



# Roma housing in London: barriers and inequalities

Ted Sale

February 2025

**ROMA**  
SUPPORT GROUP

## **About us:**

Roma Support Group (RSG), the first Roma-led registered charity established in the UK, has been working with Roma refugees and migrants since 1998. Our mission is to empower Roma communities to challenge discrimination, exercise their rights and fulfil their potential. By influencing decision makers to ensure equality and fair treatment and improving the visibility and perception of the Roma community we believe that we can move towards a world in which Roma people are *seen, valued and respected*.

## **Romano Kher project:**

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# Contents

<b>1. Executive Summary</b>	5
<b>2. Introduction</b>	7
2.1 Methodology	7
2.2 Roma in London	8
<b>3. Findings</b>	9
3.1 Tenure	9
3.2 Awareness of rights as tenants	11
3.3 Ability to access housing services and support	12
3.4 Overcrowding	14
3.5 Substandard accommodation	15
3.6 Discrimination	16
<b>4. Conclusion</b>	18
4.1 Key findings	18
4.2 Recommendations	19
<b>5. Bibliography</b>	20

## List of Figures

Figure 1: 10 boroughs with highest percentage of London's Roma population	8
Figure 2: Roma tenure in London vs London average	9
Figure 3: Percentage of Roma private renting by main language	9
Figure 4: Percentage of Roma social renters by main language	10
Figure 5: Awareness of rights as tenants	11
Figure 6: Ability to access LA housing services	12
Figure 7: London boroughs with highest percentages of Roma living in overcrowded accommodation vs overall average overcrowding	14

# 1. Executive Summary

Roma communities in London face significant housing challenges, including disproportionate levels of overcrowding, substandard living conditions and barriers to accessing services, which severely impact their quality of life, perpetuate inequality, and negatively impact social cohesion.

Key findings:

- **Overrepresentation in private rental sector:** Roma are more than twice as likely to rent than the general population of London, increasing the likelihood of living in overcrowded and unsafe accommodation.
- **Overcrowding:** a disproportionate number of Roma live in overcrowded accommodation, for example 46% of Romanian Roma live in overcrowded housing, compared to the London average of 20%.
- **Low awareness of housing rights and processes:** for example, 37% of Roma are unaware of eviction processes and their rights around evictions. Lack of knowledge of housing rights makes Roma communities in London more vulnerable to exploitation, illegal evictions and unsafe living conditions.
- **Barriers to accessing housing services:** many Roma in London are unable to access local authority (LA) housing services, due to barriers such as discrimination and digital exclusion, preventing them from obtaining support they are entitled to.
- **Private rental sector discrimination:** discrimination from private landlords and letting agents prevents many Roma from accessing more regulated private rental accommodation.

We recognise the efforts made by local authorities to support their residents despite the huge difficulties they face as a result of austerity. However to address the disparities and barriers identified in this report, local authorities must improve their engagement with Roma, through making services more accessible, promoting cultural competency and tackling discrimination. Roma communities can only fully benefit from the welcome changes to housing law under the Renters Rights Bill, such as increased protections against eviction and discrimination, if engagement is improved.

Key recommendations:

- Local authorities, the Greater London Authority (GLA), London Councils and the government should work with Roma to coproduce awareness campaigns to improve Roma communities' understanding of housing rights and services.
- Local authorities should ensure fair access to housing services and routes to safe and affordable social housing for Roma people, to mitigate the high risk of living in substandard or overcrowded private rental accommodation.
- Local authorities, the GLA and charities working with Roma should increase their cultural competency, through employing Roma staff and ensuring that non-Roma staff are adequately trained.

- Local authorities and charities should improve data collection on Roma, and include them in their Gypsy Traveller Accommodation Needs Assessments.

Through implementing these measures, local authorities and policymakers can bring about more equitable housing outcomes for Roma communities, contribute to addressing mental and physical health inequalities and improve social cohesion across London.



## 2. Introduction

This report explores housing challenges faced by Roma communities in London, including barriers faced in accessing adequate housing, and proposes policy solutions to address the challenges and inequalities identified. It is intended for policymakers, local authorities and professionals working in housing and homelessness services and organisations.

This work uses both qualitative and quantitative data, including analysis of the 2021 census, surveys and insights from focus groups. While the focus of the report is on London, the findings and recommendations are applicable to other areas with Roma populations.

### 2.1 Methodology:

This report uses both qualitative and quantitative data to examine housing issues experienced by Roma communities in London. Quantitative data includes a survey conducted by Roma Support Group (RSG) in 2023 on ability to access services and awareness of housing rights, which recorded responses from 50 individuals from Bulgarian, Polish and Romanian Roma communities in London. Data from the 2021 census is used alongside survey results, in particular analysis of the [Roma populations by housing in England and Wales: Census 2021](#) dataset.

