



Pavee Point

Needs assessment of Family and Community Resource Centres working with Travellers at a local level

The report establishes a number of recommendations for the future development of the role of Family Resource Centres which focus on supporting the ability and capacity of FRCs to best meet the needs of Travellers.

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2009

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1. Introduction

This report aims to report on an assessment of the needs of Family Resource Centres vis-à-vis Travellers, conducted in 2008 and 2009 by Pavee Point Travellers' Centre, a Specialist Support Agency. The report establishes a number of recommendations for the future development of the role of Family Resource Centres which focus on supporting the ability and capacity of FRCs to best meet the needs of Travellers. The report acknowledges the important and necessary role of FRCs in the delivery of support to Traveller families; it notes that FRCs are keen to be a service of value to Travellers and that the important job of supporting the maintenance of Traveller families is important to the role the FRCs see for themselves.

Research suggests that FRCs are less than confident that they possess the information and capacities to best serve Travellers. Information retrieved both through the SPEAK system, and through this needs assessment show that Family Resource centres feel they need more information on aspects of Traveller culture and life, and far fewer than half feel that their work includes work with minority ethnic groups. Many fewer than half of the Family Resource Centres who responded to the consultation target Travellers. In addition, there appears to be a disconnect between the issues preventing Travellers from fully utilising Family Resource Centres and the issues the Family Resource Centres feel are responsible.

The findings in this report give rise to some challenges, but also provide us with a sense of optimism; if the barriers to participation of Travellers in Family Resource Centre structures are mutually understood between Travellers and the Family Resource Centres, there is cause to believe that, with diligent work between the Family Resource Centres, local Traveller organisations and Pavee Point as a Specialist Support Agency, those barriers can be swiftly broken down, to the benefit of the Family Resource Centres, Travellers and Irish society as a whole.

2. Background

In its role as a Specialist Support Agency Pavee Point works to support community based organisations providing or intending to provide services to Travellers. Pavee Point assists organisations by providing relevant information, education and training on a range of areas relating to the meaningful inclusion of Travellers including cultural awareness, anti racism, group facilitation and capacity building among agencies/ community organisations. Through close collaboration with Travellers and representative organisations Pavee Point aims to increase the number of Travellers accessing services and to improve outcomes for Traveller families in Ireland.

In 2008, Pavee Point Travellers Centre conducted an in depth needs analysis with Family Resources Centres throughout the country. To facilitate the analysis, a questionnaire was sent to each FRC to complete and return to Pavee Point. The questionnaire explored a number of topics including:

- the level of contact between FRCs and members of the Traveller community in the local area;
- barriers that prevent Travellers from using FRC - both internal and external;
- Information and training deficits which, if addressed, would assist FRCs in working with Travellers

There are currently 108 Family Resource Centres (FRCs) operating throughout Ireland under the auspices of the Family Support Agency.

3. Methodology

The survey questionnaire contains 39 separate items focusing on descriptive and attitudinal data. The survey tool was developed with input from Travellers and piloted on five FRCs (Appendix 1) prior to the survey. Questionnaires, including a cover letter from the Director of the FSA Mr Pat Bennett, were sent to 101 FRCs. 68 questionnaires were completed and returned yielding a response rate of 68.5 per cent.

FRCs were given three weeks to complete the questionnaire before follow up contact was made. A further three weeks were allotted to FRCs with follow up communication including one written reminder and two subsequent rounds of phone calls by Traveller participants in the project.

Information was collected and coded by Traveller participants using Microsoft Excel™. Data was then analysed by the author using SPSS™ statistical analysis software.

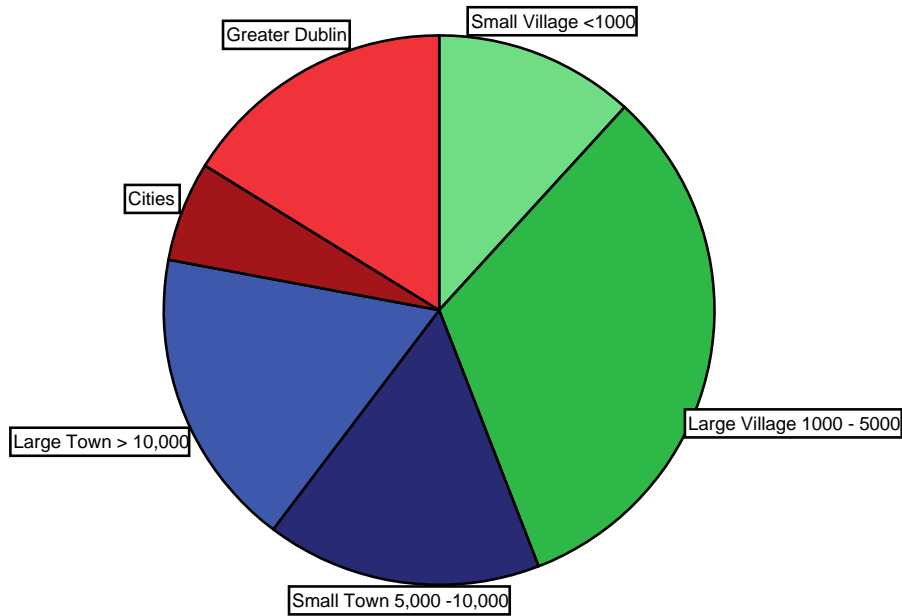
4. Findings

Section 1 - Profile of FRCs

Locality

FRCs were asked to identify their locality by choosing from one of six options. Fig 4.1 reveals that the vast majority of respondents were located in rural areas with 44 per cent located in either small or large villages. Three quarters of FRCs who identified themselves as urban were located in the greater Dublin area.

Fig 4.1 Population of Local area

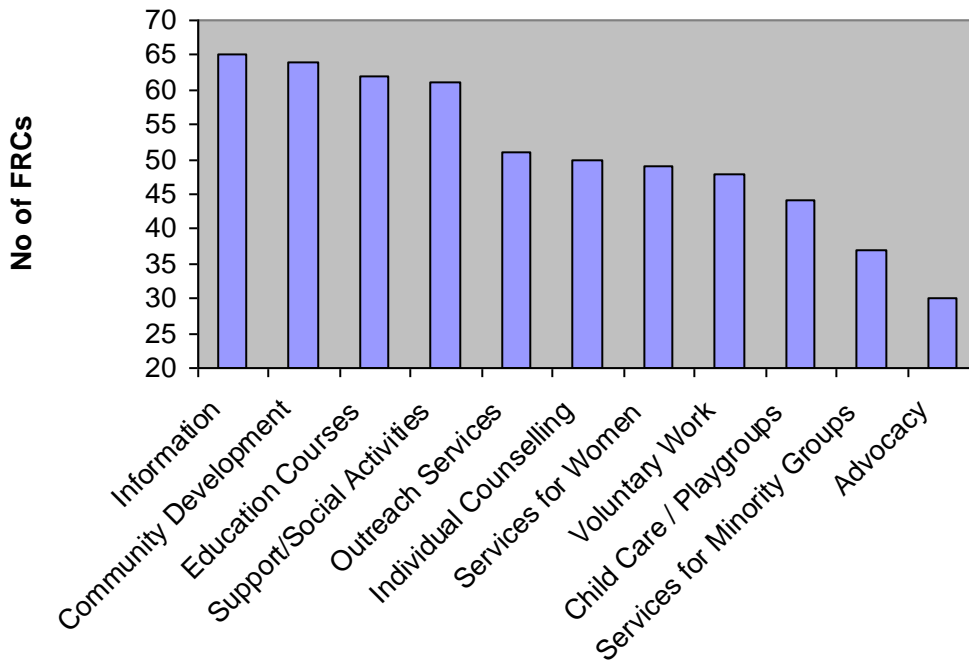


When asked how many Travellers currently lived in their local area, 44 percent (30) of FRCs indicated that there were either none or they were unaware of any. FRCs from large villages and towns were more likely to indicate Travellers living in the area than their counterparts in urban areas. Almost twice as many FRCs (7) in the greater Dublin area indicated that there were no Travellers or that they were unaware of Travellers living in the locality compared to those who were (4).

