of a Travelling community that has settled on a site and which is keen to build roots and foundations within the local area. Children attend local schools and residents have strong sense of satisfaction with local amenities and facilities
- The profile of the residents on site shows as strong age spread on site, a high proportion of women against men but with a small but evident percentage of single male residents on site. The site however shows high levels of unemployment amongst both male and female residents. The family association of different pitches on the site shows a strong context for the way of life of residents on the site. Families are constantly going round to each others homes to meet and to share both in food and social interaction.
- There is however significant levels of ill health and particular conditions/ long term illnesses on the site, some physical disability and mental health needs and limited but significant learning disability needs. What is apparent is the need for family members to live near to each other both to care and be cared for. In general terms there is a wide range of special needs on site, this is certainly the case if comparisons are made with the borough as a whole. Although, few are residents with a serious physical and or learning disability.
- A significant number of households would or could grow both within existing pitches and or via new pitches. This gives rise to the need to either accommodate residents more effectively and or to expand provision on the site.
- Travel to and from the site is seen as reasonably accessible. Most pitches have vehicles in them and this causes the need for effective parking provision. Most park in or outside their pitch and this is a trend that show that the need to securely park vehicles is vital to the life styles of the residents on the site. It is clear that parking and journeys to and from the site are significant and very relevant to the general needs of the community. This must be considered in any future redevelopment options.
- Most pitches have ownership of the accommodation they use on site. Many have invested in their mobile homes and caravans and

chalets. Additionally many have made improvements to both their pitches and amenity blocks and most interviewed saw it as vital that this investment was reimbursed to them should they be made to leave their pitch as a consequence of its demolition and or redevelopment.

- Most interviewed intimated a general perception of poor management on the site and the need to do things for themselves rather than rely on the council. However the day to day management of the site was not seen as a real problem more the capacity of the council to undertake repairs and site improvements. Most people were happy with services on the site but there was a concern over post in particular.
- There is a general satisfaction with the area and with the facilities available locally. This coupled with no real sense of significant and or serious problems with the local area suggests a community that is satisfied and happy to live in the Bow Triangle. Whatever people may think, Eleanor Street is the Travellers home of choice.
- There were balanced satisfaction ratings with key elements of the site which suggests that some would prefer improvements and other are satisfied with the status quo.
- In general the development proposals of Crossrail are seen as a having a negative impact on the site and the resident living on it. The fact that people's lives are on hold also is seen as a particularly intrusive impact of the development. Moreover the fact that their homes and pitches will be demolished gives cause for concern but the robustness of the community is such that they are keen to stay and be relocated in alternative, redeveloped pitches on or adjacent to the site. Indeed there was a general sense of acceptance of the inevitability of Crossrail happening.
- Most respondents would prefer to stay on site; the majority would prefer a single move and most that were aware preferred option 4b as described by Crossrail. However the ongoing negotiations and discussion around the development of the site would need careful handling and would require the engagement and support both the London Gypsy and Traveller Unit and LB Tower Hamlets.
- Residents stated that they would want to be closely involved in the design of the future options of the site; in particular the process for the allocation and the programming of the development and the phased demolition, development and decanting to new pitches. Many stated that they would need financial and technical support to move and in the case of the double chalets on site specialist contractors would need to be engaged to complete this work. Additionally it is feasible that the dismantling and reconstruction of the double chalets would cause significant damage to the chalets and may give cause for significant requests for compensation. The issue of compensation is a relevant issue for all residents given the volume of improvement carried out to their pitches over the years they have occupied the site.
- It is strongly suggested, as a conclusion to this report, that the management of the site and the developers address the survey's findings both of its frequency tables and the audit of pitches to ensure that the needs and aspirations of the residents of the site are addressed both for the potential future development and management of the site. Moreover the details set out in this report should provide a valuable backdrop to the housing needs of residents of the Eleanor Street Travellers site.

Identify areas where more information may be needed and the action taken to obtain this data.

There is sufficient information to carry out this EIA and indeed the recently completed research and survey of the site at Eleanor Street has been particularly helpful to draw together residents profile and the views of the residents both of the local area the site itself its management and the cross rail development.

However from the review there are certain omissions not so much of data but of key policies and strategy both with respect to Gypsies and Travellers both on site and in unofficial encampments but also those residents in purpose built housing.

Gaps in information:

Specific gaps in information are:

No specific Policy on Gypsies and Travellers within the borough.

