

Traveller Accommodation Programme 2025-2029

Adopted by Galway City Council

16th December 2024



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Glossary

TAP: Traveller Accommodation Programme

Traveller Specific Accommodation Halting Site: Purpose-built residential accommodation for Travellers, provided by a local authority. Halting sites generally comprise of bays, where an individual bay can host a family unit. Also known as '*Serviced Halting Site*' or '*Halting Bay Site*'.¹

Traveller Specific Accommodation Group Housing: The accommodation of a number of Traveller families at the one location or where large extended families live together based on Travellers shared identity.²

Bay: A planned area which consists of a parking space for a caravan/mobile home and a smaller house structure with kitchen, bathroom facilities and other service facilities³.

DHLGH: Department of Housing, Local Government & Heritage

DCEDIY: Department of Children, Equality, Disability, Integration & Youth

IHREC: Irish Human Rights & Equality Commission

TAU: Traveller Accommodation Unit

GCC: Galway City Council

GTM: Galway Traveller Movement

LTACC: Local Traveller Accommodation Consultative Committee

¹ Traveller Accommodation and the Local Authority Development Plan, Office of the Planning Regulator, October 2021

² Traveller Accommodation and the Local Authority Development Plan, Office of the Planning Regulator, October 2021

³ Traveller Accommodation and the Local Authority Development Plan, Office of the Planning Regulator, October 2021

AHB: Approved Housing Body

HAP: Housing Assistance Payment

RAS: Rental Accommodation Scheme

RS: Rent Supplement

LTL: Long Term Leasing

EOI: Expression of Interest

NGO: Non-Governmental Organisation

LCDC: Local Community Development Committee

Traveller Accommodation Programme Legislation

Galway City Council is required under the provisions of the Housing (Traveller Accommodation) Act, 1998 to prepare and adopt a five-year Traveller Accommodation Programme to meet the existing and projected needs of Travellers in its administrative area. Under Section 10 of the Act the Minister has directed that the current programme shall expire on the 30th of June 2024 and the new programme will cover the next five-year period commencing 1st January 2025. The latest date for the adoption of the Traveller Accommodation Programme (TAP) 2025-2029 is the 31st of December 2024. This is the sixth programme prepared by the Galway City Council.

Population Profile of Galway City

Galway City is the fourth biggest city in Ireland and the only city in Connacht.

Census 2022 states that the population of Galway city was 84,414 in April 2022, representing an increase of 7.3% since 2016.

Galway's 2023 population is estimated at 85,258 based on growth patterns. Galway has been the fastest growing city in Ireland over the past 50 years

Travellers are recognised as a distinct ethnic group within the Irish population since March 1st, 2017. Travellers are defined in Section 13 (1) of the 1988 Housing Act (as amended by the 1998 Housing (Traveller Accommodation) Act as “persons belonging to the class of person who traditionally pursue or have pursued a nomadic way of life”. According to the CSO 2022 figures, there are 1,748 Travellers living in Galway City, an increase of 8.8% in the population since the last census. The Traveller community account for 2.1% of the population compared to 0.7% nationally. In Galway city 21 out of every 1,000 people are Irish Travellers. The table below classifies the Traveller population in the city according to gender.

Galway City Traveller Population

Year	Population	Males	Females	Irish Traveller Population per 1,000 of total population
2022	1748	853	895	21
2016	1606	790	816	21

Source: CSO Census 2022

Traveller Families in Local Authority Accommodation

According to the Local Authority Count 2023, it is estimated that 457 families reside at accommodation provided directly by or with the assistance of Galway City Council including unauthorised sites. The table below outlines the accommodation of Traveller families in Galway city.

Standard Local Authority Housing	Local Authority Group Housing	Private Houses assisted by Local Authorities	Voluntary Bodies	Halting Site	Unauthorised sites
63%	4%	6%	12%	14%	.2%

Source: Local Authority Annual Count 2023

According to the CSO, the average number of people residing at a Traveller Household stands at 4.6 persons per household, almost twice the average of non-Traveller households.

Galway City Council Existing Traveller Specific Accommodation

Traveller Specific Accommodation Halting Sites

Location	Bays	Families	Estimated Families Sharing
St Nicholas's Park Halting Site	5	5	0
Carrowbrowne Transient Halting Site	20	20	1
Carrowbrowne Temporary Halting Site	13	13	6
Cúl Trá Halting Site	6	6	9
Cuíl Sheoige Halting Site	7	7	4
Circular Road Halting Site	5	5 (2025)	0
Total	56	51	20

Traveller Specific Accommodation Group Housing

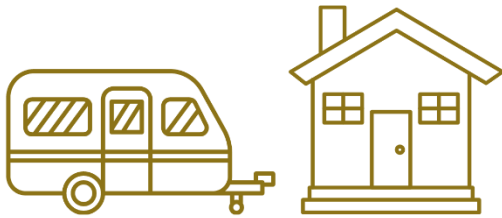
Location	Number of Houses	No of Families	Estimated Families Sharing
Béal Srutha	8	8	2
Fána Glas	8	3	1
Bóthar an Choiste	3	3	1
St Nicholas Park Doughiska	3	3	0
Clós na Coille	5	5	0
Total	27	22	4



4 Permanent Halting Sites



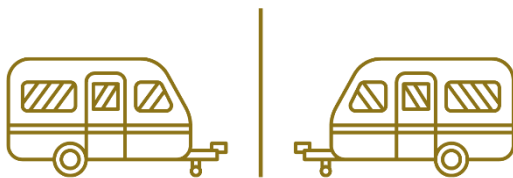
27 Group Houses



1 Traveller Group Housing (Co Design)
(To be completed Quarter 1 2025)



51 Bays at Halting Sites



1 Temporary Halting Site



20 Families Sharing at Halting Sites

Map of Existing and Proposed Traveller Specific Accommodation



● EXISTING TRAVELLER SPECIFIC ACCOMMODATION ● PROPOSED / REFURBISHED TRAVELLER SPECIFIC ACCOMMODATION	JOB	TAP 2019 - 2024 PROPOSED SITES	DRAWING LOCATION MAP	JOB NO. R123104
	CLT	GALWAY CITY	SCALE NTS	BRG NO. L-101
	CLT: HOUSING DEPARTMENT	DATE JAN 2020	REVISION SCALE 5	

GALWAY CITY
ARCHITECTS

Section 1 Preparation and Consultation

The consultation process commenced on the 4th of January 2024 pursuant to Section 8 of the Act that required Galway City Council to provide one months' notice to stakeholders before assessing accommodation need. Stakeholders to be notified include adjoining Housing Authorities, HSE, Approved Housing Bodies engaged in provision of accommodation, the Local Traveller Accommodation Consultative Committee (LTACC), such other community bodies as the Housing Authority considers appropriate including local Traveller Organisations

A letter of notification regarding Galway City Council's intention to prepare a draft Traveller Accommodation Programme was issued on the 4th of January 2024 to several services and included an invitation to make submissions in relation to the programme. The submissions deadline was extended on request. Submissions⁴ received from a range of service providers were considered when preparing the draft of the programme.

Continual engagement with the Galway Traveller Movement and the Traveller representatives on the LTACC to discuss the draft programme took place for the duration of its preparation.

The Local Traveller Accommodation Consultative Committee

The Galway City Council Local Traveller Accommodation Consultative Committee comprises of an independent Chairperson, 6 elected City Councillors, 3 elected Traveller representatives, 1 Galway Traveller Movement representative and a range of council officials. Traveller representation at the committee is completed by an election process whereby Travellers in the city vote for their preferred representative who act as a liaison between Travellers and council officials. The primary purpose of the LTACC and its sub committees is to drive the Traveller housing policy, advise on

⁴ Appendix 1 contains list of submissions received

the preparation of and ensure that the Traveller Accommodation Programme is implemented. The work of the LTACC is supported by its two sub committees: Estate Management and Operational.

Galway City Council adopted a Communication Protocol to enable working relationships and the effective functioning of its LTACC based on its values of dignity, autonomy, participation, inclusion, social justice and environmental justice. The Communication Protocol is a working document and will be subject to revision and updated with the new LTACC. The committee has been given a role in relation to advancing the equality and human rights action plan for Traveller accommodation and supporting implementation of the Public Sector Duty.