While the 2021 census provides important and useful insights, it did not record the data of all Roma, in part because not all Roma responded to the census (our 2023 survey found that only one quarter of Roma did so), and of those who completed it, not all will have identified their ethnicity. Furthermore, the census does not include data on temporary accommodation or rough sleeping, meaning that the outcomes of some of the most vulnerable groups have not been captured.

Qualitative data presented in this report includes the results of focus groups conducted in 2023 by RSG through the Romano Kher project, which explored the experiences of ten Roma from Polish and Romanian communities, as well as case studies provided by frontline workers.

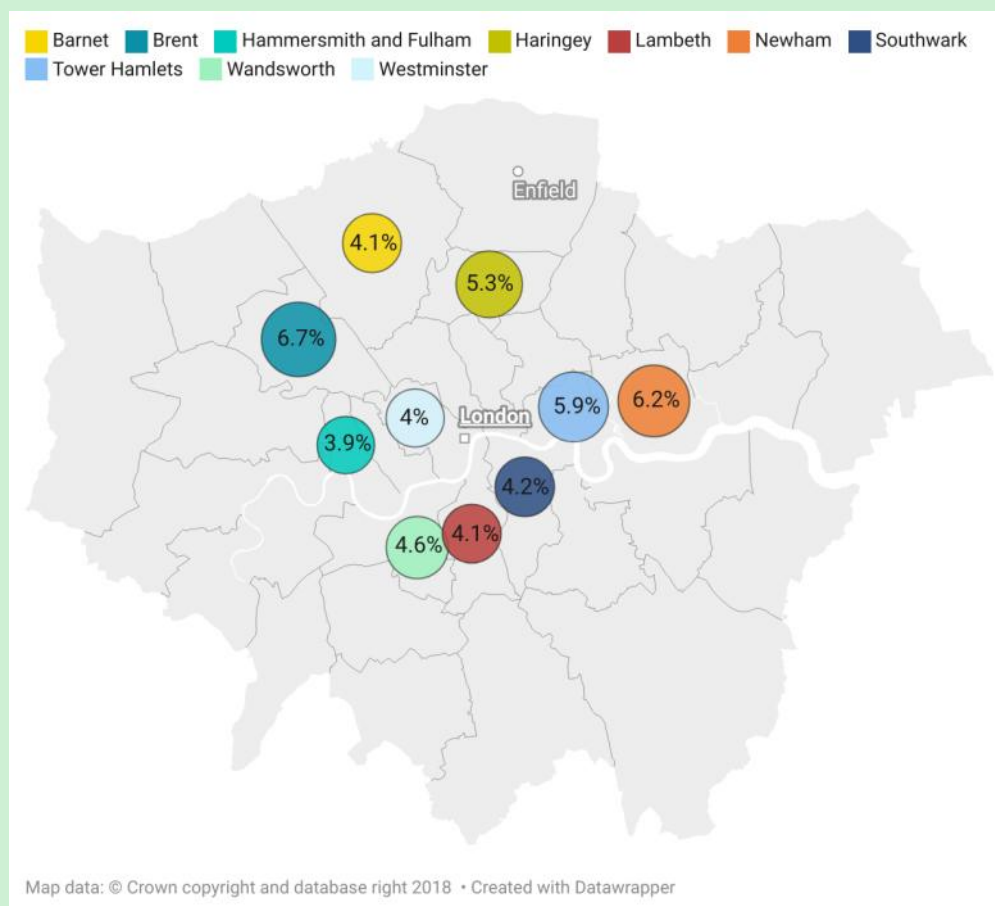
The scope of this paper is limited to Roma in London, reflecting where much of our frontline work takes place. Despite the data and findings of this report being drawn from one area, we expect the insights and recommendations to be relevant to other urban areas with Roma populations. Additionally, the report focuses on Bulgarian, Romanian, and Polish Roma groups as they are the main communities of Roma that RSG engages with.

The report concentrates on housing issues and policy recommendations that are particular to Roma communities, therefore issues such as affordability which impact all communities are not addressed.

## 2.2 Roma in London

The 2021 census recorded 37,960 Roma people living in London, however as mentioned above this is most likely an underestimate.<sup>1</sup> Roma are resident in every borough of the city, although, as shown in the map below, some areas have larger Roma populations.

Figure 1: 10 boroughs with highest percentage of London's Roma population



Source: Office for National Statistics (ONS), Census 2021, custom dataset: [2023 Upper tier local authorities and Ethnic group \(20 categories\)](#), (accessed 15 January 2024)

