



## Community Planning in the North East of Scotland

*“Action talks louder than words”*

**Engaging Minority Ethnic Communities  
in the Community Planning Process**

2007

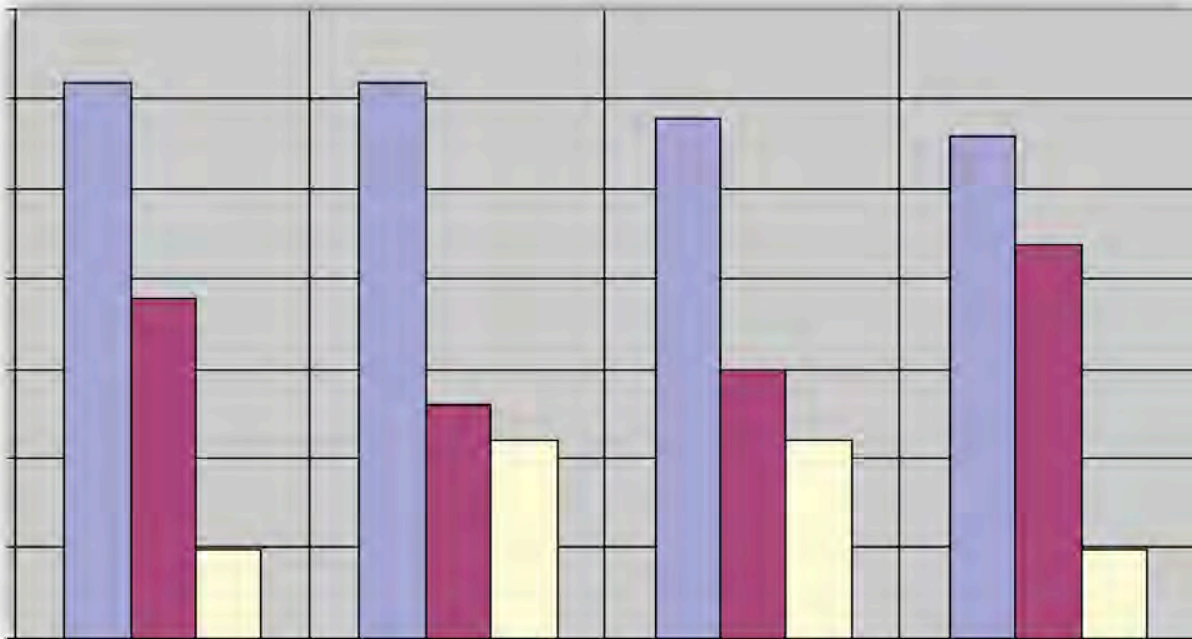
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We would especially like to extend our warmest appreciation to the questionnaire respondents and focus group attendees without whom this report would not have not been possible.

**“THANK YOU!”**



# **STRUCTURE OF REPORT**

## **Introduction**

Brief Synopsis of SAREC and GREC:

- Outlines the contributing philosophies of Scottish Alliance of Racial Equality Councils (SAREC) and Grampian Racial Equality Council (GREC)

Study Background:

- Offers insight into the conception of this research project and report

## **Context**

- Overview:  
Looks at the context which forms the backdrop to the study, focusing on the changing demographics and minority ethnic groups within a large urban central/rural geographical mix.
- Community Planning in the North East of Scotland:  
Provides a brief summary of the Aberdeen City, Aberdeenshire and Moray Council Community Planning Plans, Partnerships and Strategies.

## **Methodology**

- Locations:  
Offers a brief summary of the three Council areas and significance to the study.

## **Main Findings**

- Composition of Groups: Looks at the rationale for group selection and limits.
- Challenges of Community Consultation: Outlines the considerations required for effective consultation and the inherent limits of particular methods.
- Statistical Analysis and Comments from Participants: Summaries and graphs of outcomes from groups and an analysis across groups and inter-group comments and views.

## **Conclusion**

Outlines the conclusion of the study.



