Friends Families and Travellers (FFT) is a leading national charity that seeks to end racism and discrimination against Gypsies, Travellers and Roma and to protect the right to pursue a nomadic way of life.

Every year, we support over 1,300 families with issues ranging from health to homelessness, education to financial inclusion and discrimination to employment.

Over half of our staff team, volunteers and trustee board are from Gypsy, Roma and Traveller communities. The information in this guide is based on the experiences and knowledge of our advice and outreach team.
Who is this for?

Anyone implementing the NHS Long Term Plan in local areas

People in ICSS/STPs wanting to engage with communities

CLINICAL COMMISSIONING GROUPS

NHS PROVIDER TRUSTS

LOCAL AUTHORITIES

PUBLIC HEALTH TEAMS

PRIMARY CARE NETWORKS
INTRODUCTION TO GYPSY, ROMA AND TRAVELLER COMMUNITIES
There are 300,000 Gypsy, Roma and Traveller people in the UK – that’s one in 200 people.¹

This includes Romany Gypsies, Irish Travellers, Scottish Gypsies and Travellers, Welsh Gypsies and Travellers, New Travellers, Liveaboard Boaters, Travelling Showpeople and Roma people.
Travellers’ Times: Roads from the Past

Our friends at Travellers Times have created a short animated history of Britain’s Gypsies, Roma and Travellers.
## Introduction to Gypsy, Roma and Traveller communities

<table>
<thead>
<tr>
<th>ETHNICITY</th>
<th>ROMANY GYPSIES</th>
<th>IRISH TRAVELLERS</th>
<th>ROMA PEOPLE</th>
<th>TRAVELLING SHOWPEOPLE</th>
<th>NEW TRAVELLERS</th>
<th>LIVEABOARD BOATERS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ARRIVAL IN ENGLAND</strong></td>
<td>Historically originated in Northern India, Romany Gypsies have been in the UK for many generations.</td>
<td>Irish Travellers originated in Ireland as a distinct and separate ethnic group from the general Irish population recorded since the 12th century.</td>
<td>Historically originated in Northern India and settled in Europe (including Romania, Slovakia, Czech Republic and Poland) before migrating to the UK more recently.</td>
<td>Anyone who travels to hold shows, circuses and fairs can be a Showperson. Many families have led this way of life for generations and many have Romany heritage.</td>
<td>‘New Traveller’ can describe people from any background who chooses to lead a nomadic way of life or their descendents.</td>
<td>Anyone who lives on a boat, from all walks of life and backgrounds.</td>
</tr>
<tr>
<td><strong>LANGUAGE</strong></td>
<td>Romany Gypsies speak English and many Romany Gypsies also speak a Romani dialect to varying levels of fluency.</td>
<td>Irish Travellers speak English and some speak Gaelic/Irish. Many Irish Travellers also speak Gaelic derived Gammon or Cant.</td>
<td>The majority of Roma speak their European origin country’s language(s). Many Roma also speak a Romani dialect, as well as English to varying levels of fluency.</td>
<td>Showpeople primarily speak English.</td>
<td>New Travellers primarily speak English.</td>
<td>Liveboard Boaters primarily speak English.</td>
</tr>
<tr>
<td><strong>ACCOMMODATION TYPE</strong></td>
<td>Around ¾ live in housing and ¼ on Traveller sites in caravans or chalets. A small proportion live roadside or in public spaces.</td>
<td>Around ¾ live in housing and ¼ on Traveller sites in caravans or chalets. Of these, a small proportion live roadside or in public spaces.</td>
<td>The vast majority of Roma people live in housing, although there are disproportionate levels of homelessness and overcrowding.</td>
<td>Most Showpeople live on yards in the winter months and travel during the summer months.</td>
<td>New Travellers lead a nomadic way of life – in vans, mobile homes, caravans and a small proportion are horse drawn.</td>
<td>Boaters live on narrowboats, barges or river cruisers, whether on a home mooring, a winter mooring or continuously cruising on a canal, or in a marina.</td>
</tr>
</tbody>
</table>
HEALTH INEQUALITIES FACED BY
GYPSY, ROMA AND TRAVELLER COMMUNITIES
What does the law say?