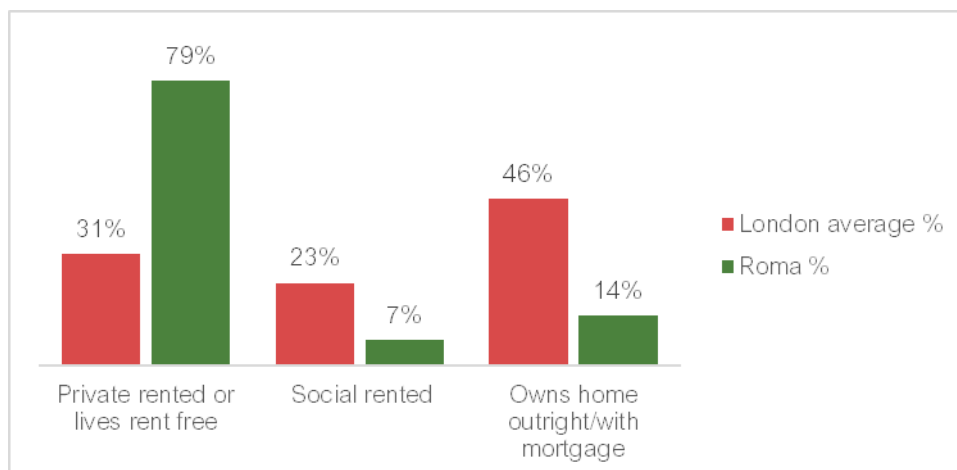
1. Office for National Statistics (ONS), Census 2021, custom dataset: [2023 Upper tier local authorities and Ethnic group \(20 categories\)](#), (accessed 15 January 2024)



# 3. Findings

## 3.1 Roma housing tenure

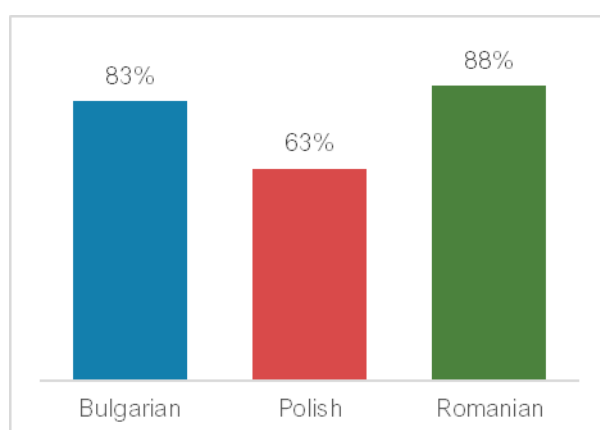
Figure 2: Roma tenure in London vs London average



Source: ONS, Census 2021, dataset, [Roma populations by housing in England and Wales: Census 2021](#), (released 30 October 2023)

Roma in England and Wales are far more likely than any other ethnicity to be private renters.<sup>2</sup> Correspondingly, in London the majority of Roma are private renters, and as seen in the graph above, a disproportionate number of Roma rent compared to the overall average of London's population. Also, a much lower proportion of Roma own their own home or are in social housing compared to the general population of London.<sup>3</sup> In our 2023 survey, none of the 50 respondents reported owning their accommodation.

Figure 3: Percentage of Roma private renting by main language



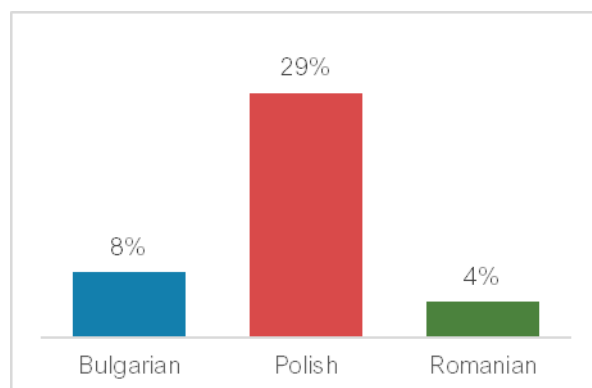
Source: ONS, [Roma populations by housing](#)

2. Office for National Statistics (ONS), Census 2021, custom dataset: [2023 Upper tier local authorities and Ethnic group \(20 categories\)](#), (accessed 15 January 2024)

3. Ibid.

As seen in figure 3, Roma that report Bulgarian or Romanian as their first language, are more likely to rent than those with Polish as a first language. A higher proportion of Polish Roma live in social rented accommodation, which might be explained by Polish Roma settling in London earlier than other Roma groups.

**Figure 4: Percentage of Roma social renters by main language**



Source: ONS, [Roma populations by housing](#)

Roma in London are disproportionately private renters, with some Roma groups much more likely to rent (at a rate nearly three times higher than the London average). As the ONS' English Housing Survey analysis has shown, private renters are more likely than homeowners or social renters to live in poor-quality, damp or hazardous homes.<sup>4</sup> According to Citizens Advice this equates to almost half of renters 'currently living with cold, damp or mould'.<sup>5</sup> Research has found that private renting ages individuals quicker than obesity or unemployment, with each year in private rental accommodation increasing biological age by an average of 2.4 weeks.<sup>6</sup>

