

**ASSESSING THE NEEDS OF BLACK AND
MINORITY ETHNIC RESIDENTS OF AYRSHIRE**

**REPORT OF A SURVEY CARRIED OUT BY
THE AYRSHIRE RACE EQUALITY PARTNERSHIP**

September 2005

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ACKNOWLEDGEMENTS

The Ayrshire Race Equality Partnership was established in 2003 to promote race equality in Ayrshire. Specifically, it was set up to help public authorities to carry out their duty of promoting race equality and the current membership of the Partnership is as follows:

East Ayrshire



NHS Ayrshire & Arran



North Ayrshire Council



Procurator Fiscal Service



Crown Office & Procurator Fiscal Service

South Ayrshire Council



Strathclyde Police



With the assistance of a grant from the Commission for Racial Equality, the Partnership has carried out this assessment of the needs of Black and Minority Ethnic Residents in Ayrshire.

SUMMARY

The Ayrshire Race Equality Partnership was established in 2003 to help promote race equality in Ayrshire. In particular its purpose was to help public authorities (councils, NHS, police and procurator fiscal) carry out their statutory duty to promote race equality through a 'needs assessment' of black and minority ethnic (BME) communities in Ayrshire.

AREP Partners	
East Ayrshire Council	NHS Ayrshire & Arran
North Ayrshire Council	Procurator Fiscal service
South Ayrshire Council	Strathclyde Police

Assessing the Needs of Black and Minority Ethnic Communities in Ayrshire.

According to the 2001 census the BME population of Ayrshire is extremely small. Over 99% of the population is white British or Irish and the largest other ethnic group in Ayrshire is Chinese (0.18%). This proportion is smaller than the Scottish average and substantially smaller than in the cities and larger urban areas of Scotland. The small numbers of BME communities creates special challenges for promoting race equality in Ayrshire.

Results of the 2001 Census: Ethnic Group	Scotland %	Ayrshire %
Total Population	5,062,011	368,149
White Scottish	88.09	92.50
Other white (including English and Irish)	9.90	6.82
All other ethnic groups(including Indian, Pakistani, Chinese, Bangladeshi, African, Caribbean, etc.)	2.11	0.68

Following advice from ODS Consultants, AREP identified that its first priority should be to carry out a needs assessment of black and minority ethnic (BME) communities across the area in order to provide a more sound foundation for race equality work in Ayrshire. This work proved challenging for a number of reasons. First, trying to identify people from a BME background from existing records without infringing data protection rules raised difficulties. Second, identifying people to take part in the survey and contacting them in a language that they understood required considerable organisation and planning. Third, there was a reluctance on the part of many people approached to take part in an interview survey. For these reasons it took two years to design and complete the survey. Despite these obstacles the survey has been successful generating nearly 150 responses or approximately 10% of the BME population of the area.

Summary of Key Findings

Out of the 147 completed questionnaires returned, 48 came from East Ayrshire, 65 from North Ayrshire and 31 from South Ayrshire. Three responses did not specify where they lived or indicated that they came from outside the area. The biggest response came from the Chinese community, with smaller responses from the Pakistani and Indian communities. The main issues raised were as follows.

- The most important issue for the Chinese community is for interpreters and the provision of information in minority languages, particularly Cantonese.
- The main requirement for the Muslim community is culturally appropriate facilities, such as single sex swimming and gyms and access to community centres and grants to support religious events.
- In terms of community safety, most BME people are primarily concerned about young people hanging around neighbourhoods and the misuse of drugs and alcohol.
- Thirty per cent of BME people in Ayrshire are concerned about racism and 21 per cent state that they are concerned about harassment. However, racism and harassment rank below vandalism as issue for concern.
- Thirty-six per cent of all those surveyed state that they have suffered from discrimination at one time, mainly in the form of verbal racial abuse.
- In terms of health services, one in four of those who responded to this study are not registered with a dentist.
- Six per cent of all respondents said that they had made a complaint about a public service and 14 per cent stated that they had wished to make a complaint, but had been unsure how to do so.
- Broadly speaking, the BME communities are positive about considering a career in public services.

Further Lessons Learned

The AREP Needs Assessment survey resulted in a very low response rate despite the detailed preparation that had taken place. Lessons should be learned from this that can inform future race equality work in Ayrshire and possibly elsewhere in Scotland – particularly in areas with very small numbers of BME residents.

A principal lesson regards the problems of engaging with BME residents, if there is no BME community structure to work within. This is particularly true in South Ayrshire, where the reality may be that there are few BME communities, but where there may be many individuals experiencing a considerable degree of isolation. In North and East Ayrshire, where some community development work has taken place, the response rates were somewhat higher. The Chinese community in North Ayrshire, for example, benefits from the support of a dedicated community development worker of Chinese origin and the response rate from that community was correspondingly higher. This suggests that, in Ayrshire, the issues of engaging BME communities and community development are closely related and could effectively be addressed together.

Developing Effective Engagement Strategies

Developing effective engagement in this context may well depend on establishing both better communications and on building trust and capacity within BME communities. These findings may be applicable in other areas of Scotland, where there is a small BME population, such as those areas that include much of rural and small town Scotland. These

are issues of importance to the Scottish Executive and CRE in the development of race equality work in rural Scotland and for the challenges facing public authorities delivering Race Equality schemes in these areas.

INTRODUCTION

1.1 Background

In 2002 Officers from North, East and South Ayrshire Councils, Strathclyde Police, the NHS and Procurator Fiscal's Office discussed the development of race equality work in Ayrshire. Concerns had been expressed that dependency on Glasgow-based organisations was not the most effective way of addressing race equality issues in Ayrshire and that more needed to be done locally. With financial support from the Commission for Racial Equality (CRE) ODS consultants were commissioned to examine race equality working in Ayrshire and make recommendations for its development.

The ODS report *Delivering Race Equality Services in North, South and East Ayrshire* (2003) set out a number of recommendations for consideration. The report made two main recommendations, namely:

- that an Ayrshire Race Equality Partnership (AREP) should be established to address race equality issues across Ayrshire; and
- that a needs assessment should be carried out to identify service needs of BME communities across Ayrshire.

1.2 Establishment of AREP

In April 2003 it was agreed that the report set out a sensible way forward and that a partnership, AREP, should be established. On this basis an application was submitted to the CRE on behalf of AREP by East Ayrshire Council, based on the recommendations set out in the *Delivering Race Equality* Report. The CRE considered the report and agreed to make £10,000 available by way of development funding in the first year.

1.3 Needs Assessment

Delivering a needs assessment of the Black and Minority Ethnic population (BME) of Ayrshire provided difficult challenges for the partners. The small and dispersed BME population amounts to much less than 1% of the total population of Ayrshire, which is lower than the Scottish average of 2 to 3 per cent. Approximately 0.7% of the population of Ayrshire belongs to the BME community according to the 2001 census – about 2500 people. In order to address the difficulties of delivering a needs assessment of BME communities a number of decisions were taken at the outset. Thus, it was agreed that:

- a survey of a random sample of the total population would not be effective because of the small size of the BME population, so the survey should be specifically targeted at the BME population;
- an interview survey was more likely to deliver quality information than a postal questionnaire; and
- to overcome possible language difficulties it would be preferable to contact respondents in their own first language.

It was also agreed that it would be preferable to develop the survey in house rather than to use external consultants, because:

- previous experience of using sessional workers for race equality work had been positive;

- there was a need to develop some expertise in race equality work in Ayrshire rather than to be dependant on external consultants and agencies; and
- North Ayrshire Council was able to second the full-time community development worker to oversee any sessional survey workers.

1.4 Sample development

A major challenge for the survey was to make contact with a significant proportion of the BME communities. In order to contact as many people from BME communities as possible, a number of sources of information were examined. These included

- police records of all people from the BME community who had had contact with the police for whatever reason recently;
- school records of the names and addresses of parents of BME children;
- the names and addresses of members of BME community organisations (North and East Ayrshire only);
- lists of ethnic eating establishments provided by trading standards; and
- existing community groups.

In drawing together this information it was necessary to ask different agencies and departments to release data, which raised some difficulties associated with Data Protection rules. For example the South Ayrshire Council Data Protection Officer agreed that it was possible to use the Scottish Executive survey of BME pupils, held by the Council Education service, because the reasons for which it was initially collected (research) were sufficiently similar to that of the AREP survey.

The design and conduct of the survey itself are outlined in the next section.

SURVEY DESIGN

2.1 Introduction

This section outlines the questionnaire designed to gather information on the needs, aspirations and concerns of the BME community in Ayrshire, as well as explaining the conduct of the survey and some of the problems encountered in carrying it out. Specifically, it looks at:

- the design of the questionnaire;
- the recruitment and training of the interviewers;
- the sample design and the analysis of the data; and
- the problems encountered in the survey.

2.2 The Design of the Questionnaire

From the outset, it was recognised that it would only be possible to gather the kind of qualitative information required to get a true picture of the needs of the BME community through face-to-face interviews. Nevertheless, to ensure uniformity in the conduct of the interviews, a structured questionnaire was developed by AREP. A copy of this questionnaire can be found in Appendix I.

Very broadly, the questionnaire was divided into 12 sections, which are described in Table 1. In designing the questionnaire, three considerations were uppermost in the minds of the Partnership:

- compatibility of the findings with other local and national surveys connected with racial equality;
- the importance of gathering qualitative information as evidence to both support and interpret responses to particular questions; and
- full coverage of the key public services.

To ensure the first, particularly for the sections relating to the personal profile, ethnic group and religion and employment, the categories employed in the 2001 Census were adopted. As far as the second was concerned, extensive use was made of open-ended questions intended to elicit more detailed responses. Lastly, extensive consultation was undertaken with all the public service partners to ensure that the racial equality issues connected with the key public services likely to be accessed by the BME community were fully covered.

The completed questionnaire was tested on a small sample of BME residents to assess the comprehensibility of the questions and the likelihood of misinterpretation. The pilot completed, the questionnaire was finalised and translated into Urdu, Punjabi and Chinese.

Table 1**The Broad Structure of the Questionnaire**

Section	Issues Covered
<i>Personal profile</i>	Gender, age, disability, place of birth and place of residence
<i>Ethnic group and religion</i>	Ethnic group and religious denomination according to Census categories
<i>Employment</i>	Employment status, nature of job, location of employment
<i>Language</i>	Main language, ability to read and speak English
<i>Public Services</i>	Public services accessed, problems in accessing public services, attitude of staff, need for an interpreter
<i>Community Activity</i>	Involvement with community groups, access to community facilities
<i>Community Safety</i>	Degree of perceived safety in their neighbourhood, incidence of discrimination
<i>Police Services</i>	Approachability of police, fear of crime, possible improvement in police services
<i>Health Services</i>	Incidence of registration with doctors and dentists, incidence of vaccination among children and health screening among woman, number of carers
<i>Procurator Fiscal Services</i>	Contact with the Procurator Fiscal or criminal courts, difficulties in contacting the Procurator Fiscal's Office
<i>Information and Advice</i>	Complaints about public services, satisfaction with the handling of complaints, incidence of complaints about racial discrimination/harassment, access to legal representation or advocacy services, quality of information and advice offered by public organisations
<i>Further Involvement</i>	Willingness to be involved in focus group discussions, health surveys, etc.

2.3 Recruitment and Training of Interviewers

At the outset it was agreed to recruit sessional staff from the local BME community to carry out the survey work, rather than call in the services of a consultancy. It was felt that this would have the twin advantages that interviewees would be more comfortable in responding to surveyors drawn from within their own ethnic community and that there would be less problems with language barriers. Accordingly, six sessional workers were recruited and the necessary background checks on each of them were undertaken.

Once recruited an induction programme was run for the surveyors covering:

- the objectives of the survey;
- the Data Protection Act;
- interview techniques; and
- what would be done with the data collected.

A copy of the programme and notes for the induction day can be found in Appendix II. In contacting the potential interviewees, the surveyors were expected to follow a four-step procedure, which involved:

- first, sending out a letter to the individual indicating that the person would shortly be contacted to ask if they would participate in a survey of the BME community and explaining the nature and purpose of the survey;
- second, telephoning the person to ask if they would be willing to participate in the survey, explaining the time required and agreeing a date and time for the interview; and
- third, visiting the home of those had agreed to participate and complete the survey; and
- fourth, handing in the completed questionnaire to the project coordinator or delivering it to a local police station for subsequent collection by the survey coordinator.

2.4 Sample Design and Analysis of Data

From the outset, it was recognised that one of the main difficulties would be in identifying the names, addresses and telephone numbers of a sufficient sample of people from the BME community to provide sufficient completed questionnaires for a meaningful analysis. An analysis of the Census returns for 2001 indicates that the adult BME population of Ayrshire is under 0.7 per cent of the total (see Table 2). Overall, there appears to be around 1700 *adults* (aged 15 or over) of BME origin, fairly evenly distributed across the three council areas. Because of the small size of the BME population, there are few formal organisations catering for the needs of this segment of the community. This is especially a problem in South Ayrshire where there are no known ethnic organisations. Accordingly, the approach adopted has been to compile list of names and addresses from a variety of sources:

- police records of all people from the BME community who had had contact with the police for whatever reason recently;
- school records of the names and addresses of parents of BME children;
- the names and addresses of members of BME community organisations (North and East Ayrshire only);
- lists of ethnic eating establishments provided by trading standards; and
- existing community groups.