Services

FRCs provide a range of services to the local community. The individual capacity of each FRC generally determines the number of services on offer. As can be seen in Fig 4.2 almost all FRCs provide services relating to information, education and support/social activity. Most FRCs also provide services relating to community development. Approximately half of those surveyed were in a position to offer services to minority groups.

Fig 4.2 Services provided by FRCs



Staffing

Respondents reported 260 full time staff members employed across 68 FRCs with a small number of respondents reporting no full time staff at the time of reporting. Two thirds (45) of FRCs reported full time staffing levels of between 1 and 3 staff members. Of the 260 full time staff members identified, only one was a member of the Traveller community.

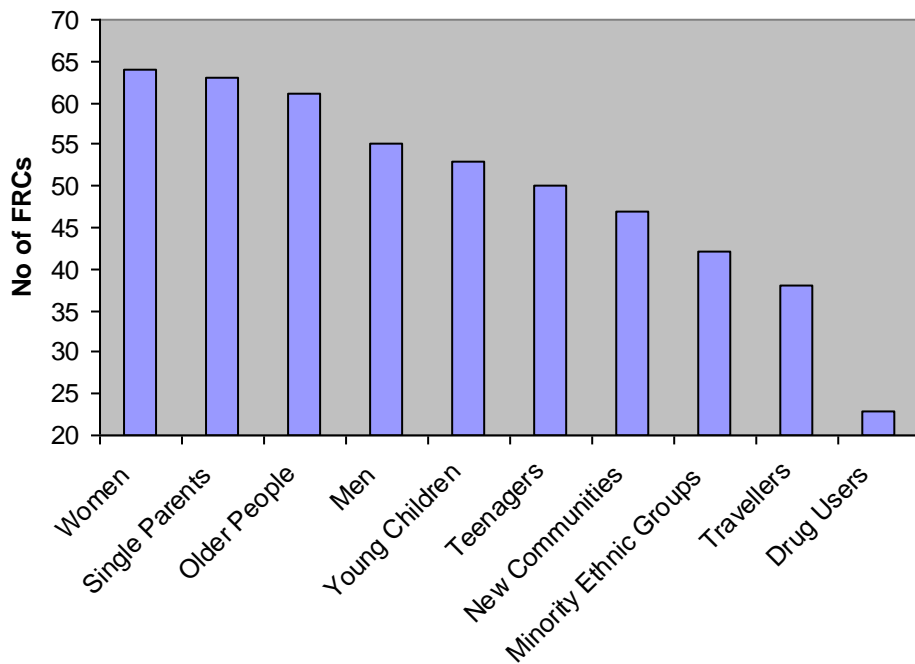
80 percent of FRCs reported having a committee structure in place. Committees varied in size with numbers generally ranging between 4 and 12 members. Only four FRCs identified having a Traveller as a committee member. Data from the SPEAK report indicates that a considerable number of FRCs have stated their intention to invite more Travellers onto their committees going forward.

Section 2 - FRCs and Travellers

Client Groups

FRCs were asked to identify which target groups currently used their services. Fig 4.3 illustrates the number of FRCs who have had occasion to work with each of the target groups listed. While more than half of FRCs reported Travellers using their services, use of FRC services by Travellers was still relatively low compared to other target groups.

Fig 4.3 Client Groups targeted by FRCs



Travellers and service provision.

Just over half (56 per cent) of FRCs reported Travellers accessing services either frequently or infrequently. Travellers were most frequently reported to make use of FRC facilities and resources and to engage information services relating to particular issues. Travellers were also likely to access community development services. The likelihood of Travellers accessing these services tends to relate to the fact that these services were most frequently on offer rather than to any specific cultural preference. Travellers were variously reported (approximately one

quarter of FRCs in each case) to access, education courses, skills training, services for women, social activities and in a smaller number of cases, drug awareness services.

Social inclusion

Almost all FRCs indicated that they operated under guidelines or policies in relation to the promotion of social inclusion. However, while two thirds of respondent indicated that they had written guidelines, approximately one quarter indicated that such policies were informal and not written down. In addition, two thirds of FRCs surveyed believed that guidelines specifically relating to the inclusion of Travellers would be of benefit to their organisation.

All but two FRCs were operating with a strategic plan for 2008. When surveyed, 50 per cent of respondents indicated that Travellers were explicitly mentioned in their plan while 42 percent indicated that Travellers were not mentioned. Although many FRCs believe that Travellers were not living in their area this did not appear to effect their inclusion in strategic plans one way or another. However, in areas where Travellers were acknowledged, FRCs were approximately 50 percent more likely to include Travellers in their Strategic plan.

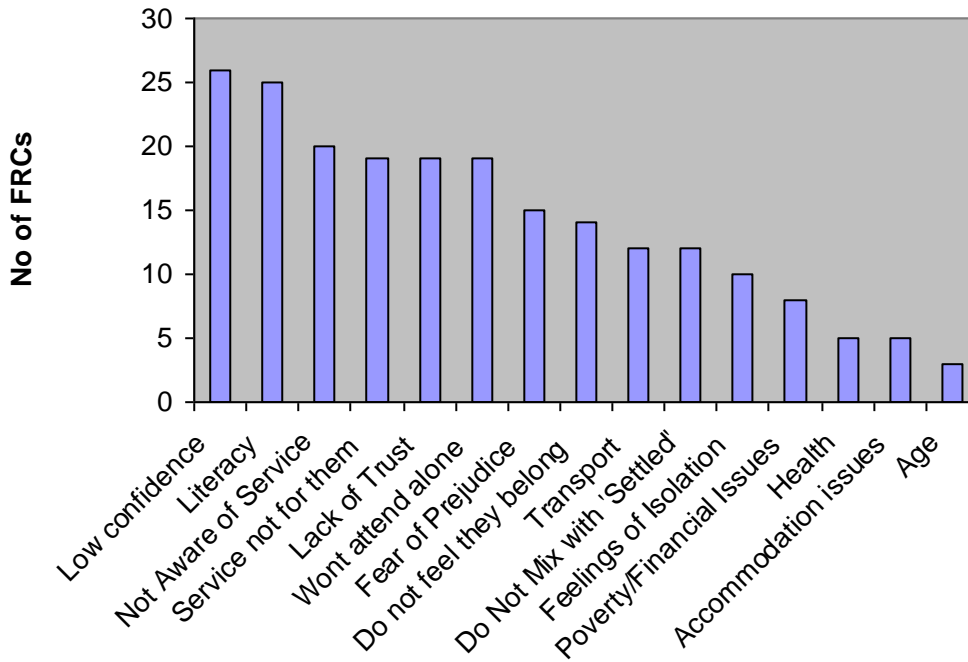
Barriers to Participation

Respondents were asked to consider whether Travellers could engage more with FRCs than at present. 70 percent (48) of respondents felt that Travellers could engage more while a further 22 percent (15) were not sure. Only 7 percent (5) felt that Travellers could not engage more with four of those five FRCs located in areas where Travellers were not perceived to be currently living.