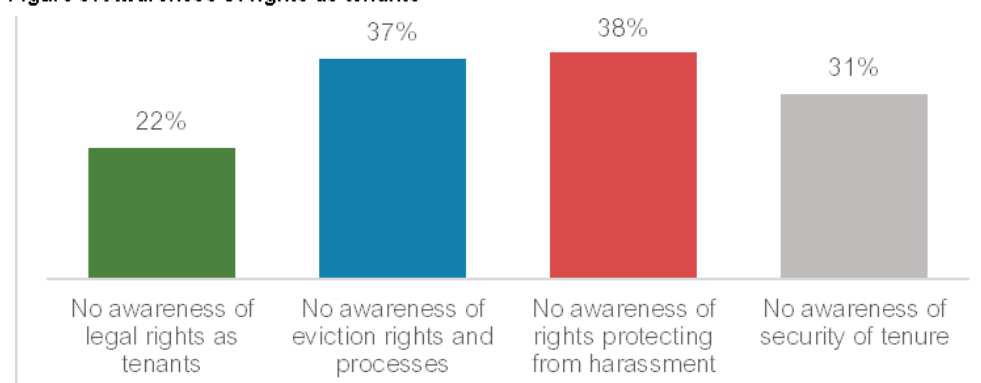
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4. Ministry of Housing Communities & Local Government (MHCLG), [English Housing Survey 2022 to 2023: housing quality and condition](#) (published 18 July 2024)  
5. Citizens Advice, [Almost half of private renters living in homes plagued with cold, damp or mould, Citizens Advice warns](#), (published 23 July 2024)  
6. A. Clair, E. Baker, M. Kumari, [Are housing circumstances associated with faster epigenetic ageing?](#) *Journal of Epidemiology & Community Health*, 78:1, (2024) p.43

## 3.2 Awareness of rights as tenants

RSG's survey conducted in 2023 found that awareness of tenants' rights and rental processes is very low among Roma communities in London. The graph below shows the proportion of survey respondents who, when asked to rate their awareness of their legal rights as tenants, eviction rights and processes, rights protecting them from harassment and security of tenure, answered 'not at all aware'.

**Figure 5: Awareness of rights as tenants**



*Source: Roma Support Group, Housing Survey, London, (2023)*

Data from RSG's focus groups confirmed this lack of awareness, especially around eviction rights and security of tenure. Low awareness of rights make Roma communities particularly vulnerable to exploitation. It can result in Roma living in unsafe or overcrowded accommodation and being vulnerable to illegal evictions as they are less likely to challenge landlords. Furthermore, many focus group participants and Roma in London who access our frontline support, live in accommodation with no formal tenancy agreement, often subletting from primary tenants or renting from unregistered landlords. These arrangements are typically precarious, exploitative and increase poverty.

A Romanian Roma tenant's experience highlights the impact of low awareness of rights:

*'After living in the flat for two weeks, and paying for five weeks of rent in advance, we were told to leave immediately. We didn't have a contract and weren't given the money back. We weren't given a receipt for the money we paid. We left and we were rough sleeping.'* (Romanian Roma 2023 London)

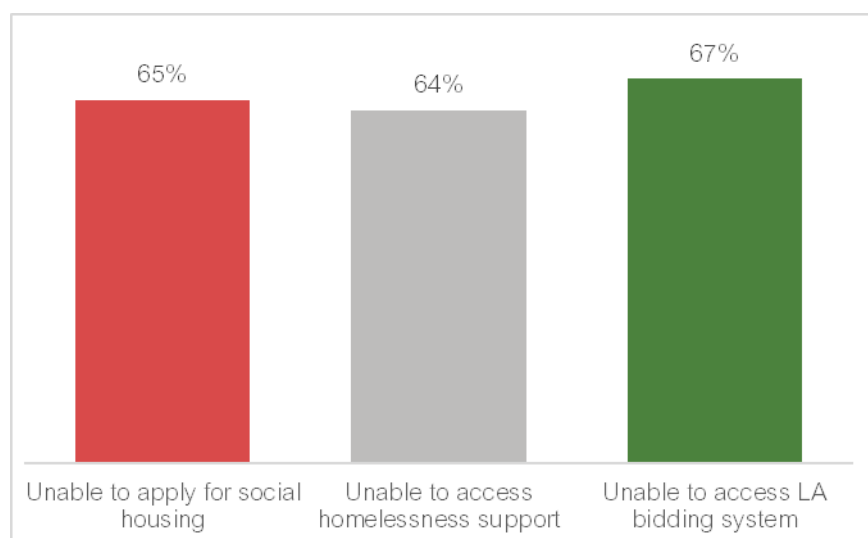
Limited awareness of rights increases Roma tenants' vulnerability to exploitation and harassment and heightens the risks of rough sleeping and/or falling into poverty, and the associated physical and mental health issues.

### 3.3 Ability to access housing services and support

*'We should know what rights we have when we rent, where to go, if we have the right to ask for housing, what door we should knock on to get help.'* (Romanian Roma, London 2023)

In addition to low awareness of rights as tenants, the ability of Roma communities in London to access LA housing services was also found to be very low. The graph below shows the proportion of survey respondents who are unable (or usually unable) to access certain housing services and support.