However, in South Ayrshire the lists included a significant proportion of people who were categorised as “Other White”. This group included a very disparate collection of people including those from the United States, Canada, Australia, New Zealand, West Europe and Scandinavia, who, for the purposes of this research, were not considered as part of the BME community. By an involved process of checking telephone directories, the web and other sources to identify the likely origin of the surname, this group was whittled down to a very much small set of names of people who appeared to come from Eastern Europe, Russia and Latin America.

This process of “cleaning” lists and removing duplicate names resulted in a list of 600 names and addresses, split equally between the three local authorities.

As regards processing the completed questionnaires, arrangements were made with a commercial data processing company in Glasgow to code the information and analyse it. The findings are discussed in the next section.

Table 2**Ethnic Breakdown of Adult (over 15) Population in Ayrshire by Local Authority**

Ethnic Group	Ayrshire	East Ayrshire	North Ayrshire	South Ayrshire
Total population	296700	96293	108600	91807
White	294968	95750	107949	91269
Indian	355	63	156	136
Pakistani and Other South Asian	320	144	103	73
Chinese	496	156	179	161
Other	561	180	213	168

2.5 Challenges Encountered in the Survey

Quite early on in the survey, a number of difficulties became apparent:

- First, it proved impossible to obtain telephone numbers for a significant proportion of the sample, so that surveyors had to spend a lot of time visiting addresses to arrange interviews.
- Second, although the surveyors were drawn from the local ethnic community, they encountered considerable distrust and many of the people on the lists refused to cooperate with the survey. Only where there was a previous history of trust having been built up between the potential interviewee and the surveyor was resistance to cooperating with the survey broken down.
- Third, even where people agreed to cooperate with the survey, they often refused or were unable to complete the survey by face-to-face interview. A significant proportion of the sample was therefore based on a postal survey. This resulted in many completed returns containing little qualitative information.
- Fourth, because the willingness to cooperate with the survey was strongly conditioned by the presence of local community organisations, the sampled returns became skewed. An interim analysis showed that while the balance by ethnic origin across the whole of Ayrshire was reasonably sound, fewer of the completed returns came from South Ayrshire. As a result the completed sample showed a bias towards the BME community in North and East Ayrshire.
- Fifth, despite the training provided, the lack of professional survey skills among the surveyors resulted in a high number of the early returns from face-to-face interviews containing little or no qualitative information.

To compensate for these difficulties, a second half-day training programme for the survey staff was instituted, in which the importance of completed open-ended questions was underlined to them and advice on how to elicit the information was given. At the same time, in response to the high refusal rate among the original sample, an attempt was made to identify local people in the partner organisations who had direct contact with the BME community. This included social and care workers of ethnic origin, staff involved in teaching English as a second language in schools and those staff in contact with disadvantaged minority groups, such as gypsy travellers. It was hoped that sufficient trust existed between the local BME community and these people to encourage cooperation with the survey. This resulted in an increase in completed returns, so that in the end 147 questionnaires, representing just over 8 per cent of the adult BME community in Ayrshire, were submitted to the data processor for analysis.

A detailed analysis of the returned questionnaires was undertaken by ODS Ltd of Glasgow and the next section summarises the main findings by ethnic group and local authority. The full analysis can be found in Appendix III.

SURVEY FINDINGS

3.1 Profile of Survey Respondents

Out of the 147 completed questionnaires returned, 48 came from East Ayrshire, 65 from North Ayrshire and 31 from South Ayrshire. Three responses did not specify where they lived or indicated that they came from outside the area. Of the 144 returns from with Ayrshire, the ethnic breakdown of the respondents is given in Table 3. To permit an assessment of the representativeness of the sample, the ethnic breakdown of the BME population in each local authority is given. From this it is clear that in North and South Ayrshire there is over-representation of the Chinese population in the sample, while the Pakistani community is over-represented in the East Ayrshire sample. By comparison, the Pakistani community is under-represented in North Ayrshire, while the Indian community is under-represented in all areas. It is also evident that there was a uniformly low response rate from people of mixed ethnic background.

Table 3

Comparison of Breakdown of Responses with the Breakdown of the BME Population within the Three Ayrshire Local Authorities.

Ethnic Group	Ayrshire		East Ayrshire		North Ayrshire		South Ayrshire	
	% of resident BME Population	Number and % of responses	% of resident BME Population	Number and % of responses	% of resident BME Population	Number and % of responses	% of resident BME Population	Number and % of responses
Chinese	27%	63 (44%)	27%	12 (25%)	26%	35 (54%)	27%	16 (52%)
Pakistani	13%	33 (23%)	21%	26 (54%)	10%	2 (3%)	8%	5 (16%)
Indian	19%	15 (10%)	10%	1 (2%)	24%	9 (14%)	24%	5 (16%)
African	4%	8 (6%)	3%	1 (2%)	3%	7 (11%)	5%	0 (0%)
Caribbean	2%	4 (3%)	2%	2 (4%)	2%	2 (3%)	2%	0 (0%)
Mixed Background	20%	6 (4%)	22%	1 (2%)	20%	3 (5%)	19%	2 (6%)
Other Ethnic Group	15%	15 (10%)	15%	5 (11%)	15%	7 (10%)	15%	3 (10%)
Total		144		48		65		31

3.2 Issues Relating to Ethnic Groups

3.2.1 Chinese

From Table 3, it is evident that the largest number of responses (63) came from the Chinese ethnic group. Across each of the three local authority areas, the Chinese community cited problems with communication due to language barriers. Inquiries about language showed that 62 per cent of these considered Cantonese as their main language, followed by 21 per cent stating English. A further 13 per cent indicated Chinese without being specific about the dialect. Not surprisingly, the overwhelming service need of the Chinese community was for interpreters and the provision of information in Cantonese.

As regards improvements in public services, 41 per cent of the Chinese community felt that public services could be improved by making interpreting services more accessible, providing Cantonese versions of public services information, having Chinese doctors, and generally providing support services to the BME community.

3.2.2 Pakistani

The second largest group of respondents was Pakistani. This ethnic group returned 33 forms (23% of the total responses). The language barrier was less of a problem within this community, although 9 per cent stated the need for more interpreting services and 24 per cent felt that the public services should provide information in different languages. In this respect, 42 per cent stated their main language was English, 42 per cent Punjabi and 15 per cent Urdu.

Other comments on public services were that the ethnic diversity of Council staff should be improved, with more people from other ethnic groups being employed, and that there should be a central point of access for information for the BME community.

3.2.3 Indian

Ten per cent of responses came from the Indian community (15 forms). The main concerns for its members were that there should be more police patrols (12%) and that authorities should listen more to minority ethnic groups. The view was also expressed that there should be greater opportunities for employment for Asian people and there should be greater provision of grants for communities to come together to celebrate festivals. In particular, it was noted that there was no Hindu Temple in Ayrshire, so that people had to travel to Glasgow.

3.3 Issues By Local Authority

3.3.1 East Ayrshire

A total of 48 people in East Ayrshire responded. In terms of ethnic breakdown, 88 per cent were of Asian origin, predominantly Pakistani and Chinese. The majority of people in the group (52%) said that English was the main language that they used, although there was significant use of Cantonese, Punjabi and Urdu and around half the respondents stated that they used a language other than English at home. Overall, over 60 per cent of respondents said that they had a “good” or “fluent” command of both spoken and written English. Nevertheless, language was identified as a key issue in accessing public services.

As regards public services, 19 per cent of respondents said that they had experienced problems accessing public services in Ayrshire. The most significant reason for this was language barriers with a lack of leaflets, newsletters and brochures in languages other than English, although bureaucracy and a lack of cultural awareness and respect among service providers were also cited. Particular problems occurred in accessing dental services and environmental services in respect of waste management issues. Nevertheless, there was no evidence that these problems were alienating BME people in East Ayrshire from pursuing a career in public services.

A quarter of respondents considered that there were gaps in the public service provision. For this minority, the gaps mentioned included interpreting services, an Islamic centre, a Chinese community group, dedicated support workers for the BME community, women-only sports facilities and lack of nursery places for BME children which is vital to improving proficiency in English. However, rather more considered that services could be improved through service providers being more culturally aware, providing better bus services and more police patrols, having more staff from different cultures within the Council and providing more information in languages other than English. Significantly,

three-quarters of respondents said that they were not aware of any race equality schemes operating within public organisations in East Ayrshire.

Most (75%) of the respondents were not involved with any community groups and more than two thirds (69%) said that they had not accessed any community facilities, such as libraries and sports centres, in their area in the preceding 12 months. However, this lack of access to community facilities did not seem to stem from fear. Over 80 per cent of those surveyed said that they felt very or quite safe in their neighbourhood at all times. On the other hand, the BME community shared the concerns of the wider local community in respect of drug and alcohol abuse and the presence of young people hanging around the neighbourhood. Vandalism was also an area of major concern. Significantly, harassment and racism came fourth and fifth respectively as concerns for those participating in the study.

Of equal concern is the evidence that just about half of the respondents stated that they had experienced discrimination, either personally or in connection with a family member. The nature of the discrimination reported varied from individual to individual, but included general stereotyping, being talked down to, discrimination at school, problems with neighbours, racial abuse and racially-motivated vandalism.

In terms of individual public services, a large majority of the respondents (73%) said that they found the police friendly and approachable. However, a significant minority felt that that police officers did not take them seriously when they made a complaint or worse still abused their position of authority. In common with the general public, concern was expressed about crime. The main concerns included vandalism, young people loitering, burglary, muggings, shoplifting, drug and alcohol abuse in schools, racially threatening behaviour, gangs and violence. Suggestions for improving the service provided by the police included increasing police patrols, improving public contact and training the police to be more approachable. One in eight of those surveyed had also had contact with the criminal courts or the Procurator Fiscal. Half said that they had experienced difficulties in contact, but none of the respondents stated they felt put off from making contact with the fiscal's office or the courts.

In respect of the health service, the majority of those surveyed had access to the services, with 98 per cent of respondents registered with a General Practitioner and 77 per cent with a dentist.

Altogether around 15 per cent of respondents reported that they had made a complaint about a particular public service. However, a very similar proportion indicated that they had wished to make a complaint about a public service, but had been unsure how to make the complaint. A very similar picture emerges in respect of specific complaints about racial harassment, with 15 per cent saying that they had made a complaint about racial discrimination or harassment and a roughly similar proportion saying that they would have made a complaint if they knew how. In this regard, it would be helpful if access to advice and information on public services could be improved. Specific information needs cited included that on schools and nurseries, the ethnic minorities law centre, the Scottish refugee council and education and social work departments.

3.3.2 North Ayrshire

Sixty-five people, of which 53 per cent were Chinese, 14 per cent were Indian and 11 per cent were African, responded to the questionnaire in North Ayrshire. Just under half stated that English was their main language, followed by 43 per cent saying Chinese (mostly

Cantonese). However, the majority (63%) stated that they still used languages other than English at home. Compared to East Ayrshire, a rather lower proportion (33%) stated that they had fluent command of spoken English and 14 per cent said that they could not speak or read English. Not surprisingly, language barriers were cited as an important constraint on accessing public services. In particular, difficulty in understanding Scottish accents was mentioned by several of the respondents and nearly 30 per cent of those surveyed said that they needed an interpreter to access public services. Nearly a quarter of respondents also said that they had had problems accessing information about public services in their area, not always being clear where to find it and, when it was located, it was always in English. Nevertheless, the majority of respondents felt that staff in North Ayrshire are respectful of cultures and traditions. However, most people did not think that they or a member of their family would consider a career in public services. This stemmed less from a sense of alienation, as from perceived barriers relating to language and knowing what was required to work in public services.

Only two people in North Ayrshire stated that there were gaps in the provision of public services in the areas of public transport, policing, health appointment procedures and Cantonese-speaking social workers. Against this a larger proportion felt that public services needed improving. Most of the suggested improvements focussed on overcoming language barriers. As in East Ayrshire, the majority of respondents in North Ayrshire (83%) were not aware of any race equality schemes within public organisations.

Most (67%) of the respondents were not involved with community groups. Moreover, most people (74%) said that they have not accessed any community facilities, such as libraries or sports facilities, in the preceding 12 months. However, this did not appear to be linked to concern about personal safety, with nearly 85 per cent stating that they felt safe or quite safe in their neighbourhood both during the day and at night. Where there were concerns, these mirrored those of the wider local community, namely drug and alcohol abuse, young people hanging around and vandalism. Racism only ranked fourth. Even then only about 30 per cent said that they had experienced any form of discrimination, ranging from name calling to physical violence.

