



# **LLAIS CARDIFF & VALE ENGAGEMENT REPORT**

Engaging with people involved in the  
Gypsy and Traveller community

November 2025





## Introduction

Between 27 October and 7 November 2025, we visited Gypsy and Traveller sites in Cardiff to listen to people's experiences of health and social care and to make sure their voices were heard. This report summarises what we learned, how services responded, and the positive changes that followed.

## What we heard

### Access to care

- Written information needs to be more accessible for Gypsy and Traveller communities, such as Easy Read.
- People reported long waits for GP appointments, NHS dentists, Autism assessments, CAMHS and A&E.
- Experiences with GP practices varied; some were satisfied, while others struggled with the 8am phone rush.
- Recruitment for the Cardiff & Vale Health Inclusion Service (CAVHIS) has been paused since September 2025, affecting health checks for people on unauthorised encampments.


### Care on sites

- Some health and social care staff, such as maternity teams, GPs, ambulances, and health visitors, cannot enter certain sites. This means vulnerable people must travel for appointments.

### Staff attitude

- One person felt younger doctors were more understanding.
- Some felt staff behaved differently toward Gypsy and Traveller people compared with others.

### Dental services

- Some individuals have waited up to two years for an NHS dentist and cannot afford private care.
  - One parent could not register their children with the same NHS dentist.
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## Culture

- Cultural traditions can affect access to services.
- Barriers exist around sexual health services and cancer screening.
- Naming traditions can create challenges with correspondence and record-keeping.

## Representations made to health and social care services

We shared these findings with Cardiff & Vale University Health Board and Cardiff Council and asked for responses on:

- Improving access to care
- Updates on CAVHIS
- Providing care on sites
- Staff attitudes
- Culture and communication

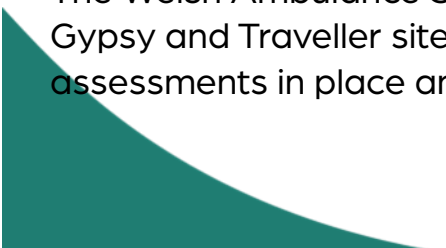
## Impact and change

Our work with the community has led to improved assurances and positive changes across health and social care services.


### **Cardiff and Vale University Health Board:**

Cardiff and Vale University Health Board is working with partners to develop a culturally appropriate service delivery policy, supported by staff training and a co-designed health assessment. Residents on the Shirenewton and Rover Way sites can access GP and nursing services, with barriers reduced through walk-in triage, paperwork support, direct referrals from the Cardiff and Vale Health Inclusion Service (CAVHIS) and Gypsy Traveller Wales, and on-site vaccinations. The Health Board provides information in accessible formats, strengthens communication through partnership with Gypsy Traveller Wales, and continues to build staff awareness to improve access to services such as sexual health and cancer screening.

### **Welsh Ambulance Service Trust.**



The Welsh Ambulance Service Trust ensures emergency ambulances can access Gypsy and Traveller sites across Cardiff and the Vale, with standard risk assessments in place and generally positive community reception. The Trust works



with partners to improve equitable access to services, using flexible, relationship-based approaches and addressing challenges on unauthorised encampments through joint efforts to improve location identification and response times. Staff receive training on empathy, inclusion, and fairness, including mandatory learning and sessions delivered with input from Gypsy and Traveller community members. The Trust is also implementing accessible communication standards and adapting processes to provide clear, inclusive information and remove administrative barriers to care.

## **Cardiff Local Authority**

Cardiff Council is working with Cardiff and Vale Health Inclusion Service (CAVHIS) to enhance health provision and carry out assessments on temporary sites, with new policies planned for January 2026, subject to CAVHIS staffing. Health and Social Care Services coordinate with the Council's Gypsy and Traveller Service to access sites, and visits from health visitors and midwives to the Roverway site, temporarily suspended after a serious incident, have now resumed, while Shirenewton services remain unaffected. On-site officers, easy-read visual materials, and Site Support Staff help build trust, reduce barriers, and empower residents to make informed health decisions. The Council also promotes cultural awareness training, and Cardiff is contributing to the Welsh Government's co-designed Gypsy, Roma and Traveller training programme, expected from April 2026. Staff use flexible identifiers, such as date of birth or preferred name, instead of rigid first and last name requirements, ensuring accurate records while respecting cultural identity and maintaining access to care.

To view the full response received from these organisations, please contact the Cardiff and Vale local Llais office.

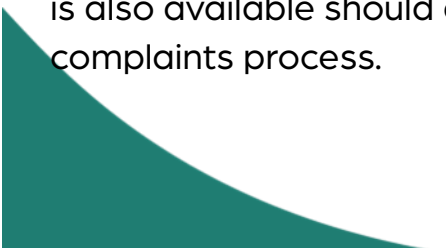
## **Next steps**

### **Share findings**

We will share this report with key stakeholders and people within Cardiff and the Vale of Glamorgan to highlight the work we have undertaken.

### **Engagement & Advocacy**

We encourage people to continue to get involved in future engagement opportunities and welcome feedback year-round. The complaints advocacy service is also available should anyone need support through the health and social care complaints process.





## Staying connected

To stay connected with us, you can:

- Visit [www.llaiswales.org](http://www.llaiswales.org) for updates and reports
  - Follow us on social media @llaiscardiffandvale
  - Contact your local Llais team at [cardiffandvaleenquiries@llaiscymru.org](mailto:cardiffandvaleenquiries@llaiscymru.org)
  - Sign up for our newsletter - <https://www.llaiswales.org/insights>
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