**Figure 6: Ability to access LA housing services**



*Source: Roma Support Group, Housing Survey, London, (2023)*

Focus group participants also discussed the need for support in order to engage with local authority housing services and processes. Digital exclusion is a key barrier preventing Roma in London from accessing services. RSG research published in June 2024 found that while the majority of Roma surveyed owned a mobile phone, only 9% had access to Wi-Fi, 20% to mobile internet, and none owned a laptop or tablet.<sup>7</sup> As well as poor access to technology, many Roma also lack the skills needed to effectively use digital devices. This digital exclusion is exacerbated by low literacy and English language skills among Roma. The combination of these barriers makes it extremely difficult for many to engage with services which are predominantly accessed online and in English, without support.

While translators should be provided to those who need them when accessing services, a lack of suitable translators presents another barrier for some Roma. As many Roma speak Romanes as a first language, their ability to articulate and comprehend complex information through translators who speak their second language (such as Bulgarian) may be limited. This can result in miscommunication that negatively impact engagement between Roma and local authorities and can make accessing services more difficult.

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7. Roma Support Group and Friends Families and Travellers (RSG), [Enablers of digital inclusion in primary care for Gypsy, Roma and Traveller Communities](#), (June 2024), p.14

As access to many public services is tied to immigration status, Roma people are frequently asked to provide evidence of their status before getting support from local authority housing services. The majority of Roma in London have obtained their status through the EU Settlement Scheme, which can only be proved digitally by providing a share code. Our research found that over 70% of Roma do not know how to prove their EU settlement status by themselves.<sup>8</sup> This is an additional barrier to accessing housing services and is exacerbated by underfunded local authorities using immigration status to gatekeep. While those with settled status (SS) are able to access support (if they are able to prove their status), not all of those with pre-settled status (pre-SS) are eligible. Eligibility of those with pre-SS is dependent on proving "right to reside" e.g. being a worker, self-employed, or victim of domestic violence. However, often local authority housing advisors will refuse support to those with pre-SS, without making the necessary queries to properly assess their eligibility.

### **Case study 1:**

A Roma victim of domestic violence lost her accommodation after being told to leave the family member's flat she was staying in. She approached the local authority emergency out-of-hours team for support but was refused due to having pre-SS, despite having a right to reside. She then travelled to another local authority and presented as homeless but was refused support due to having no local connection, despite still being eligible for support. To prevent homelessness, the woman had no other choice but to move back in with her abuser.

A lack of ability to access services means that many Roma, for example those living in unsuitable private rental accommodation, do not receive the support they are entitled to from their local authority. It also likely contributes to the low numbers of Roma in social rented accommodation noted in the section above. However, it also indicates that local authority housing services are ill equipped to effectively engage and support Roma. This situation means that many Roma in London are unable to find safe and secure housing without support from voluntary organisations. Inability to access services is a symptom of the marginalisation experienced by many Roma communities in London, while also being a cause of marginalisation.

According to United Nations Economic Commission for Europe (UNECE) inequality, marginalisation and 'lack of access to necessary public services' all present significant risks to social cohesion.<sup>9</sup> The Evidence for Equality National Survey (EVENS) report found that Roma feel the lowest levels of 'local belonging' of any ethnic group surveyed.<sup>10</sup> In the context of the unrest seen in Harehills, Leeds, in July 2024 it is vital that Roma communities' poor access to housing services is addressed.<sup>11</sup>

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8. Roma Support Group, [EU Settlement Scheme: Post-deadline experiences and challenges for Roma communities in London](#), (June 2024), p.9

9. United Nations Economic Commission for Europe (UNECE), [Social cohesion: Concept and measurement](#) (December 2023), pp.1-2

10. J. Harrison, N. Finney, H. Haycox, & E. Hill, [6: Housing, place and community](#), In *Racism and Ethnic Inequality in a Time of Crisis*. (2023), p.102