Section 2 Policy Statement

- Galway City Council recognise the Traveller Community as a minority ethnic group and will work to ensure that the cultural needs are met in so far as is practicable.
- Galway City Council is committed to an equality and human rights approach in its provision and management of Traveller accommodation, in line with the Public Sector Equality and Human Rights Duty (the Duty) to eliminate discrimination, promote equality and protect human rights. The council's commitment to equality and human rights is motivated by a shared set of values including Dignity; Autonomy; Participation; Inclusion: Social Justice and Environmental Justice.
- Galway City Council will have regard to a range of strategies that promote equality and inclusion of the Traveller Community including the recommendations included in the reports of the Joint Oireachtas Committee on Key Issues affecting the Traveller Community and the DHLGH Traveller Expert Review Group, the National Action Plan against Racism, the National Traveller and Roma Inclusion Strategy. The council await further direction from the DHLGH on the role of Local Authorities in the implementation of the National Traveller and Roma Inclusion Strategy II 2024-2029.
- Galway City Council aim to provide high-quality Traveller accommodation for the city councils Traveller households who meet the criteria to qualify for social housing and in accordance with its Scheme of Letting Priorities.
- Applications for accommodation to Galway City Council will be considered in line with the housing legislation and regulations. Advice and assistance will be provided to social housing applicants and/or their representatives, if requested by the applicant, to address any difficulties that may arise in completing the housing application process. An Easy Read Guide, for completing the housing application is available on the Galway City Council website and has been made available to the Galway Traveller Movement to support their members.

- Galway City Council when allocating and managing accommodation, will have regard to the provisions of its adopted Scheme of Letting Priorities 2017, Estate Management Strategy 2019, Anti-Social Behaviour Strategy 2018 in addition to estate management issues, an appropriate social mix within areas, compatibility of families, anti-social behaviour, and house size requirements.
- Galway City Council will have regard to the Galway City Strategic Plan for Housing People with a Disability 2021 – 2026 that aims to respond to the on-going and changing housing needs of people with a disability. This includes members of the Traveller community with a disability who are residing or seek to reside in Traveller Specific Accommodation. The council will continue to review the needs of Traveller applicants with a disability requirement under the four categories: Mental Health, Physical, Sensory and Intellectual Disability, this includes families who have a child with a disability. The Housing and Disability Steering Group (HDSG) was established to support the implementation of the Galway City Council Strategic Plan for Housing People with a Disability. The Housing and Disability Steering Group now has subgroups in situ with key external agencies to progress collaborative solutions.
- The council will assist and encourage Approved Housing Bodies (AHB) in the provision of standard and Traveller specific accommodation schemes to Traveller households.
- The Council will work closely with Homeless Service Providers, the LTACC and with Travellers who are assessed as homeless to address their accommodation needs through appropriate social housing supports.
- Each Tenant of Galway City Council must sign a Tenancy agreement which sets out the conditions of Tenancy and establishes a legal relationship between the Tenant and the Local Authority. Each Tenant will be supplied with a Tenancy Handbook.
- The council will not permit unauthorised encampments on its lands and will serve notice to families, as appropriate. Galway City Council commits to working in partnership with those families and other agencies to support them

in relation to their accommodation needs.

- Galway City Council will continue to consult with Travellers, Traveller organisations and the Local Traveller Consultative Committee on issues relating to Traveller accommodation.
- Galway City Council will support initiatives to enhance participation and inclusion, to assist in the development of strong sustainable communities.

Estate Management

The Galway City Council Estate Management Strategy 2019 sets out how Galway City Council manages its tenancies and estates, including halting sites. A Traveller Specific Estate Management Policy will be finalised for Traveller specific accommodation by Q1 2025 and implemented during the period of this programme.

Section 3 Strategy Statement

As a Housing Authority, Galway City Council's strategy is to identify those Traveller families who have been assessed as having a housing need which cannot be met from their own resources and to use all possible options and resources available to it to meet this need to the greatest extent practicable.

Means of delivery will include maintenance of existing halting sites, Traveller specific group housing, Traveller specific halting sites, standard local authority housing, housing provided by approved housing bodies and accommodation sourced in the private rental market under the Rental Accommodation Scheme, Housing Assistance Payment and Long Term Leasing Scheme.

The council will consult with Traveller representatives and individual Traveller families where direct build accommodation proposals are being considered, at design stage, and at each stage of development from planning to delivery. This will ensure that the needs of the Traveller families are taken into consideration throughout the process.

The council supports the concept of 'Shared Neighbourhoods', based on the principles of equality, cultural diversity and positive intercultural interactions, and will take steps to develop approaches to stimulating and supporting 'Shared Neighbourhoods' involving the Traveller community and the wider society, to assist in the development of strong sustainable communities.

Measures for Implementation

Section 10 (2) (e) requires that the programme must also include specific measures or proposals for each implementing authority or other party concerned. It is considered that such measures should cover:

- The provision of the range of accommodation required
- Assistance to Travellers to provide accommodation for their own use

- Assistance to approved housing bodies in respect of the provision or management of accommodation for Travellers, and
- Arrangements for the proper management, including assistance towards the management of the above accommodation.

Section 4 Traveller Accommodation Programme Review

The achievements of the last programme are outlined on the table below.

Traveller Accommodation Programme 2019-2024 Targets & Achievements

<i>Accommodation Type</i>	<i>TAP Targets</i>	<i>Total Units Delivered</i>
Standard Local Authority Lettings	50	90
AHB Standard Housing	30	43
Group Houses (Local Authority & AHB)	15	0
Tenant Purchase	0	5
Families living in houses acquired or improved with assistance of the Local Authority Extensions	5	5
Private rented accommodation – RAS	5	0
Private Rented Accommodation -LTL	5	2
Private Rented Accommodation -HAP	100	29
Traveller Specific Group Housing Cultural	25	0
Permanent Halting Sites	7	8
Total Number of Traveller families	242	182

Source: Galway City Council TAP 2019-2024 Programme & Annual Progress Reports

Circular Road Traveller Specific Group Housing Scheme

The Circular Road Halting site is undergoing redevelopment. When complete, the five units of accommodation there will be classified as Traveller Specific Group Housing. Below are photos of the redevelopment at Circular Road.



Additional Works at Halting Sites

Additional works completed by the Maintenance and Engineering teams at all city Halting sites during the programme are outlined on the tables below.

Additional Works at Halting Sites

Maintenance Type	Works Completed
1 Planned Maintenance: all halting sites.	<i>Fire safety works as follows:</i> -Chimney cleaning -Smoke, heat and carbon monoxide detectors certification -Fire extinguisher certification -Fire blanket inspection -Fire flow testing of all hydrants and associated valves.

	-Annual periodic electrical inspection -Fire safety signage -water pressurisation system for Carrowbrowne Temporary site. -new fire hose reel system at Carrowbrowne Temporary site. Capital works as follows: -community centre upgrades -new welfare units at the Carrowbrowne temporary site. -upgrade of the heating system at the Carrowbrowne permanent site. -playground installation at the Carrowbrowne permanent site -playground installation at Clos Na Cille. -storm assessment
2 Regular Maintenance:	-planned work on foul drainage system at the Tuam road site -service of pumps to Carrowbrowne sites. -damp remediation works -repairs to fencing -servicing and maintenance of fencing -jetting of foul and storm sewers lines across all sites
3 Waste Management:	-Provision of waste collection services for all Halting sites. -Cleanup of services roads at the Carrowbrowne site.
4 Riddance works:	-Riddance management programme across all Halting sites.
5 Estate Road management:	-repair works to pavement surfaces -Traffic calming ramps at the Carrowbrowne temporary site -jetting of gullies in roads

	-signage works.
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Clos Na Cille Playground

The annual summary of spending by Galway City Council on Traveller accommodation items 1 to 5 during the period of the programme is outlined on the table below.

Summary of Maintenance Spend

Year	Amount spent by Galway City Council (€)
2019	Circa €353,336 inc. VAT
2020	Circa €526,343 inc. VAT
2021*	Circa €734,000 inc. VAT
2022*	Circa €854,000 inc. VAT
2023**	Circa €738,000 inc. VAT

2024	Circa €426, 874 inc. VAT
Total (€)	Circa €3,632,553 inc. VAT

*Amount does not include allocation for wages.

** Amount includes an allocation for wages.

Retrofitting Measures

Traveller social housing has received retrofitting measures under phase 1 of the retrofit program, where access was granted to installers. This phase saw implementation of attic insulation and pumping of cavity walls with foam insulation.