In particular there is a need for an Allocation Policy (currently allocations are set on a first come first service basis of a waiting list). There is no prioritisation criteria for that list and there is little formalisation of an allocation process.

Additionally there is a need to review policies around unauthorised encampments and to review of the licence conditions of Eleanor Street itself.

Moreover the site does not have any management plans other than the current work being coordinated with Crossrail for the redevelopment of the site. There is a need to address the vital factor of who should manage the site and whether this should be managed by Housing (a recommendation of the CRE report) and or whether the management of the site should rest with Environmental Health who have previously managed the site and who now have some expertise in liaising and supporting the needs of residents on the site.

Site development opportunities resulting from the Crossrail proposals are still emerging and there is likely to be significant disruption for residents over the next 3-6 years. Additionally there is a process starting with residents and the council to build a strong working relationship with Crossrail to ensure that the development is supported by joint planning and a transparent and consensus led approach to the development. This is the subject of additional provisions to the Crossrail Bill which are to be discussed and reviewed by the parliamentary Select Committee in the autumn.

Aside from these developments there needs to be a local debate within LB Tower Hamlets, as recommended by the CRE report to address the relevant and appropriate location of the management of the site and its associated services, be they within Environmental Health or Housing or indeed elsewhere in the council.

Action needed:

(Include short-term measures to be taken to provide a baseline where no or little information is available)

- Develop comprehensive suite of policies for the management of the Eleanor Street Site in line with the CRE Report Common Ground.
- Develop policies for the enforcement of unofficial sites throughout the borough
- Develop a comprehensive housing needs survey in line with the ODPM Circular and to add the findings of the Eleanor Street Survey to the research needs of House based Gypsies and Travellers in the community.
- Review Licence Agreements on the site
- Define plans for the redevelopment of the Eleanor Street Site (with Crossrail and Residents and supported by the London Gypsy and Traveller Unit)
- Develop a housing strategy for Gypsies and Travellers both on site and in the brick built environment
- Agree and resolve the management plans for the site and in particular to address the appropriate location of the management of the site within the council
- Maintain the borough commitment to equality and diversity and ensure that the views and needs of the residents on the site are effectively addressed.

SECTION 3

ASSESSMENT OF IMPACT

Race – testing of disproportionate or adverse impact

Identify the effect of the policy on different **race** groups from information available above.

The service itself is targeted at the specific racial group of Gypsies and Travellers

How is the race target group reflected in the take up of the service?

The service based through the current allocations on the Eleanor Street site is strong with some 84.2% of residents on the site claiming they are either Irish Travellers or English Roma's. The remaining 15.8% have stated they are either, White British, Irish or Mixed Welsh Irish. All are Travellers and live the Traveller way of life and adhere to the cultural values of Gypsies and Travellers.

From the evidence above does the policy affect, or have the potential to affect, racial groups differently and if so do any of the differences amount to adverse impact or unlawful discrimination?

The service does affect different communities and cultures differently but not in a way that is either adverse and or impacts in a discriminatory way. For example there are no situations arisen where say a Bangladeshi family have been refused allocation to the site because they are not Travellers. The desire to be part of the site at Eleanor Street is set by the desire for people to live the Travelling way of life and to be able to live in the conditions that a pitch and caravan, trailer or mobile home affords.

If there is an adverse impact, can it be justified on the grounds of promoting equality of opportunity for one racial group or for another legitimate reason?

There is no case evident through this EIA of adverse impact

Could the policy discriminate, directly or indirectly and if so is it justifiable under legislation?

This is something that still needs to be addressed and the process of developing a comprehensive Gypsies and Travellers Policy in the Borough needs to be completed in conjunction and in partnership with residents on the site and with the support of the London Gypsy and Traveller Unit.

(Include information on adverse impact between different racial groups)

Not applicable

Gender – testing of disproportionate or adverse impact

Identify the effect of the policy on **gender** groups from information available above.

The service at Eleanor Street does not have any specific effect on gender groups. As essentially a licensed housing environment the site is made up of both men and women and there is no specific impact of the service on women.

How are the gender groups reflected in the take up of the service?

Of the 49 residents on the site 25 (52% are women or girls). This is broadly reflective of the borough as a whole.

From the evidence above does the policy affect, or have the potential to affect, gender groups differently and if so do any of the differences amount to adverse impact or unlawful discrimination?

NO

If there an adverse impact, can it be justified on the grounds of promoting equality of opportunity for one gender group or for another legitimate reason?