11. Roma Support Group, [Statement: Incident in Harehills, Leeds on the afternoon of 18 July 2024](#), (July 2024)

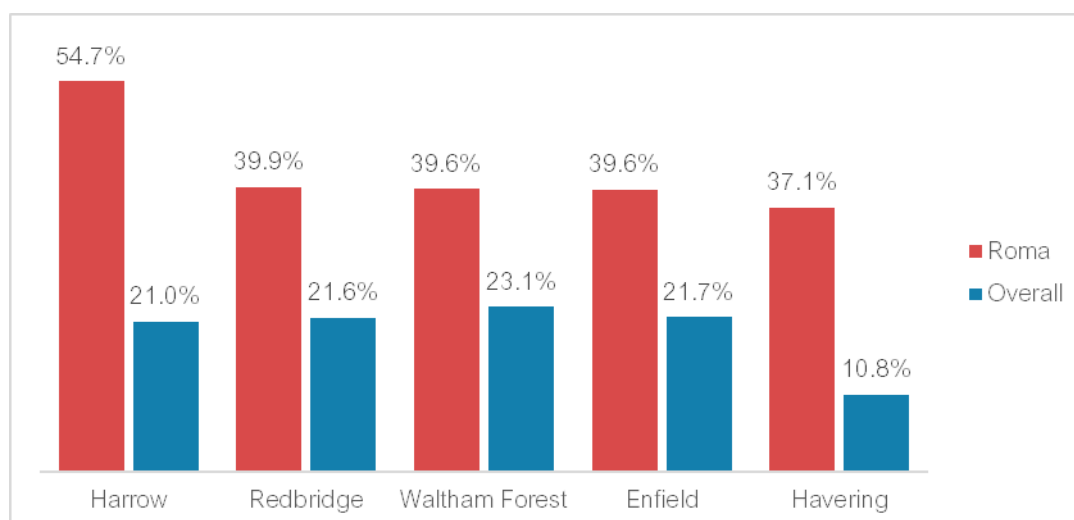
ONS, Census 2021, dataset, [Roma populations by housing in England and Wales: Census 2021](#), (released 30 October 2023)

### 3.4 Overcrowding

A disproportionate number of Roma (28%) live in overcrowded accommodation, compared to the London average of 20%.<sup>12</sup>

The proportion of those living in overcrowded accommodation is higher for certain Roma groups, for example 46% of Romania Roma and 43% of Bulgarian Roma live in overcrowded accommodation, compared to 28% of Polish Roma (or 20% of Italians identifying as Roma).<sup>13</sup>

**Figure 7: London boroughs with highest percentages of Roma living in overcrowded accommodation vs overall average overcrowding**



Source: ONS, [Roma populations by housing](#)

As shown in figure 7 the level of overcrowding (the percentage of individuals living in overcrowded accommodation) experienced by Roma varies across boroughs. This percentage ranges from 54% of all Roma in Harrow to 9% of Roma in Kensington and Chelsea.<sup>14</sup> In some boroughs the rate of overcrowding for Roma is double or triple the overall average.

According to the EVENS report, around one third of Roma live in large households comprised of three generations, compared to 2% of white British households.<sup>15</sup> The survey found that 75% of these three generational households are overcrowded.<sup>16</sup> Despite the common stereotypical assumption that Roma living in overcrowded accommodation, with several generations under one roof, is a "cultural" choice, Ionut Cioarta argues that it is more of a 'compromise' assumed to be a short-term solution.<sup>17</sup> Evidence from Roma Support Group's focus groups corroborates this, with clients living in overcrowded accommodation occupied by multiple generations and extended family expressing a desire to leave.

Overcrowding, as is well documented, is associated 'with adverse health effects, including mental health outcomes' and 'infectious diseases', and negatively impacts children's educational and social development.<sup>18</sup>

12. ONS, Census 2021, dataset, [Roma populations by housing in England and Wales: Census 2021](#), (released 30 October 2023)

13. Ibid

14. Ibid

15. Harrison et al., [6: Housing, place and community](#), p.102

16. Ibid, p.104

17. I. Cioarta, [Exploring the phenomenon of Roma homelessness in the UK](#), (2023) p.21

18. D. D'Alessandro, and L. Appolloni, [Housing and health: An overview](#), *Annali di Igiene Medicina Preventiva e di Comunità*, 32:5, (2020), p.20



### 3.5 Substandard accommodation

*'The walls were breaking, there was no floor, and the bathroom had a mould problem. For a disabled person living on benefits this situation can be too hard to get through.'* (Polish Roma, London 2023).

Research by Shelter found that in one year 'over half of tenants (51%) had issues with damp and mould; 31% had issues with lack of hot water or heating; and 18% had electrical hazards or issues with essential safety equipment in their homes, like smoke or carbon monoxide alarms'.<sup>19</sup> As the majority of Roma are renters it is likely that many Roma live with disrepair issues in substandard accommodation. This was confirmed in RSG's focus groups, with accommodation in poor condition, mould, dampness and structural issues mentioned frequently by both Polish and Romanian Roma participants. Furthermore, 48% of people who have accessed RSG's health advocacy projects stated that they have concerns and problems related to 'poor housing conditions and other housing problems'.<sup>20</sup>

Due to low awareness of rights as tenants and the lack of ability to navigate local authority housing services many Roma report paying for repairs out of their own pocket. Additionally, as social and private rental housing both often fail to meet the accessibility needs of disabled or elderly Roma, lacking necessary adaptations and/or also posing a danger to them, focus group participants reported paying for these changes themselves.

#### **Case study 2:**

A disabled Roma couple live in local authority accommodation deemed unfit for human habitation, with disturbed asbestos, flooding, and severe mould. Due to the flooding, they live with buckets in the house, and have had to move all furniture into one room. Both of their mental and physical health has deteriorated while living in the property, and both have had falls while moving in the flat. Both are depressed and have become isolated due to limited mobility preventing them from leaving their home, and conditions preventing them from inviting friends over.