The Health and Social Care Act 2012 contains specific legal duties on health inequalities which require NHS England and Clinical Commissioning Groups (CCGs) to:

(a) reduce inequalities between patients with respect to their ability to access health services; and

(b) reduce inequalities between patients with respect to the outcomes achieved for them by the provision of health services.

Health inequalities are differences in health status or in the distribution of health determinants between different population groups.”
What does the law say?

NHS England and each CCG must exercise their functions with a view to securing that health services are provided in an integrated way where they consider that this would:

(a) [improve quality];

(b) reduce inequalities between persons with respect to their ability to access those services; or

(c) reduce inequalities between persons with respect to the outcomes achieved for them by the provision of those services.
What does the law say?

In addition, the Equality Act 2010 says that public bodies must comply with public sector equality duty. This means that when public authorities carry out their functions, the Equality Act says they must have due regard or think about the need to:

- eliminate unlawful discrimination
- advance equality of opportunity between people who share a protected characteristic and those who don’t
- foster or encourage good relations between people who share a protected characteristic and those who don’t

FIND OUT MORE

NHS England: Key Legislation, Reducing Health Inequalities
What does the Women and Equalities Committee Inquiry say?

The 2019 Women and Equalities Committee Inquiry “Tackling inequalities faced by Gypsy, Roma and Traveller communities” emphasises that Gypsy, Roma and Traveller communities face some of the starkest inequalities of any ethnic group and that there has been a persistent failure by both national and local policy-makers to tackle these in any sustained way.

Maria Miller, Chair of the Committee
Life expectancy and years in good health

Gypsy, Roma and Traveller communities are known to face some of the most severe health inequalities and poor life outcomes amongst the United Kingdom population, even when compared with other groups experiencing exclusion, and with other ethnic minorities.

On average, Gypsy and Traveller people have life expectancies 10-25 years shorter than the general population and live around 6 less years in good health before life expectancy is taken into account. \(^2\, ^3\, ^4\)
Gypsies and Travellers are:

- **3x** as likely to experience anxiety
- **2x** as likely to experience depression
- **20x** more likely to experience the death of a child, as a mother
- **6x** more likely to die by suicide than the general population
- **3x** more likely to experience chest pain, arthritis and respiratory problems

Gypsies and Travellers are significantly more likely to have a long term illness, health problem or disability.
Roma people

Information on the health outcomes of Roma communities in the UK are harder to come by. However, between 2005 and 2012, voluntary sector organisation Roma Support Group reported that:

- 43% of their Roma beneficiaries were suffering from mental health problems including depression, personality disorders, learning disabilities, suicidal tendencies, self-abuse, and dependency/misuse of drugs.

- 60% of their Roma beneficiaries had poor physical health including cancer, diabetes, epilepsy, hepatitis B, cardiovascular and respiratory alignments and multiple sclerosis.
Within Gypsy, Roma and Traveller communities, some individuals can experience dual disadvantage or overlapping inequalities which can have a compounding effect and lead to further exacerbated health inequalities, for example:

**Anecdotally we know that Gypsies** and Travellers from the LGBT+ community are at higher risk of poor mental health and suicide.

**Only 46% of Gypsy and Traveller** carers providing 50+ hours of care a week report good health.

**High levels of digital exclusion**, particularly amongst older Gypsies and Travellers, make it harder to access healthcare and benefits.

**Gypsy, Roma and Traveller** prisoners are twice as likely to report feeling depressed or suicidal on arrival but less likely to receive support.
Chronic exclusion across the wider social determinants of health places Gypsy, Roma and Traveller communities at high risk of poor health. In order to tackle health inequalities, services require a response which is universally proportionate – in other words, delivering services at a scale and intensity proportionate to the level of need.
Healthy homes

Around \( \frac{3}{4} \) of Gypsies and Travellers in England and Wales live in bricks and mortar accommodation and the remaining \( \frac{1}{4} \) live in a caravan or other mobile structure.\(^{17}\)

Of these, those at the greatest risk of poor health are the 10,000 or so people living roadside in England due to the chronic national shortage of Gypsy and Traveller sites. The vast majority of roadside families would like to be on an official Traveller site.\(^{18}\)
Healthy homes
Roadside families

Families with no place to stop (largely due to local authorities failure to identify land for Travellers) often have to make do without easy access to basic water and sanitation.