Opinion was more divided on whether respondents believed there were any existing barriers preventing Travellers engaging with FRC services. While 45 percent of respondents indicated that there were barriers to participation, a further 30 percent did not know either way. In addition, a quarter of FRCs believed there were no barriers to Traveller participation.

Among those who identified potential barriers to access, lack of confidence and literacy were most frequently cited. Other frequently cited barriers included 'not being aware of the service', 'fear of prejudice' and 'lack of trust'. The most frequently cited barriers appear to have a common thread relating to confidence among individuals. More tangible barriers such as age, accommodation, health and finance were not considered to impact as much. Fig 4.4 illustrates how issues relating to an individual's own sense of ability or awareness appear to dominate thinking in relation to perceived barriers.

Fig 4.4 – Barriers preventing Travellers from accessing services



When asked to rank which barriers they felt had the strongest impact on Traveller participation, respondents chose 1) Not Aware of Service, 2) Literacy issues and 3) Lack of Confidence.

Interaction with Travellers

Respondents were asked to rate their experience of working with Travellers in general. While a significant number (16) reported no contact, 90 percent of remaining respondents reported their experience to be either very good or generally good. 5 respondents admitted to having both good and bad experiences while only 1 respondent felt that their experience was generally bad.

When asked how they would cope with an increase in the number of Travellers accessing services, 66 per cent (45) felt that they would have no difficulty while just under a third (21) believed that some difficulty would be encountered. The number of Travellers perceived to be living in the area appears to have no bearing on whether respondents identified potential difficulty.

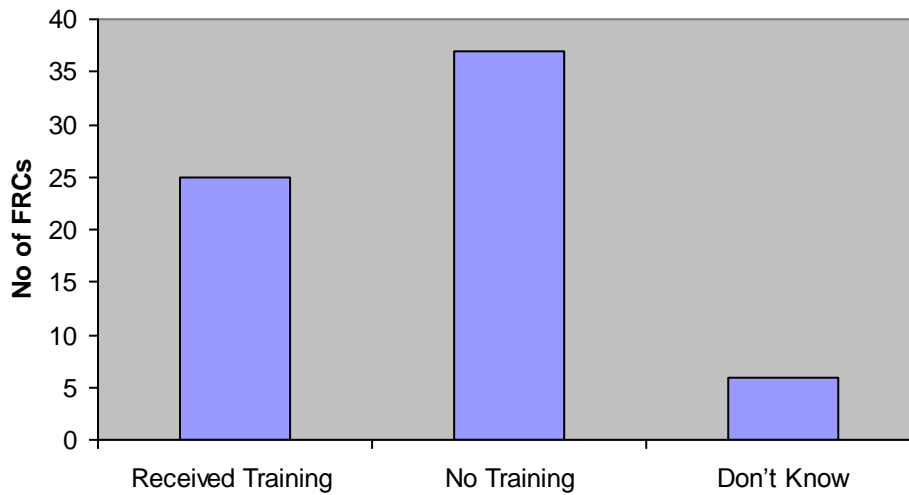
The numbers who expressed a potential for future difficulty rose when respondents were asked to rate how other services users would adapt to an increase in the number of Travellers. 54

percent (37) of FRCs believed that there would be some difficulty encountered among non Traveller users while only 22 percent felt no difficulty would ensue. Approximately one fifth of respondents said they did not now. However, in either scenario, almost no FRC (1) predicted that there would be a 'much difficulty' while no respondent felt that neither they nor other users would be unable to adapt.

Section 3 – Training Needs Assessment

Respondents were asked to assess their current or potential training needs regarding working more closely with Travellers. FRCs were asked if they had ever received training to assist them in providing services to Travellers. As we can see from figure Fig 4.5 the majority of FRCs have not received such training.

Fig 4.5 Training for Traveller service delivery

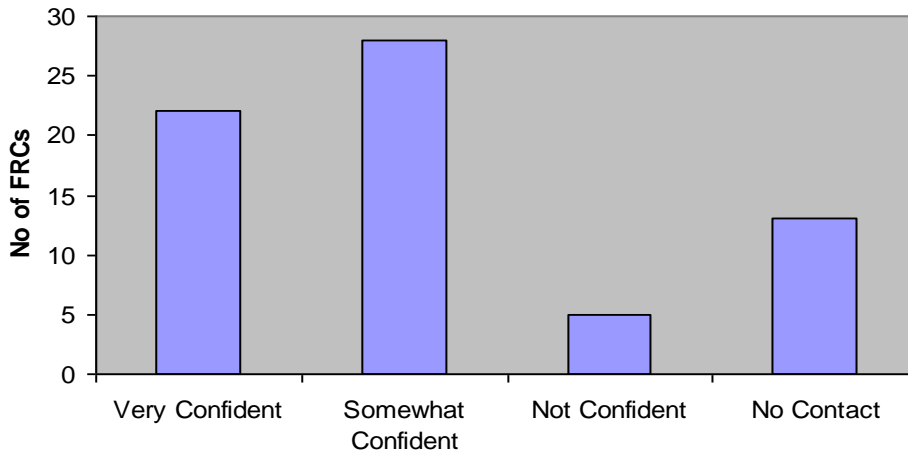


Organisations reported having either one or more types of Training. The majority (24) of FRCs who had received training reported receiving general anti racism training, while 11 respondents had received Traveller cultural awareness training. 6 of those respondents had received both cultural awareness and general anti racism training. Only 10 percent (7) of overall respondents reported receiving Traveller specific anti racism training while a further 7 percent reported other training programmes.

Fig 4.6 illustrates the level of confidence among FRCs in working with Travellers who directly access their services. 75 percent of respondents report their organization as being either very confident or somewhat confident with a approx 7 percent of respondents not feeling confident.

However, the high number of respondents who identify 'no contact' as their response may in fact be at risk of lacking confidence as all 5 respondents who declared they were not confident come from areas where Travellers are identified as not residing.