Galway City Council Service Improvements

Traveller Accommodation Unit

Galway City Council Traveller Accommodation Unit was established during the programme, employing several staff with a range of skill sets, to undertake work specific to Traveller Accommodation. The development demonstrates an ongoing commitment by Galway City Council to the provision and delivery of housing and community services to the Traveller population in the city.

Creative Communities Engagement Programme

Staff in the Creative Communities Engagement Programme work to support Traveller communities in Galway City through the Creative Communities Programme, which funds cultural and creative initiatives that promote wellbeing and social cohesion. Below is a list of recent cultural and creative initiatives supported by Galway City Council, involving Traveller communities in the city.

In 2024, Galway City Council supported a participatory element of Misleór, a Traveller-led community festival presented by the Galway Traveller Movement. The Nomadic Patchwork Project is a cross-cultural collaborative community project led by a group of textile artists with a focus on the Beady Pocket, established in response to the wants and needs of the local Traveller community - particularly young Traveller women.

In the spirit of recycling, creative activism and cultural connection, community workshops took place with young Traveller women in Galway City, led by local Traveller artists Jane Ward and Nora Mongan. The participants created their own beady pockets that were displayed as part of the Textiles exhibition in Nuns Island Theatre. Jane Ward and Nora Mongan also worked with young Traveller women to create a 'Misleór Beady Pocket' - a 'larger-than-life' pocket, which was decorated by nomadic guests participating in the festival.

The Creative Communities staff worked with Galway Traveller Movement in the development of the Eastside Arts Festival, a pilot community arts festival in Ballybane and Doughiska. The festival hosted Traveller storytelling in five local primary schools, as well as exhibiting the project 'Reimagining Life on the Road' in Ballybane Community Resource Centre.

In 2023, the following initiatives were supported through Galway City Council's Creative Ireland Programme.

As part of Cruinniú na nÓg, popular Music Generation Galway City project Livefeed showcased Traveller musicians like PJ Mongan and Francis Ward, together with other young songwriters from all over Galway City, for a daytime concert in the iconic music venue, the Róisín Dubh.

In September, Galway City Council funded an extended family programme for Misleór – A Festival for Nomadic Cultures, which included storytelling sessions with artist Oein De Bhairduin, a poetry circle, youth music performances, and more.

In November, Galway City Museum hosted an event that celebrated a decade of collaboration and partnership with the Galway Traveller Movement and the wider Traveller community in Galway. This included:

- A photographic exhibition, 'Reimagining Life on the Road'
- An outdoor exhibition, 'The Children of Carrowbrowne'
- A model of a Traveller Encampment in the city museum's foyer.
- A museum case containing Traveller craft objects such as beady pocket and apron, paper flowers and worked tin. The Museum invited Stacey Cleary, a blind teenage Traveller student who attends Claregalway Community College, to handle the craft objects and based

on her experience, to write the content for the Museum's first brailled label now displayed in the Traveller craft showcase. This label is the first of its kind in any Irish museum.

In 2022 and 2023, Creative Ireland also awarded Galway Traveller Movement funding through their 'Traveller Wellbeing Through Creativity' scheme, which supported their 'Reimagining Life on the Road' project, showcased at Fisheries Field for the Misleór Festival. The recreation of traditional camps featured interactive workshops on paper flower making, tin smithing, beady pocket making, and bread baking, as well as Night Shift, a new play written by Rosaleen McDonagh.

The impact of the work of Creative Communities is far reaching. In its review, Creative Communities Ireland concluded that its work enhanced the reach of local authorities, increasing impact and visibility, creating opportunities for communities, enabled local authorities to strengthen pride of place and sense of belonging as well as enhance health and wellbeing through creative engagement.

Healthy Galway City

Healthy Galway City is part of the World Health Organization Healthy Cities Programme. Supported by Galway City Local Community Development Committee (LCDC), Healthy Galway City is based on engagement, collaboration and the

creation of long-term innovative partnerships. The Healthy Galway City initiative is overseen by a Steering Committee (a Sub Committee of Galway City LCDC) comprising of representatives from Galway City Council, Galway City Partnership, HSE Health Promotion and Improvement, Galway City Community Network, HSE Health and Wellbeing, Galway Sports Partnership and Amach! LGBT Galway. Key areas of focus for the service are Mental health & Wellbeing, Tobacco Free environments, Prevention and Reduction of Alcohol Related Harm, Sexual Health, Healthy Eating and Physical Activity. During the last programme a range of projects were funded under the Healthy Ireland initiative for Travellers in the city including:

- Galway Traveller Movement Health & Wellbeing Project that supported
 - Equine Therapy
 - Confidence Building Programme
 - Dance Classes
 - Physical activity / circuit training classes
 - Traveller Mental Health Day
 - Mental Health Enquiry events
- Design and delivery of an Equality and Diversity Training Programme – Cultural Competence in Action, training manual and programme.
- Physical Activity Programmes to address barriers to physical activity among Traveller men and women in Galway city.

Homeless Services

The West Region Homelessness Action Plan 2020-2023 set out a strategic framework to address homelessness in the region.

The Galway City Council Housing department managed and reviewed all households accessing emergency homeless services. The team worked with an inter-agency focus to progress households back into the community with the required supports,

with collaboration between the Galway City Council's Homeless Team, Social Work Department and emergency homeless service providers. Emergency homeless services are provided on an ongoing basis to Traveller men, women, and families following assessment. COPE Galway and Galway SIMON manage and operate a range of resettlement projects in the city and provide a range of transitional housing projects from medium to low support, to high support projects.

Housing for All recognises the importance of providing appropriate supports for families and children in emergency accommodation to secure pathways out of homelessness. Action 3.18 within the Plan is to identify and provide enhanced tenancy sustainment supports to families experiencing long-term homelessness to help them exit from homelessness and maintain their homes. Department of Housing, Local Government & Heritage (DHLGH), Department of Children, Equality, Disability, Integration & Youth (DCEDIY), Local Authorities and TUSLA are named as joint owners of this action.

Furthermore, subgroups established under both the National Homeless Action Committee and the Galway Social Housing Taskforce made recommendations to develop a pilot to provide more intensive visiting supports to families with complex needs to help them successfully exit homelessness and maintain independent living.

In Q2 2023, DHLGH commenced the development of a pilot scheme, providing housing-led supported accommodation to families with complex needs in Galway City and County. To drive the development of this scheme, a steering group was established in June 2023 comprising representatives from DHLGH, Galway City and County Councils and local representatives from the HSE and TUSLA. A consultation with key stakeholders was held in October 2023 and a procurement process was then launched in Q4-23, seeking non-governmental organisations to provide supports to the families participating in the pilot. Following a review of submissions received through the procurement process, a non-governmental organisation, Cope Galway, was successful in Q1-24.

The pilot launched in June 2024 and a monitoring and implementation group have been established. Two Traveller families were prioritised for the pilot. A Traveller representative was nominated to sit on the National Homeless Action Committee implementation group. This scheme will operate on a pilot basis for an initial period of 18 months after which a review will take place.

Challenges Impacting Delivery of the TAP 2019-2024:

Several challenges presented for Galway City Council over the life of the TAP 2019-2024 impacting the delivery of targets during this period.

- Covid '19 resulted in the closure of construction facilities resulting in delays completing projects. When recommencing work during Covid 19, Health & Safety requirements restricted numbers on site and impacted output.
- Planning Permission Refusal: An Bord Pleanála refused two applications made by Galway City Council for developments that included Traveller specific accommodation. The two refusals were Headford Road with 3 Traveller Specific Units and Keeraun with 8 Traveller Specific Units
- Knotweed: The growth of Knotweed at the Doughiska Respond site has impacted its progression and illegal dumping on the Knotweed created environmental constraints.
- The number of Travellers residing in private rented accommodation has decreased since 2019. The Housing Assistance Payment and Rental Accommodation Scheme provided few opportunities for accommodating Travellers due to the limited number of properties available, barriers related to cultural considerations and resistance by landlords to accommodate Traveller families.
- Galway City Council experienced challenges identifying landbanks and appropriate zoned land for Traveller specific accommodation.

Conclusion

To conclude, Galway City Council delivered 75% of its Traveller accommodation targets during the period of its last programme. Accommodation was delivered through the allocation of units at Standard Local Authority and Approved Housing Body developments, private rented accommodation, acquisitions, extensions, Traveller specific accommodation, Caravan Loan Schemes and Tenant Purchase schemes. The successful delivery of targets relied on the effective functioning of the LTACC, that drove the implementation of the programme.