There is no evidence of adverse impact

Could the policy discriminate, directly or indirectly and if so is it justifiable under legislation?

The may need to be addressed when the Gypsy and Traveller policy, a recommendation of this assessment is addressed.

Disability – testing of disproportionate or adverse impact

Identify the effect of the policy on the **disability** strand from information available above.

There is a high incident of illness and impairment on the site. This is not necessarily a reflection of the living conditions on the site but may have a relationship with this fact. There has been an assessment of special needs for the 19 units on the site. Moreover when assessments are made of unofficial encampments, the occasion of which is significantly reducing in the borough due to a lack of available sites, there are assessments made for special housing needs and requirement of these people.

How are disabled people reflected in the take up of the service?

Of the 19 pitches identified in the housing survey recently carried out, 14 'households' (73.7%) identified that they had a special need. Clearly this does not specifically imply that all these residents had a disability.

Specifically

- 2 households 10.5% stated they has a frail or elderly resident
- 5 households had on physically disabled resident and 2 households stated they have 2 physically disabled residents on their pitch
- households had on learning disabled resident and 1 households stated they have 2 learning disabled residents on their pitch
- 2 households stated they had a resident with a severe sensory impairment
- Eight respondents stated that a severe long term illness applied to a person on their pitch and one respondent stated that a severe long term illness applied to 2 residents on their pitch
- Eleven respondents stated that another health need applied to a person on their pitch and one respondent stated that another health need applied to 3 residents on their pitch

From the evidence above does the policy affect, or have the potential to affect, disability groups differently and if so do any of the differences amount to adverse impact or unlawful discrimination?

The services on the site themselves do not directly disproportionately or adversely impact on disabled people. This does not bring into question the impact of the site on those members of the community that have specific needs and indeed the policy that the council has through its duty of care for these residents. The licence agreement does not make any reference to disability of the residents and or members of the household but it may need to do so in order that there is clarity as to what will be done to help and support these people. Clearly this may be an issue which is taken up either by social services and or the health services locally.

The residents on the site are strongly self-sufficient this is exemplified by the fact that if there is the need for some modifications (disability/special needs) to specific pitches and accommodation but it would seem that this is addressed by the residents and their families themselves.

If there is an adverse impact, can it be justified on the grounds of promoting equality of opportunity for one group or for another legitimate reason?

No

Could the policy discriminate, directly or indirectly and if so is it justifiable under legislation?

It is possible that the conditions of the Gypsies and Travellers site at Eleanor Street may negatively impact on disabled residents, however this is counterbalanced that all the residents recently interviewed wanted to live at Eleanor Street and they all wanted to enjoy the lifestyle of living on a licensed pitch in a chalet, mobile home or caravan.

Age – testing of disproportionate or adverse impact

Identify the effect of the policy on different **age** groups from information available above.

The service is effectively a housing provision and as such there are all age groups represented in the families living on the site.

How are young and old people reflected in the take up of the service?

There is a strong age range of those who live at Eleanor Street with a range of 1-68. There are no residents over 70 on the site however there are numerous children both at pre school and school age, all of which are in attendance at local schools

From the evidence above does the policy affect, or have the potential to affect, age groups differently and if so do any of the differences amount to adverse impact or unlawful discrimination?

No

If there is an adverse impact, can be justified on the grounds of promoting equality of opportunity for one group or for another legitimate reason?

No

Could the policy discriminate, directly or indirectly, and if so is it justifiable under legislation?

The housing provision on the site may negatively impact on the very young and the very old, especially in periods when it is very cold. However there are strong examples of all age groups living comfortably and successfully on the site. Nonetheless the emerging Gypsy and Traveller policy must address the needs of all ages and address the possibility of housing allocation of people on the site if they are becoming elderly and frail and when they may require sheltered housing provision. This must also address the fact that the extended family network on the site provides a strong support network and this is an essential cultural component to the Travelling way of life.

Lesbian, gay bisexual – testing of disproportionate or adverse impact

Identify the effect of the policy on **lesbian, gay and bisexual** (LGB) groups from information available above.

There are no direct specific instances of sexual orientation impacting on the provision of this service.

How are LBG groups reflected in the take up of the service?

No information available

From the evidence above does the policy affect, or have the potential to affect LBG groups differently and if so do any of the differences amount to adverse impact or unlawful discrimination?

No data available to make an assessment

If there is an adverse impact which, can it be justified on the grounds of promoting equality of opportunity for one group or for another legitimate reason?