Similarly, Cioarta found that Roma in Luton and Glasgow are also living in poor conditions. A number of participants of his study described their accommodation 'lacking basic utilities such as electricity and water' with 'construction collapsing, or the presence of mould, rats, and/or bed bugs'.<sup>21</sup>

As many Roma people are unable to access support and do not know their rights, those living in substandard accommodation are often unable to access alternative accommodation. Like overcrowding, substandard housing also has a significant impact on mental and physical health and has been shown to have serious implications on educational as well as health outcomes for children.<sup>22</sup>

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19. Shelter, [Private renters who complain about disrepair more than twice as likely to be slapped with an eviction notice](#), (published 30 March 2023)

20. Roma Support Group, [East European Roma Health Awareness Guide](#), (2015), p.5

21. Cioarta, [Roma homelessness in the UK](#), p.23

22. Shelter, [Homeless at school: 56% of teachers have worked with homeless children](#), (published 18 November 2020) and D'Alessandro, D., and Appolloni, [Housing and health: An overview](#), p.20

### 3.6 Discrimination

A significant barrier to Roma accessing adequate accommodation, and housing services and support is discrimination. While systemic and interpersonal discrimination against Roma is lower in the UK than other countries, it is still widespread, and according to the EVENS survey 'Roma people reported the highest prevalence [of discrimination] in relation to housing of any ethnic group'.<sup>23</sup>

#### Case study 3:

A Roma family were victims of a hate crime, including physical assault. The family reported the incident to police and two days later saw the perpetrator walk down their street. The family asked the local authority for emergency housing support to move from that area, for fear of the perpetrator repeating their attack. When checking the family's documents the local authority adviser complained that the family had a bigger house than their own, and said that the family should be removed from the country.

Likewise, RSG advisers have reported approaching a local authority in London to get support for a client and being asked by a housing adviser: 'Why don't they go back to where they are from?'.

Discrimination from other public services (or the fear of discrimination) can also prevent Roma from engaging effectively with local authority housing services. Crucially, Roma have experienced state sanctioned persecution in Europe throughout their history on the continent, including forced sterilisation and removal of children well into the 21st century.<sup>24</sup> This historical experience of discrimination can result in a well-founded distrust and fear of state institutions and authorities, which impacts Roma communities' interactions with English local authorities. For example, it has been reported to RSG that a group of Roma families living in a row of terraced houses with a severe rat infestation, refused to allow local authority pest control access to their homes for fear of having their children removed. Like the events of Harehills, and those leading up to the unrest, this highlights the acute need for local authorities to work with Roma communities to improve trust and engagement.<sup>25</sup>

Roma in London also face discrimination within the private rental sector. Focus group participants shared that letting agents have refused to rent accommodation to them once they were identified as Roma. Exclusion from mainstream rental accommodation by letting agents can result in Roma renting from unregistered landlords, who are less regulated and more exploitative than legitimate landlords and letting agents.

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23. Pew Research Centre, [6. Minority Groups in European Public Opinion Three Decades After the Fall of Communism](#), (October 2019), and D. Ellingworth, L. Bécares, M. Špaštná, & J. Nazroo, [4: Racism and racial discrimination](#), In *Racism and Ethnic Inequality in a Time of Crisis*. (2023), p.67

24. European Roma Rights Centre (ERRC), [Forced Removal of Romani Children from the Care of their Families](#) (July 2005), and ERRC, [Coercive and Cruel: Sterilisation and its Consequences for Romani Women in the Czech Republic \(1966-2016\)](#), pp.12-15

25. Rom a Support Group, [Statement: Incident in Harehills](#)

Discrimination provides an additional barrier to Roma accessing safe and secure housing and the support they are entitled to. It allows exploitation, overcrowding and poor living conditions to continue. It also results in a lack of trust in local authorities' housing services that negatively influences Roma communities' overall engagement with local authorities, exacerbating existing marginalisation and inequality. Left unchecked this marginalisation, inequality and lack of trust in local authorities can severely impact social cohesion.<sup>26</sup>

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26. UNECE, [Social cohesion: Concept and measurement](#), pp.1-2

# 9. Conclusions and recommendations

## 9.1 Conclusion

This report outlines some of the key issues related to Roma housing in London, illustrating the barriers and challenges that Roma communities face. It shows how Roma in London are not accessing adequate housing or the services that they are entitled to, which can result in adverse physical and mental health outcomes.

Key findings:

- **Overrepresentation of Roma in private rental sector:** Roma people in London are disproportionately private renters, which makes them more likely to live in accommodation that negatively impacts their physical and mental health. Conversely, disproportionately low numbers of Roma live in social housing.
- **Overcrowding and substandard accommodation:** A hugely disproportionate number of Roma live in overcrowded accommodation, significantly impacting their physical and mental wellbeing as well as hindering the development of children.
- **Low awareness of housing rights:** More support needs to be given to Roma to understand and exercise their rights as tenants. Lack of this understanding makes Roma communities vulnerable to exploitation, illegal evictions and living in unsafe conditions.
- **Low ability to access services:** Roma need more support to navigate housing services, and local authorities must make their housing services more accessible to Roma.
- **Discrimination as barrier to accessing adequate housing:** Discrimination from local authorities denies Roma access to essential services they are entitled to, and exacerbates existing inequality. Discrimination from lettings agents increases the likelihood of Roma being exploited by unregulated landlords.