Section 5 Assessment of Accommodation Need

As part of the Assessment of Accommodation Need Survey, 567 families were notified by letter about the TAP 2025-2029 and asked to complete a survey form to outline their accommodation need and location of preference.

The families surveyed were resident at the following forms of accommodation:

Accommodation Type	No of Families
Standard Local Authority Housing	284
Group Housing	22
Approved Housing Body/Voluntary Housing	71
Halting Site	70
HAP	16
Homeless HAP	15
Homeless PASS	60
Private Rented (RAS/LTL/Rent Supplement)	18
New Notifications	2
Transfer List	9
Total	567

*6 Families in Standard Local Authority Housing were not surveyed as they owned their own home

Galway City Council based their Assessment of Accommodation need process on the following information sources:

- Assessment of Accommodation Need Survey 2024
- Annual Traveller Count 2023
- Galway City Council's I House Database
- Summary of Social Housing Assessment 2023
- National Census Data 2022

The assessment reviewed the accommodation needs of 259 families residing at a range of accommodation types in the city. The figure captures Traveller families who are assessed as having a Social Housing need and incorporates households approved for a Transfer. The accommodation preferences of the families surveyed are listed on the table below.

Traveller Accommodation Programme 2025-2029 Accommodation Preferences of Traveller Families

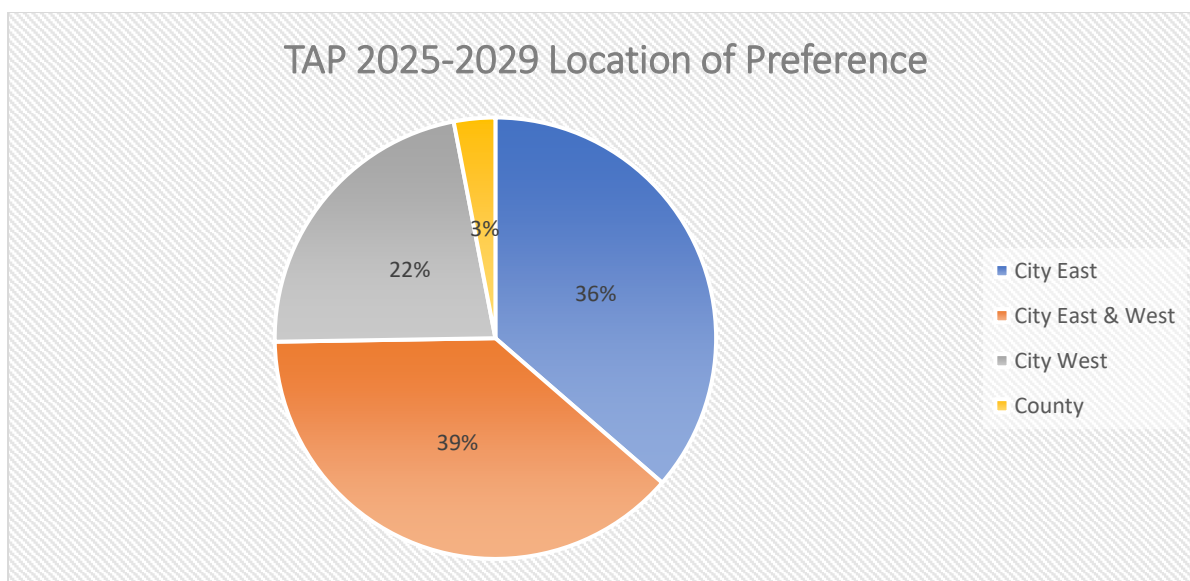
Housing Option	Preference
Traveller Specific Halting Site	57
Traveller Specific Group Housing	22
Standard Local Authority/Approved Housing Body	180
Total	259

Source TAP Assessment of Accommodation Need 2025-2029

TAP 2025-2029 Location Preference

Families were asked to select their location of preference for accommodation with an option to select the city, the county or both.

Over 96 % of Traveller families selected the city as their location of preference; 3% of families preferred the county location only. The pie chart indicates the location of preference for families.



Source TAP Assessment of Accommodation Need 2025-2029

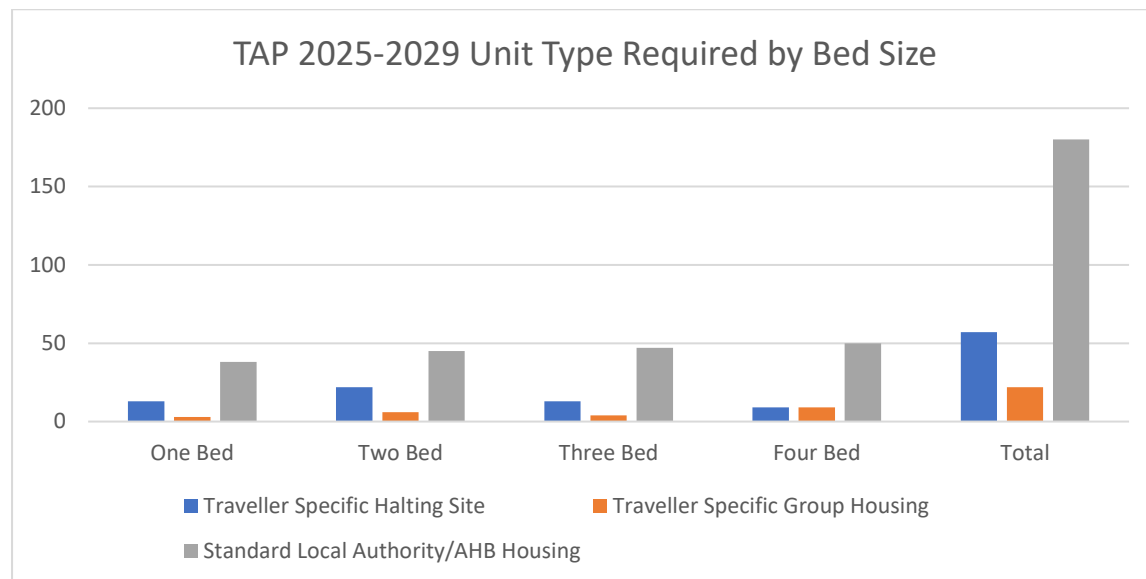
Units Required

The results of the Assessment of Accommodation need forecast a need for 259 units of accommodation to meet the needs of Traveller families during the programme.

Traveller specific units required, include, 57 units of Halting Site Accommodation and 22 units of Group Housing.

In addition, 180 units of Standard Local Authority /Approved Housing Body housing will be required. The table below illustrates the accommodation need according to accommodation type and bed size within the city.

Traveller Accommodation Programme 2025-2029 Units Required by Bed Size



Source TAP Assessment of Accommodation Need 2025-2029

Galway City Council Transfer Applications

Families may apply for a transfer to alternative accommodation within the city's social housing stock in accordance with the Scheme of Letting Priorities.

Common Application Area between Galway City & County Council's

Since the introduction of the Social Housing Assessment Regulations 2011, a housing applicant has a right to choose 3 areas of preferences Galway City East, West and an area of the county.

Galway City Council corresponded with Galway County Council to bring to their attention the accommodation needs of 35 Traveller families who are listed on the Housing list maintained by Galway City Council and have an area of preference in County Galway. The accommodation of preference for those families are:

- Standard Housing: 14 Families
- Traveller Specific Group Housing: 6 Families

- Traveller Specific Halting Site: 15 Families

Projected Accommodation Need

Housing authorities are required to identify the accommodation needs of Traveller families to be met under the new programme, part of which must relate to the projected need that will arise across a range of accommodation options.

To project accommodation need of Traveller families during the lifetime of the programme Galway City Council referred to CSO population statistics, the Annual Traveller Count and the results of its Assessment of Accommodation need analysis. The Annual Count of Traveller families from 2004 to present, highlights the continued increase in Traveller households within the city. In 2004, there were 278 Traveller families in the Galway City Council Local Authority area on the date of the count, in 2023 the population had increased to an estimated 615 families.

By using the 4% increase estimate as suggested in the Government Task Force Report on the Traveller Community in 1995, and having regard to the All- Ireland Traveller Health Study 2010, it is projected that there may be an average of 27 additional family formations per annum during the lifetime of this programme. The figures will be reviewed annually.

It is estimated that 143 Traveller children will turn 18 years during the programme and annual estimates are outlined on the table below.