Because of the fear of backlash from the settled community, families often pull up in places which are out of the way.

This can make it difficult to access healthy food, healthcare and more. Even when a family does manage to access healthcare, the nature of evictions and need to keep moving means people often have to start from scratch in the health and care system in new areas.

TOP TIP

Approaches to unauthorised encampments differ from local authority to local authority.

When dealt with badly, evictions can make it difficult for families to access healthcare and can worsen mental health.

Ensure that your local authority is taking a Health in All Policies Approach to how they deal with unauthorised encampments.
Healthy homes Conditions on Traveller sites

If a family is lucky enough to get a pitch on a Traveller site, the positions of and conditions on sites can often put them at risk of poor health. Poor air quality, proximity to industrial sites, asthma and repeated chest infections were noted in around half of all interviews undertaken on local authority sites in a research exercise conducted by Traveller Movement in 2016. In addition, many Traveller sites, both local authority owned and privately owned are often poorly managed, which can affect the health of residents.

- The Traveller Movement: ‘Impact of insecure accommodation and the living environment on Gypsies’ and Travellers’ health’

### Health Inequalities in Gypsy, Roma and Traveller Communities

- **26%** of Traveller sites are near to major roads.
- **12%** of Traveller sites are near to rubbish tips.
- **8%** of Traveller sites are close to industrial and commercial activity.
- **3%** of Traveller sites are near to sewage works.
- **55%** of participants in research cited poor quality sites as a barrier to health care.
Health inequalities: COVID-19

As a result of pre-existing health inequalities, combined with poverty, overcrowding and historic issues related to accommodation, Gypsy, Roma and Traveller communities are at higher risk of being infected by COVID-19.

Added to this, pre-existing health inequalities in Gypsy, Roma and Traveller communities means there is a disproportionately high representation of people at increased risk of severe illness from coronavirus.

FIND OUT MORE

Implementing phase 3 of the NHS response to the COVID-19 pandemic: Urgent actions to address inequalities in NHS provision and outcomes.
ISSUES FACING

GYPSY, ROMA AND TRAVELLER COMMUNITIES
Access

Many Gypsy, Roma and Traveller people struggle to access health and care – this means health issues often get dealt with when they become urgent and people aren’t invited to routine screenings and appointments.

Almost half of doctors and one third of dentists we mystery shopped wrongfully refused to register Gypsies and Travellers if they had no fixed address or proof of identification.

I had to show my address and have ID for it. They said that a caravan didn’t count as a home address.

I was surprised that within the NHS they wouldn’t see me without filling all the forms, even when I was clearly in pain. I was upset that people can put form filling in front of someone’s wellbeing.

FIND OUT MORE
No room at the inn: How easy is it for nomadic Gypsies and Travellers to access primary care?
Trust

Due to longstanding experiences of discrimination, it can often take time to build trust with members of Gypsy and Traveller communities.

Community members may not be aware a service is available, may not be sure if they will be welcome there or may not feel confident that it will be delivered in a culturally appropriate way.

FIND OUT MORE
McFadden et al: ‘Community engagement to enhance trust between Gypsy/Travellers, and maternity, early years’ and child dental health services’
Communication

According to research we conducted, over one third of Gypsies and Travellers report that they find information from health professionals hard to understand.

Over 45% of our service users have low or no literacy so without support may find it difficult to read medical letters, get registered and understand information given by health professionals.

Big words make it hard to get what’s going on. I always come out confused.

Some of them can be very ignorant, they will just give me some paper and don’t understand that I can’t read none of it.

FIND OUT MORE

Friends Families and Travellers: ‘Experiences of Gypsies and Travellers in primary care: GP services’
Life on the move

Many Gypsy and Traveller families travel for work or leisure. It should be simple and straightforward for people to meet their health needs while on the move – whether this means picking up a prescription, receiving notice of a hospital appointment, maintaining a place on a waiting list or being able to get a dentist appointment. However, this often isn’t the case.
Understanding local populations

Our research found that the majority of Joint Strategic Needs Assessments, Joint Health and Wellbeing Strategies and Suicide Prevention Plans contain no mention of Gypsy, Roma and Traveller communities.