Fig 4.6 Confidence among FRCs



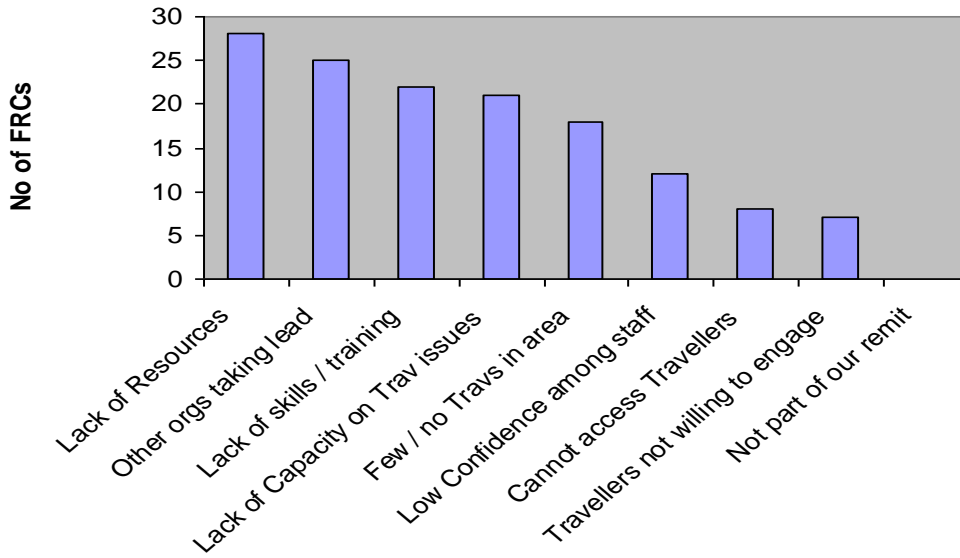
Obstacles to working with Travellers

Although expressing confidence in their ability to work with Travellers, 54 per cent of respondents expressed concern that there were obstacles preventing their FRC from working more closely with Travellers. A further 18 percent were not sure if while just over a quarter of respondents (28 percent) believed that there were no obstacles.

When asked to identify the main obstacles, respondents chose a number of different themes. Fig 4.7 illustrates the type of obstacles encountered by FRCs who somewhat unsurprisingly, cite a lack of resources as the most common reason.

Fig 4.7. Obstacles to working with Travellers

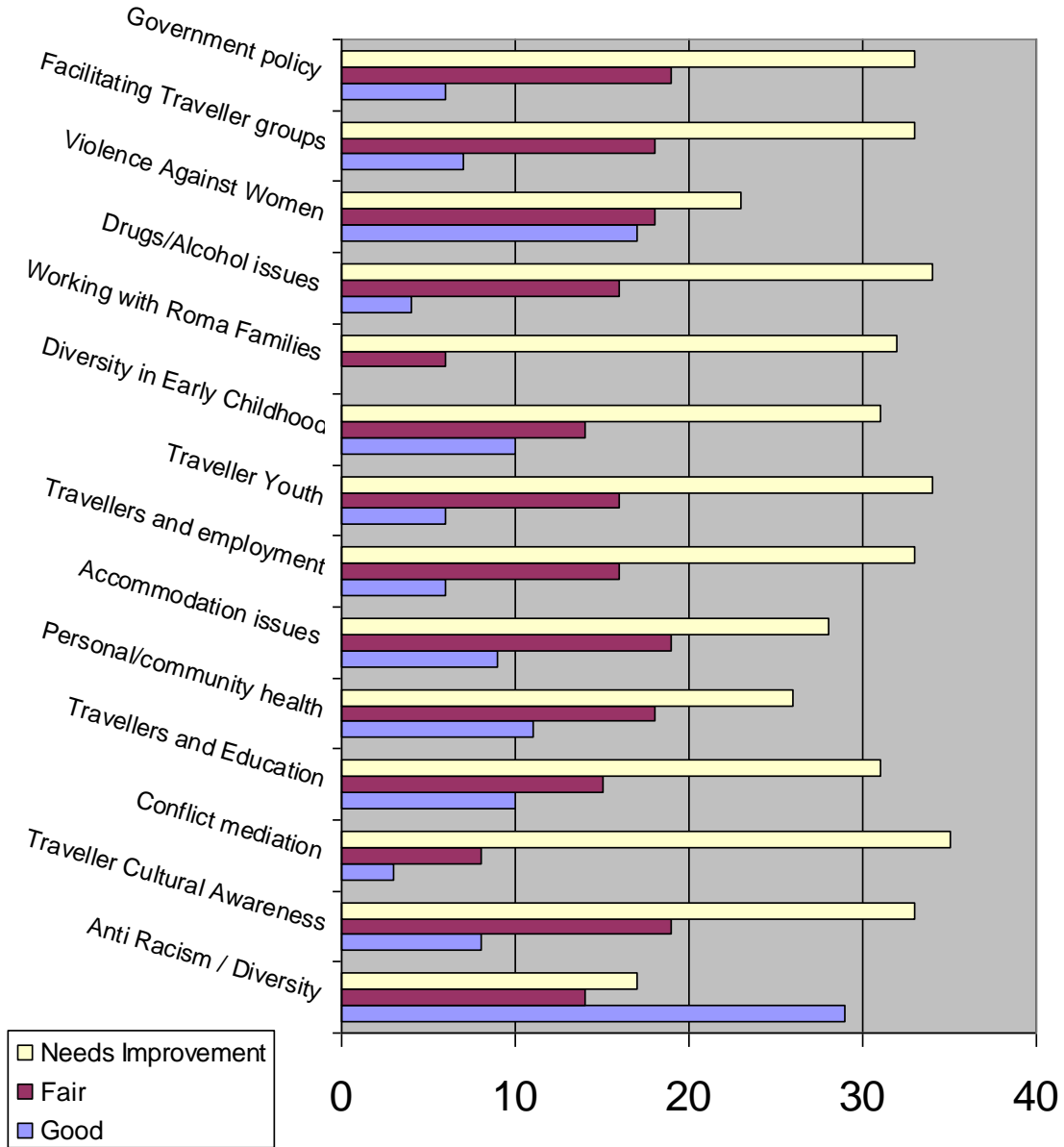
Pavee Point - FRC Needs Assessment 2008



When asked to rank the obstacles in order of strongest impact, lack of resources, lack of capacity of skills / training and lack of capacity on Traveller issues were listed in the overall top three.

In relation to Traveller issues, respondents were asked to identify their level of understanding on specific Traveller related issues. Fig 4.8 provides a detailed synopsis of the main issues involved and illustrates that, apart from Anti Racism, FRCs feel ill equipped to deal with Traveller related issues.