Estimated Traveller Children Turning 18 years during TAP 2025-2029

Year of Birth	2007	2008	2009	2010	2011	Total
Number of Children	26	27	25	32	33	143

Source TAP Assessment of Accommodation Need 2025-2029

Traveller Homelessness

The Galway City Council Housing department manages and reviews all households accessing emergency homeless services. The team works with an inter-agency focus to progress households back into the community with the required supports, with collaboration between the Galway City Council's Homeless Team, Social Work Department and emergency homeless service providers.

The provision of homeless services that are responsive to the cultural needs of Traveller families remains a challenge with a need for national research.

Galway City Council will track and record the specific needs of Traveller families regarding responses to homelessness, with a view to building understanding and exploring the possibility of developing Traveller specific accommodation responses that are culturally appropriate.

Traveller Youth Homelessness

Housing for All - Youth Homeless Strategy 2023 – 2025, identified young Travellers as one of the six vulnerable cohorts at risk of homelessness. Early intervention and interagency collaboration involving Local Authorities, Local Traveller Accommodation Consultative Committee, Traveller Representative Groups and HSE Regional Traveller Health Forum is essential to prepare young Travellers to find their preferred accommodation and to access any necessary supports in the community.

It is important that there is early liaison with Community Healthcare Workers and the Local Authority regarding the housing needs of young Travellers. Housing preferences and options should be explored to avoid young people accessing mainstream homeless services.

The Homeless section, the Traveller Liaison Officer and the Tenancy Sustainment Officer will engage with young Travellers who are at risk of homelessness and

provide guidance towards mediation, tenancy sustainment and other available supports as necessary.

The Local Authority will provide regular training to Community Healthcare workers to enable them to assist young Travellers to complete and submit a complete Social Housing Support Applications at the earliest opportunity.

Conclusion

Results of the assessment of accommodation need survey indicate that Standard Local Authority/AHB Housing remains the housing preference of Traveller families. Group housing is the least preferred accommodation type. The demand for two bed properties is highest followed by four bed properties. Most families have a preference to reside in the city.

It is projected that 259 units of accommodation will be required in Galway city to accommodate Traveller families during the next programme.

This figure does not include the estimated 143 people that will turn 18 over the lifetime of the programme which could result in the need for additional units for new family formations in this cohort.

Section 6 Annual Targets

Galway City Council intends to meet the accommodation needs of Traveller families through the following methods:

- Standard Local Authority Housing & Approved Housing Body Allocations
- Traveller Specific Group Housing & Halting Site Bays
- Private Rental Accommodation Schemes - Housing Assistance Payment, Rental Accommodation Scheme, Long Term Leasing Scheme

The table below outlines the targets set for delivery during the programme.

Traveller Accommodation Programme 2025-2029 Targets

Accommodation Type	2025	2026	2027	2028	2029	Totals
Standard Local Authority & AHB Housing (incl Transfers)	35	40	40	40	40	195
Traveller Specific Group Housing Schemes	0	0	0	0	Doughiska Respond (4) Keeraun (6)	10
Traveller Accommodation Refurbishment 2 Schemes Subject to Consultation with Families	0	Tuam Road (7)	Doughiska (5)	0	0	12

Rental Accommodation Scheme (RAS)	1	1	1	1	1	5
Long Term Leasing Scheme	1	1	1	1	1	5
Housing Assistance Payment (HAP)	5	5	5	5	5	25
Total	42	54	52	47	57	252

Traveller Specific Accommodation Group Housing Schemes:

It is proposed to deliver 10 units of group housing during the programme, 4 units of group housing at the Doughiska Respond site and 6 units at the Keeraun site. All proposals are subject to planning approval. Casual vacancies will be filled in line with Traveller compatibility and individual requests.

Mixed Tenure Scheme:

It is proposed to complete a feasibility study for the construction of units of accommodation under a mixed tenure scheme at the Fana Glas site.

Traveller Specific Accommodation Halting Sites

Carrowbrowne Transient Halting Site

The council will work with families on site who wish to relocate to other forms of accommodation, including group housing, and to manage any new tenancy allocations on site in the best interests of all families. Consultation with and proposals for the long-term accommodation needs of the families will be completed during the programme.

Cúl Trá Halting Site

Galway City Council will continue to work with the Galway Diocesan Trust to resolve ongoing accommodation matters and reduce overcrowding at the Cúl Trá site.

Doughiska and Tuam Road Halting Sites

It is proposed to refurbish units at both the Doughiska and Tuam Road Halting sites in consultation with the families that reside there. The need for refurbishment works will be determined by the conditions survey to be conducted at both halting sites and subject to funding granted by the DHLGH. This work will be undertaken by Housing Operations Team under the Social Development function.

Carrowbrowne Temporary Halting Site

Carrowbrowne Temporary Halting site is an unauthorised site and located in the administrative area of Galway County Council. As a result, the site must be vacated. It is intended to close this site over the lifetime of the programme and provide alternative accommodation for all families. Consultations between Galway City Council, Galway Traveller Movement and families residing at this halting site are ongoing to explore alternative accommodation options.

Assessment of Need for a Transient Halting Site

Galway City Council recognises the nomadic way of life associated with the Traveller culture. During the programme, the council will undertake a scoping exercise to review the need for a Transient Halting site. The requests for transient bays will be tracked over the lifetime of the programme, developments on this issue at national level will be tracked, and achievable approaches will be explored on foot of this.

Additional Works at Traveller Specific Accommodation Group Housing & Halting Site Bays

Conditions Survey:

A conditions survey of Traveller Accommodation stock will be completed by Galway City Council during this programme. The Conditions survey involves 1-2 survey contractors working on behalf of Galway City Council undertaking a visual survey of the external and internal elements of the property (heating, electrics, fire safety equipment, doors windows, footpaths etc). It also includes a survey of common areas within Group Schemes (footpaths, lighting, drainage etc) where applicable.

Survey notes and photographs of the building fabric, fixtures and fittings are recorded. The information gathered in the survey will be used to inform Galway City Council of remedial works, if required, on the property.

In addition to the conditions survey, detailed design, costings and project risk assessment will be undertaken for a foul sewage scheme at accommodation at the Tuam Road Halting Site.

Galway City Council are prepared to implement plans and programmes to rectify issues at Traveller accommodation, where feasible, and where funding is made available from the Traveller Accommodation Unit and the Department of Housing, Local Government and Heritage.

Storm Weather Warning System

A storm weather warning system will be developed for all halting sites in the city to notify families of adverse weather conditions. Once established, Galway City Council will work with the Galway Traveller Movement to promote the use of the storm weather warning system among Tenants at Traveller specific accommodation.

Specific work will be completed for the Carrowbrowne Temporary Halting site. An assessment of the adverse weather conditions and the associated risks for

temporary accommodation and the structural defences will be completed. An emergency evacuation plan will continue to be revised and updated for the site.

During the programme, Storm Weather Management will be included as a specific agenda item for the LTACC Estate Management Subgroup.

Conclusion

Future accommodation needs in this programme are estimated only and will be tracked to ensure an adequate estimate has been made. Delivery of targets is dependent on resources available to the department during the programme.

Section 7 Human Rights, Equality & Public Sector Duty

Galway City Council is committed to the ongoing implementation of the equality and human rights duty set out in Section 42 of the Irish Human Rights and Equality Commission Act. A consistent focus is maintained on equality and human rights in all operations and across all functions of the council and an Equality and Human Rights Value statement and public sector duty implementation plan was developed to drive this approach.

In preparing the programme, Galway City Council deployed the assessment of equality and human rights issues facing the Traveller community and relevant to the provision and management of Traveller accommodation, prepared with the participation of the LTACC as part of the mid-term review of the previous programme. These issues are set out in Appendix 2. This was in fulfilment of the Assess step of the Duty.

During the preparation and drafting of the programme, there was a focus sustained on these issues to ensure that they were adequately and appropriately addressed. At final draft stage the programme was reviewed in a participative exercise to establish whether, where and to what extent these issues had been addressed. Amendments identified from this exercise were then included in the programme. The template is included in Appendix 3. This was in fulfilment of the Address step of the Duty.

Over the course of implementing the programme, Galway City Council in conjunction with the LTACC will track and report annually on progress and achievements in addressing these equality and human rights issues. This report will be used to further reflect on ensuring an effective response to these issues. This is in fulfilment of the Report step of the Duty.