No

Could the policy discriminate, directly or indirectly and if so is it justifiable under legislation?

Potentially the policy could discriminate but this has not been addressed in this EQIA, if it were to it is not justifiable under legislation.

Religion/Belief – testing of disproportionate or adverse impact

Identify the effect of the policy on different **religious/belief** groups from information available above.

There are no specific instances of the way religious beliefs may be effected by the provision of the service. It is clear that there is a cultural imperative to the desire to live at a Travellers Site and this is confined to both cultural and religious belief of the Gypsies and Travellers themselves.

How are the religious/belief groups reflected in the take up of the service?

Data not available

From the evidence above does the policy affect, or have the potential to affect, religious or belief groups differently and if so do any of the differences amount to adverse impact or unlawful discrimination?

No

If there is an adverse impact, can it be justified on the grounds of promoting equality of opportunity for one group or for another legitimate reason?

Not applicable

Could the policy discriminate, directly or indirectly, and if so is it justifiable under legislation?

The policy needs to be drafted and once done, it needs to address the commitment to allow any resident on the site irrespective of their religious beliefs

Health Impact – testing of disproportionate or adverse impact

*Identify the effect of the policy on physical or mental **health** of service users and the wider community from any information that is available. (This might include an increased risk to health for some groups in the community, which although not intended, may have still occurred. The impact on health might include: increased mental stress, greater risk of accident or injury, reduced opportunities to have a quality diet, reduced opportunity for physical exercise, or greater incidence of diseases such as heart disease and diabetes.)*

The health and well being of residents on the site is essential. From the research carried out there are significant levels of special needs on the site. Some of these needs are health based as opposed to impairments and or disabilities per se.

The management of the site needs to take a greater care over the health impacts of living on the site and to ensure that there are no instances where poor health becomes a factor as a consequence of the living conditions as opposed to the customs and practices of residents of the site.

From the evidence above does the policy affect, or have the potential to affect the health of groups differently? If so, which groups and how does the impact occur?

The research identified specific health needs of residents of the 19 pitches on Eleanor Street.

Eleven respondents stated that another health need applied to a person on their pitch and one respondent stated that another health need applied to 3 residents on their pitch

Any other please specify	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1 person	11	57.9	91.7	91.7
3 person	1	5.3	8.3	100.0
Total	12	63.2	100.0	
Missing System	7	36.8		
Total	19	100.0		

Descriptions of other health needs are set out below:

- Angina, arthritis, thyroid
- Arthritis, asthma, neurological aneurism
- Arthritis, hiatus, hernia
- Arthritis, one kidney
- Arthritis, rheumatism, mobility
- Asthma sufferer
- Blood clot on brain, memory loss, a learning disability caused by an accident
- High blood pressure, thyroid condition
- Kidney problem, bladder in young child
- Parkinson's Disease
- Son with asthma
- Triple bi pass, Asthma, arthritis, diabetes with insulin dependency

Effort needs to be made to ensure that these ailments and or health issues are not a result of the living conditions of the site.

Additional groups which may experience a disproportionate or adverse impact

Identify if there are groups, other than those already considered, that may be adversely affected by the policy?

For example those in poverty may be adversely impacted by the policy and it might be useful to consider them as a separate group in the light of the Council's overall policy objectives.

There are no specific examples where other groups may be adversely affected by the service.

Additional factors which may influence disproportionate or adverse impact

Management Arrangements

(How is the Service managed, are there any management arrangements which may have a disproportionate impact on the equality target groups?)

There is a management process led by the Environmental Health, Environmental Protection Division within Environment and Culture Directorate. There have been complaints in the past about the management and maintenance on the site but equally these have been responded to by the officers within this section.

What is the custom and practice in the provision or allocation of this service?

(Could these have a disproportionate impact on the equality target groups?)

Access to the service is based on a waiting list application which is held on the LBTH Web site. The policy remains on a first come first serve basis at present there are some 6 families waiting to go onto the site.

The Process of Service Delivery

(In particular look at the arrangements for the service being provided).

Allocations are made and a deposit (£150) is then requested by the Council as part of the licence agreement. On leaving the site a pitch inspection is made and once this completed the deposit is repaid to the licence holder

Operation Times

(When is the service provided; are there seasonal issues; are there barriers to the service based on the time and delivery of the service which may affect the target groups?)

9am-5pm Monday to Friday. Emergency Call out can be made through the council's out of hours service.