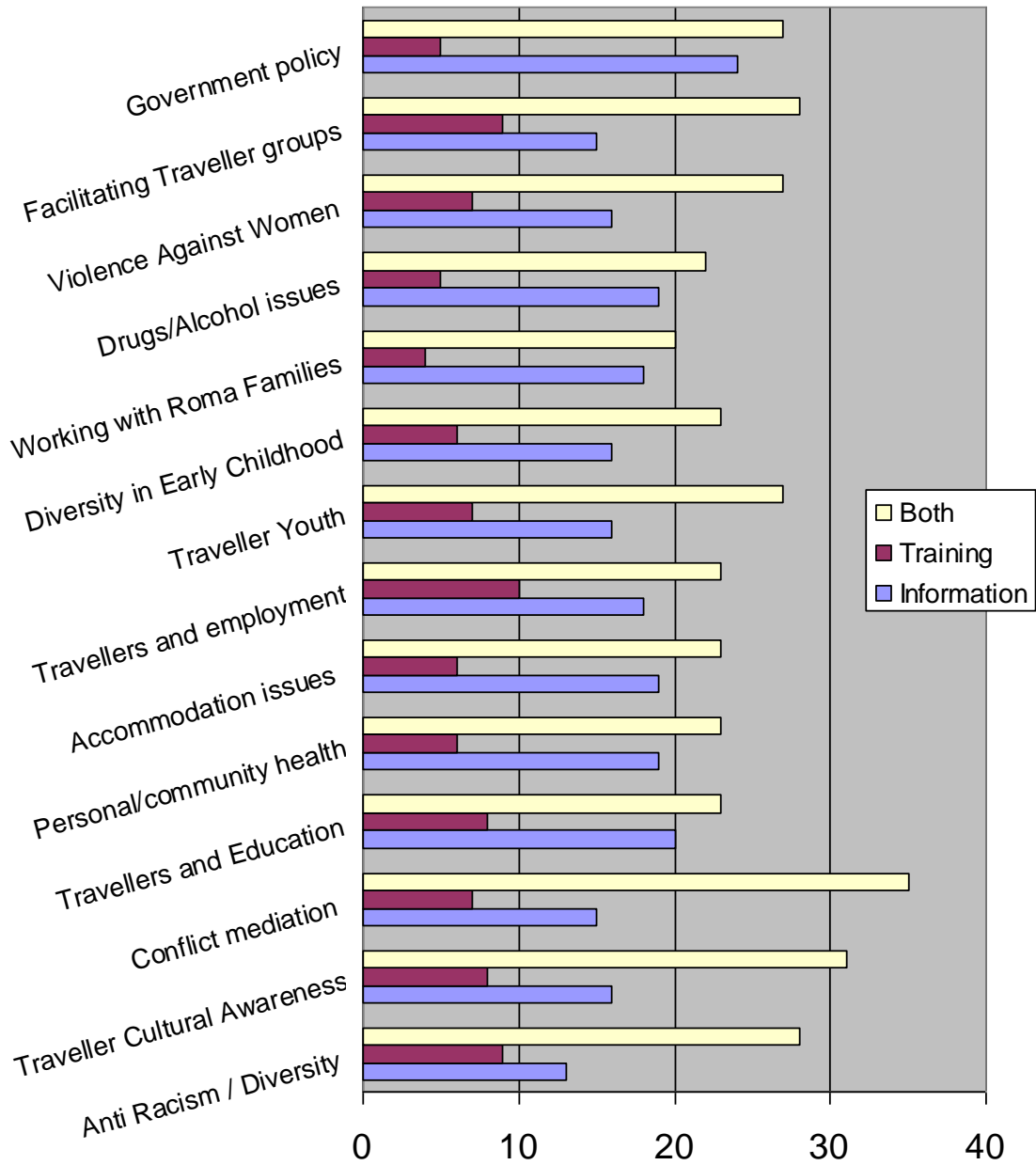
Fig 4.8 Understanding of Traveller Issues



Respondents were asked to list which of these areas would benefit from more information, more training or both. A high number of respondents listed both information and training requirements in each of the issues listed. Of particular note were conflict mediation within and

between communities, cultural awareness and anti racism / diversity. Many FRCs also indicated a high level of information was required on each issue.

Fig 4.9 Information and Training needs on Traveller related issues.



Pavee Point provides information and training in all of these areas to local and regional organisations. When asked if the FRC would be interested in working with Pavee Point to

address identified information and training needs, 77 per cent (52) of respondents said yes while a further 16 percent (11) were unsure.

Other Organisations

Respondents previously identified other organisations as one of the more frequent obstacles to FRCs engaging with Travellers in their local area. A perception that local Traveller representative organisations or the local Traveller CDP will look after all issues relating to Travellers is pervasive. FRCs were asked if they knew of any local Traveller organisation or CDP in the area. The results found that 78 per cent of FRCs were aware of other organisations in the locality.

When asked to describe links with those organisations, 53 per cent said they had links while 32 per cent did not. Respondents were then asked to rate those links. Of those who said they had links only 9 per cent indicated those links to be very strong compared to 29 per cent who said they had somewhat strong links. In contrast, 15 percent of those surveyed said they experienced somewhat weak links with the local CDP while a further 9 percent believed those links to be very weak.

5. Discussion (including implications of findings)

The surveys conducted show relatively clearly and positively that for most respondents, Travellers would be welcome users of the services, but that, in general, Travellers are underutilizing the services offered by the Family Resource centres.

The greatest number of FRCs identified information, education, social activities and community development among the top tier of their functions. A smaller group rated outreach, services for women, the provision of childcare facilities and voluntary work as key functions. A much smaller group considered that advocacy and services for ethnic minority groups were part of their work. The fact that services for ethnic minority groups are identified as a function for such a small group of FRCs may raise some concerns, and may reflect either an inaccurate assessment of need or ethnic minority population in the catchment of the FRC.

70 percent (48) of responding FRCs felt that Travellers could engage more with the FRC, while a further 22 percent (15) were not sure. Of those five FRCs who felt that Travellers could not engage more, four perceived that they operated in an area with no Traveller population. This raises some concerns; it's clear from some of the centres surveyed, the Traveller population close to that FRC was larger than assessed. It may be useful for FRCs to have census data for their localities made available to them for the purposes of identifying numbers for service provision. In any case, where FRCs identified a Traveller population *in situ*, their responses in general showed a positive attempt to engage with the community.

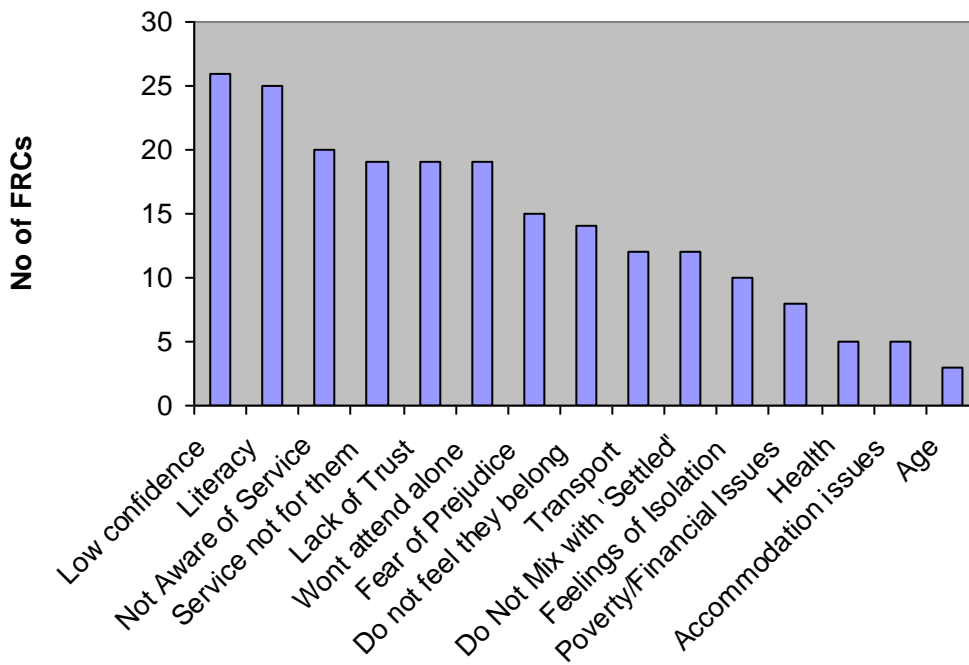
Of the 80% of FRCs who reported having a committee structure in place, only four claimed to have a Traveller member of the committee. Information garnered from SPEAK suggests a willingness in a significant number of other FRCs to invite Travellers to participate in committees in the future. In terms of staffing, only one of 260 full time staff was a Traveller. This was mildly surprising.