Further to this, Galway City Council with the participation of the LTACC prepared and continues to implement of an Equality Action Plan. This was developed in response to an Equality Review of Traveller accommodation provision undertaken by Galway

City Council at the invitation of the Irish Human Rights and Equality Commission. Galway City Council, with the participation of the LTACC, will continue to implement this Equality Action Plan over the life of this programme.

As part of its corporate plan, the council will have regard to equality and anti-discrimination practices. The council's Customer Charter (Appendix 5) aims to ensure equal treatment of all customers and groups, in line with the equality legislation and the Public Sector Equality and Human Rights Duty. Complaints under the charter relating to discrimination can be made to; customerservice@galwaycity.ie Complaints of discrimination relating to Traveller housing and accommodation made to Galway City Council will be tracked during the period of the next programme.

To conclude, Galway City Council is committed to an equality and human rights approach in its provision and management of Traveller accommodation in line with the Public Sector Equality and Human Rights duty.

Section 8 Traveller Accommodation Programme 2025

2029 Annual Reviews

Section 17 (1)(a) of the Housing (Traveller Accommodation) Act, 1998, provides that a relevant housing authority shall review its Accommodation Programme at least once in each three-year period, or at such time as directed by the Minister. Any amendment to the Accommodation Programme proposed following any such review must be made within seven months and is subject to the same procedures and requirements including public consultation. The Minister has, under Section 17 (1) of the 1998 Act, directed that a review of the Accommodation Programme should be carried out no later than 30th June 2027. This provision requires for more frequent reviews to be carried out, if required.

An annual review and reporting on the progress made with the equality and human rights issues assessed under Public Sector Equality & Human Rights Duty will be completed. The report will be included in the current annual review that tracks the progress of the programme and will be a focus for discussion at the LTACC.

Appendix

Appendix 1 – List of Submissions Received

Service
COPE Galway
Galway Simon
HSE Regional Traveller Health Forum (CHO2)
Galway City Community Network
Galway City Partnership
Joint Submission from the Irish Traveller Movement, National Traveller Women's Forum, Pavee Point & the Roma Centre
People Before Profit
Galway Traveller Movement
CENA Culturally Appropriate Homes AHB
Irish Human Rights & Equality Commission
Keeraun Residents

Appendix 2 - Assessment of Equality and Human Rights

issues undertaken in fulfilment of the Public Sector

Equality and Human Rights Duty

In undertaking this assessment, Galway City Council has followed guidance issued by the Irish Human Rights and Equality Commission, including that the assessment is evidence-based and involves engagement with relevant stakeholders. It should be noted that, in accordance with the Duty, this assessment is not an assessment of the performance of the public body regarding equality and human rights. It can and does include issues that the public body is already acting on or has plans to do so.

The equality and human rights issues are organised under the headings of the equality and human rights values that motivate Galway City Council's concern for these issues.

Dignity: is about care and respect for people. It involves embracing diversity and protecting, promoting, and fulfilling people's rights. It means working with people in a non-judgmental and fair manner, based on a parity of esteem.

The equality and human rights issues related to this value that Travellers face that are of relevance for the preparation or review of a Traveller Accommodation Programme are:

- High levels of discrimination and harassment, both individual and systemic, with a high level of under-reporting of such incidents.
- Negative stereotyping, with false assumptions made as to needs and wishes.

Autonomy: is about independence, self-determination, choice and a bottom-up approach. It involves being flexible in meeting changing, emerging and contextual needs and supporting a capacity to make choices and be involved in decision-making.

The equality and human rights issues related to this value that Travellers face that are of relevance for the preparation or review of a Traveller Accommodation Programme are:

- Inadequate information and support to enable informed choices.
- Pressure to hide one's identity to avoid discrimination.
- Lack of internet access.

Participation: is about meaningful participation in decision-making and processes of accountability. It involves the right to be heard and to pose a challenge. It includes open debate in building shared visions with space for differences and compromise.

The equality and human rights issues related to this value that Travellers face that are of relevance for the preparation or review of a Traveller Accommodation Programme are:

- Lack of participation in and influence on decision-making, as individuals and as a community.
- Inadequate consultation in relation to needs.
- Lack of information and support for effective participation and consultation.

Inclusion: is about enabling and recognising the right of people, in particular those experiencing disadvantage and exclusion, to participate.

The equality and human rights issues related to this value that Travellers face that are of relevance for the preparation or review of a Traveller Accommodation Programme are:

- Lack of recognition for heritage, culture and identity, in the design and delivery of services.
- Lack of provision for culture and tradition, particularly in relation to culturally appropriate accommodation, nomadism, horse ownership, and economic activity.
- Inadequate response to the specific needs of the diversity within the community, in relation to Traveller women, Travellers with a disability etc.
- Lack of data disaggregated on the Traveller ground, and lack of adequate attention to what is required for its appropriate collection and use.

Social Justice: is about transparency and fairness in the distribution of economic, educational, cultural and other resources. It involves proactive targeted approaches to support those experiencing injustice.

The equality and human rights issues related to this value that Travellers face that are of relevance for the preparation or review of a Traveller Accommodation Programme are:

- High levels of poverty and dependence on social housing, and inadequacy of provision.
- High levels of disadvantage across multiple housing dimensions:
 - Poor and unsafe standard of living conditions.
 - Overcrowding.
 - Homelessness.
- Lack of access to private rented accommodation, due to discrimination and lack of properties of sufficient size.

Environmental Justice: is about recognising the right to a clean, safe, and sustained environment for this and future generations. It involves a concern for climate change and its impacts, in particular on marginalised groups and communities.

The equality and human rights issues related to this value that Travellers face that are of relevance for the preparation or review of a Traveller Accommodation Programme are:

- Energy poverty due to cost of energy, low level of household income, and lack of energy efficiency of the home.
- Unequal impact of climate change, including particular impacts of weather events on Traveller specific sites.
- Unequal exposure in contexts of viral pandemics/epidemics in overcrowded accommodation settings

Appendix 3 Traveller Accommodation Programme 2025-2029 Public Sector Equality & Human Rights Duty

Review

The five-year Traveller Accommodation Programme establishes the existing and projected accommodation needs of Travellers in Galway city and sets out the accommodation provision that aims to be made to address those needs over the five-year period 2025-2029.

2. Address Step

Dignity: is about care and respect for people. It involves embracing diversity and protecting, promoting, and fulfilling people's rights. It means working with people in a non-judgmental and fair manner, based on a parity of esteem.

Relevant equality and human rights issues High levels of discrimination and harassment, both individual and systemic, with a high level of under-reporting of such incidents and negative stereotyping, with false assumptions made as to needs and wishes.

Amendments:

- As part of its corporate plan, the council will have regard to equality and anti-discrimination practices. As part its Customer Charter (Appendix 5), Galway City Council aims to ensure equal treatment of all customers and groups, in line with the equality legislation and the Public Sector Equality and Human Rights Duty. Complaints under the Charter relating to discrimination can be made to; customerservice@galwaycity.ie Complaints of discrimination relating to Traveller housing and accommodation made to Galway City Council will be tracked during the period of the next programme.
- Training on the Public Sector Equality and Human Rights Duty will be made available to Housing staff & LTACC Councillors and members, using IHRECs e learning module <https://elearning.ihrec.ie/> and partnership initiatives with the Galway Traveller Movement. In addition, each Head of Function within the council will be provided with IHREC's e learning module on Public Sector duty for rollout to staff.
- At a national level discrimination displayed towards Travellers by HAP & RAS landlords has been noted. The Equal Status Act contains provisions to protect people including members of the Traveller community from such

discrimination. Increased supply of private and public housing will help provide additional properties under the HAP and RAS schemes. A review of the RAS scheme is underway and due to be finalised by the year end (2024). It is hoped that the review will contain recommendations to entice landlords to the private rental market and in turn increase opportunities for Traveller families to source accommodation in the private rented sector. RAS will be tracked, and targets will be set to ensure improved access for families in the private rented sector. This tracking will include a focus on experiences of discrimination with a view to developing a response should it arise.

- The council supports the concept of 'Shared Neighbourhoods', based on the principles of equality, cultural diversity and positive intercultural interactions, and will take steps to develop approaches to stimulating and supporting 'Shared Neighbourhoods' involving the Traveller community and the wider society, building intercultural competence and enabling collective identity within its communities.
- Note: Reference to Indigenous Removed

Autonomy: is about independence, self- determination, choice and a bottom-up approach. It involves being flexible in meeting changing, emerging and contextual needs and supporting a capacity to make choices and be involved in decision-making.