## Brief Synopsis of SAREC and GREC

SAREC (Scottish Alliance of Racial Equality Councils) was set up in 2005 to represent the four Scottish Racial Equality Councils (Central, Edinburgh and Lothians, Grampian and West of Scotland) to work for a just and integrated society in Scotland. SAREC's aims are:

- To work towards reducing inequality and elimination of racism, and any other form of discrimination, whether based on ethnic origin, gender, age, marital status, disability, religion, or sexual orientation
- To promote equality for all
- To promote and strengthen good relations between and within different national, ethnic and religious groups

They do this by:

- Being agents and catalysts of change in policy for equality issues
- Resolving complaints of discrimination
- Sustaining a community development approach in enabling communities to tackle inequality
- Providing assistance and advice to public, voluntary, and private sector organisations in the development of equality strategies and policies
- Organising conferences, seminars and workshops, publications and campaigning
- Undertaking and co-ordinating research into discrimination issues
- Supporting and offering specialist advice for legislative development at national and local level

GREC (Grampian Racial Equality Council) was established in the mid-1980s to tackle discrimination as defined by, and within the confines of, the Race Relations Act 1976, and strengthened and complemented by the Race Relations (Amendment) Act 2000. They have an established track record for being the lead organisation in race equality matters in the North East of Scotland. GREC's work and ideas also continue to have a national impact at a time when racial equality is the biggest issue in the UK.

GREC's mission statement is:

***“GREC is working with others to ensure that everyone is valued for who they are and is able to contribute with encouragement and without fear of discrimination or unfair treatment.”***

The aims and objectives of GREC are:

- To work towards the elimination of racism in the Grampian area
- To promote good relations between people
- To promote equality of opportunity for all

GREC seeks to be:

Credible, Representative, Effective, Accountable, Transparent, Efficient and **CREATIVE!**



## Study Background

Community Planning in the North East of Scotland has had a significant and important role to play in reforming public services, through improving user focus and providing a mechanism for joint working and integrated service delivery.

GREC (Grampian Racial Equality Council) in partnership with SAREC (Scottish Alliance of Racial Equality Councils) therefore have increased support to this role considerably over recent years in ensuring a reduction in the marginalisation of minority ethnic people through encouraging greater participation in the decisions and policy making processes that affect their lives. This study was funded by The Scottish Government to enable GREC to build and maintain productive links between North East of Scotland CPPs (Community Planning Partnerships) and local minority ethnic people, many of whom are second wave migrants from Commonwealth countries.



## **CONTEXT**

### **Overview**

- **Legislative structure:**

The Local Government in Scotland Act 2003 established the legal basis for community planning. Under that Act, local authorities are required to facilitate the Community Planning process and other key public sector agencies (the NHS, the police and fire services, and the Enterprise network) have a duty to take part.

Under section 15 (1) of the Act, Councils are required to engage with community bodies in the Community Planning process. Section 17 of the Act also requires that those bodies required to participate in Community Planning should assist the local authority in its role as facilitator.

Eight Principles of Effective Engagement with Communities are set out in advice notes, to be read in conjunction with paragraph 5.1 of the Statutory Guidance, which presents a framework under which Councils can make community engagement *effective*. The focus of Key Principle Eight is reaching out to socially excluded communities and to groups, such as people with disabilities, ethnic minorities and young people. (<http://www.scotland.gov.uk/consultations/localgov/cpguidance.pdf> p40).

The advice note takes as its starting point the principle that the engagement of communities is at the heart of Community Planning. However, as communities vary considerably between different areas, the challenges facing Councils and their Community Planning partners is to develop approaches that best suit the circumstances of particular communities.

Each local authority area in Scotland, therefore, is responsible for setting out a vision for their area with agreed objectives and identifying challenging outcomes and the resources necessary to deliver against those outcomes.

- **Demographic Variables**

The study was conducted within three Council areas in the North East of Scotland which included Aberdeen City, Aberdeenshire and Moray. Aberdeen City and Aberdeenshire have populations of 212,125 and 226,871 respectively, while Moray has under half at 86,940 (*source: 2001 Census*).

The United Kingdom population is projected to increase by 4.4 million by 2016, according to the Office of National Statistics. They project an increase for Scotland, where they assume fertility and life expectancy levels are lower than the rest of the UK, at 3 per cent. Long-term assumptions of future fertility, life expectancy and migration are all higher than those made in previous projections.

For the fourth successive year, Scotland's population increased in the year to mid-2006, with 21,000 more people coming to Scotland than leaving. Without the effect of migration, the population would have fallen slightly (*source: Registrar General's Review of Scotland's Population*).

The level of migration from outside Scotland also varies, with the four City Council areas having relatively high levels of births to mothers from outside the UK. In Moray, Argyll & Bute and the Scottish Borders, many births were to mothers from elsewhere in the UK.

The special theme of this year's Registrar Generals' report was regional variations, giving a new insight into differences across Scotland and providing evidence of the depth and nature of the inequalities in life expectancy and other demographic variables.

A continuing increase in population alongside other variables (e.g. net migration from A10 countries) may place significant demands on both local Community Planning Partnerships and communities.