Even fewer identify any positive actions to tackle the health inequalities faced by these communities.
Access

A significant number of Gypsies and Travellers remain unregistered at GPs and dentists because of challenges with registration – this means that patients aren’t being invited for routine screenings or immunisations.

You can commission mystery shopping via Healthwatch or another local voluntary sector organisation to build a realistic picture of access in your area and take action to address any issues.

YOUR CHECKLIST

- Patients don’t need proof of identification, address or immigration status to register at GPs and dentists
- Gypsies and Travellers can register at a GP of their choice, not just at homeless GPs or walk in centres
- Processes are in place so that waiting lists do not disadvantage nomadic Gypsies, Travellers and Boaters
Don’t assume an open door policy means people will come to you – the most successful interventions to tackle health inequalities in Gypsy and Traveller communities have taken an asset based approach and relied on outreach and building up trusting relationships over time.

In the ‘Case Studies’ section of this guide, you can find out more about existing interventions to tackle Gypsy, Roma and Traveller health inequalities.

McFadden et al: ‘Community engagement to enhance trust between Gypsy/Travellers, and maternity, early years’ and child dental health services
Communication

In light of literacy and language challenges faced by some members of Gypsy, Roma and Traveller communities but also in wider society, it’s important that all health professionals are ready and able to explain health information in easy to understand English.

People might be embarrassed to say they struggle with reading and writing so instead of saying, “Can you read?” you should ask, “Can I help you with this form/letter?”

**TOP TIP**
You can use Voice Notes to communicate with patients with low or no literacy.
Life on the move

Public authorities are required to consider or think about how their policies or decisions affect people who are protected under the Equality Act.

Therefore, it’s important to consider whether all services in your area are equipped to support nomadic groups – it’s important that health professionals feel competent and confident in engaging with nomadic communities and that processes are in place to support this.

YOUR CHECKLIST

- Staff feel empowered to work across organisational and geographic boundaries to deliver care for patients
- Appropriate arrangements are made to ensure appointment invitations and health information reaches patients on the move
- Processes are in place so that nomadic patients are not disadvantaged on waiting lists
- We have commissioned a trusted local organisation to act as a care of address for Gypsies and Travellers
Get to know your local population

The NHS does not routinely collect data on Gypsy, Roma and Traveller communities so you should ensure to carry out a robust Joint Strategic Needs Assessment.

We have created a SERVICES DIRECTORY of voluntary sector organisations who work with Gypsy, Roma and Traveller communities who may be able to help you on your journey.

On the next page, we have outlined a number of data sources you can use to understand the population size of your local Gypsy, Roma and Traveller communities.
## Data sources to find out about your local Gypsy, Roma and Traveller communities