In terms of specific public services, as in East Ayrshire, the police are widely felt to be friendly and approachable by the BME community in North Ayrshire, though a view was expressed that they took too long to respond to calls for help. With regards to improvements in the service, suggestions included more police patrols, more home visits, access to an interpreter, more leaflets in Cantonese explaining how to get help, more security cameras for older residents and greater responsibility by the police for drug and alcohol problems.

As regards the health services 92 per cent of those surveyed were registered with a general practitioner and 69 per cent with a dentist. Just under 10 per cent had had contact with the public prosecutor or the criminal courts, of which a third said that they had experienced difficulties. However, the only difficulty described related to delays in proceedings. Only two out of 65 respondents said that they had wished to make contact with the Procurator Fiscal, but had felt unable to do so and in both cases the reason was stated to be business.

Overall, only one person said that they had made a complaint about a public service. This complaint to the Environmental Health Department had been about dog fouling in their area. However, 11 per cent did state that they had wished to make a complaint about a public service, but were unsure of how to do so. Eleven per cent had made a complaint about racial discrimination or harassment and a further 8 per cent said that they had wished to make a complaint, but had been unsure how to do so.

As regards information provision, only 6 per cent specifically stated that they had looked for information or advice from any organisation. Again the criticisms largely related to language problems and the need for better information and advice for BME communities.

3.3.3 South Ayrshire

31 people responded to the questionnaire in South Ayrshire. Again more than half the respondents were made up of Chinese, with most of the remainder comprising Indians or Pakistanis. Only around one-third used English as their main language, with Cantonese being used by just as many. However, more than 50 per cent stated that they had a “fluent” or “good” command of both written and spoken English. However, 13 per cent of respondents said that they could not speak English and 16 per cent said that they could not read it.

As regards problems with accessing public services, about a quarter said that they had experienced some difficulty in the past in accessing public service. All of these people were of a Chinese background and in every case the problem was connected with language barriers. A particular complaint was that the majority of services have no information, or very little, in minority languages. On the other hand, a majority of respondents felt that the staff of public agencies in South Ayrshire were respectful of their customs and traditions and just under half of respondents said that they or a member of their family would consider a career in public services. Several respondents said that they or family members were actually considering working in housing, translation or the police force.

Just over a third of those surveyed said that they had experienced difficulty accessing information about public services. The most common request was for more information to be made available in Cantonese. Some respondents said that they would like to see the use of interpreters in South Ayrshire and it was suggested that there should be more use of telephone interpretation. One respondent said that they had experienced difficulty accessing information on education courses. Just under 40 per cent of those surveyed said that they required an interpreter when they use public services.

In respect of gaps in service provision, just under a quarter of those surveyed said that there were public services which they needed and which were not being provided in their area. Again these focussed on translation services and the provision of community facilities. In terms of public service improvements, the three main requests centred on the provision of interpreters, the raising of cultural awareness and improved provision of information, especially on education and health. As in East and North Ayrshire, the majority of those surveyed were not aware of race equality schemes in public organisations.

Only 23 per cent of respondents were members of community groups and a similarly small proportion had accessed any community facilities in the preceding 12 months. Again this appeared to have little to do with concerns about personal safety, with over 80 per cent feeling “very” or “quite safe” in their neighbourhood both day and night. Instead the main areas of concern for the respondents were vandalism and young people hanging around. However, racism and harassment featured more highly as a concern for the respondents from South Ayrshire than in the other local authority areas, with over a half citing this as a worry. A third of those surveyed specifically stated that they or their families had experienced discrimination in Ayrshire.

In terms of particular services, the majority of respondents (77%) said that they felt that the police service was friendly and approachable. The only negative comment on the police service was that, while they were approachable, they did not respond quickly to complaints.

As elsewhere crime was a concern, including burglary, vandalism, physical assault, people hanging around drinking in public places and racism, especially violent forms of racism. To improve the service it was suggested that the police ought to employ more ethnic minority officers, improve response times, increase community policing and seek heavier penalties for racism. While a third of respondents had had contact with the Procurator Fiscal or the criminal courts in the Ayrshire area, only one said that they had encountered any difficulty. However, one person said that they had experienced discriminatory behaviour from the Fiscal's office. Again the problem was one connected with communication and translation services.

In relation to the health services, all respondents were registered with a General Practitioner and over 80 per cent were registered with a dentist. However, several participants said that there was a need for translators and interpreters in the health service.

Only one of the respondents stated that they had made a complaint about a public service. However, another five (16%) said that they had wished to make a complaint about a public service, but were unsure how to do so. On the other hand, just under a quarter had complained about racial discrimination or harassment. A further 20 per cent said that they had wished to make a complaint about racial discrimination or harassment, but had been unsure as to how to go about this.

As regards accessing information on public services, only five (16%) of those surveyed said that they had ever looked for information or advice from an organisation. The majority of respondents said that they had tried to access translated information. A significant number stated that information in Cantonese should be more widely available. It was also said that information on services should be more easily accessible through a wide range of sources, including the internet, public libraries and offices.

When asked for any general comments, some participants stressed that, while race relations are improving, racism and bigotry are still present in the area. It was considered that there were still negative attitudes towards ethnic minorities in South Ayrshire. To combat this, it was suggested that community activities and education should be more inclusive of BME people, there should be increased local government funding for cultural activities and facilities connected with the BME community, more educational support should be provided to the Chinese community and greater numbers of police officers should be drawn from the BME community.

3.4 Key Conclusions

- The overwhelming service requirement for the Chinese community across the three local authorities is for interpreters and the provision of information in minority languages, particularly Cantonese.
- The main requirement for the Muslim community is culturally appropriate facilities, such as single sex swimming and gyms and access to community centres and grants to support religious events.
- In terms of community safety, most BME people are primarily concerned about young people hanging around neighbourhoods and the misuse of drugs and alcohol. For the whole of Ayrshire 48 per cent of people stated that young people hanging around was a major concern, while 41 per cent listed drugs and alcohol as a key concern.
- Thirty per cent of BME people in Ayrshire are concerned about racism and 21 per cent state that they are concerned about harassment. However, racism and harassment rank below vandalism as issue for concern.

- Thirty-six per cent of all those surveyed state that they have suffered from discrimination at one time, mainly in the form of verbal racial abuse
- Use of public services appears to be lower among BME people than the rest of the community, although there must be some question whether respondents mentioned the full range of public services that they accessed.
- One in four of those who responded to this study are not registered with a dentist
- Six per cent of all respondents said that they had made a complaint about a public service and 14 per cent stated that they had wished to make a complaint, but had been unsure how to do so
- Broadly speaking, the BME communities are positive about considering a career in public services

In terms of more localised demands, the respondents in East Ayrshire said that there was a need for more interpreters and publication of written material in minority languages. This was a particular concern for the Chinese community and it was felt to be most needed in respect of health services. The Muslim community said that they would like to see more culturally aware staff and more appropriate services and it was suggested that there should be a central point of access to public services for BME people and more information on services for ethnic minorities.

In North Ayrshire there was a desire to see a greater representation of ethnic minorities in public services. Specifically, there were calls for more ethnic police officers and for more community policing and CCTV in operation. In addition, the members of the Indian, Pakistani and Chinese communities all said that there should be more use of interpreters in service provision.

Finally, in South Ayrshire the Chinese population stated quite strongly that they would like to see more information available in Cantonese and greater use of interpreters, particularly in the health service. While respondents said that the police were friendly and accessible, they stated that they should aim to be more culturally sensitive, employ more BME people and reduce response times. In particular, people in the area were keen to see more community policing, with officers remaining in the one locality. Some members of the Indian community would like to see more support for cultural centres and events such as festivals, with a particular concern about the lack of a Hindu temple in Ayrshire. Finally, it was stated that there should be more support for community education and more encouragement for BME communities to participate in this type of activity.

FURTHER LESSONS LEARNED

4.1 Low Response Rate

The AREP Needs Assessment survey resulted in a very low response rate despite the detailed preparation that had taken place. Lessons should be learned from this that can inform future race equality work in Ayrshire and possibly elsewhere in Scotland – particularly in areas with very small numbers of BME residents.

A principal lesson regards the problems of engaging with BME residents, if there is no BME community structure to work within. This is particularly true in South Ayrshire, where the reality may be that there are few BME communities, but where there may be many individuals experiencing a considerable degree of isolation. In North and East Ayrshire, where some community development work has taken place, the response rates were somewhat higher. The Chinese community in North Ayrshire, for example, benefits from the support of a dedicated community development worker of Chinese origin and the response rate from that community was correspondingly higher.

Other evidence to support this belief can be found in recent survey work in the area. South Ayrshire Council and Communities Scotland carried out work to help develop personal housing plans for BME residents, but there was very limited success in contacting BME residents with housing needs. Consultants researching a local community safety awareness campaign in Ayrshire in 2004 have also found it difficult to make contact with more than a handful of BME residents. Information received from Dumfries and Galloway Council has indicated that similar difficulties have been experienced in the rural south west of Scotland. This suggests that, in Ayrshire, the issues of engaging BME communities and community development are closely related and should be addressed together.

4.2 Developing Effective Engagement Strategies

In the absence of community development work, BME residents in Ayrshire may continue to struggle with communicating with public agencies. Developing effective engagement in this context may well depend on establishing both better communications and on building trust and capacity within BME communities.

These findings may be applicable in other areas of Scotland, where there is a small BME population, such as those areas that include much of rural and small town Scotland. The Scottish Executive and CRE may wish to consider the implications of this within their race equality work in Scotland and for the challenges facing public authorities delivering Race Equality schemes in these areas.

APPENDIX I

AREP QUESTIONNAIRE

Ayrshire Race Equality Partnership Black and Minority Ethnic Needs Assessment Survey

Interviewer		
Visit No.		
Date/Time		

(Interviewer: Respondent must be an adult member of household)

Good morning/afternoon, I'm a researcher working for Ayrshire Race Equality Partnership to undertake a survey of Black and Minority Ethnic residents in the area. Could I have a few minutes of your time to answer some questions about yourself and your opinions on the services available to you in Ayrshire?

All responses will remain anonymous. However, if you would like to be contacted with any information or in further studies that follow on from this I will take your contact details and these will be detached from the rest of the survey.

Personal Profile

1. *What is your gender?* (Please ✓ one box)

Male	<input type="checkbox"/>
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Female	<input type="checkbox"/>
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2. *What is your age?* (Please ✓ one box)

Under 18	<input type="checkbox"/>
18-24	<input type="checkbox"/>
25-44	<input type="checkbox"/>

45-64	<input type="checkbox"/>
65-74	<input type="checkbox"/>
75+	<input type="checkbox"/>

3. *Do you have a disability?* (Please ✓ one box)

Yes	<input type="checkbox"/>
-----	--------------------------

No	<input type="checkbox"/>
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4. *What was your place of birth?* (Please write below)

--

5. *What is your current postcode/area of residence?* (Please write below)

--

Ethnic Group and Religion

6. *What is your ethnic group?*

Choose one section from A to E, then ✓ the appropriate box to indicate your cultural background.

A White

Scottish	<input type="checkbox"/>
Other British	<input type="checkbox"/>
Irish	<input type="checkbox"/>
Any other White background (please write below)	<input type="checkbox"/>

B Mixed

Any Mixed background (please write below)	<input type="checkbox"/>

C Asian, Asian Scottish or British

Indian	<input type="checkbox"/>
Pakistani	<input type="checkbox"/>
Bangladeshi	<input type="checkbox"/>
Chinese	<input type="checkbox"/>
Any other Asian Background (please write below)	<input type="checkbox"/>

D Black, Black Scottish or Black British

Caribbean	<input type="checkbox"/>
African	<input type="checkbox"/>
Any other Black Background (please write below)	<input type="checkbox"/>

E Other Ethnic Background

Any other Background (please write below)	

7. Do you fall into any of the following categories? (Please ✓ where applicable)

Refugee		Economic Migrant	
Asylum Seeker		Gypsy/Traveller	

8. What religion, religious denomination or body do you belong to? (Please ✓ one box)

None	
Church of Scotland	
Roman Catholic	
Other Christian (please write below)	
Buddhist	
Hindu	
Jewish	
Muslim	
Sikh	
Another Religion (please write below)	

9. Please give us details of any other: (Please write below)

--

Employment

10. Are you: (Please ✓ one box)

Employed Full Time		Employed Part Time	
In Training or Education		At Home	
Retired		Unemployed	

11. What is your job title or the nature of your employment? (Please write below)

--

12. In which local authority area is your main place of employment? (Please ✓ one box)

North Ayrshire		East Ayrshire	
South Ayrshire		Inverclyde	
Renfrewshire		Glasgow City	
Other (please write below)			

13. Please give details of any other local authority you work in:

--

Language

14. What is the main language that you use? (Please write below)

--

15. What are the most commonly used languages in your house? (Please write below)

--

16. How would you rate your ability to speak English? (Please ✓ one box)

Fluent		Good	
Basic		Cannot speak English	

17. How would you rate your ability to read English? (Please ✓ one box)

Fluent		Good	
Basic		Cannot read English	

Public Services

18. Have you had any contact with the following public services in the past 12 months? (Please ✓ as many as applicable)

Social Work Services (Children and Families)		Social Work Services (Disabled People)	
Social Work Services (Older People)		School Based services	
Adult Learning		Housing	
Environmental Services		Health Services	
Building Services		Benefits agency	
Licensing board		Public transport	
Leisure services		Child care services	
Procurator Fiscal		Library	
Police		Community Facilities/Halls	