- **Minority Ethnic Groups in the Study Area**

Minority ethnic groups in Scotland are small and diverse in number. In the 2001 Census, 95.5% of the Scottish adult population were classified as “White Scottish” or “White British”, and 98.3% were classified as “white”. (See Figure 1 below for study area). The Census classifications make it difficult to fully capture the range of groups not in the principle categories; the lower prevalence of these groups in Scotland increases the relative proportion of other groups not necessarily included in these categories. If current classifications remained the same, and given the significant increase in recent migrants since 2001, figures will continue to be skewed and fail to capture the increasing range of groups. The nature of the classifications is therefore problematic in clearly identifying ethnicity and national origins. More importantly there is also a misleading impression of minority group representation in Scotland’s rural areas where very small numbers have been allocated randomly.

National research by the Policy Studies Institute has also emphasised differences between minority groups in their income and housing status. Chinese and East African Asian communities have income profiles similar to those of the rest of the population in Scotland; Pakistani and Bangladeshi households are significantly disadvantaged, with more than half being poor (Modood & Berthoud, 1997). A large number of Eastern European Immigrants have also come into lower labour market employment on entry to Scotland, working predominantly in food production, fishing and catering sectors, over the last 5 years (Ritchie, S:2005). Polish migration itself is nearly three times more per year than Pakistani or Indian migration (The Financial Times, 10.08.2004).

There are other significant features and factors in the demography of minority groups which require to be considered in any study relating to Community Planning and in Community Planning itself. Low proportions of elderly people, significantly high proportions of students and relatively low numbers of asylum seekers feature in the study area. Other features relate more directly to the three areas covered by the study: in Aberdeen, the limited numbers of homeless people from minority ethnic groups reveal a higher than expected number of Africans; in Aberdeenshire, information from the Education Department suggests that pupils receiving support for English language has increased vastly with over 30 different language groups now attending local schools; and in Moray, a sharp move in the food processing industry towards contracted immigrant labour.

The task then for Community Planning is an inherently problematic one. Difficulties arise in that the groups to be considered are dispersed and highly diverse, the needs of the population relate to a range of circumstances, including economic position and social integration and even where needs are predictable and clearly definable, like schooling and health cover, changes in demographic circumstances are dependent primarily on migration, rather than just natural population change. It would therefore be impossible to predict demand for primary schooling solely on the basis of fertility within an identifiable cohort, because the number of children will depend more directly on the numbers of migrant workers coming into the area. These factors are also dependent on local and national economy and policy.

The study aims to reflect the diversity of experience of different ethnic minority groups and has purposely identified specific groups to tease out some of the considerable variations in circumstances.

- **Ethnic Distribution in the North East of Scotland**

Figure 1 (p10) shows the ethnic diversity in the main areas the study was undertaken: Aberdeen City, Aberdeenshire and Moray. Overall the ethnic diversity in the Grampian area has increased considerably, with the minority ethnic population more than doubling in the last 10 years. This has led to a rapidly increasing need, demand and relevance for Community Planning and the indications are that the ethnic diversity in the Grampian area is set to continue to increase. For instance there has particularly been a marked increase in Eastern European people.

**FIGURE 1: Ethnic Distribution in North East of Scotland**

	Aberdeen City		Aberdeenshire		Moray	
	Total in %	Total Figure	Total in %	Total Figure	Total in %	Total Figure
<b>Ethnic Group</b>	<b>100%</b>	<b>212,125</b>	<b>100%</b>	<b>226,871</b>	<b>100%</b>	<b>86,940</b>
White Scottish	85.67%	181,727	85.59%	194,179	80.46%	69,952
Other White						
British	7.86%	16,673	11.88%	26,952	16.83%	14,632
White Irish	0.72%	1,527	0.43%	976	0.47%	409
Other White	2.85%	6,024	1.39%	3,154	1.37%	1,191
Indian	0.39%	827	0.07%	159	0.08%	70
Pakistani	0.19%	403	0.03%	68	0.14%	122
Bangladeshi	0.16%	339	0.01%	23	0.02%	17
Other South						
Asian	0.22%	467	0.05%	113	0.04%	35
Chinese	0.57%	1,209	0.12%	272	0.17%	148
Caribbean	0.07%	149	0.04%	90	0.06%	52
African	0.34%	721	0.04%	90	0.04%	35
Black Scottish or						
Other Black	0.04%	85	0.01%	22	0.02%	17
Any Mixed						
Background	0.41%	870	0.20%	453	0.17%	148
Other Ethnic						
Group	0.51%	1,082	0.15%	340	0.12%	104