<table>
<thead>
<tr>
<th>DATA SOURCE</th>
<th>INFORMATION COLLECTED</th>
<th>STRENGTHS</th>
<th>WEAKNESSES</th>
<th>WHERE TO FIND IT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gypsy and Traveller Accommodation Needs Assessments (GTANAs)</td>
<td>Population information on Gypsies and Travellers (housed and travelling) by local authority, to assess need for pitches.</td>
<td>Often brings together list of Traveller sites in an area, instances of unauthorised encampments and can draw on other available local data.</td>
<td>Recognised as a significant undercount. Many local authorities fail to carry out GTANAs. Does not include Roma.</td>
<td>Speak to local authorities in your area.</td>
</tr>
<tr>
<td>Department for Education data disaggregated by locality and ethnicity.</td>
<td>Population of children and young people in schools who identify as ‘Gypsy/Roma’ or ‘traveller of Irish Heritage’.</td>
<td>This information tends to be routinely collected.</td>
<td>Not publicly available. Only represents children in school. Families may be afraid to disclose ethnicity leading to undercount. Ethnicity category options don’t reflect reality.</td>
<td>Ask Department for Education or local schools.</td>
</tr>
<tr>
<td>Ministry of Housing, Communities and Local Government - Traveller Caravan Count</td>
<td>Number of caravans on Traveller and Travelling Showpeople sites, unauthorised encampments and unauthorised developments.</td>
<td>Carried out twice a year so up-to-date figures available. Contains number of all caravan types by local authority.</td>
<td>Recognised as an undercount. Only includes details of nomadic Gypsies and Travellers.</td>
<td><a href="https://www.gov.uk/government/collections/traveller-caravan-count">https://www.gov.uk/government/collections/traveller-caravan-count</a></td>
</tr>
<tr>
<td>Friends Families and Travellers Services Directory</td>
<td>Names and contact details of organisations who work with Gypsy, Roma and Traveller communities.</td>
<td>Easy access to organisations who have knowledge of local Gypsy, Roma or Traveller populations.</td>
<td>Organisations are usually small and have lots of demand from different places so often require funding to engage.</td>
<td><a href="https://www.gypsy-traveller.org/services-directory/">https://www.gypsy-traveller.org/services-directory/</a></td>
</tr>
<tr>
<td>Migrant Roma in the United Kingdom: Population size and experience of local authorities and partners</td>
<td>A University of Salford study which estimates migrant Roma population by local authority and region.</td>
<td>Includes information on characteristics and geographic distribution of UK’s migrant Roma population.</td>
<td>Figures are an estimate based on available data and undertaking new empirical research.</td>
<td><a href="https://www.salford.ac.uk/__data/assets/pdf_file/0003/1155666/Migrant_Roma_in_the_UK_final_report_October_2013.pdf">https://www.salford.ac.uk/__data/assets/pdf_file/0003/1155666/Migrant_Roma_in_the_UK_final_report_October_2013.pdf</a></td>
</tr>
</tbody>
</table>
Understanding the social and cultural needs of Gypsies and Travellers

Taking a prevention approach which is informed by a cultural and social awareness of Gypsy, Roma and Traveller communities can dramatically improve the health outcomes of community members, but can also offer cost savings to health and care services. In a cost-benefit analysis of health pathways of Gypsies and Travellers, researchers found significant long-term cost savings for health and care services when services understood and responded to the social and cultural needs of patients from these communities.

Address the social determinants of health

Chronic exclusion faced by Gypsies, Roma and Travellers across the social determinants of health may mean that some individuals aren’t ready to engage, for example, constant evictions might lead to missed appointments or stress may make it difficult to consider quitting smoking.

By commissioning advocacy and support services, ensuring social prescribing is reaching Gypsy and Traveller communities and by working with local authorities to take a health in all policies approach to unauthorised encampments, you can make a real difference in peoples’ everyday lives and improve their health.
CASE STUDIES
Friends Families and Travellers
East and West Sussex

Friends Families and Travellers’ (FFT) team of frontline workers from the Gypsy and Traveller communities carry out assertive outreach to offer support with issues individuals face across the social determinants of health. FFT equip people with the information they need to make healthy choices through their flagship ‘Health Champions’ training, by cascading mainstream public health messages, individual interventions and organised group activities.
Roma Support Group - London

The mental health advocacy team provides one-to-one support to clients in understanding mental health issues, identifying appropriate mental health services and explaining health needs to professionals. Roma Support Group additionally run monthly peer support group meetings in which project beneficiaries can come together and discuss issues and coping strategies in an open and supportive environment. To further facilitate clients’ understanding of mental health, Roma Support Group have created leaflets for service users that explain common mental health issues and outline strategies for seeking out support.
Gypsy, Roma and Traveller Health Team - Surrey

Children and Family Health Surrey provide a specialist team of healthcare professionals consisting of two Community Staff nurses, a Health visitor and a community support worker who outreach to local Gypsy, Roma and Traveller communities providing care and support on a range of health issues and social issues. They offer help and advice on a range of topics including immunisations, face to face advice, family health concerns, teeth, healthy eating, blood pressure and weighing babies.
Together Co - Brighton and Hove

In partnership with voluntary sector organisations in the Impetus CN+ social prescribing scheme, a Community Navigator from the Romany Gypsy community provides enhanced signposting and support to fellow community members and supports people to access support with advice, social care, benefits and much more.
Traveller Health Improvement - Leeds

NHS in Leeds, Leeds City Council and Leeds GATE employ a specialist nurse, with the aim of leading health improvement within the Leeds Gypsy and Traveller community to ultimately improve health outcomes. Using an asset based community development approach, the nurse uses outreach to link residents to mainstream services and works with health-related organisations to improve access and care pathways for community members.
Travelling Communities Support - Bath and North East Somerset