19. Have you ever had any problems accessing public services in Ayrshire? (Please ✓ one box)

Yes		No	
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20. If yes, what was the service and why was there a problem accessing it? (Please write below)

--

21. Have you ever had any problems accessing information about public services in Ayrshire? (Please ✓ one box)

Yes		No	
-----	--	----	--

22. If yes, please tell me what information would be helpful to you and what language format you prefer?
(Please write below)

--

23. When accessing public services do you feel that staff are respectful of your cultures/traditions/customs:
(Please ✓ where applicable)

	Yes	No
<i>At the point of access</i>		
<i>In your home</i>		

24. Would you, or any member of your family, consider a career in public services? (Please ✓ one box)

Yes		No	
Unsure			

25. Please explain your answer if possible: (Please write below)

--

26. Are there any public services which you need that are not provided? (Please ✓ one box)

Yes		No	
-----	--	----	--

27. Please give us more information about this: (Please write below)

--

28. Are you aware of race equality schemes within public organisations? (Please ✓ one box)

Yes		No	
-----	--	----	--

29. Do you need an interpreter when you use public services? (Please ✓ one box)

Yes		No	
-----	--	----	--

30. What should public services in Ayrshire do to improve their services to you and your family?
(Please write below)

--

Community Activity

31. Are you involved with any community groups? (Please ✓ one box)

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
-----	--------------------------	----	--------------------------

32. If yes, please give details of the group: (*Please write below*)

--

33. Have you accessed any community facilities in the past 12 months? (Please ✓ one box)

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
-----	--------------------------	----	--------------------------

34. If yes, please give details: (*Please write below*)

--

Community Safety

35. How safe do you feel in your neighbourhood during the day? (Please ✓ one box)

Very safe	<input type="checkbox"/>	Quite safe	<input type="checkbox"/>
Not very safe	<input type="checkbox"/>	Very unsafe	<input type="checkbox"/>

36. How safe do you feel in your neighbourhood at night? (Please ✓ one box)

Very safe	<input type="checkbox"/>	Quite safe	<input type="checkbox"/>
Not very safe	<input type="checkbox"/>	Very unsafe	<input type="checkbox"/>

37. What are your main concerns regarding safety in the area? (Please ✓ as many as applicable)

Vandalism	<input type="checkbox"/>	Racism	<input type="checkbox"/>
Violence	<input type="checkbox"/>	Drug and Alcohol Abuse	<input type="checkbox"/>
Road Safety	<input type="checkbox"/>	Young People hanging around	<input type="checkbox"/>
Harassment	<input type="checkbox"/>	Other (please give details below)	<input type="checkbox"/>

38. Please give any further information: (Please write below)

--

39. Do you or members of your family ever experience discrimination in Ayrshire? (Please ✓ one box)

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
-----	--------------------------	----	--------------------------

40. If yes, please tell me where you or your family experience discrimination and what kind of discrimination you or members of your family experience? (Please write below)

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Police Services

41. Do you/and or your family feel that the police service is friendly and approachable? (Please ✓ one box)

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
-----	--------------------------	----	--------------------------

42. Please explain your answer: (Please write below)

--

43. Are there specific crimes that cause you undue concern? (Please ✓ one box)

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
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44. Please explain your answer: (Please write below)

--

45. What should the police service do to improve their service to you and your family? (Please write below)

--

Health Services

46. Are you registered with a GP? (Please ✓ one box)

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
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47. Are you registered with a Dentist? (Please ✓ one box)

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
-----	--------------------------	----	--------------------------

48. If you have any children, have they had any vaccinations? (Please ✓ one box)

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
-----	--------------------------	----	--------------------------

49. If you are a woman, have you been called for any forms of screening? (Please ✓ one box)

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
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50. If yes, please specify: (Please write below)

51. Do you provide care to someone to help him or her live in the community, either in your home or elsewhere? (Please ✓ one box)

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
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Procurator Fiscal Services

52. Have you had contact with the public prosecutor or the criminal courts in the Ayrshire area? (Please ✓ one box)

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
-----	--------------------------	----	--------------------------

53. If yes, did you experience any difficulties in that contact? (Please ✓ one box)

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
-----	--------------------------	----	--------------------------

54. If yes, what were the difficulties and how could these be removed? (Please write below)

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55. Have you at any time wished to make contact with the public prosecutor or criminal courts but felt unable to do so? (Please ✓ one box)

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
-----	--------------------------	----	--------------------------

56. If yes, what were the reasons for this? (Please write below)

Information and Advice

57. Have you ever made a complaint about a public service? (Please ✓ one box)

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
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58. If yes, please give us more information about how this complaint was handled: (Please write below)

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59. Have you ever wished to make a complaint about a public service but been unsure of how to do so? (Please ✓ one box)

Yes	<input type="checkbox"/>
-----	--------------------------

No	<input type="checkbox"/>
----	--------------------------

60. Have you ever made a complaint about racial discrimination/harassment? (Please ✓ one box)

Yes	<input type="checkbox"/>
-----	--------------------------

No	<input type="checkbox"/>
----	--------------------------

61. Have you ever wished to make a complaint about racial discrimination/harassment but been unsure of how to do so? (Please ✓ one box)

Yes	<input type="checkbox"/>
-----	--------------------------

No	<input type="checkbox"/>
----	--------------------------

62. Have you ever accessed legal representation or advocacy services? (Please ✓ one box)

Yes	<input type="checkbox"/>
-----	--------------------------

No	<input type="checkbox"/>
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63. Have you ever been in need of legal representation or advocacy services but been unable to access them? (Please ✓ one box)

Yes	<input type="checkbox"/>
-----	--------------------------

No	<input type="checkbox"/>
----	--------------------------

64. Please give us any more information about this: (Please write below)

--

65. Have you ever looked for information or advice from any organisation? (Please ✓ one box)

Yes	<input type="checkbox"/>
-----	--------------------------

No	<input type="checkbox"/>
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66. If yes, could you tell us about the type of information and advice you were looking for, if you were successful in getting the information you needed, and where you obtained it from? (Please ✓ one box)

--

General Comments

67. Please use the box below to make any other comments or to raise any issues to the local authority, Health Board, Police, Procurator Fiscal services or others. (Please write below)

--

Further Involvement

68. Would you like to take part in a focus group discussion based on the findings of this survey? (Please ✓ one box)

Yes	<input type="checkbox"/>
-----	--------------------------

No	<input type="checkbox"/>
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69. Would you like to take part in a more detailed NHS survey amongst black and minority ethnic groups on issues around health and lifestyle? (Please ✓ one box)

Yes	<input type="checkbox"/>
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No	<input type="checkbox"/>
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70. Would you like to receive a copy of the results of this survey when it is finished? (Please ✓ one box)

Yes	<input type="checkbox"/>
-----	--------------------------

No	<input type="checkbox"/>
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If you answered yes to any of the above please give us your name, address and a contact number:

Name	
Address	
Telephone Number	

Thank you for taking the time to answer this survey.

APPENDIX II

INDUCTION TRAINING MATERIAL

Introduction

The following pages have been compiled to make the researchers carrying out the Ayrshire Race Equality Partnership Black and Minority Ethnic Needs Assessment Survey aware of some of the issues involved in carrying out research.

It is important to acknowledge that this piece of work involves contacting and meeting people of different ethnic backgrounds and cultures who may never have been approached to assist in a study such as this. In carrying out the work a degree of flexibility will be required in arranging times to suit the respondents and appreciating specific cultural characteristics is important in order to establish a degree of trust and confidence. Therefore sensitivity to needs and vulnerabilities of these different groups is essential in order to obtain the best possible results.

This document has been split into different sections to assist in understanding how the survey should be carried out and what the aims are.

For any further information please contact:

Tim Mitchell
South Ayrshire Community Safety Partnership
Research Officer/Analyst
Development, Safety & Regulation
County Buildings
Wellington Square
Ayr
KA7 1DR

Telephone: 01292 616692

Email: Tim.Mitchell@south-ayrshire.gov.uk

Data Protection Act 1998

The Data Protection Act concerns all aspects of personal information regardless of where or how the information is held. Therefore it applies to manual files as well as those held on computers. Processing means any activity to which personal information is subject.

Legally it means that should they require it individuals have a right to access and check what personal information is held about them and can object to the content and manner of the processing of the information (e.g. marketing).

The application of the Data Protection Act is governed by eight principles:

1. Information must be obtained and processed fairly and lawfully
2. It must only be processed for the purpose for which it was obtained
3. It must be adequate, relevant and not excessive
4. It must be accurate and up to date
5. It must be kept no longer than necessary
6. It must be processed in accordance with the rights of the individual
7. It must be kept secure to prevent loss or unauthorised disclosure
8. It must not be transferred to a country outside the European Economic Area unless that country ensures an adequate level of protection in relation to the processing of personal data.

It is important that you outline how the data will be processed and what it will be used for before the interview begins in order for the respondent to decline if they are unhappy. You may wish to do this at the initial contact stage as it may save time.

You should let them know:

- The information they are providing will be for research purposes only
- None of their personal details (name, address, postcode, telephone number) will be passed to any agency outwith the Ayrshire Race Equality Partnership (Strathclyde Police, NHS Ayrshire and Arran, East Ayrshire Council, North Ayrshire Council, South Ayrshire Council and the Procurator Fiscal service).
- The forms will be stored in a locked place within a secure building and the data from the forms will be inputted into a database which will be password protected and stored on a password protected PC in a secure building
- Their personal details will be held separately from the answers provided on the questionnaire in a separate part of the computer database.
- The section for further contact will be detached from the questionnaire and stored in a separate area from the questionnaire answers as soon as it has been completed
- It will not be possible to match individuals to the answers they have given once the data has been inputted in the database
- They will receive no further contact from the details they have given unless they have indicated otherwise
- The information they give in the questionnaire will be considered as being in the public domain. However they will never be able to be directly identified from any information published.
- They have the right to access and check the personal information held about them to ensure that it is accurate

You are also responsible (as part of and along with the rest of the Partnership) in helping to ensure that the questionnaires are processed in the way described above.

Interview Techniques

Below are some suggestions that may assist you in carrying out the research and allow you to obtain better quality answers from the people being interviewed. It is important to note that there are no hard and fast rules in obtaining decent information from subjects – each interviewee is an individual, therefore each interview will be different. Most of the information you will receive will depend on the perceptions between yourself and the interviewee. These pointers may enable you to get the most out of the people you interview.

Where – try and arrange an environment to carry out the questionnaire where the interviewee will feel most comfortable – this way they are more relaxed and more forthcoming with their answers. At the same time make sure that it is a place where you are comfortable going to, particularly if it is after dark. You may also suggest carrying out the questionnaire over the telephone if you feel it is appropriate and the interviewee is comfortable with the suggestion (this would of course be dependent of how comfortable the interviewee was listening and answering questions in English).

You might also have to try and judge how comfortable or competent the interviewee is in speaking and understanding English; as the forms have been printed into a number of languages, it may be more appropriate to allow the interviewee to fill in the questionnaire themselves. However it is best to avoid this approach as much as possible, as it could cause some administrative and translation problems.

It is assumed that you are fluent only in English. However, if you have other language skills you feel may be useful, please indicate this at the induction day.

Timing – when arranging the appointment make sure the interviewee has plenty of time to complete the questionnaire, otherwise some questions may be incomplete and others may not be as detailed as they should be as the person feels under pressure.

Personal Safety – always tell a family member or friend where you are going and what time you expect to be back. You should also arrange to contact them when you return, perhaps even by texting (*The details of arranging your safety will be covered elsewhere*).

Identification – take some form of identification (if available) with you to interviews to reassure people you are who you say you are. If you going to speak to more vulnerable groups (for example, a woman who will be inside on her own or older people) you may want to suggest a password agreed over the telephone prior to the interview. You should have a letter of confirmation to give to every respondent provided to you before start working.

Appearance – if possible try and adjust what you wear to meet people accordingly. For example if you are meeting older people, they may be more receptive if you are dressed professionally (i.e. shirt and tie) – it will reassure them about why you are asking certain questions and generate respect if you have shown an effort to get dressed up to meet them. Similarly if meeting businessmen or women there could be more respect shown if you are dressed smartly. Alternatively if you are meeting younger people (such as students) or people involved in manual work/labour, they may feel slightly intimidated by someone dressed smartly so you may want to consider dressing more casually.

Know your questions – it is extremely important to know the areas and specific questions being asked in the questionnaire. It gives an air of professionalism and reassures the interviewee that you know what you are doing and are comfortable speaking to them. A hesitant interviewer that who has to continually stop or pause to prepare for the next question can disrupt the flow of the interview and cause the interviewee to be less forthcoming in their answers.