*(\*Please note that the ethnic categories used above are stipulated in the census and are not the categories GREC prefers. GREC recognises the ongoing debate and concerns that people have regarding the categories and in particular about the use of 'colour based' categories. GREC continues to feed back people's concerns regarding this and is asserting the urgent need to develop 'categories' which more truly reflect ethnic diversity and which people are more comfortable in identifying with).*



## Community Planning in the North East of Scotland

All three Councils where focus groups took place have comprehensive Community Planning Strategies and Plans in place. There are a number of variables in how each Council has interpreted and assigned visions and themes within these, a brief outline of each follows:

### ABERDEEN CITY

#### Aberdeen City's Community Planning Framework

The Aberdeen City Alliance was established in June 2002, drives the Community Planning process and oversees the progress of the Community Plan. The Partnership now has fifteen participating partners and include: - Aberdeen City Council, Aberdeen Civic Forum, Aberdeen and Grampian Chamber of Commerce, Aberdeen College, Aberdeen Council of Voluntary Organisations, Aberdeen Harbour Board, Aberdeen Trades Council, Aberdeen University, Communities Scotland, Federation of Small Businesses, Grampian Police, NHS Grampian, The Regional Ecumenical Team, Robert Gordon University, Scottish Enterprise Grampian and Grampian Fire and Rescue Service

The participating partners of The Aberdeen City Alliance have agreed to work together for the welfare of the citizens of Aberdeen and through the Forums established in the City to address the challenges of:

- Health and Social Care
- Homes
- Safety
- Land use and Environment
- Clean City
- Transport and Connections
- Prosperity and Jobs
- Aberdeen's Image
- Learning
- Arts, Heritage and Sport



Community Planning  
in Aberdeen

### ABERDEENSHIRE

#### Aberdeenshire's Community Planning Partnership

The Aberdeenshire Community Planning Partnership was formed in 1999 and they published their first Community Plan in 2000.

The participating partners include: Aberdeenshire Council, Grampian Fire and Rescue Service, Scottish Enterprise Grampian, Aberdeenshire Council's Voluntary Service Network, Local Rural Partnerships, Communities Scotland, Grampian Police, NHS Grampian, Community Councils and the Community.



Aberdeenshire  
Community Planning Partnership

The Partnership's vision is:

*'Working together for the best quality of life for everyone in Aberdeenshire'*

Aberdeenshire have chosen five main themes for their Community Plan. The themes are:

- Community Wellbeing - working together to enhance the quality of everyday life by improving health and social care, housing and community safety.
- Jobs and the Economy - working together to improve the economy of Aberdeenshire and the employment prospects of its people.
- Lifelong Learning - working and learning together to develop opportunities and build stronger communities.
- Sustainable Environment - working together to achieve sustainability by reducing resource use, protecting our environment, combating climate change and conserving and enhancing biodiversity.

In addition the partnership has agreed to support its work by creating a fifth theme:

- Developing our Partnership – working together to make our Partnership as efficient and effective as possible.

## MORAY

### The Moray Community Planning Partnership

The Partnership currently has 13 members – Communities Scotland, Grampian Fire and Rescue Service, Grampian Police, HIE Moray, Joint Community Councils, Moray Chamber of Commerce, Moray Citizens Advice Bureau, Moray College, Moray Voluntary Service Organisation, NHS Grampian, RAF, The Moray Council and Volunteer Centre Moray.

The corporate vision of Community Planning in Moray is:

*‘To increase the quality of life and develop the well-being of everyone in Moray’*

The strategic priorities, which have been identified to deliver the vision, have been sub-divided under the following seven themes:

- Achieving a healthy and caring community: The main topics covered under this theme are health improvement services, community care and social work.
- Achieving a safer community: The main topics covered under this theme are fear of crime, anti-social behaviour, drug and alcohol misuse, road safety and home accidents.
- Building stronger communities: This theme is designed to ensure that everyone living in Moray has equal access to lifelong learning opportunities, housing provision and other key services regardless of age, gender and disability.\*
- Improving travel facilities, choices and safety: This theme covers transport, including routes in and out of Moray, public and community transport and access initiatives to promote walking and cycling.
- Investing in children and young people: This theme covers the services and facilities available to young people between the ages of 0 and 26.
- Protecting and enhancing the environment: This theme covers sustainable development, renewable energy and waste recycling as well as focusing on the natural and built environment.
- Working for increased prosperity: This theme covers the economic development of Moray, support for local businesses, tourism, employment training and careers guidance.