Methods of communication to the public and internally

(What methods do you use to communicate this service? Include review and assessment of methods, media, translations, interpretation etc. bearing in mind the extent to which these media forms are accessible to all sections of the community)

Externally

Letters to all residents, e.g. dog issues and parking, resident groups meetings etc

There is a particular concern raised in the recent research that relates to the receiving of post. There is no really effective post distribution as Postal staff are reluctant to distribute mail to individual pitches on the site and this means that residents fail to receive their correspondence.

Internally

Internal circulation of meeting data etc as exemplified in the recent correspondence with Crossrail

Awareness of Service by Local People

(Assessment of the extent to which local people are aware of the service based on available data. What measures do you undertake to reach traditionally excluded communities?)

Web Site
Local ward councillors
LGTU

Evidence of disproportionate or adverse impact

(Is there any evidence or view that suggests that different equality, or other, target groups in the community have either a disproportionately high or low take up/impact of/from this service/function?)

yes no

If yes, what and why (State below)

SECTION 4

MEASURES TO MITIGATE DISPROPORTIONATE OR ADVERSE IMPACT

Specify measures that can be taken to remove or minimise the disproportionate impact or adverse effect identified at the end of Section 3. If none were identified in Section 3, identify how disproportionate impact or adverse effect could be avoided in the future. (Consider measures to mitigate any adverse impact and better achieve the promotion of equality of opportunity).

As has been described in section three there are several areas of priority for the mitigation of equality impacts. Additionally throughout the course of the EIA there have been areas of need that would require work and initiation broadly to support service wide improvements.

Therefore this EIA has separated out the equality issues from the service improvement issues these are:

Equality issues

- Address disability issues of the residents on Eleanor Street
- Address health impacts of living on the site
- Equality impact assess the suggested Corporate Gypsies and Travellers Policy

Service improvement issues

- Develop comprehensive suite of policies for the management of the Eleanor Street Site in line with the CRE Report Common Ground.
- Develop policies for the enforcement of unofficial sites throughout the borough
- Develop a comprehensive housing needs survey in line with the ODPM Circular and to add the findings of the Eleanor Street Survey to the research needs of Housing based Gypsies and Travellers in the community.
- Review Licence Agreements on the site
- Define plans for the redevelopment of the Eleanor Street Site (with Crossrail and Residents and supported by the London Gypsy and Traveller Unit)
- Develop a housing strategy for Gypsies and Travellers both on site and in the housed environment
- Agree and resolve the management plans for the site and in particular to address the appropriate location of the management of the site within the council
- Maintain the borough commitment to equality and diversity and ensure that the views and needs of the residents on the site are effectively addressed.

SECTION 5

CONCLUSIONS AND RECOMMENDATIONS

Does the policy comply with equalities legislation, including the duty to promote race equality? Take into account your findings from the impact assessment and consultations and explain how the policy was decided upon its intended effects and its benefits.)

yes no

What are the main areas requiring further attention? And Summary of recommendations for improvement

Equality issues

- Equality impact assess Gypsies and Travellers protocols and policies.
- Address health impacts of residents living at Eleanor Street.
- Address disability issues of the residents at Eleanor Street.

Service improvement issues

- Develop and equality impact assess a suite of protocols and policies for the management of the Eleanor Street Site in line with the CRE Report Common Ground.
- Consider the options for service delivery at Eleanor Street.
- Develop protocol for the enforcement of unauthorised sites throughout the borough.
- Develop a comprehensive housing needs survey in line with the ODPM Circular and to add the findings of the Eleanor Street Survey to the research needs of House based Gypsies and Travellers in the community.
- Review and equality impact assess site licence agreements.
- Define plans for the relocation of the Eleanor Street Site arising from the proposed Crossrail project (with Residents and Cross London Rail Links and supported by the London Gypsy and Traveller Unit).
- Incorporate Gypsy and Travellers issues into the Council's Housing Strategy and the Area Homelessness Strategy.
- Maintain the borough commitment to equality and diversity and ensure that the views and needs of the residents on the site are effectively addressed.

How will the results of the EIA feed into the performance planning process?

The recommendations of this EIA will directly fit into the Environmental Health Business plan 2006-07 and will be performance managed accordingly

Future Monitoring and Consultation

How and when will the policy be monitored?

Formatted

A further Housing Needs Assessment needs to be carried out in accordance with the priorities of the GLA and ODPM circular. This will address also the needs of House based Gypsies and Travellers.