Travellers as a group are targeted by around half of responding FRCs. As a group they are second-lowest targeted, though still targeted by significantly more FRCs than drug users. By contrast, women, single parents and older people are in the first tier of targeting, with almost all FRCs reporting that they target those groups. It is possible that the programmes targeting other groups include, wittingly or not, Travellers in their beneficiary population, and it is also possible that in some areas, there may be under-appreciation of the population of Travellers who could avail of services if they were made available.

In terms of the barriers preventing Travellers from accessing the services of the FRCs, we identified a clear trend amongst FRCs to identify issues which might be characterised as 'of the Traveller'. The incidence of these figures for 'Low confidence' 'Not aware of service', 'Lack of Trust', 'Won't attend alone' 'Fear of prejudice' all occur in the upper range of responses, from

14 to 26 responses, whilst factors like 'Age', 'Accommodation issues', 'Health', 'Poverty/Financial Issues', 'Feelings of isolation', 'Do not mix with 'settled'' and Transport' all fall in the lower range, from 13 to 3 responses. Whilst there's no way to establish a clear distinction between factors within the control of the Traveller population and areas outwith the control of the population, we felt that, from our understandings of why Travellers feel they don't avail of certain services, there is a notable disconnect.

Our own understanding, for example, leads us to understand that health, accommodation, poverty and transport are essential factors for Travellers not accessing services, and would be identified further up the ranking than the FRCs identify them.



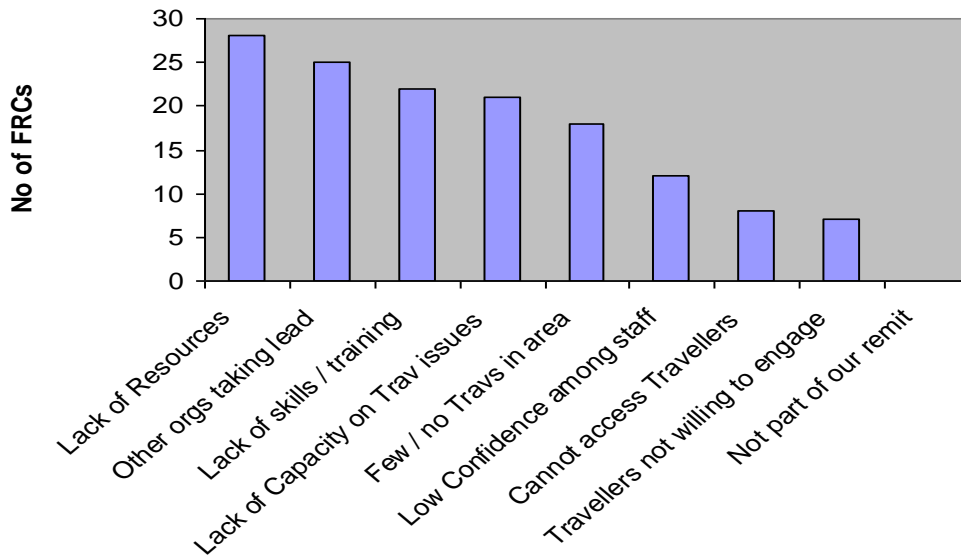
The greater number of FRCs report having received no training in working with Travellers; this apparently played little into the level of confidence FRCs had in working with the community; most described themselves as 'Somewhat confident' in working with Travellers, whilst a smaller group described themselves 'Very confident'. More people said they had 'No contact' than were 'Not confident'. Again, these figures could change after the provision of more training or information to the FRCs.

Interestingly, FRCs feel overwhelmingly that they have sufficient training, capacity and expertise in relation to racism and diversity. As a finding of opinion, this may be resulting in a reduced

willingness to consider whether racism (or fear of it) may be a greater barrier to entry for Travellers than currently appreciated.

Overwhelmingly, FRCs identified training as secondary to the need for information on all issues on which they were surveyed. This is a very striking finding; it's possible that with the provision of more information, assessed training needs would increase. In any case, for all areas except racism and diversity (where understanding was described as good and training was not needed) and Violence against Women the FRCs said that they needed improvement in understanding Traveller issues and would benefit from information in all identified Traveller areas. When asked if the FRC would be interested in working with Pavee Point to address identified information and training needs, 77 per cent (52) of respondents said yes while a further 16 percent (11) were unsure.

When it came to identifying the issues hindering the provision of services to Travellers from the FRC side, perhaps unsurprisingly, a lack of resources was the most common response, with a handful fewer reporting that they felt other (likely local) organizations were taking a lead in the provision of such services. As noted above, a perception that local Traveller representative organisations or the local Traveller CDP will look after all issues relating to Travellers is pervasive. Lack of skills and lack of capacity on Traveller issues also fell in the top range of responses, with the response 'Few / no Travellers in the area' attracting some 18 responses. Happily, it is to be welcomed that no FRC said that working with Travellers was not in their remit, though some identified 'Low confidence among staff' and 'cannot access Travellers' along with 'Travellers not willing to engage' as factors.



6. Conclusions and Recommendations

1. FRCs should be resourced to engage with Travellers, and encouraged to see this as an important role for the FRCs

Where there would be a benefit from capacity building in working with Travellers, Pavee Point as a Specialist Support Agency could engage with the training of staff and the creation of culturally appropriate information for Travellers to encourage participation and engagement. In general, FRCs identified a lack of resources as a barrier to performance. Supporting their resource base would obviate that problem.

2. FRCs should work to improve the participation of Travellers as beneficiaries and participants in their work

FRCs surveyed showed a commendably positive approach to working with Travellers – this refreshing approach should be encouraged and expanded. We recommend that FRCs who identify low Traveller participation actively seek out Travellers, signpost and advertise their services to them and conduct groupwork to identify how Travellers could best avail of the services the FRC provides.

3. A mix of Traveller-specific and mainstreamed services could be developed in FRCs

FRCs have identified a number of sociological factors which they surmise may prevent Travellers from participating fully – a mix of services specifically targeted at Travellers could reduce the perception that some services are not designed for them. In addition, mainstreaming of appropriate services could maximize use of services and provide opportunities for their more generic needs to be addressed.