\*It is interesting to note that under the theme ‘Building stronger communities’ there is no mention of race, ethnicity or nationality. The omission of specifically mentioning ‘race’ becomes even more curious when one is aware of the Moray Council’s Race Equality Scheme 2006-2009, particularly as the dates are concurrent with the Community Plan. Furthermore the Community Plan (p23) indicates that access to interpretation and translation services are a projected outcome for 2010, denoting recognition of increased migration to the area of non-English speakers.



## METHODOLOGY

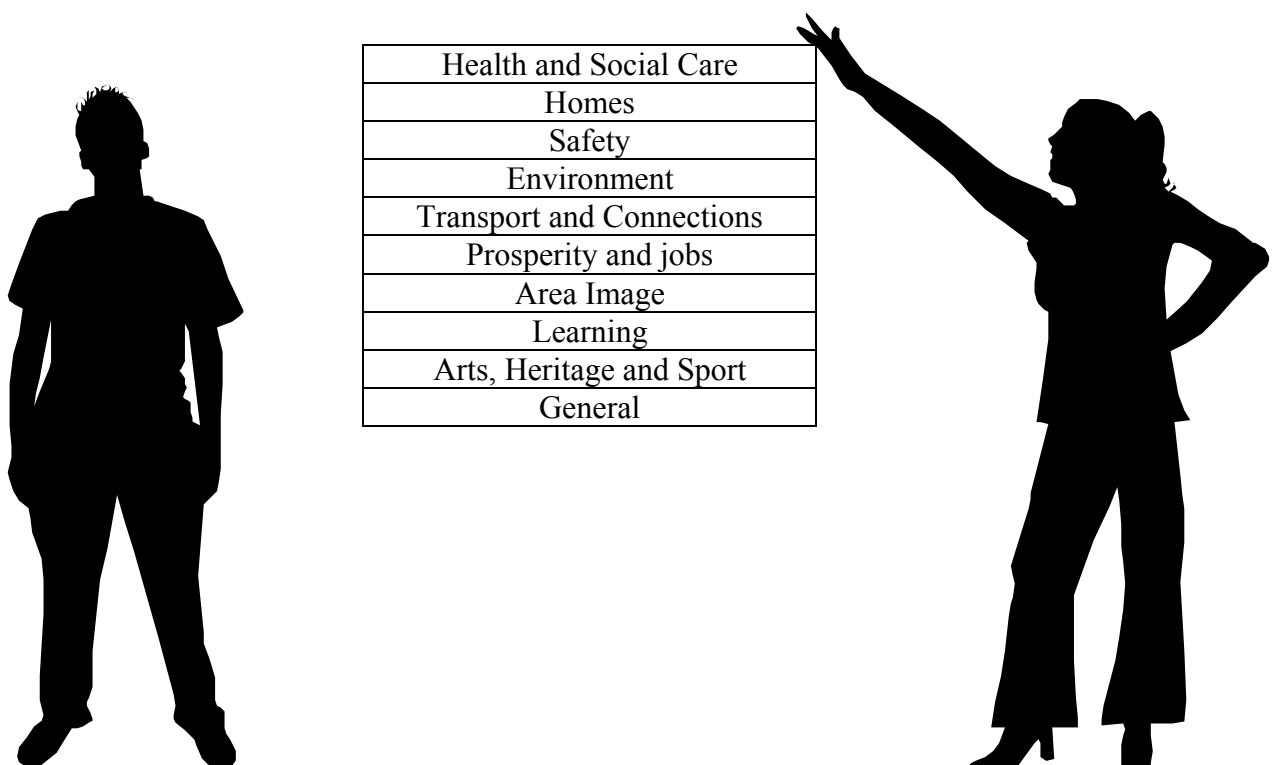
### Parameters and Locations

The study has centred on Aberdeen City Council, Aberdeenshire Council and Moray Council Community Plans and as there are differentiations between each plan, it was decided to matrix the overarching themes (see Figure 2 below) which would encompass and reflect the essence of the plans. Once these had been identified and agreed the questionnaire/interview formats were compiled. The questionnaire was completed by all participants and used as an aid to further discuss and focus on comments and views generated. Individual interviews were offered to those who wished to discuss or add in greater detail to their focus group contributions.