The policy will need to be drafted and this will require an EIA and will be monitored accordingly against specific milestones either annually or every three years.

Suggested consultation for the future

The Eleanor Street Resident group will continue and they will be fully engaged in the policy, and amendments to the licence agreement and also in the forthcoming Crossrail Developments

The policy may require either an annual or bi annual audit of the site in accordance with the key priorities set by ODPM and the CRE and will mirror the questionnaire attached at appendix 1.

SECTION 6 – ACTION PLAN

Recommendation	Key activity	Progress milestones	Officer Responsible	Progress
<p><u>Equality issues</u> Address health and disability issues of the residents on Eleanor Street</p>	<ul style="list-style-type: none"> Review findings of research and meet with residents to see if their needs are being addressed Establish a protocol for joint agency working on health and disability issues 	<p>Spring 2007</p> <p>Summer 2007</p>	<p>Technical Officer (Travellers) and Team Leader Area North</p>	
<p><u>Service improvement issues</u> Develop and equality impact assess a suite of protocols and policies for the management of the Eleanor Street Site in line with the CRE Report Common Ground.</p>	<ul style="list-style-type: none"> Draft outline protocols and policies in accordance with CRE guidelines Consult on protocols and policies both with residents and internally to the Council Develop revised version for corporate presentation Seek adoption to protocols and policies 	<p>January 2007</p> <p>May 2007</p>	<p>Head of Environmental Health, Environmental Protection</p>	
<p>Develop policies for the enforcement of unofficial sites throughout the borough</p>	<ul style="list-style-type: none"> Draft outline policy in accordance with CRE guidelines Consult on policy both with residents and internally to the Council Incorporate this policy with Corporate Gypsies and Travellers Policy 	<p>Summer 2007</p> <p>October 2007</p>	<p>Team Leader Area North</p>	
<p>Develop a comprehensive</p>	<ul style="list-style-type: none"> Participate in regional GLA 	<p>December 2006</p>	<p>Head of</p>	

Recommendation	Key activity	Progress milestones	Officer Responsible	Progress
housing needs survey in line with the ODPM Circular and to add the findings of the Eleanor Street Survey to the research needs of House based Gypsies and Travellers in the community.	<p>supported London Travellers Needs Research</p> <ul style="list-style-type: none"> • Adopt findings into the final Gypsies and Travellers Policy 	Autumn 2007	Environmental Health, Environmental Protection	
Review licence Agreements on the site	<ul style="list-style-type: none"> • Review Licence agreement and adopt best practice in accordance with ODPM Circular and CRE Report 	March 2007	Head of Environmental Health, Environmental Protection and Technical Officer (Travellers)	
Define plans for the relocation of the Eleanor Street Site arising from the proposed Crossrail project	<ul style="list-style-type: none"> • Agree terms of reference and memorandum of understanding with Department for Transport and Eleanor Street Residents • Review plans as they emerge • Engage Residents and LGTU in future discussion on design and planning and development programme of the site 	<p>February 2007</p> <p>2007 Ongoing</p>	<p>Head of Environmental Health, Environmental Protection</p> <p>Head of Major Project Development D&R Directorate</p>	
Incorporate Gypsy and Travellers issues into the	<ul style="list-style-type: none"> • As a development for the Corporate Policy and in light of findings from the GLA Survey 	Summer 2007	Head of Environmental Health,	

Recommendation	Key activity	Progress milestones	Officer Responsible	Progress
Council's Housing Strategy and the Area Homelessness Strategy	develop a policy for support for the needs of all Gypsies and Travellers both on site and in housing throughout the borough		Environmental Protection	
Agree and resolve the management plans for the site	<ul style="list-style-type: none"> • Develop annual maintenance programme • Develop programme for responsive maintenance • Establish plans as components of the Environmental Protection Services Business plan 	<p>March 2007</p> <p>March 2007 ongoing</p> <p>March 2007</p>	Technical Officer (Travellers) and Team Leader Area North	
Maintain the borough commitment to equality and diversity and ensure that the views and needs of the residents on the site are effectively addressed	<ul style="list-style-type: none"> • Maintain regular Eleanor street Resident Groups • Address the possibility of an annual/bi annual site audit • Develop programmes of work emanating from these audits 	<p>Quarterly</p> <p>May 2007</p> <p>Ongoing</p>	Technical Officer (Travellers), Team Leader Area North and Head of Environmental Health, Environmental Protection	