4. All FRCs should have written policies on social inclusion and anti-racism. These should name and include Travellers and be core to the operation of the FRC and understood by all staff.

Some FRCs suggested they had de-facto policies, but some had no formal, written and clear policies around social inclusion and anti-racism. It's important to include Travellers in the policy on social inclusion, and to name Travellers as a minority ethnic group who experience racism. These policies should clearly inform the work of the FRC.

5. FRCs which engage with Travellers and Traveller organizations should clearly record this in the SPEAK reporting system.

This would support the FRCs, the FSA, the Specialist Support Agencies and others in understanding the frequency of Traveller engagement and the needs of the community. The Specialist Support Agencies should have a role in developing recommendations for these policies

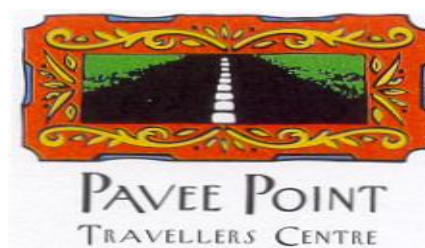
6. FRCs should consider how barriers to participation could be broken down and come to an agreed view with local Travellers on the barriers to access or participation

We are concerned that in some cases, factors which Travellers identify as their main barriers to participation are considered less of a factor by FRCs, and vice-versa. This could result in wasted effort to address barriers. An agreed view could result in a more effective engagement with Travellers, to the benefit of the FRCs.

7. More FRCs should have Travellers involved in their boards of management

Specialist Support Agencies could play a role in identifying participants and supporting their training needs as board or committee members. Committees should be supported and resourced in effectively promoting the full participation of Traveller members.

Appendix
Survey Questionnaire



Survey of Family and Community Resource Centres

working with Travellers

The aims of this survey are:

- to look at the level of contact between FRCs and members of the Traveller Community in the local area
- to explore any barriers that may prevent Travellers from using FRC services
- To identify information and training deficits which, if addressed, would assist FRCs in working with Travellers.

Please read the following instructions carefully:

- I. To answer the questions, please put a tick-mark **the box beside your chosen response.**
- II. For open-ended questions, please give as full an answer as possible. Use additional paper if required.
- III. Please give the response that **best describes the experiences and views of your organisation.**
- IV. It should take no more than 20 minutes of your time to complete this questionnaire.

Please note:

- ***Your responses to this survey will be treated as strictly confidential.***
- ***No individual participants or FRCs will be identified in the final report.***

Completed questionnaires should be returned immediately and not later than

Friday 12th September in the stamped addressed envelope provided to:

FRC-Traveller Survey, Pavee Point, 46 Nth Great Charles Street, Dublin 1.

If you have any queries regarding the survey, please contact **Stephen O'Hare** at Pavee Point
Tel: 01 878 0255, or email **stephen.ohare@pavee.ie**

Thank you for your time and cooperation

1 From the following options, please estimate the general population of the area where your FRC is based:

- | | | | | | |
|----------------------------|--------------------------|--|--------------------------|-------------------------|--------------------------|
| Small Village <1,000 | <input type="checkbox"/> | Large Village 1,000-5000 | <input type="checkbox"/> | Small Town 5,000-10,000 | <input type="checkbox"/> |
| Large Town >10,000 or more | <input type="checkbox"/> | Cities - Galway, Limerick, Cork, Waterford | <input type="checkbox"/> | Greater Dublin Area | <input type="checkbox"/> |

2 Can you estimate the number of Travellers currently residing in your local area if any?

Approx Number _____

3 Please identify your client groups: (that use your service, e.g. older people, women, minority ethnic groups, etc)

- | | | | | | | | |
|----------------|--------------------------|-----------------|--------------------------|-----------|--------------------------|------------------------|--------------------------|
| Couples | <input type="checkbox"/> | Travellers | <input type="checkbox"/> | Teenagers | <input type="checkbox"/> | Minority Ethnic Groups | <input type="checkbox"/> |
| Older People | <input type="checkbox"/> | Parents | <input type="checkbox"/> | Men | <input type="checkbox"/> | Single Parents | <input type="checkbox"/> |
| Young Children | <input type="checkbox"/> | New Communities | <input type="checkbox"/> | Women | <input type="checkbox"/> | Drug users | <input type="checkbox"/> |

4 Please state the number of people who work for your organisation who are:

Number: _____

Number: _____

Fulltime:	
Part Time.	
Committee Member	

Voluntary	
C.E. Worker	
Student on placement	

5 Please state the number of Travellers who work within your organisation, if any: (excluding programme participants)

	Number:
Full time	
Part time	
Committee member	

	Number :
Voluntary	
C.E. worker	
Student on Placement	

6 From the following list, please identify services your organisation provides. Please tick all that apply

- | | | | | | |
|------------------------|--------------------------|---------------------------|--------------------------|------------------------------|--------------------------|
| Couples Counselling | <input type="checkbox"/> | Community Development | <input type="checkbox"/> | Child care / Play Groups | <input type="checkbox"/> |
| Mediation | <input type="checkbox"/> | Voluntary Work | <input type="checkbox"/> | Advocacy | <input type="checkbox"/> |
| Information | <input type="checkbox"/> | Support/Social activities | <input type="checkbox"/> | Services for Minority Groups | <input type="checkbox"/> |
| Education courses | <input type="checkbox"/> | Services for women | <input type="checkbox"/> | Other (please list) | <input type="checkbox"/> |
| Individual Counselling | <input type="checkbox"/> | Outreach services | <input type="checkbox"/> | | <input type="checkbox"/> |

Your organisation and Travellers

7 On average, how many people access your Family Resource Centre on monthly basis.

Approx number: _____

8 Are there Travellers currently using any of your services?

Yes No

9 If yes, how many Travellers currently access your services on monthly basis?

Approx number _____

10 Does your FRC provide information or services relating to any of the following issues directly to those Travellers?

Please tick all that apply

- | | | | | | |
|---------------------------|--------------------------|--------------------|--------------------------|-----------------------------|--------------------------|
| Use of FRC resources | <input type="checkbox"/> | Further Education | <input type="checkbox"/> | Community Development | <input type="checkbox"/> |
| Information | <input type="checkbox"/> | Skills Training | <input type="checkbox"/> | Voluntary Work | <input type="checkbox"/> |
| Youth services | <input type="checkbox"/> | Counselling | <input type="checkbox"/> | Support / Social Activities | <input type="checkbox"/> |
| Legal advice | <input type="checkbox"/> | Services for women | <input type="checkbox"/> | Drugs awareness | <input type="checkbox"/> |
| Primary Health Programmes | <input type="checkbox"/> | Outreach services | <input type="checkbox"/> | Other | <input type="checkbox"/> |