**FIGURE 2: Themes Matrix:**

Aberdeen City	Aberdeenshire	Moray
Health and Social Care	Community Wellbeing Theme	Achieving a Healthy and Caring Community
Homes		Building a Stronger Community
Safety		Achieving a Safer Community
Land Use and Environment	Sustainable Environment Theme	Promoting and Enhancing the Environment
Clean City		
Transport and Connections		Improving Travel Facilities, Choices and Safety
Prosperity and Jobs	Jobs and the Economy Theme	Working for Increased Prosperity
Aberdeen's Image		
Learning	Lifelong Learning Theme	
Arts, Heritage and Sports		
		Investing in Children and Young People

Ten themes were therefore chosen from the matrix to reflect the main categories highlighted in the three Councils Community Plans as follows:



## **MAIN FINDINGS**

### **Composition of Groups**

The study set out to contact individuals from minority ethnic and migrant worker communities living in the North East of Scotland. The sample of participants was set as far as was possible, within the limits of the study funding, to reflect larger local minority ethnic populations in the 3 designated areas of the study, and a mix across both settled and new migrant communities.

Identification of participant groups set out to obtain an overview baseline position of experiences and knowledge of Community Planning and access to services. Communities were contacted through a variety of methods and included direct contact with associations and their members, and through individual contacts generated by GREC over the years.

All the arrangements for setting up the focus groups was undertaken by the researchers and included e-mail, phone and letter correspondence. The process of contact was decided at an early stage and included local advertising and word of mouth within identified communities - this proved a highly successful means of engaging with minority ethnic and migrant workers across the three areas.

In all, 55 participants took part in the study from 5 distinct minority ethnic communities in 5 separate focus groups. The selection of the groups attempted to highlight the varied range of minority ethnic and migrant communities in the North East of Scotland, reflecting the diverse cultures, while also considering other factors such as age, gender, religion and geography.

The focus groups in Aberdeen City involved 15 participants from The Chinese Elderly Association, 10 participants from the young Muslim community and 12 female participants from Middle Eastern or North African backgrounds. The Aberdeenshire focus group involved 7 Lithuanian families in Fraserburgh while in Moray 11 Polish migrants took part in the study. The size of the groups were dictated by availability, interest of participants and other factors, and bear no resemblance to the actual population of any of the represented communities within any of the locations chosen.

### **Challenges of Community Consultation**

Diversifying approaches to community consultation to meet the needs of groups within society is becoming more widely recommended. For instance, community consultation guidelines now accompany academic literature that includes advice on how to contact and consult clearly defined, hard to reach groups, such as the young, ethnic minorities, drug users or the homeless. Some guidance is far more generic and shares the standard features of good consultation practice. One London local government's '19 ways to reach the hard to reach' includes essential consultation principles such as 'Be clear about who they are'; 'Know what you want from them' and 'Establish a relationship'. Other suggestions such as 'Look at levels of literacy' and 'Get the language right' are clearly influenced by consideration of the barriers faced by some common hard to reach groups (London Borough of Barking-Dagenham, <http://www.barking-dagenham.gov.uk/6-living/equality/equality-diversity-communicating.html>).

The term 'hard to reach' is often used to describe individuals or groups whom an institution finds difficult to contact or engage for a particular purpose. Various demographic characteristics may affect participation such as language, age, gender, geographic location, income, ethnicity, education, residential status, health and religion. Other sections of the population may be unwilling to participate because they are time poor or sceptical about the consultation process. However, communities may simply appear to be hard to reach because consulting authorities have not yet sought their involvement in an appropriate manner.

People from various backgrounds actively participated in the focus groups and willingly completed a questionnaire which comprised of a series of questions relating to health, housing, education, policing, crime reduction, anti-social behaviour, harassment and intimidation, community safety, environmental issues, transport and connections, prosperity and employment, learning, area image, arts heritage and sport which included festivals and events celebrated in the local area.

The concluding section asked more generalised questions relating to public consultation on the issues discussed previously, awareness of local area Community Plans and whether or not people believe minority groups have different experiences of the issues covered in the questionnaire.



## Theme Statistical Analysis and Comments from Participants

This section provides graphs which record the responses for all groups under each heading for each question, followed by each group's response to each question under that heading. A brief general analysis of the responses recorded by participants is followed by participant comments from the focus groups and individual interviews.