The Travelling Communities Support Services at Julian House aims to improve the lives of Gypsy, Boater and Traveller communities in Bath and North East Somerset. As well as working with people on a 1:1 basis, the service runs group events and helps empower people to highlight the health needs of the communities and influence services. This ensures that there are trusting relationships and fair access to health and social care for all who need it.
Brighton Table Tennis Club

Every week, youth workers from Friends Families and Travellers pick up young people from Traveller sites in Brighton to attend Brighton Table Tennis Club, where they receive training in table tennis. More than 1500 people between the ages of 2 and 98 play in the club’s weekly sessions. Their number includes people with learning disabilities, looked after children, people with physical disabilities, people from the LGBT community and young asylum seekers.
Inclusion Health groups are the populations identified as experiencing some of the most extreme health inequalities in the UK. This includes Gypsy, Roma and Traveller communities, people experiencing homelessness, sex workers, vulnerable migrants and more. As part of the VCSE Health and Wellbeing Alliance, we have developed a tool which helps voluntary sector organisations to audit and improve their engagement with Inclusion Health groups.

ACCESS AUDIT TOOL HERE
‘It’s Kushti to Rokker’ is a series of short films made by young Gypsies and Travellers based on their real-life experiences, in order to inspire and support other young people to speak up and seek help with their mental health when they need it. It is accompanied by a documentary aimed at policymakers and health care professionals, to improve knowledge of Gypsy and Traveller ethnicity and culture and the barriers young people can encounter in fulfilling their potential and getting the support they need.
Gypsy and Traveller Cultural Awareness Training

We offer award winning online Gypsy and Traveller cultural awareness training which takes 60-90 minutes to complete and covers:

1. Gypsy and Traveller History and Culture;
2. Challenges faced by Gypsies and Travellers;
3. Positive Strategy – Accessing Services; and

Each module contains generalisable principles for better practice and learning opportunities about Gypsy and Traveller history, culture and more.

ACCESS THE TRAINING HERE
Friends Families and Travellers Advice Line
Our helpline advocacy workers support members of Gypsy, Roma and Traveller communities across the UK with any issues or problems they are experiencing.

Our helpline number is 01273 234 777 and we are open Monday-Friday, 10:00am-4:30pm, excluding Bank Holidays.

Find voluntary sector organisations working with Gypsy, Roma and Traveller communities in your area. We maintain a services directory of organisations working with Gypsy, Roma and Traveller across the UK.

Advice for Advisors
We have a free Advice for Advisors portal for voluntary sector organisations supporting Gypsy, Roma and Traveller communities.

If you would like access to the portal, please message fft@gypsy-traveller.org.

Training on working with Roma communities
Roma Support Group offer training on Roma cultural awareness, positive interventions for Roma in a health context, working with Roma families in a safeguarding context and working with Roma people through interpreters.

Find out more
Find voluntary sector organisations working with Gypsy, Roma and Traveller communities in your area. We maintain a services directory of organisations working with Gypsy, Roma and Traveller across the UK.
THE ROMA COMMUNITY, ROMA SUPPORT GROUP
Information leaflet created for healthcare professionals

MOTHERS’ VOICES, MATERNITY ACTION
Exploring experiences of maternity and health in low income women and children from diverse ethnic backgrounds

HOMELESS AND INCLUSION HEALTH STANDARDS, FACULTY OF HOMELESS AND INCLUSION HEALTH AND PATHWAY
For commissioners and service providers

CARE COMMITTED TO ME, HOSPICE UK
A resource to support delivery of high quality, personalised palliative and end of life care

NO ROOM AT THE INN, FRIENDS FAMILIES AND TRAVELLERS
Information on issues experienced with accessing general practice
Contact us

Friends Families and Travellers is a leading national charity that works on behalf of all Gypsies, Travellers and Roma regardless of ethnicity, culture or background.

Visit: www.gypsy-traveller.org
Call: 01273 234 777
Email: fft@gypsy-traveller.org
References

1. Council of Europe (n.d.) ‘Roma and Travellers Team’. Available at: https://www.coe.int/en/web/portal/roma/
22. Ibid
23. Ibid