Take a notebook – you may find it difficult to take down everything that has been said throughout the questionnaire in the space provided. Taking a notebook means that you can jot down important points without as much pressure if the space for the answer is too small. You may also wish to take a tape recorder if you have one however this should only be taken if you have the permission of the interviewee prior to the interview.

It is vitally important if you take a notebook that you fill in the questionnaire **as soon as possible after the interview** as the answers will still be fresh in your mind. You must also hand in all materials containing answers when you are finished and reassure the interviewee that all additional materials will not be used again by yourself after they have been processed to help comply with the Data Protection Act.

Use your initiative – as an individual yourself, you cannot expect to be restricted by the questions in the questionnaire. If an interviewee wishes to expand a point let them talk, taking down what you think is important to answering the question. However if you feel they are starting to ramble try and take the initiative to direct them into answering the specific question you have asked.

If someone starts talking about a subject you will be covering later in the interview you might want to

1. Indicate that you will be covering that point in more detail later so they may want to save comments for then or
2. Cover that part of the interview at that point

As the AREP questionnaire is split into themes (e.g. Health Services, Public Services) each question does not necessarily need to be answered in numerical order. However it is important that you finish one theme before moving onto the next to ensure that you answer all questions. It is wise to follow as much as possible the way the questionnaire is laid out though to ensure it is as complete as possible.

You may find during the course of the interview that the interviewee may answer a question and have more to say but it may have been a traumatic or sensitive incident for them to recall. Try and obtain as much detail as possible but do not continue to pursue an answer if the interviewee has indicated that they are not willing to discuss the matter. You may wish to make a note to this effect if appropriate (e.g. Interviewee was unwilling to discuss further). It is important to emphasise this as it may jeopardise their willingness to answer further questions if they feel they are being harassed.

Check the answers – when the interview has concluded take a couple of minutes in the presence of the interviewee to ensure that all questions have been answered. This will ensure they should not have to be disturbed again to fill in any blanks.

Thank the Interviewee – remember to thank the interviewee for their time and ensure you have noted whether they wish any further contact or to have a copy of the results forwarded to them.

Questionnaire Analysis

In the course of carrying out the research, you may be asked what the next stage will be once the data is collected and ready to be processed. The paragraphs below outline (in general terms) what is expected to occur over the next few months as the results are compiled.

You may find you or the person asking does not understand much of what is written below. It is difficult to simplify further, so if there are any further enquiries please direct them to the contact at the front of this booklet (Tim Mitchell).

Processing - The questionnaires shall be processed by inputting the data collected into an Access Database and extracting answers via Queries and the SPSS package. Questions that are open ('free text') will most likely be analysed by examining each and identifying key themes (although if appropriate free text comments may be attached as an Appendix).

Analysis - Initially the analysis will be broken down by Council Area then by Ethnic Group to give a general picture of the main issues across the three local authorities (and subsequently Ayrshire). After this initial analysis results will be obtained by Postcode sector/town/area as appropriate and also by age group. As the numbers of some ethnic groups are likely to be quite small no ethnic group analysis below council level will be given (e.g. the number of Chinese respondents by Postcode Sector will not be published).

Publishing - It is anticipated that the results will be published in a formal report and be available on the internet and a hard copy will be distributed to those who have requested it. It is also anticipated that the report would be available on request in languages other than English.

It is anticipated that the initial results will be available by the end of the year.

APPENDIX III

FULL ANALYSIS OF RESULTS

**Ayrshire Race Equality Partnership
Black and Minority Ethnic
Needs Assessment Survey**

Survey Report

April 2005

**ODS Ltd
2 Myrtle Park
Glasgow
G42 8UQ
Tel 0141 424 3765
Email admin@odsconsulting.co.uk**

1. Introduction

1.1 Methodology

The Ayrshire Race Equality Partnership (AREP) conducted a Black and Minority Ethnic Needs Assessment survey in Ayrshire area between autumn 2004 and spring 2005. The survey looks at the needs of BME people in relation to local service provision. Participants were invited to give their views on the services currently available in Ayrshire by answering a questionnaire.

The questionnaires were responded to in face to face interviews or were completed independently by participants. Face to face interviews were conducted by independent researchers who had been trained and commissioned by North Ayrshire Council to undertake this task and these account for 63% of the completed questionnaires.

147 completed questionnaires were returned: 48 came from East Ayrshire, 65 from North Ayrshire and 31 from South Ayrshire. 3 responses did not specify or said that they came from outside the areas.

Questionnaires included a combination of tick box and open response questions. Questionnaires were returned to ODS in March 2005 for analysis.

1.2 Profile of survey respondents

BME population in Ayrshire

According to the 2001 census the BME population is 0.7% of the total population living in each of the three Ayrshire local authority areas – North Ayrshire, South Ayrshire and East Ayrshire. This compares to a national average of 2% for Scotland.

In total there are 368,149 people living in the three areas: 120,235 in East Ayrshire, 135,817 in North Ayrshire and 112,097 in South Ayrshire.

The 2001 census gives the ethnic make up for the whole of Ayrshire.

Ethnic Group	Ayrshire Population	
	No.	%
White	(365,640)	(99.32)
White Scottish	340524	92.5
Other White British	19373	5.26
White Irish	2631	0.71
Other White	3112	0.85
Asian, Scottish Asian or British Asian	(1,618)	(0.44)
Indian	489	0.13
Pakistani	327	0.09
Bangladeshi	7	0.01
Other South Asian	125	0.03
Chinese	670	0.18

Black, Black Scottish or Black British	(176)	(0.05)
Caribbean	49	0.01
African	90	0.02
Black Scottish or Other Black	37	0.01
Mixed	(503)	(0.14)
Any Mixed Background	503	0.14
Other Ethnic Background	(212)	(0.06)
Other Ethnic Group	212	0.06
Total	368,149	100

Table 1.1: Ethnic Groups living in Ayrshire
Source: 2001 Census

The most significant section of the BME population in Ayrshire falls into the category Asian, Scottish Asian or British Asian - of these the largest group is the Chinese community. There are also significant numbers of people who state their ethnic background as Indian or Pakistani. Another significant minority group across Ayrshire is people who describe themselves as having a Mixed Background. There are also notable African and Caribbean communities across the three local authorities.

The breakdown of ethnic groups does not vary significantly across the three local authority areas.

Ethnic Group	Local Authority					
	East Ayrshire		North Ayrshire		South Ayrshire	
	No.	%	No.	%	No.	%
White	(119,425)	(99.33)	(134,881)	(99.31)	(111,334)	(99.32)
White Scottish	113,286	94.22	125,599	92.48	101,639	90.67
Other White British	4,734	3.94	7,004	5.16	7,635	6.81
White Irish	691	0.57	1,058	0.78	882	0.79
Other White	714	0.59	1,220	0.90	1,178	1.05
Asian	(523)	(0.43)	(612)	(0.45)	(483)	(0.43)
Indian	84	0.07	224	0.16	181	0.16
Pakistani	172	0.14	94	0.07	61	0.05
Bangladeshi	5	0.00	0	0	2	0.01
Other South Asian	43	0.04	51	0.04	31	0.03
Chinese	219	0.18	243	0.18	208	0.19
Black	(51)	(0.04)	(63)	(0.04)	(62)	(0.05)
Caribbean	17	0.01	17	0.01	15	0.01
African	21	0.02	31	0.02	38	0.03
Black Scottish or Other Black	13	0.01	15	0.01	9	0.01
Mixed	(176)	(0.15)	(185)	(0.14)	(142)	(0.13)
Any Mixed Background	176	0.15	185	0.14	142	0.13
Other Ethnic Background	(60)	(0.05)	(76)	(0.06)	(76)	(0.07)
Other Ethnic Group	60	0.05	76	0.06	76	0.07
Total	120,235	100	135,817	100	112,097	100

Table 1.2: Ethnic Groups by local authority area
Source: 2001 Census

Respondents

Responses came from people from all ethnic backgrounds. Broadly speaking the responses reflected the high number of Chinese and Pakistani people living in Ayrshire. The ethnic background of all respondents is given in Table 1.3, followed by a breakdown for respondents in each of the local authority areas.

Ethnic Group	No. of respondents	% of total
White	(7)	(4.8)
White Scottish	6	4.1
Other White British	0	0
White Irish	0	0
Other White	1	0.7
Asian	(120)	(81.6)
Indian	15	10.2
Pakistani	34	23.1
Bangladeshi	3	2.0
Other South Asian	5	3.4
Chinese	63	42.9
Black	(12)	(8.2)
Caribbean	4	2.7
African	8	5.4
Black Scottish or Other Black	0	0
Mixed	(6)	(4.1)
Any Mixed Background	6	4.1
Other Ethnic Background	(2)	(1.4)
Other Ethnic Group	2	1.4
Total	147	100

Table 1.3: Ethnic Background of All Respondents

63 questionnaires (43%) were returned by people who gave their ethnic group as Chinese. This was the highest number from a single ethnic group. The second highest group was Pakistani, followed by Indian. These are the three largest BME communities living in Ayrshire.

	Local Authority							
	East Ayrshire		North Ayrshire		South Ayrshire		Outwith / not stated	
Ethnic Group	No.	%	No.	%	No.	%	No	%
White	(-)	(-)	(5)	(7.7)	(2)	(6.5)	-	-
White Scottish	-	-	4	6.1	2	6.5	-	-
Other White British	-	-	-	-	-	-	-	-
White Irish	-	-	-	-	-	-	-	-
Other White	-	-	1	1.5	-	-	-	-
Asian	(42)	(87.5)	(48)	(73.8)	(26)	(83.9)	(3)	(100)
Indian	1	2.1	9	13.8	5	16.1	-	-
Pakistani	26	54.2	2	3.1	5	16.1	1	33.3
Bangladeshi	3	6.2	-	-	-	-	-	-
Other South Asian	-	-	2	3.1	-	-	2	66.7
Chinese	12	25	35	53.8	16	51.6	-	-
Black	(3)	(6.2)	(9)	(13.8)	(-)	(-)	-	-
Caribbean	2	4.1	2	3.1	-	-	-	-
African	1	2.1	7	10.7	-	-	-	-
Black Scottish or Other Black	-	-	-	-	-	-	-	-
Mixed	(1)	(2.1)	(3)	(4.6)	(2)	(6.5)	-	-
Any Mixed Background	1	2.1	3	4.6	2	6.5	-	-
Other Ethnic Background	(2)	(4.1)	(-)	(-)	(1)	(3.2)	-	-
Other Ethnic Group	2	4.1	-	-	1	3.2	-	-
Total	48	100	65	100	31	100	3	100

Table 1.4: Ethnic Background of Respondents in each Local Authority

Particular ethnic groups are under or over represented in some areas. Table 1.5 shows the percentage of respondents for particular ethnic groups against their proportion as part of the BME community.

Ethnic Group	East Ayrshire		North Ayrshire		South Ayrshire	
	% of BME population	% of responses	% of BME population	% of responses	% of BME population	% of responses
Chinese	27	25	26	54	27	52
Pakistani	21	54	10	3	8	16
Indian	10	2	24	14	24	16
African	3	2	3	11	5	-
Caribbean	2	4	2	3	2	-
Mixed Background	22	2	20	5	19	6

Table 1.5: % of responses compared to significance of group

The response rate in East Ayrshire is closely proportionate to the Chinese population in the area: 27% of the BME population are Chinese, with 25% of questionnaires coming from this

group. There was a higher than proportionate response from those with a Pakistani ethnic background and there was a lower return from those of a mixed background.

In North Ayrshire more than half of the respondents (54%) were Chinese – this group makes up 26% of the BME population in the area. There was a comparatively low rate of response from those whose ethnic background is Pakistani, Indian or Mixed.

In South Ayrshire there was also a proportionately high level of response from people with a Chinese or Pakistani ethnic background. There was also a low response rate from those describing themselves as having an Indian or mixed background.

1.3 Issues relating to each ethnic group

Chinese

The largest number of responses came from the Chinese ethnic group. Across each of the three local authority areas, the Chinese community cited problems with communication due to language barriers. The 63 respondents stated that their main languages were as follows:

Main language	Number	%
Cantonese	39	62
Chinese	7	11
English	13	21
Hakka	2	3
No response	2	3

The overwhelming service need of the Chinese community was for interpreters and the provision of information in Cantonese.

41% of the Chinese community felt that public services could be improved in terms of:

- Accessible interpreting services
- Providing interpreters
- Cantonese versions of public service information
- Chinese Doctors
- Benefits advice in Chinese
- Raising awareness of public service provision and information of customer’s rights to accessing important services
- Translation services – in hospitals
- Providing supportive, sensitive, friendly and understanding services irrespective of ethnicity.

Pakistani

The second largest group of respondents was Pakistani. This ethnic group returned 33 forms (22%). The language barrier was less of a problem within the Pakistani community – however, 9% stated the need for more interpreting services and 24% felt that the public services should provide information in different languages. 42% stated their main language was English, 42% Punjabi and 15% Urdu.