Relevant equality and human rights issues: Inadequate information and support to enable informed choices. Pressure to hide one's identity to avoid discrimination. Lack of internet access.

Amendments:

- Advice and assistance will be provided to social housing applicants and/or their representatives, if requested by the applicant, to address any difficulties that may arise in completing the Housing Application process. An Easy Read Guide, for completing the Housing Application, is available on the Galway City Council website and has been made available to the Galway Traveller Movement to support their members. A list of support services was provided to help applicants complete their Social Housing Needs Assessments applications.
- Galway City Council are in the process of developing an Easy Read Manual on Social Housing Options, specifically, for the Traveller community. The manual will include procedures for managing/troubleshooting situations such as sustainability of tenancy, evictions, notice to quit etc
- Galway City Council and the Galway Traveller Movement will continue to work together to promote information on this programme, and on Housing

supports/surveys/issues through the HSE/GTM Community Healthcare Worker service and through Galway Traveller Movement. Galway City Council will also continue to impart information using traditional forms of communication, through its website and social media channels.

- The Housing application contains a Traveller Identifier question, and applicants voluntarily complete this section of the form. Galway City Council in partnership with the Galway Traveller Movement will undertake information campaigns to promote the importance of and encourage applicants to complete this part of the application form. The Housing Agency makes a comprehensive manual and in person training available to staff leading Housing Assessments. Part of that training focuses on the completion of the Traveller Identifier question, within an equality framework. Galway City Council will ensure relevant staff take up this training and will track the decision by applicants to choose to complete the Traveller Identifier question and take steps to sustain and improve this as needed.
- Lack of internet access was considered an Equality and Human Rights issue in the TAP Mid Term Review (2022). In response to the need at that time, Galway City Council participated in a two-year pilot project to improve access to Wi-Fi in the vicinity of the Tuam Road Halting site. Changes in consumer purchasing of budget friendly mobile data resulting in reductions in Wifi usage led to the discontinuation of the project. Galway City is currently serviced by a range of internet providers supplying high speed broadband to its population for a range of activities and on that basis lack of internet access is no longer considered a need for the current programme.

Participation: is about meaningful participation in decision-making and processes of accountability. It involves the right to be heard and to pose a challenge. It includes open debate in building shared visions with space for differences and compromise.

Relevant equality and human rights issues: Lack of participation in and influence on decision-making, as individuals and as a community. Inadequate consultation in relation to needs. Lack of information and support for effective participation and consultation.

Amendments:

- The Galway City Council Local Traveller Accommodation Consultative Committee comprises of an independent Chairperson, 6 elected City Councillors, 3 elected Traveller Representatives, 1 Galway Traveller Movement Representative and a range of council officials. Traveller representation at the committee is completed by an election process whereby

Travellers in the city vote for their preferred representative. The primary purpose of the LTACC and its sub committees is to drive the Traveller housing policy and ensure that the Traveller Accommodation Programme is implemented. The work of the LTACC is supported by its two sub committees: Estate Management and Operational

The LTACC statutory role is to:

- advise on the preparation and implementation of the TAP
- advise on the management of accommodation for Travellers, and
- provide a liaison between Travellers and members and officials of the local authority.

The LTACC has been given a role in relation to advancing the equality and human rights action plan for Traveller accommodation and supporting implementation of the Duty. Galway City Council adopted a Communication Protocol to enable working relationships and the effective functioning of its LTACC based on its values of dignity, autonomy, participation, inclusion, social justice and environmental justice. The Communication Protocol is a working document and will be subject to revision and updated with the new LTACC.

- Galway City Council will continue to consult with Traveller families to explore improved methods of data collection to accurately reflect the needs of Traveller Families in the city. We will continue to use data collection methods such as paper, telephone surveys, partnering with the Galway Traveller Movement for in person consultations and will explore the use of Traveller Led, door to door and digital surveys during the next programme.
- The Traveller Accommodation Unit staff are available via phone, email, letter and drop in by appointment, to provide information, advice and support. The Traveller Accommodation, Liaison & Estate Management Officers will continue to schedule quarterly in person meetings with the Galway Traveller Movement to review
 - 1 - Traveller Accommodation Cases
 - 2 - Issues at Traveller specific accommodation within the city

The provision of outreach to enhance consultation with the Traveller community in the city will be offered at the Local Traveller Action Group meetings when they resume and Galway City Council Housing staff in conjunction with the Galway Traveller Movement will be invited to deliver information sessions on housing topics at those meetings. Galway City Council will continue to explore the need for and the opportunity to undertake additional outreach during the period of the programme.

Inclusion is about enabling and recognising the right of people, in particular those experiencing disadvantage and exclusion, to participate.

Relevant equality and human rights issues Lack of recognition for heritage, culture and identity, in the design and delivery of services. Lack of provision for culture and tradition, particularly in relation to culturally appropriate accommodation, nomadism, horse ownership, and economic activity. Inadequate response to the specific needs of the diversity within the community, in relation to Traveller women, Travellers with a disability etc. Lack of data disaggregated on the Traveller ground, and lack of adequate attention to what is required for its appropriate collection and use.

Amendments:

- The provision of homeless services that are responsive to the cultural needs of Traveller families remains a challenge with a need for national research. Galway City Council will track and record specific needs of Traveller families regarding responses to homelessness, with a view to building understanding of and explore the possibility of developing Traveller specific accommodation responses that are culturally appropriate. Galway City Council will work with the Galway Traveller Movement peer-led Genio funded project in this field to further develop this approach. In addition, Galway City Council will keep up to date with the Irish Traveller Movement Strategy in this area;
<https://itmtrav.ie/our-work/accommodation/accommodation-key-issues/>
- A Traveller Specific Estate Management Policy will be finalised and implemented for Traveller specific accommodation by Q1 2025.
- Galway City Council Creative Communities Project Work will continue to engage with the Traveller community
- Galway City Council will explore the possibility of partnering with Galway County Council to establish an interagency group to develop a Horse project for Traveller families in the city and county during the next programme.
- Galway City Council has developed models of site design at the Circular Road site that are categorised as Traveller Specific Group Housing. In the design of the units, Galway City Council supported consultations with families at the site regarding the housing design there. The models of site design will continue to be implemented.
- There is a need for a scoping exercise to identify the need for a transient site to address Traveller nomadism. The requests for transient bays will be tracked over the lifetime of the programme, developments on this issue at national level will be tracked, and achievable approaches will be explored on foot of this.

- Galway City Council continue to review the needs of Traveller applicants with a disability requirement under the four categories: Mental Health, Physical, Sensory and Intellectual, this includes families who have a child with a disability. The Housing and Disability Steering Group (HDSG) was established to support the implementation of the Galway City Council Strategic Plan for Housing People with a Disability. The Housing and Disability Steering Group now has 5 HDSG Subgroups in situ with key external agencies to progress collaborative solutions for applicants of Galway City Council. This includes the HDSG Subgroup for Physical & Sensory attended by Galway City Council, HSE and the Irish Wheelchair Association; HDSG Subgroup for Intellectual Disability attended by Galway City Council, Brothers of Charity and Ability West;

HDSG Subgroup for Mental Health attended by Galway City Council, HSE Mental Health Coordinator and Sophia Housing.

HDSG Subgroup for Children with Disabilities attended by Galway City Council, HSE Primary Care Social Worker for Children and Enable Ireland

Internal HDSG Subgroup, consisting of staff from Housing Capital, Housing Maintenance, members of the Allocations and Social Work teams meet to consistently review housing stock and needs of those on the housing waiting list with a disability requirement.

- Since 2022, the Housing Application form includes a Traveller identifier question that can be completed voluntarily by applicants. Galway City Council will continue to work with the Galway Traveller Movement to encourage applicants to complete the Traveller Identifier question so that the data collected is representative of the needs of the Traveller population in the city. Galway City Council Housing Assessments staff will undergo training that is made available from the Housing Agency on the use of the Traveller Identifier. In addition, Galway City Council will continue to promote information on this programme, on Housing supports, surveys and issues through the HSE/GTM Community Healthcare Worker service and through GTM directly to ensure their needs are adequately represented. Galway City Council will also continue to impart information using traditional forms of communication, through its website and social media channels.

Social Justice: is about transparency and fairness in the distribution of economic, educational, cultural and other resources. It involves proactive targeted approaches to support those living in justice.