### Section 1: Health and Social Care

**Figure 3: Chart Showing Distribution of Responses for Questions 1-7<sup>1</sup>:**

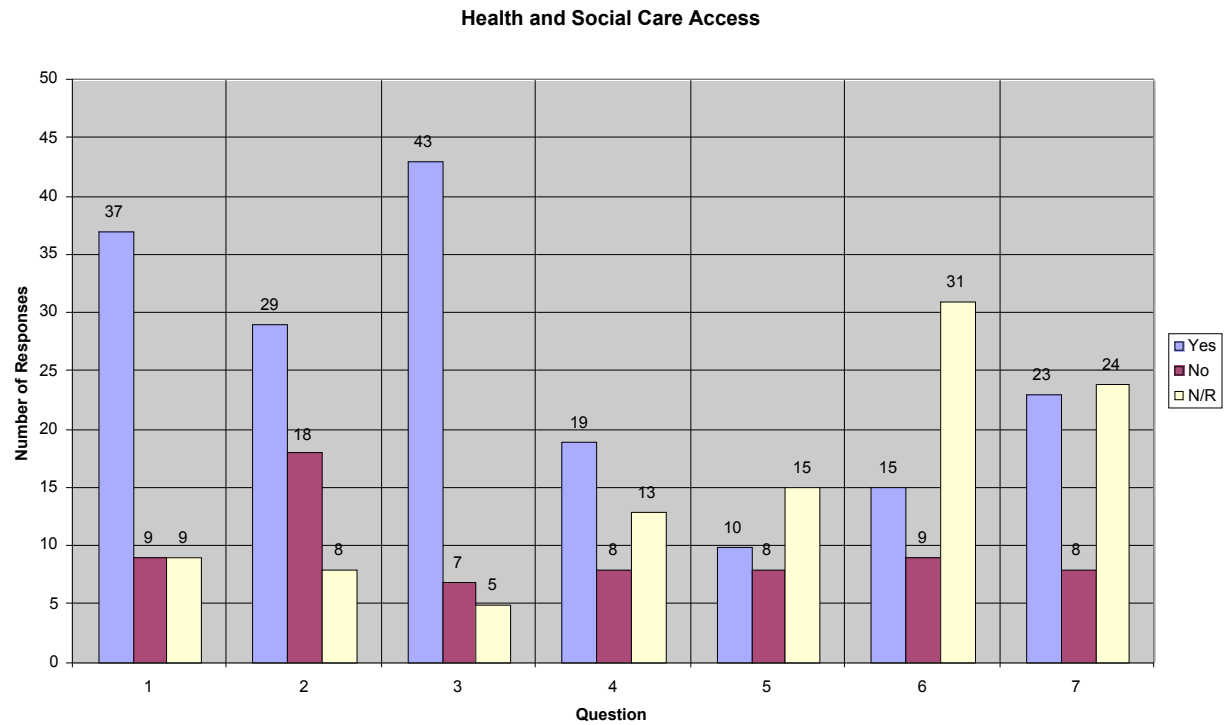


Figure 3: reveals that, while most people were generally happy with GP, Hospital and health services many people commented on the difficulties in sourcing, registering and accessing services for basic dental care. Lack of information about waiting times, misunderstandings about diagnosis and treatments also featured highly during discussions on health services. Other comments referred to more specific details on procedures and guidance about sick notes, prescriptions, and benefit entitlement.

Respondent comments;

*“It’s very difficult to get NHS dental treatment for me and my kids”. (Arabic Woman)*

*“No problem with hospitals, though dental services practically unavailable”. (Polish Migrant)*

*“There is a long wait for the GP and once you arrive there is also a delay, usually around 30 minutes”. (Member of the Chinese Elderly Association)*

*“Waiting time is two to three hours”. (Polish Migrant)*

*“I never see any leaflets about healthcare in my language”. (Member of the Chinese Elderly Association)*

*“It would be useful to get leaflets describing procedures in the NHS (e.g.: about sick notes, prescriptions, benefits etc)”. (Polish Migrant)*

<sup>1</sup> Q1: Do you find it easy to access health care in your area (i.e. GPs, hospitals, dentists), Q2: Are you satisfied with waiting times at GP surgeries and hospitals?, Q3: Is there enough information available on health and Social Care?, Q4: Is there enough being done to encourage healthy eating and increasing physical activities in school and nurseries?, Q5: Is there adequate care available from elderly and disabled people?, Q6: Are there sufficient services for people with mental health problems?, Q7: Are there sufficient services for people with obesity, alcohol or drug problems?

Issues around healthy eating, care for the elderly, mental health, and obesity, alcohol and drugs services and access generated very mixed responses with many respondents either agreeing that there were significant problems and they were being addressed sufficiently, acknowledge that this was not an issue in their community or they were unable to comment due to lack of knowledge, awareness or information of issues or services. Some respondents pointed out that due to the language barrier, terminology and cultural differences some services posed ethical problems such as doctor/patient confidentiality, gender issues and sharing very personal information when using an interpreter.