Other comments on public services were that more different cultures of staff should be employed by the Council and that there should be a central point of access for information for the ethnic community.

Indian

10% of responses came from the Indian community (15 forms). The main concerns for the Indian community were that there should be more police patrols (12%) and that authorities should listen more to minority ethnic groups. There should be greater opportunities for employment for Asian people and there should be greater provision of grants for communities to come together to celebrate festivals. It was also stated that there is no Hindu Temple in Ayrshire – people have to travel to Glasgow.

2. East Ayrshire

2.1 Respondents

Ethnic background

There were 48 respondents in East Ayrshire - 21 were male and 27 female. Two of the respondents were under 18; 11 were aged between 18 and 24; 22 were between 25 and 44; and the remaining 13 were aged between 45 and 64. None of the group stated that they had a disability. The following ethnic groups were represented:

Ethnic Group	No.
White	-
Asian	42
Indian	1
Pakistani	26
Bangladeshi	3
Other South Asian	-
Chinese	12
Black	3
Caribbean	2
African	1
Black Scottish or Other Black	-
Mixed	1
Scottish – African	1
Other Ethnic Background	2
Arabian	1
Kurdish-Arabian	1
Total	48

Two of the respondents stated that they are “economic migrants” – both were male and from Hong Kong.

Religion

The respondents’ religious denominations are shown in the table below. The majority of the respondents stated that they were Muslim:

What religion, religious denomination or organisation do you belong to?

None	5
Roman Catholic	1
Other Christian	7
Buddhist	1
Muslim	31
No response	3

Employment

17 of the 21 male respondents are in full time employment. They are employed in a variety of fields including the restaurant industry (owners, chefs and waiters), engineering and retail. One of the respondents is a dentist and one is a taxi driver. None of the men work part time. Three of the men who responded are in training or education and one man said that he was unemployed.

The employment status of the female respondents was different, with fewer than half in employment. Five out of the 27 women are in full time employment and five work part time. Jobs include sales assistant, property manager and civil servant. Three women are in education or training, one is retired and six said that they stay at home.

The majority of those in work (male and female) stated that their main place of employment is in East Ayrshire. 16 work in the local authority area; one person works in North Ayrshire, three in South Ayrshire, one in Renfrewshire and five in Glasgow.

2.2 Language needs of respondent group

The majority of people in the group said that English is the main language that they use although there is significant use of Cantonese, Punjabi and Urdu.

What is the main language that you use?

Arabic	2
Cantonese	7
Chinese	2
English	25
Punjabi	9
Urdu	3
TOTAL	48

25 of the respondents indicated that languages other than English are used most commonly in their home:

What are the most commonly used languages in you house?

Arabic	1
Cantonese	9
Chinese	1
Dutch	1
English	20
Punjabi	7
Urdu	6
No response	3
TOTAL	48

The group indicated that they have a good level of English use. 48% said that they are “fluent” in English. 71% described themselves as either “Fluent” or “Good”. Only three people (6%) said that they cannot speak English. The respondents rated their ability to read English at a lower level. 41% said that they were “fluent” in reading, 62% said that they were either “fluent” or “good”.

Language was identified as a key issue in accessing public services.

2.2 Public services

Current use of public services amongst BME group in East Ayrshire

The questionnaire asked respondents what public services they have had contact with in the preceding 12 months. A large number of respondents (42%) said that they had had contact with health services in the area. There were also high levels of contact with leisure services (23%), Police (23%), public transport (25%), libraries (48%) and community facilities and halls (27%). There were notably low levels of contact with housing services, benefits agency and child care services.

Have you had any contact with the following public services in the past 12 months?

Service	Number who have had contact
Social Work Services (children and families)	1
Social Work Services (Older people)	0
Social Work Services (Disabled people)	1
Adult Learning	7
Environmental Services	6
Building Services	5
Licensing Board	4
Leisure Services	11
Procurator Fiscal	3
Police	11
School Based Services	6
Housing	1
Health Services	20
Benefits Agency	0
Public Transport	12
Child Care Services	0
Library	17
Community Facilities/Halls	13

Barriers to public services

Respondents were asked if they had ever experienced any problems accessing public services in Ayrshire. Nine people (19%) said that they had. The most significant reason for this was language barriers – three people stated that this had created a difficulty in accessing a service. The other reasons that were stated as barriers included bureaucracy and a view that service providers were “not culturally aware”. There was also concern expressed that there is a lack of nursery places and not enough single gender swimming pools and gyms.

The respondents also said that they had had particular trouble accessing dental services and environmental services in respect of waste management problems.

The study asked participants whether or not they found staff to be respectful of their culture and traditions.

When accessing public services do you feel that staff are respectful of your cultures / traditions and customs?

	Yes	No
At the point of access	23	25

In your home	28	20
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The response shows that the majority of BME respondents do not feel that staff in East Ayrshire are respectful at the point of contact. The response improves for those who have had contact with service providers in their own homes but a significant number do not feel that their culture is respected.

The study suggests that BME people in East Ayrshire do not feel alienated from pursuing a career in public services. Of those who responded to the question, *Would you or any member of your family consider a career in public services?* 50% said Yes, 6% said No and 47% said that they were unsure. Three people said that they already work in public services, one said that they expect members of their family could feel comfortable in a public service environment and one person said that they are particularly interested in social and community services.

Information / language barriers

The study also asked participants if they had had any problems accessing information about public services in Ayrshire. Six people said that they had experienced problems in this respect. The respondents said that language barriers are the main difficulty and that it is not clear what services are available to them. The respondents said that more leaflets, newsletters and brochures in other languages would be helpful. It was particularly noted that there is a need for more information to be published in Chinese (Cantonese). It was also stated that there should be greater availability of Cantonese interpreters.

Seven of the study respondents in East Ayrshire (15%) said that they need an interpreter when they use public services.

Gaps in service provision

The participants were asked if there were any public services in their area which they need that are not currently provided. A quarter of respondents said that there were services which were not being provided, the remaining three quarters said that there were no gaps in service provision. Those respondents that said that there were services lacking in their area mentioned the following:

- Interpreting services
- An Islamic Centre (for children to learn the Qur'an)
- A Chinese Group (to address the needs of older people and the community)
- Central point of access for public services for BME communities
- Development worker / resource worker for BME communities
- Chinese Doctor
- School buses
- More nursery places (to improve level of English among children)
- Women only gym halls. Non-mixed swimming pools

Many of these suggestions were put forward by more than one respondent – two people called for interpreting services and five said that there was a need for an Islamic Centre.

The study asked respondents, *What should public services in Ayrshire do to improve their services to you and your family?* Suggestions for improvements to service delivery include:

- Be more culturally aware
- Provide better bus services, cut the grass and increase police patrols
- Have more staff from different cultures within the Council and more opportunities for them
- More information available in other languages
- Greater provision of services in other languages
- Better liaison services
- Better information on services available for BME communities
- The use of other languages on signs and notices
- More social and leisure activities for children and more separate services for women

Awareness of race equality schemes in public organisations

The majority of respondents said that they were not aware of any race equality schemes operating within public organisations in East Ayrshire. A quarter of respondents said that they were aware of this.

2.3 Community activity

Involvement in community groups

Most of the respondents were not involved with any community groups. 25% of people said that they did belong to a group. These included the IRQA Group in Kilmarnock (Six people), the Kuloc Chinese Community Association (Four people), Youth and Asian groups, Islamic women’s group, West of Scotland Islamic cultural education group and a women’s religious group.

Use of community facilities

More than two thirds (69%) said that they had not accessed any community facilities in their area in the preceding 12 months. The facilities that were mentioned as having been accessed by the respondents included libraries, sports centres, shops, veterinary services and leisure facilities.

2.4 Community safety

Participants were asked how safe they felt in their neighbourhood both during the day and at night time. The majority said that they felt “Quite safe” at both times although the number of people saying that they felt “not very safe” increased at night, while the number stating that they felt “very safe” halved.

How safe do you feel in your neighbourhood during the day?

Very safe	14
Quite safe	30
Not very safe	4
Very unsafe	0
Total	48

How safe do you feel in your neighbourhood at night?

Very safe	7
Quite safe	31
Not very safe	9
Very unsafe	1
Total	48

Level of concern regarding safety

The main areas of concern for BME people in East Ayrshire are drug and alcohol abuse and the presence of young people hanging around the neighbourhood. Vandalism was also an area of major concern. Harassment and racism came fourth and fifth respectively as concerns for those participating in the study. 56% of people said that young people hanging around was one of their main concerns – 27% said that racism was a concern.

What are your main concerns regarding safety in the area?

Vandalism	18
Violence	9
Road Safety	9
Harassment	15
Racism	13
Drug & alcohol abuse	22
Young people hanging around	27

Level and nature of discrimination in Ayrshire

A significant number of respondents stated that they had experienced discrimination in Ayrshire, either personally or in connection with a family member – 23 people (48%) said that they had, while 25 (52%) said that they had not experienced discrimination.

The levels of discrimination reported varied from individual to individual and included:

- General ignorance and stereotyping
- People talking down to me
- Discrimination at school
- Problem with neighbours
- Racial abuse
- Racism and vandalism
- Being told by a local builder that he would not “sell to my sort”
- Verbal abuse

2.5 Police services

Perception of the Police amongst BME communities

The study asked participants about their relationship with the police. A large majority of the respondents (73%) said that they found the police friendly and approachable. Thirteen people did not think that the police are approachable – reasons given included being “spoken down

to”, not being taken seriously by police officers and a view that officers abuse their position of authority.

Key concerns regarding crime in the area

13 people said that there are specific crimes which cause them serious concern. The crimes that were listed include:

- Vandalism and young people hanging around
- Burglary
- Muggings
- Shoplifting
- Drugs and drug abuse in schools
- Threatening behaviour and the possibility of racial abuse in the ‘current climate’
- Threatening gangs
- Violence

The participants were asked what the police should do to improve the service to them and their family. The suggestions that were made include:

- Increased number of police patrols
- More positive and regular contact with the public
- Police officers should be more approachable and not stereotype certain groups of people

2.6 Health services

The majority of respondents said that they were registered with a General Practitioner. Only one person said that they were not registered with a doctor. Fewer people were registered with a dentist - 37 people have a dentist and 11 do not. Of the 27 women 17 said that they had been called for some form of screening. These included cervical and breast screening. 23 people said that their children had received vaccinations.

Nine respondents said that they provide care for someone to help them live in the community.

2.7 Procurator Fiscal services

Eight people (one in every eight) said that they had had contact with the public prosecutor or the criminal courts in Ayrshire. Of these, half said that they had experienced difficulties in that contact. Most people did not offer any suggestions about ways that these difficulties could have been resolved although one person said that there should have been further explanation about the procedure involved.

None of the respondents said that they had ever wished to make contact with the public prosecutor or criminal court but felt unable to do so.

2.8 Information and advice

Making a complaint regarding public services

Seven of the respondents said that they had made a complaint about a public service. The subjects that the respondents had complained about were the uplift of rubbish, the local bus service, poor lighting in the park and a request for the employment of an information officer or a development officer. Most of those who had complained said that their complaint was handled properly. One person said that they had not received a response to their complaint regarding lighting.

Eight people said that they had wished to make a complaint about a public service but had been unsure how to make the complaint.

Complaining about racial discrimination / harassment

Eight people said that they had made complaints about racial discrimination or harassment. Six people said that at one time they had wished to make a complaint about racial discrimination or harassment but had been unsure how to do so.

Accessing legal representation or advocacy services

Three people said that they had accessed legal representation or advocacy services – two said that they were unsure how to access these services. Difficulty with the English language was given as a reason for this.

Gaining information or advice from organisations

The respondents said that they have looked for advice and information from a variety of sources. These included schools and nurseries, the ethnic minorities law centre, the Scottish refugee council and education and social work departments. The information that people were looking for included school transport, legal and educational matters, the cost of courses and general council services.

Respondents were given the opportunity to make any additional comments on public services in East Ayrshire. Some people complained about existing services – one person said that their doctor refuses to give them a check up and another said that the grass in their area is not cut regularly. Several people said that there should be a central information point for ethnic minorities. One person said that there should be greater accessibility of cultural services and more cultural centres.

3. North Ayrshire

3.1 Respondents

Ethnic background

65 people responded to the questionnaire in North Ayrshire – 30 were male and 35 were female. Eight people were aged between 18 and 24, 34 were between 25 and 44, 19 were between 45 and 64 and three were aged between 65 and 74. Four of the respondents said that they had a disability. The following ethnic groups were represented in the study:

Ethnic Group	No.
White	5
White Scottish	4
Other White (German)	1
Asian	48
Indian	9
Pakistani	2
Bangladeshi	0
Other South Asian	2
Chinese	35
Black	9
Caribbean	2
African	7
Black Scottish or Other Black	0
Mixed	3
Any mixed background	3
Other Ethnic Background	0
Total	65

Chinese are by far the largest group in the study making up more than half. The Indian and African communities are also relatively well represented.

None of the respondents described themselves as either a refugee or an asylum seeker. 14 people stated that they are economic migrants – of these 12 were Chinese; two were African. Three people described themselves as gypsy / travellers – these people were all white.

