



# National Policy Advisory Panel on Gypsy and Traveller Housing

18 July 2022. Online.

## Minutes

### Attendees:

- Boris Worrall – Rooftop Housing. NPAP Chair
- Professor Jo Richardson – De Montfort University. NPAP Vice-Chair
- Rachel Pinchin – Elim Housing
- Michelle Gavin – Friends, Families of Travellers
- Claire Hoskins - DELUHC
- John Wilson – Peabody Housing
- Michael Bullock - ARC4
- Tony Henderson – Rooftop Housing
- Simon Nunn – NHF, Member Services
- Sam Worrall – Gypsy Traveller Wales
- Rachel Trafford - Leeds GATE
- Trevor Pask – Windsor and Maidenhead Borough Council
- Stephanie Rickson – South Hams District Council
- Teresa Howarth – East Suffolk District Council
- Amanda Nicholls – Teign Housing
- Helen Shackleton – CHP
- Mat Bagley – NAGTO & Leics. CC
- Andrew Savage – Broadland Housing
- Dean McGlyn – NHF
- Lorraine – Elim Housing
- Heather Alford – CHP
- Barry Winchester – Oak Project/FFT

### Apologies:

None recorded

### Minutes

Item		Action/Assigned
1	<p><b>Welcome and apologies</b></p> <p><b>Overview</b> Boris welcomed people to the meeting and introduced Barry Winchester, the new Oak Project Coordinator, at Friends, Families and Travellers (FFT).</p> <p><b>Matters Arising</b> Action – none recorded</p>	Boris

2	<p><b>Oak Project Overview</b> Barry Winchester Barry talked through the Oak Project Year 1 Plan. The project is in its initiation stage so key work areas at the moment are the development of structures (e.g., plans, monitoring and evaluation) and building relationships with stakeholders.</p>	
2.1	<p>Barry raised the triage model proposed to address RSHP enquiries regarding providing and managing Traveller sites. We want to create a NPAP framework where possible information and brokering to opportunities can be provided to RSLs around the management and creation of more Traveller sites. Barry presented a flow chart, but further work needed on it.</p>	Barry to further revise the triage flow chart
2.2	<p>Teresa from East Suffolk District Council, would like to access the triage service to reflect on site development in their area.</p> <p>Jo Richardson raised the issue of knowledge management in supporting improved site provision. A key source of information will be the NPAP webpage on the FFT website. This will include case studies and links to NPAP related resources and external opportunities. Matt Bagley said he would be happy to share NAGTO resources. Jo added that the webpages can be an evolving repository of information.</p> <p>A key criterion for the funding of this project, is that this is an action (service delivery) and <i>learning</i> project. The project therefore requires a good monitoring framework to record progress and learning.</p> <p>Boris suggested reflecting on First Contact Resolution as a model.</p> <p>There is now an enquiries email: <a href="mailto:oak.enquiries@gypsy-traveller.org">oak.enquiries@gypsy-traveller.org</a> Boris requested members to please ensure that any enquiries are logged with this email. Barry, the Oak Coordinator, will then log these on the system.</p>	Barry to start the triage pilot with Teresa.  Barry to report back on website development.
2.3	<p>Barry asked for feedback regarding <i>creating networking spaces to connect GT to housing associations in their area</i>. (See page 7 of the project plan). Sister organisations such as Leeds GATE and GT Wales are doing work in setting up and supporting Resident Associations and have online and F2F spaces for collective action. John Wilson commented that we need to go where people are and use social media and WhatsApp to communicate with members.</p> <p>Mat Bagley commented that the term <i>Policing Act</i> (<a href="#">for the Police, Crime, Sentencing and Courts Act, 2022</a>) is a</p>	Barry to reach out to partner organisations to discuss collaborations.  Michelle to feedback about

	<p>misnomer as 97% of Police Authorities don't want the new Powers. He made a request for the name to be changed.</p>	<p>name change for this Act.</p>
<p><b>3</b></p>	<p><b>Tenant satisfaction measures update</b> Rachel Pinchin</p> <p>Rachel provided an update on the second Gypsy Traveller Housing benchmarking exercise, which collated performance information for the period April 2021 – March 2022. The anonymised results of this exercise were circulated to the whole group as part of the meeting invitation.</p> <p>The collated metrics generally follow standard Housemark/ STAR reporting, and thanks were given to the four Housing Associations who participated and contributed performance data.</p> <p>Key points were noted, including:</p> <ul style="list-style-type: none"> <li>➤ A reflection on the limited amount of performance and satisfaction data that has historically been collected from Gypsy and Traveller households. The value of this exercise will only develop with a wider number of participants, and Rachel has been made aware of other organisations that are now going to start using these metrics on an ongoing basis</li> <li>➤ In part due to small data sets, it is still difficult to identify trends or conclusions from this exercise.</li> <li>➤ It would be helpful if local authorities (LAs) were able to engage with future benchmarking, in part to create a larger set of comparators. Mat Bagley, noted that LAs still manage the vast majority of social rented sites in England.</li> </ul>	<p>Rachel to feedback: A follow up meeting has been offered to the four participating organisations to review the results and raise queries / shared experiences</p>
<p><b>4</b></p>	<p><b>DLUHC <a href="#">Traveller Site Fund 2022/23</a> Update</b> Claire Hoskins</p> <p>Claire explained the funding programme, which closed on 13 June 2022. The funding is available to local authorities in England for new and refurbished permanent and transit sites and related site infrastructure and temporary stopping places. There was £10 million available. Approximately a hundred bids were received, of these about sixty-six were from local authorities. Claire reported that some RSL's were ignorant of being in possession of GT sites. This had the effect of underinvestment, as no rent will have been collected to reinvest. New ministers will be in place on 5 September and may influence next steps. Inflation was a concern as it could affect the price of construction and materials.</p>	<p>Claire to report back at the November NPAP on lessons learnt and successful applications.</p>

<p><b>5</b></p>	<p><b>Group discussion: ideas and examples for addressing fuel poverty</b> Rachel Trafford, on behalf of Rachel Cooper. Leeds GATE</p> <p>Rachel informed the meeting about the cost-of-living crisis and how GRT members they are working with are struggling to cope with the increases in fuel costs. Many GRT do not want to access food banks to ameliorate impact. Rachel highlighted there were structural issues at play here causing inequalities between settled people and Travellers. E.g., settled people can search for competitive utility providers, whereas second tier energy users cannot. Rachel also cited the example of horse owners not being able to afford food for their livestock.</p>	<p>Rachel and Barry to work together to develop a paper on short term responses to cost of living crisis for Travellers</p>
<p><b>6</b></p>	<p><b>AOB</b></p> <p>None recorded</p>	
<p><b>7</b></p>	<p><b>Next Panel meeting:</b></p> <p>Tuesday 22 November 2022. Broadlands, Norfolk (11am to 1pm). Further details to follow.</p>	