Relevant equality and human rights issues: High levels of poverty and dependence on social housing, and inadequacy of provision. High levels of

disadvantage across multiple housing dimensions: Poor and unsafe standard of living conditions, Overcrowding; Homelessness. Lack of access to private rented accommodation, due to discrimination and lack of properties of sufficient size. Lack of interagency and interdepartmental collaboration

Amendments:

- The ongoing roll out of the Caravan Loan Scheme is a matter for national decision. Galway City Council remains committed to its implementation and once renewed and will explore a holistic approach to its implementation, seeking effective ways of responding to additional establishment costs once the trailer has been secured.
- The scale of overcrowding and homelessness is both hidden and apparent and will be tracked over the lifetime of the programme. Future accommodation needs in this programme are estimated and will be tracked to ensure an adequate estimate has been made.
- The Galway City Traveller Interagency group has not met since 2022 to address a range of social issues presenting for the Traveller community in the city. The reactivation of this interagency group is one of the Local Economic & Community Plan actions to be promoted by Galway City Council.

Environmental Justice: is about recognising the right to a clean, safe, and sustained environment for this and future generations. It involves a concern for climate change and its impacts, in particular on marginalised groups and communities.

Relevant equality and human rights issues: Energy poverty due to cost of energy, low level of household income, and lack of energy efficiency of the home. Unequal impact of climate change, including particular impacts of weather events on Traveller specific sites. Unequal exposure and unequal Impact in contexts of viral pandemics/epidemics in overcrowded accommodation settings.

Amendments:

- Most Traveller social housing has received retrofitting measures under phase 1 of the retrofit program, where access was granted to installers, facilitating the implementation of attic insulation and pumping of cavity walls with foam insulation. A stock survey will be completed in the Q4 2024 and will act as a focus for future work at the sites. Detailed design, costings and project risk assessment is being undertaken for a foul sewage scheme for units at the Tuam Road Halting Site that will be require ongoing work during the next programme.

- At the Carrowbrowne Temporary Halting site the following climate action work was completed. An assessment of adverse weather conditions and the risks/impact on the buildings, mobile homes, and people at the site was completed by a consultant engineer and a report being prepared. An assessment of structural defences was completed by a consultant engineer and a report was received. An emergency evacuation plan was updated to Version 3 as of July 2024, for the evacuation of the community at the halting site. A storm warning system for all halting sites is being explored. Galway City Council will work in partnership with the Galway Traveller Movement to promote the use of the Storm Weather Alert system among tenants at Traveller specific accommodation. In addition, Storm Weather Management will be a specific agenda item for the LTACC Estate Management Subgroup
- The National Traveller Accommodation Preparedness Checklist was developed to strengthen Covid 19 preparedness and infection prevention and control on authorised and unauthorised Traveller halting sites and Local Authority Traveller specific Group Housing schemes. While no longer a live document, the information will be used as a Toolkit to continue to improve conditions on Traveller accommodation sites. Galway City Council will work at interagency level to continue to improve the infection prevention and control on all sites both official and unofficial.

Appendix 4 Capturing the Learning for the Future from the Perspective and Experience of the Current LTACC - 10th April 2024

Context

There have been positive shifts in the context for preparing and implementing the next TAP during the life of the current LTACC that offer foundations to be built on:

- A Traveller Accommodation Officer and a Traveller Liaison Officer are now in place and hold potential to drive new progress.
- The LTACC is functioning well, along with its two subcommittees.
- There is additional data available with the use of the Traveller identifier on the housing application form, and it will be important to make full use of this data.

Within this, it is acknowledged that new builds and delivery remains the biggest challenge.

Process for the TAP

There is a challenge to innovate in the development of a new TAP and the conditions have been created for this:

- New participative planning processes could be employed to generate new ideas and to embed these appropriately in the TAP and it will be important to create spaces for this.
- The conditions are in place to implement the public sector equality and human rights duty in the preparation of the next TAP with the assessment of equality and human rights issues undertaken and in place to be applied in developing the new TAP. This focus on the public sector equality and human rights duty would be enhanced within a whole organisation approach to its implementation.

The LTACC

The next LTACC should sustain and further evolve the approach that has been developed. In this:

- It would be timely to review and update the Communication Protocol.
- It would be useful to retain the approach of having an independent chairperson.
- Communication and relationship building needs to be further emphasised.

Priorities for the TAP and the Ongoing Work of the LTACC

Priority areas for attention in developing and implementing the next TAP and the ongoing work of the LTACC might include:

- Implementing the culturally appropriate Traveller specific accommodation model that has been developing Galway and watching for new guidance emerging from national level.
- Finalising and implementing the new approach to estate management.
- Developing new approaches to stimulated 'shared neighbourhoods'.
- Continuing to implement and monitor, and further develop as needed, the equality and human rights action plan developed.
- Ensure a contribution to the review and full establishment of the caravan loan scheme and continue to enhance its local implementation.
- Taking a regeneration approach in the redevelopment of existing sites.
- Further developing maintenance logging systems, based on good practice.
- Engaging with expertise from mobile home suppliers in planning sites that include mobile homes.
- Innovating in the use of social enterprise approaches to such as transient sites.
- Innovating in the employment of Traveller apprentices, engaging as need with GRETB to facilitate this.

Issues for the TAP and the Ongoing Work of the LTACC

Issues noted over the last period, some of which are not in the control of the local level, include:

- Impossibility of meeting HAP/RAS/LTL targets.
- Missing targets set.
- Planning barriers experienced.
- Difficulty in securing resources needed from national level.

10 April 2024

Appendix 5 Galway City Council Customer Charter

Galway City Council is committed to providing an excellent quality service to all our customers in an effective, fair, respectful, confidential and non-discriminatory manner as outlined in our Customer Charter.

Galway City Council Customer Charter



The provision of high quality Customer Service and Care is a key priority for Galway City Council.

Galway City Council is committed to providing an excellent quality service to all our customers in an effective, fair, respectful, confidential and non-discriminatory manner.

This customer charter sets out the principles of quality customer service you may expect from Galway City Council.



Quality Service Standards

We will ensure compliance with the quality service standards set out in our Customer Service Action Plan 2021 – 2024.



Equality, Diversity & Human Rights

We will ensure equal treatment of all and embrace and foster the city's diversity and strive for equal outcomes for all groups, in line with our Public Sector Duty on equality and human rights. We will work to identify and eliminate barriers to access to services for people experiencing poverty and social exclusion.



Openness and Impartiality

We will deal with you in a fair and open manner. We will discuss any aspects of your dealings with us and we will explain how a decision was reached.



Physical Access

We will provide clean, accessible public offices that comply with occupational and safety standards and facilitate access for people with disabilities and special needs.



Information

We will provide clear, helpful, accurate and up-to-date information that can be easily understood. We will use simple language and only use technical/legal terms when necessary. We will ensure our website and social media are kept up-to-date. We will protect your information in compliance with Data Protection Regulations.



Timeliness and Courtesy

We will treat all customers promptly, courteously and with sensitivity while having due regard to privacy and confidentiality. We will be professional and helpful and will provide staff contact names to ensure ease of ongoing transactions.



Choice

We will aim to provide choice, where feasible, in payment methods, access to services and service delivery. We will maximise the use of technology to improve service delivery and to provide online access to services where we can.



Consultation & Evaluation

We will provide a structured approach to meaningful consultation with, and participation by, our customers in relation to the development, delivery and review of services.

We will monitor and evaluate our services and performance against the commitments in this Charter and continue to review our Customer Services.

We will encourage customers to provide feedback (positive or negative) with regard to the quality of service they have received.



Services in other Languages

We will accommodate our customers who wish to conduct their business through Irish or Irish Sign Language and other languages where possible.



Accountability

We will carry out our work with honesty and integrity to the highest professional standards across all our services ensuring decisions are made in the best public interest.

We will monitor compliance and complete annual reviews of standards and performance and publish details of performance achieved against service indicators across the range of Council services in our Annual Report.



Better Co-Ordination

We will encourage a more coordinated and integrated approach to the delivery of services to our customers.



Internal Customer

We will ensure staff are recognised as internal customers and that they are properly trained, supported and consulted in the services they deliver.

We will use communications channels to support and respond to the important representational, corporate governance and community leadership roles of the Elected Members.



Complaints & Appeals

We will provide customers with an accessible, transparent and user-friendly complaints and appeals procedure for people who are unhappy with our quality of service - details of which can be found at <https://www.galwaycity.ie/complaints-appeals>