Religion

The largest religious group among the study participants was Buddhist. A large number of people stated that they had no religion.

None	15
Church of Scotland	6
Roman Catholic	5
Other Christian	7
Buddhist	20
Muslim	3
Sikh	7
Another religion (Seventh Day Adventist)	2

Employment

Most of the respondents said that they are in employment. 17 of the 30 males are employed full time; six are in part time work. Two of the respondents are in training or education, three are retired and two describe themselves as either remaining “at home” or as being unemployed. Four of the men are in management positions and one person has their own business. The other occupations listed include chef (three people), kitchen worker (four people), cashier, shop assistant (four people). One of the men is in the armed forces.

17 of the 35 female respondents said that they were in full time employment; three are in part time work; four are retired. Five women said they remain “at home” and five said that they are unemployed. None of the women are in training or education. The occupations of the women include beautician (two people), chef (two people), kitchen worker (three people) nurse (four people), waitress (three people), support worker and translator.

Most of the respondents who were in work, male and female, (36 people) said that their main place of employment is in North Ayrshire. One person works in East Ayrshire and one works in South Ayrshire. One person stated that they work in Renfrewshire and three said that they work in Glasgow.

Language needs of respondent group

Most of the group stated that English is the main language that they use. The second most commonly used language among the respondents is Cantonese.

What is the main language that you use?

Cantonese	23
Chinese	5
English	29
Indian	2
Maltese	1
Punjabi	4
No response	1
TOTAL	65

A majority (63%) stated that languages other than English are most commonly used at home.

What are the most commonly used languages in your house?

Bemba	1
Cantonese	29
Chinese	3
English	19
Indian	4
Punjabi	2
Urdu	2
No response	5
TOTAL	65

There is mixed ability in English amongst the group. Approximately one third of people said that they are fluent in spoken English. 20 people (31%) said that their English is basic. Nine

people (14%) said that they could not speak English. The study suggests that there is greater difficulty with written English - 14 people said that they cannot read English.

How would you rate your ability to speak English?

Fluent	22
Good	9
Basic	20
Cannot speak English	9
No response	5
TOTAL	65

How would you rate your ability to read English?

Fluent	20
Good	8
Basic	18
Cannot read English	14
No response	5
TOTAL	65

3.2 Public services

Current use of public services amongst BME group in North Ayrshire

The main contact that the respondents had had with public services was with health services - 49% of people had used these services. There was also high use of public transport (34%), libraries (28%), community facilities and halls (26%). There was little contact with social work services and with the leisure services – only two people said that they had used leisure services in the preceding 12 months.

Have you had any contact with the following public services in the past 12 months?

Service	Number who have had contact
Social Work Services (children and families)	5
Social Work Services (Older people)	2
Social Work Services (Disabled people)	4
Adult Learning	3
Environmental Services	1
Building Services	3
Licensing Board	7
Leisure Services	2
Procurator Fiscal	9
Police	4
School Based Services	8
Housing	11

Health Services	32
Benefits Agency	17
Public Transport	22
Child Care Services	5
Library	18
Community Facilities/Halls	17

Barriers to public services

16 people (25%) said that they had experienced difficulty accessing public services in their area. The main reasons given for this relate to language barriers and perceived discrimination. It was stated that difficulty understanding accents was a barrier to services. 11 people said that they have experienced problems with English and were in need of an interpreter. One person said that services are only offered in English. One person said that he had experienced problems with the care and repair service and that he thought this was due to his ethnic origin.

15 people said that they had had problems accessing information about public services in their area. Participants were asked what information would be helpful to them and what language format they would prefer. Comments included:

- Information is hard to find and is always in English
- It is not clear where to find information - more should be in Chinese
- Cantonese version of timetables etc would be useful
- There should be more foreign language information on the complaints procedure

The majority of respondents felt that staff in North Ayrshire are respectful of cultures and traditions both at the point of contact and at home.

When accessing public services do you feel that staff are respectful of your cultures / traditions and customs?

	Yes	No
At the point of access	56	9
In your home	51	14

Most people did not think that they or a member of their family would consider a career in public services – a large number of people were unsure (26 people) or did not respond to this question (23 people). Only 13 people (20%) said that either they or a member of their family would consider a career in public services. Of those who answered positively, the reasons given included an interest in working with disabled people. One person said that they were currently a bus driver for disabled people and another said that a member of their family already works in public services. One person said that they would be interested in working in public services as it would enable them to participate in activities in the community. Barriers that were given include language problems and not knowing what is required to work in public services.

Information / language barriers

Of those who responded 19 (29%) said that they required an interpreter when accessing public services.

Gaps in service provision

Only two people in North Ayrshire said that there are public services which they need that are not provided. The following ‘gaps’ in public services were given by the respondents:

- Problems with public transport
- More police on the streets and more street lighting
- Benefit workers and social workers who can speak Cantonese
- Health services – better appointment procedures

The respondents were asked, *What should public services in Ayrshire do to improve their services to you and your family?* The responses focussed mainly, but not exclusively, on the issue of language barriers:

- More interpreters (stated by 11 people)
- Written information provided in different languages
- On call doctors should have interpreters available
- More services to help with language problems
- More police patrols
- More security cameras
- More youth clubs
- Day centre for older Indian people

Awareness of race equality schemes in public organisations

A majority of respondents in North Ayrshire (83%) said that they were not aware of any race equality schemes within public organisations.

3.3 Community activity

Involvement in community groups

Most of the respondents are not involved with community groups. Roughly a third of people (21 respondents) said that they are members of community groups. These groups included a Chinese elderly group (six people), Sikh community groups and a German congregation. Respondents stated that they are involved in education services, community meetings and school groups. The respondents said that they participate in activities such as dancing, sewing clubs, and football.

Use of community facilities

Most people (74%) said that they have not accessed community facilities in the preceding 12 months. The remaining 26% said that they had accessed facilities including the library, swimming pool, community hall, church hall, doctors, sports clubs and nursery facilities.

3.4 Community safety

Level of concern regarding safety

The study participants were asked how safe they feel in their neighbourhoods in the daytime and at night. Most said that they felt “quite safe” at both times of the day. Only three people said that they felt “not very safe” during the day, while 10 people gave this response for the night time. None of the respondents in North Ayrshire said that they felt “very unsafe”.

How safe do you feel in your neighbourhood during the day?

Very safe	25
Quite safe	37
Not very safe	3
Very unsafe	0
Total	65

How safe do you feel in your neighbourhood at night?

Very safe	18
Quite safe	37
Not very safe	10
Very unsafe	0
Total	65

The respondents said that their main concern over safety in their area was drug and alcohol abuse – 48% of people stated this was a major concern. The second and third largest areas of concern are “young people hanging around” and “vandalism”. Racism was the fourth greatest area of concern for the respondents.

What are your main concerns regarding safety in the area?

Vandalism	24
Violence	11
Road Safety	9
Harassment	9
Racism	21
Drug & alcohol abuse	31
Young people hanging around	24

The respondents stated that there is also particular concern regarding football hooliganism, speeding motorists and a lack of police presence.

Level and nature of discrimination in Ayrshire

Most of the respondents stated that their family had not experienced any discrimination in Ayrshire although 20 people (31%) said that they had. The nature of the discrimination ranged between name calling and acts of violence. The discrimination experienced by individuals or members of their family included:

- Children are bullied at school
- Name calling at work
- Name calling at school

- Racist abuse from young people and children
- Verbal abuse from people affected by drink or drugs
- Violence from young people
- General prejudice against the travelling community – not given the same level of respect as ordinary white people
- Bus drivers are not polite to BME people – some drive past.

3.5 Police services

Perception of the Police amongst BME communities

The police are widely felt to be friendly and approachable by the BME community in North Ayrshire. 47 people (72%) said that they or their family find the police approachable. It was stated that the police are “always helpful”, are “easy going and friendly” and are “at hand when required”. Other people felt that the police in North Ayrshire take too long to respond. Three people said that while the police want to be helpful it can be difficult to communicate with them due to the language barrier.

Key concerns regarding in the area

Four people said that there are specific crimes which cause them “undue concern”. These were vandalism, burglary, young people hanging around the streets and drunkenness.

The study participants were asked what they thought the police service should do to improve their service. The following suggestions were made:

- More patrols and quicker response times
- Visit members of the community in their homes during patrols
- Have an interpreter (Cantonese) to help communication
- Have information leaflets in Cantonese to explain how to get help
- Listen and try to understand the needs of ethnic minorities more
- Introduce curfew for young people
- More security cameras for older residents
- Police should take more responsibility for alcohol and drugs problems

3.6 Health services

Nearly all of the respondents (60 people - 92%) were registered with a general practitioner. Fewer people are registered with a dentist – 45 people (69%). 31 people said that their children have had vaccinations.

Of the 35 women who responded, 15 (43%) said that they have been called for some form of screening. For most, this was smear screening (10 people) or breast screening (7 people). Some of the women said that they had been called for family planning and MRI scanning.

Seven of the respondents (11%) said that they care for someone to help him or her live in the community either in their home or elsewhere.

3.7 Procurator Fiscal services

Level of contact with the public prosecutor or criminal courts

Six of the respondents from North Ayrshire (9%) said that they have had contact with the public prosecutor or the criminal courts. 38 people (58%) said that they had not had any contact and 21 people did not respond to this question.

Perceived barriers to public prosecutor or criminal courts

Of the people who have had contact with the public prosecutor or criminal courts three said that they had experienced difficulties – the only difficulty that was described was delays to proceedings.

Two people said that at one time they had wished to make contact with the public prosecutor but had felt unable to do so. Both people said that this was due to business reasons.

3.8 Information and advice

Making a complaint regarding public services

Only one person said that they had made a complaint about a public service. This person made a complaint to the Environmental Health department about dog fouling in their area – they said that it took an unacceptably long time to deal with the problem.

Seven people (11%) said that at one time they wished to make a complaint about a public service but were unsure of how to do so.

Complaining about racial discrimination / harassment

Seven people (11%) said that they had made a complaint about racial discrimination or harassment. Five people (8%) said that at one time they had wished to make a complaint about racial discrimination or harassment but had been unsure how to do so.

Accessing legal representation or advocacy services

Eight people (12%) said that they had accessed legal representation or advocacy services at one time. Three (5%) said that they had wished to access these services but had been unsure how to do so. One reason given for this was the absence of an interpreter to contact advocacy services for the individual.

Gaining information or advice from organisations

Only six people (9%) said that they had looked for information or advice from any organisation. The respondents said that they had looked for information on hospitals and benefits advice.

3.9 General comments or issues about the local authority, Health Board, Police, Procurator Fiscal services or others

Respondents were given the opportunity to make any additional comments on public services in North Ayrshire. Again the comments tend to focus on language problems and the need for better information and advice for BME communities. The comments included:

- There needs to be more information in Cantonese and a greater number of interpreters
- The health board in particular needs more interpreters
- Local Government needs to focus more on the needs of the Chinese community
- There needs to be more consultation and working with minority groups in service delivery
- Public services need to employ more BME staff
- There needs to be more information on housing and other community services offered
- There are problems in North Ayrshire in relation to registering with a dentist and making appointments with doctors
- There need to be more activities for mothers and children at community centres
- There need to be more localised services in relation to racial harassment and discrimination
- The local authority needs to deal with the increasing problem of drug abuse
- In relation to the gypsy / traveller communities – sites need refurbished and there needs to be more work or help to change attitudes towards travelling communities.

4. South Ayrshire

4.1 Respondents

31 people responded to the questionnaire in South Ayrshire. Of these 15 people were male and 16 female. Most of the group (17 people) were aged between 25 and 44; four people were aged between 18 and 24; nine were aged between 45 and 64 and one person was over 65. Two of the study participants were disabled - they are both male. One is aged between 45 and 64 and one is over 65.

Ethnic background

The Chinese community was strongly represented in the group, making up more than half of the respondents.

Ethnic Group	No.
White	-
Asian	26
Indian	5
Pakistani	5
Bangladeshi	-
Other South Asian	-
Chinese	16
Black	-
Caribbean	-
African	-
Black Scottish or Other Black	-
Mixed	4
Any mixed background	4
Other Ethnic Background	1
Any other ethnic background	1
Total	31

Three of the participants described themselves as “economic migrants” – these people have ethnic backgrounds which are Indian, Pakistani and Chinese.

Religion

The largest group of respondents described themselves as having no religion. The next largest group was Muslim. The religious denominations of the participants in South Ayrshire are as follows:

None	13
Church of Scotland	2
Roman Catholic	2
Other Christian	-
Buddhist	2
Hindu	2
Jewish	-
Muslim	6
Sikh	3
Another religion (Ancestral worship)	1

Employment

Most of the group are in employment. 8 of the 15 men (53%) are in full time employment and work in the catering industry. Three are restaurant workers; three are chefs. Two of the respondents own their own business. Two of the men are in part time work; one is in education or training; and four are retired. None of the men are unemployed.