Addressing these issues through improving Roma communities' access to housing services and information, and increasing culturally competent engagement, can help reduce inequality, ameliorate Roma communities' quality of life, and strengthen social cohesion.

## 9.2 Recommendations

<b>Make communications and information on housing more accessible:</b>	
<p>Changes in law and development of services will not impact many from Roma communities if they are not effectively informed about their rights, what support they are entitled to and what protections they have from discrimination. Without this, Roma communities will be left behind.</p> <p>Roma communities should be consulted to identify the best methods of disseminating information and how to make it accessible (considering language barriers, digital exclusion and low literacy rates). Communications in English on social media do not reach the Roma most in need of support.</p>	
<b>Actions:</b>	<b>Stakeholders:</b>
<ul style="list-style-type: none"> <li>• <b>Awareness campaigns on rights and housing law:</b> coproduce resources in partnership with Roma to inform Roma communities on their rights as tenants, and the laws protecting them, for example eviction rights.</li> <li>• <b>Awareness campaigns on housing services and processes:</b> coproduce resources in partnership with Roma to enable Roma people to better navigate housing services and understand processes. For example campaigns could inform Roma on: routes to social housing, how to report discrimination in the private rented sector, emergency accommodation, and accessing affordable homes schemes.</li> </ul>	<p>Local authorities (LAs), Greater London Authority (GLA), London Councils, central government</p>
<b>Make housing services more accessible and inclusive:</b>	
<p>Not only will these recommendations help local authorities meet their duties under the <a href="#">Equality Act</a>, but they will also make communication between Roma service users and frontline staff more effective, saving time and money that is often wasted through miscommunication and difficulties arising from lack of ability to navigate services effectively.</p>	
<b>Actions:</b>	<b>Stakeholders:</b>
<ul style="list-style-type: none"> <li>• <b>Reopen non-digital access to services:</b> Alternatives to online access that are accessible to those who are digitally excluded, illiterate and/or do not speak English should be offered. The <a href="#">Minimum Digital Living Standard</a> should be considered when planning, designing and or updating digital services.</li> <li>• <b>Use Romanes interpreters:</b> Request your translation provider to source interpreters who speak relevant variants of Romanes (the first language of many Roma).</li> <li>• <b>Work with bi-lingual Roma advocates,</b> when supporting Roma families in housing crisis. Roma interpreters as well as bi-lingual Roma advocates can be identified through local <a href="#">Roma service providers</a>.</li> </ul>	<p>LAs</p> <p>LAs</p> <p>LAs</p>

<b>Increase cultural competency of housing services:</b>	
<p>Increasing cultural competency of staff (both managerial and frontline) will help improve engagement with Roma communities and foster trust, resulting in more effective service delivery. Cultural awareness training will also better equip local authorities to challenge discrimination against Roma.</p>	
<b>Actions:</b>	<b>Stakeholders:</b>
<ul style="list-style-type: none"> <li>• <b>Employ Roma staff:</b> Roma people are less likely to apply for jobs using mainstream routes. Promote jobs using alternative routes such as local Roma churches, Roma organisations or other services actively engaging with Roma. Provide extra support during recruitment process, e.g. give potential Roma applicants opportunities to get more information on day-to-day duties and in-work support available, and provide help filling in application forms.</li> <li>• <b>Cultural competency training for existing staff:</b> Staff should be well informed about the Roma communities that they work with. <a href="#">The Cultural Awareness Hub</a> developed by East of England Local Governments Association supports with various cultural awareness training including on Roma communities. Local <a href="#">Roma service providers</a> may also be able to provide training.</li> </ul>	<p>LAs, GLA, charities working with Roma</p> <p>LAs, GLA, charities working with Roma</p>
<b>Improve data collection on Roma housing:</b>	
<p>To be able to effectively measure inequality and evaluate the impact of the above recommendations specific data on Roma should be collected.</p>	
<b>Actions:</b>	<b>Stakeholders:</b>
<ul style="list-style-type: none"> <li>• <b>GTANAs:</b> Include Roma in Gypsy and Traveller Needs Assessments.</li> <li>• <b>Disaggregate data on Roma:</b> When collecting and publishing data, treat Roma as an ethnic category separate from Gypsies, and Travellers (i.e. the same <a href="#">ethnicity categories</a> used by the ONS and the 2021 Census), for example when monitoring diversity of social housing tenants.</li> </ul>	<p>LAs</p> <p>LAs, housing associations, charities working with Roma</p>



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