If other, Please Explain _____

11 Does your organisation have guidelines or policies relating to the promotion of social inclusion in general?

Yes, written Yes, unwritten No Don't know

12 If you do not have already them would written guidelines on Traveller inclusion be useful to your organisation?

Yes, No Don't know

13 Does your organisation have a strategic plan?

Yes No Don't know

14 If Yes, are Travellers specifically mentioned in your plan?

Yes No Don't know

15 Do you think more Travellers could engage with your services than actually do?

Yes No Don't Know

16 Do you think there are barriers for Travellers engaging with your services?

Yes No Don't Know

17 If yes, what barriers do you think might prevent Travellers from accessing your FRC? *Please tick any that apply*

- | | | | |
|--|--------------------------|---|--------------------------|
| a) Not aware of service | <input type="checkbox"/> | b) Poverty / Financial issues | <input type="checkbox"/> |
| c) Literacy difficulties | <input type="checkbox"/> | d) Health problems | <input type="checkbox"/> |
| e) Fear of prejudice / discrimination | <input type="checkbox"/> | f) Accommodation | <input type="checkbox"/> |
| g) They feel service not aimed at them | <input type="checkbox"/> | h) Low confidence | <input type="checkbox"/> |
| i) Transport | <input type="checkbox"/> | j) Feelings of isolation | <input type="checkbox"/> |
| k) Do not mix with settled people | <input type="checkbox"/> | l) Lack of trust | <input type="checkbox"/> |
| m) Do not feel they belong | <input type="checkbox"/> | n) Wont attend alone | <input type="checkbox"/> |
| o) Age | <input type="checkbox"/> | p) Other | <input type="checkbox"/> |
| q) I'm not sure what barriers exist for Travellers | <input type="checkbox"/> | If Other to please explain _____ | |

18 From the list, which do you think are the biggest barriers?

Please choose three.

Ans 1: _____ Ans 2: _____ Ans 3: _____

19 How would you rate your organisations' experiences when working with Travellers in general?

Very good Generally good Good and bad

Generally bad Very bad Don't know Not applicable

20 How well would your organisation respond to an increase in the number of Travellers using your service?

No difficulty Some difficulty Much difficulty Could not adapt Don't know

21 How well would other users of your organisation adapt to an increase in the number of Travellers using your service?

No difficulty Some difficulty Much difficulty Could not adapt Don't know

Training needs

22 Has your FRC / staff ever had any training to assist you in providing services to Travellers?

Yes No Don't know

23 If yes, what type of Training did you / your organisation receive?

Anti-Racism (General) Anti-racism (Traveller Specific) Traveller Cultural Awareness Training Other

If other, please specify

24 Overall, how confident is your FRC in working with Travellers who directly access your FRC?

Very Confident Somewhat Confident Not Confident No Contact with Travellers

25 Do you feel that there are obstacles preventing your FRC from working more closely with Travellers?

Yes No Don't Know

26 If yes, what do you feel are the main obstacles? Please tick all that apply

a) Lack of resources

- B Low confidence among staff on working with Travellers
- C Lack of capacity on Traveller issues
- D Lack of appropriate skills / training on particular issues
- E Other organisations already taking lead on Traveller issues in the area
- F Few / No Travellers in the area
- G Travellers not willing to engage with FRC
- H Cannot access Travellers
- I Working with Travellers not part of our remit
- J There are no Barriers
- K Other (Please describe)_____

27 In your opinion which are the biggest obstacles from the list in Q.26?

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Ans 1:_____ Ans 2:_____ Ans 3. _____

28 How would you rate your FRCs overall understanding of the following issues regarding Travellers?

	Good	Fair	Needs Improvement	Not Applicable
a) Anti Racism / Diversity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Traveller Culture / Cultural Awareness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Conflict mediation in Traveller community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Travellers and Education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Issues relating to personal / Community health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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- | | | | | |
|--|--------------------------|--------------------------|--------------------------|--------------------------|
| f) Accommodation issues | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| g) Travellers and employment | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| h) Traveller Youth | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| i) Diversity in Early Childhood | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| j) Working with Roma Families | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| k) Drugs/Alcohol issues and Travellers | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| L Violence Against Women / Domestic Violence | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| m) Facilitating Traveller groups | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| n) Government policy relating to Travellers | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

If Other, please specify _____

29 **Would your FRC benefit from more information and/or staff training in these areas to assist you working with Travellers?**

Choose one response per item.

- | | Yes we need more
Information | Yes we need more
Education /Training | Yes we need
both | No | Don't Know |
|---|---------------------------------|---|--------------------------|--------------------------|--------------------------|
| a) Anti Racism / Diversity | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b) Traveller Culture / Cultural Awareness | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c) Conflict mediation in Traveller community | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d) Travellers and Education | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e) Issues relating to personal/community health | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| f) Accommodation issues | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| g) Travellers and employment | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| h) Traveller Youth | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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- | | | | | | |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| i) Diversity in Early Childhood | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| j) Working with Roma Families | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| k) Drugs/Alcohol issues and Travellers | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| L Violence Against Women / Domestic Violence | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| m) Facilitating Traveller groups | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| n) Government policy relating to Travellers | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

30 If you ticked YES to more than one item from the list above, which ones do you feel are urgent?

Please chose three in each case

Information Needs Ans 1: _____ Training Needs Ans 1: _____

Ans 2: _____ Ans 2: _____

Ans 3: _____ Ans 3: _____

31 Do you have any additional information or training needs regarding Traveller engagement / participation that are not listed above?

If yes, please detail hem here.

32 Pavee Point provides information and / or training in all of these areas to local and regional organisations. Would your FRC be interested in working with Pavee Point in addressing your information and / or training needs?

Yes No Don't know

33 Are you aware of any local Traveller CDP or local Traveller organisation working in your area?

Yes No

34 If yes, can you name them?

Ans: _____

35 Does your FRC have any specific links with them?

Yes No Not applicable

36 How would you describe those links?

Very Strong Somewhat strong Somewhat Weak Very Weak Not applicable

37 Do you know if any of the following organisations / programmes are working with Travellers in your area?

Please tick all that apply

- | | | | |
|---|--------------------------|----------------------------------|--------------------------|
| a) Local Independent Traveller Organisations (Traveller Groups) | <input type="checkbox"/> | h) Garda Community Liaison | <input type="checkbox"/> |
| b) National Traveller Orgs (Pavee Point, ITM, National Traveller Women's Forum) | <input type="checkbox"/> | i) Local Authority (Council) | <input type="checkbox"/> |
| c) Community Development Project (CDP) | <input type="checkbox"/> | j) Homeless Organisations | <input type="checkbox"/> |
| d) Traveller CDP | <input type="checkbox"/> | k) City/County Development Board | <input type="checkbox"/> |

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- | | | | |
|---|--------------------------|--------------------------------|--------------------------|
| e) Organisations focusing on drugs / alcohol | <input type="checkbox"/> | l) Traveller Interagency Group | <input type="checkbox"/> |
| f) Local Traveller Accommodation Consultative Committee | <input type="checkbox"/> | m) Local Youth organisations | <input type="checkbox"/> |
| g) Unemployment organisations | <input type="checkbox"/> | n) Other | <input type="checkbox"/> |

Please identify _____

38 If you have any other comments or information that you feel is relevant but has not been addressed, please outline here.

39 Would you be happy for *Pavee Point* to contact you regarding this questionnaire if we required further information?

Yes

No

Your Details

Job Title : _____

Name of FRC:

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Address

Please enclose in the attached stamped addressed envelope and return

Thank you again for your time and cooperation.