Six of the female participants are in full time employment – three work in restaurants; two work in administration and accounts and one is a teacher. Two women are in education or training. Five of the women said that they stay at home and two said that they are currently unemployed.

Most of those in work stated that South Ayrshire is their main place of employment (59%). Three people said that they work in North Ayrshire and two work in East Ayrshire. Two people work outside Ayrshire.

Language needs of respondent group

Most people said that English is the main language that they use. This was followed by Cantonese. English was less commonly used by the group in their own homes.

What is the main language that you use?

Arabic	1
Cantonese	9
Chinese	-
English	10
Hakka	3
Indian	-
Punjabi	5
Urdu	2
No response	1
TOTAL	31

What are the most commonly used languages in your house?

Arabic	1
Cantonese	10
Chinese	2
English	8
Hakka	3
Indian	-
Punjabi	4
Urdu	3
No response	-
TOTAL	31

Most of the group stated that they have a level of English which is either “Fluent” or “Good”. There was no significant difference between spoken and written ability for the group. 13% of respondents said that they could not speak English; 16% said that they could not read English.

How would you rate your ability to speak English?

Fluent	11
Good	5
Basic	9
Cannot speak English	4
No response	2
TOTAL	31

How would you rate your ability to read English?

Fluent	11
Good	4
Basic	9
Cannot read English	5
No response	2
TOTAL	31

4.2 Public services

Current use of public services amongst BME group in South Ayrshire

The main contact that the participants have had with public services over the preceding 12 months was with health services, public transport and libraries – although there was no public service that more than 35% of respondents stated that they had used. There was a relatively low level of contact with social work services, child care services, community facilities and adult education.

Have you had any contact with the following public services in the past 12 months?

Service	Number who have had contact
Social Work Services (children and families)	1
Social Work Services (Older people)	2
Social Work Services (Disabled people)	0
Adult Learning	1
Environmental Services	3
Building Services	2
Licensing Board	5
Leisure Services	6
Procurator Fiscal	1
Police	7
School Based Services	5
Housing	3
Health Services	11
Benefits Agency	5
Public Transport	10
Child Care Services	0
Library	10
Community Facilities/Halls	1

Barriers to public services

Nine participants said that they had experienced difficulty in the past in accessing public services in Ayrshire – all of these people were of a Chinese background and said that they had experienced problems with communication due to language barriers. It was stated that the majority of services have no information, or very little, in other minority languages. It was also said by one respondent that staff have very little time and patience for non-English speaking people.

A majority of respondents felt that staff at public services in South Ayrshire are respectful of their customs and traditions both at the point of access (68%) and in the home (61%):

When accessing public services do you feel that staff are respectful of your cultures / traditions and customs?

	Yes	No
At the point of access	21	10
In your home	19	12

Just under half of respondents (14 people; 45%) said that they or a member of their family would consider a career in public services. 14 people said that they were unsure or did not respond to the question. Three people (10%) said that members of their family would not consider a career in public services. Reasons for positive answers to this question included: more BME people working in public services will be beneficial to minority groups in society and ethnicity should not be a barrier to any career choice. And several respondents said that they or family members are considering working in housing, translation or the police force. One reason for not wanting to work in public services was that minorities have their own affairs to deal with: *“we like to keep ourselves to ourselves”*.

Information / language barriers

11 people (35%) said that they had experienced difficulty accessing information about public services in Ayrshire. Nine people said that they would like to have more information made available in Cantonese. Some respondents said that they would like to see the use of interpreters in South Ayrshire and it was suggested that there should be more use of telephone interpretation. One respondent said that they have had difficulty accessing information on education courses.

Twelve of the respondents (39%) said that they require an interpreter when they use public services.

Gaps in service provision

Seven participants (23%) said that there are public services which they need which are not being provided in their area. Several people said that translation services were the main gap in provision and suggestions for improvement included:

- More interpreters – currently not available making it difficult to access public services
- In terms of health care and social care, the Council should promote the rights of Chinese people (more translation and support services – particularly for young people and the elderly)
- More courses on parenting, stress management, IT and first aid

- More community facilities (a community room)

The respondents were asked, *What should public services in Ayrshire do to improve their services to you and your family?* As well as emphasising the need for interpreters the responses focus on raising cultural awareness and more thorough provision of information:

- More interpreter services (stated by six respondents)
- More provision of written information in different languages
- More information generally on services that are available and more information on customer rights
- Staff should be more aware of other cultures and traditions
- Services should be more supportive irrespective of ethnicity
- Public services should employ more people from ethnic minorities
- Better publicity of education courses through schools and hospitals
- Health issues – need to address the problem of low availability of appointments for dentists and doctors

Awareness of race equality schemes in public organisations

Nine people (29%) said that they were aware of race equality schemes in public organisations. 22 people (71%) were not aware of any schemes.

4.3 Community activity

Involvement in community groups

Seven of the study participants (23%) said that they are members of community groups. These included various BME community organisations locally, Kuloc Chinese Community Association, the Boy’s Brigade, a Chinese elderly persons’ group and a Chinese women’s group. One person said that they are involved with Chinese groups in North Ayrshire as there are none in South Ayrshire.

Use of community facilities

Seven people (23%) said that they had accessed community facilities in the preceding 12 months. These included the library, sports centre, volunteer room and participation in ‘partnership activities’, Craigie Community Activities (North Ayrshire) and a parenting course.

4.4 Community safety

Level of concern regarding safety

A large majority of respondents felt that their area was either “very safe” or “quite safe”. Four people (13%) felt that their neighbourhood was “not very safe” at night and one person said that their area was “very unsafe” at night.

How safe do you feel in your neighbourhood during the day?

Very safe	17
Quite safe	12

Not very safe	2
Very unsafe	-
Total	31

How safe do you feel in your neighbourhood at night?

Very safe	10
Quite safe	16
Not very safe	4
Very unsafe	1
Total	31

The main areas of concern for the respondents were vandalism and young people hanging around. Racism and harassment feature more highly as a concern for the respondents from South Ayrshire than the other local authority areas.

What are your main concerns regarding safety in the area?

Vandalism	10
Violence	3
Road Safety	5
Harassment	7
Racism	10
Drug & alcohol abuse	6
Young people hanging around	8

Level and nature of discrimination in Ayrshire

A third of respondents (10 people) said that they or their families have experienced discrimination in Ayrshire. Six people said that the discrimination had taken the form of racial abuse.

4.5 Police services

Perception of the Police amongst BME communities

The majority of respondents (77%) said that they feel the police service is friendly and approachable. The only negative comment on the police was that while they are approachable, they do not respond quickly to complaints.

Key concerns regarding crime in the area

Ten people said that there were specific crimes in their area that cause them concern. The crimes listed include burglary, vandalism, physical assault, people hanging around drinking in public places and racism – in particular violent forms of racism.

Participants were asked what they thought the police should do to improve their service. The responses included:

- Employ more ethnic minority police officers – existing officers should become more aware of other cultures and learn other languages
- Improve response times and provide a more supportive service
- Increase police patrols in the areas where drug misuse is most prevalent

- Patrols should be on foot rather than in cars
- Keep police officers within the same local area
- Heavier punishment of racism - people who use racist language should be charged

4.6 Health services

All of the people who responded to the questionnaire in South Ayrshire are registered with a GP. 25 people (81%) are registered with a dentist. 19 people said that their children had received vaccinations. 11 of the 16 participating women said that they had been called for some form of screening – this included breast screening and cervical screening.

Four people said that they provide care for someone to help them live in the community either at home or elsewhere.

Several participants said that there is a particular need for translators in health services. One respondent from South Ayrshire commented on the need for interpreters in the case of emergencies, for example for the NHS at an Accident and Emergency ward. The respondent said that names of potential translators should be made available across the NHS Trust or local authority area and thinks that there are many more people out there who would be willing to act as translators when required.

4.7 Procurator Fiscal services

Level of contact with the public prosecutor or criminal courts

Seven people (23%) said that they had had contact with the public prosecutor or the criminal courts in the Ayrshire area. Of these seven only one person said that they had had any difficulty in that contact. The other six either said that they had not had any difficulty or did not respond to the question.

Perceived barriers to public prosecutor or criminal courts

One person said that at one time they had wished to make contact with the public prosecutor or criminal courts but had felt unable to do so. This person said that they were not fully aware of the services which were available.

One person said that they had suffered discriminatory behaviour from the fiscal's office. This person said that their mother had been forced to attend court because she wasn't able to write in English. Normally she would have been able to plead in writing on forms to be sent to the Procurator Fiscal. Because she was unable to do this she had to appear in court with a translator. The respondent felt that the fiscal's office were not prepared to deal with this situation and did not have the facilities to offer an alternative to a non-English speaking person.

4.8 Information and advice

Making a complaint regarding public services

Only one of the respondents said that they had made a complaint about a public service. This person had made a complaint about a bus driver who they felt had been rude and insulting to them. This complaint was made by email but was not responded to.

Five people said that they have previously wished to make a complaint about a public service but were unsure how to do so.

Complaining about racial discrimination / harassment

Seven participants (23%) said that they have made a complaint about racial discrimination or harassment. Six people (19%) said that they had wished to make a complaint about racial discrimination or harassment but had been unsure how to go about this.

Accessing legal representation or advocacy services

Only one participant had ever accessed legal representation or advocacy services. This person had received the service through the Citizens' Advice Bureau. One person said that they had previously wished to access legal representation or advocacy services but had been unsure how to do this. The reason given for this was that the person didn't have the language skills to access the service and chose not to pursue it as a result.

Gaining information or advice from organisations

Only five members of the group said that they had ever looked for information or advice from an organisation. The majority of respondents said that they have tried to access translated information. It was stated that information in Cantonese should be more widely available. It was also said that information on services should be available through a wide range of sources including the internet, public libraries and offices.

4.9 General comments or issues about the local authority, Health Board, Police, Procurator Fiscal services or others

When asked for any general comments some participants wanted to stress that while race relations are improving, racism and bigotry are still present in the area. It was stated that there are still negative attitudes towards ethnic minorities and that is felt by people who live in South Ayrshire. The changes that people would like to see include:

- Greater promotion of community education – there should be more activities for people and community education should be more inclusive of BME people
- Action to shorten waiting times for GP appointments
- More funding from Local Government for cultural activities and facilities – there were calls for 'festival grants' for festivals such as Diwali and community facilities to promote activity within cultures. It was also felt that there should be a Hindu temple in Ayrshire as the nearest one is in Glasgow – 45 minutes away.
- A more inclusive police force – people from ethnic minorities are still reluctant to consider a career in the police
- More assistance from South Ayrshire Council for education in the Chinese community.

5. Conclusion

5.1 General points

- The survey may over or under represent the views of particular ethnic groups due to the level of response from these groups
- The overwhelming service requirement for the Chinese community across the three local authorities is for interpreters and the provision of information in minority languages, particularly Cantonese
- The main requirement for the Muslim community was culturally appropriate facilities such as single sex swimming and gyms and access to community centres and grants to support religious events
- In terms of community safety, most BME people are most concerned about young people hanging around neighbourhoods and the misuse of drugs and alcohol. For the whole of Ayrshire 48% of people stated young people hanging around as a major concern; 41% listed drugs and alcohol as a key concern.
- 30% of BME people in Ayrshire are concerned about racism and 21% stated that they are concerned about harassment – while these figures are high, racism and harassment rank below vandalism as issues of concern
- 36% of all those surveyed stated that they had suffered from discrimination at one time – this was mainly in the form of verbal racial abuse
- Use of public services appears to be lower among BME people than the rest of the community (although there must be some doubt that respondents did not reflect on the full range of public services that they accessed)
- One in four of those who responded to this study are not registered with a dentist
- 6% of all respondents said that they had made a complaint about a public service – 14% stated that at one time they had wished to make a complaint but had been unsure how to do so
- Broadly speaking, the BME communities were positive about considering a career in public services

5.2 East Ayrshire

- The respondents in East Ayrshire said that there was a need for more interpreters and publication of written material in minority languages. This was a particular concern for the Chinese community and it was felt to be most needed in the provision of health services
- Generally, the Muslim community said that they would like to see more culturally aware staff and more appropriate services
- It was suggested that there should be a central point of access to public services for BME people and more information on services for ethnic minorities.

5.3 North Ayrshire

- Respondents in North Ayrshire want to see a greater representation of ethnic minorities employed in public services
- There were calls in North Ayrshire for more minority ethnic police officers and for more community policing and CCTV in operation
- Members of the Indian, Pakistani and Chinese communities all said that there should be more use of interpreters in service provision.

5.4 South Ayrshire

- The Chinese population would like to see more information available in Cantonese and greater use of interpreters particularly in health services.
- Respondents said that while the police are friendly and accessible they should aim to be more culturally sensitive, employ more BME people and reduce response times. People in the area are keen to see more community policing, with officers remaining in the one locality.
- Some members of the Indian community would like to see more support for cultural centres and events such as festivals – there were also comments about the absence of a Hindu temple in Ayrshire
- It was stated that there should be more support for community education – and more encouragement for BME communities to participate in this type of activity.