Respondent comments;

*“They have introduced healthy eating, however enough isn’t being doing in physical activities”.* (Young Muslim)

*“I believe things are improving”.* (Arabic Woman)

*“Definitely not enough P.E.”.* (Polish Migrant)

*“I wouldn’t know”.* (Young Muslim)

*“Haven’t such an experience”.* (Arabic Woman)

*“I think that it’s difficult to talk about psychological problems in a foreign language or through an interpreter, who could give a slightly distorted view of the problem through language problems (describing emotions, psychological or psychiatric problems should only be discussed between the doctor and the patient)”.* (Polish Migrant)



## Section 2: Homes

Figure 4: Chart Showing Distribution of Responses for Questions 8-11<sup>2</sup>:

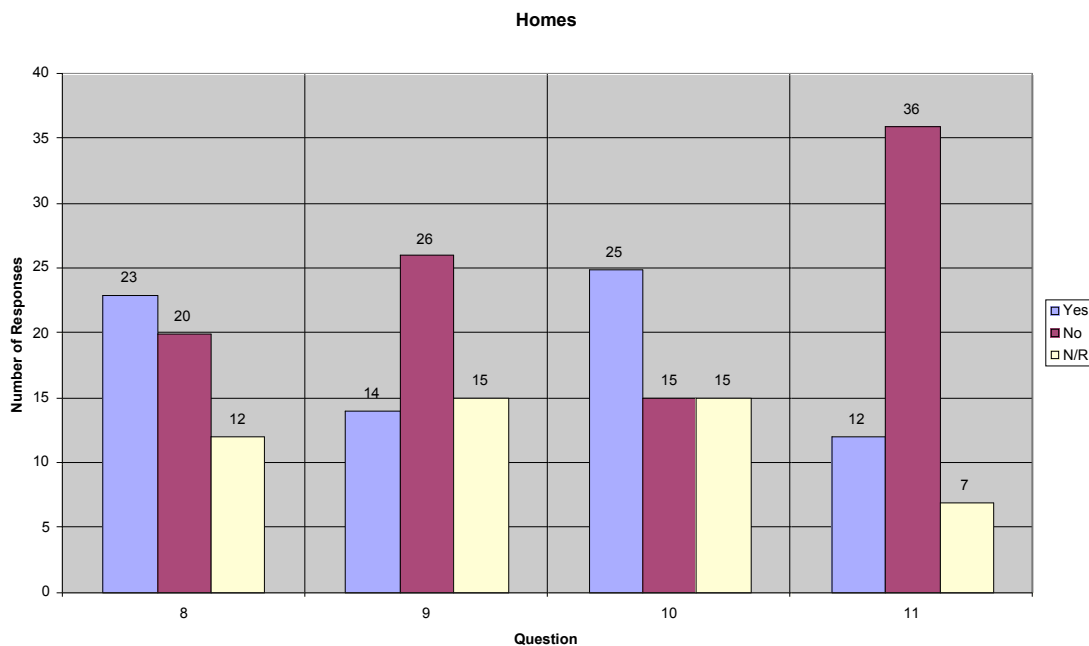


Figure 4: reveals that, generally respondents were happy with housing options in their local area, however it should be borne in mind most of the settled community have long standing established housing. New migrants however were struggling to identify good quality, affordable housing. Many of the new migrants also identified problems in accessing housing, the availability of coherent and local information, issues of overcrowding and homelessness. Some respondents also commented on difficulties with neighbours, the impact of short term contracts of employment on housing access and affordability and the range of housing was, at times, very limited in rural areas.

Respondent comments;

*“Too hard to find a house”. (Young Muslim)*

*“Housing service is not as good as it used to be. For my self I’ve got a girl and 2 boys and I still have no answer from the council”. (Arabic woman)*

*“Lots of people interested, too little accommodation available, which leads to high prices”. (Polish Migrant)*

*“The obstacle is usually the lack of permanent employment. Having a pet, lack of employment contract makes it virtually impossible to rent a property from an agency. There are very little private advertisements about properties to rent. There are also many ‘no pets’ or ‘no children’ advertisements, which is something I can’t understand”. (Polish Migrant)*

*“When people live in Aberdeen City Council properties it is difficult to communicate with your neighbours. I would like to speak to them but can only manage “hello” and “goodbye”. (Member of the Chinese Elderly Association)*

*“Overcrowding. I often help newcomers and take them under my roof until they find somewhere to live independently (costs, bureaucracy)”. (Polish Migrant)*

<sup>2</sup> Q8: Are there sufficient housing options in your local areas?, Q9: Are there any barriers to accessing housing?, Q10: If you have any housing problems, do you find the available information helpful?, Q11: Have you been affected by homelessness or overcrowding?

### Section 3: Safety

Figure: Chart Showing Distribution of Responses for Questions 12-18<sup>3</sup>:

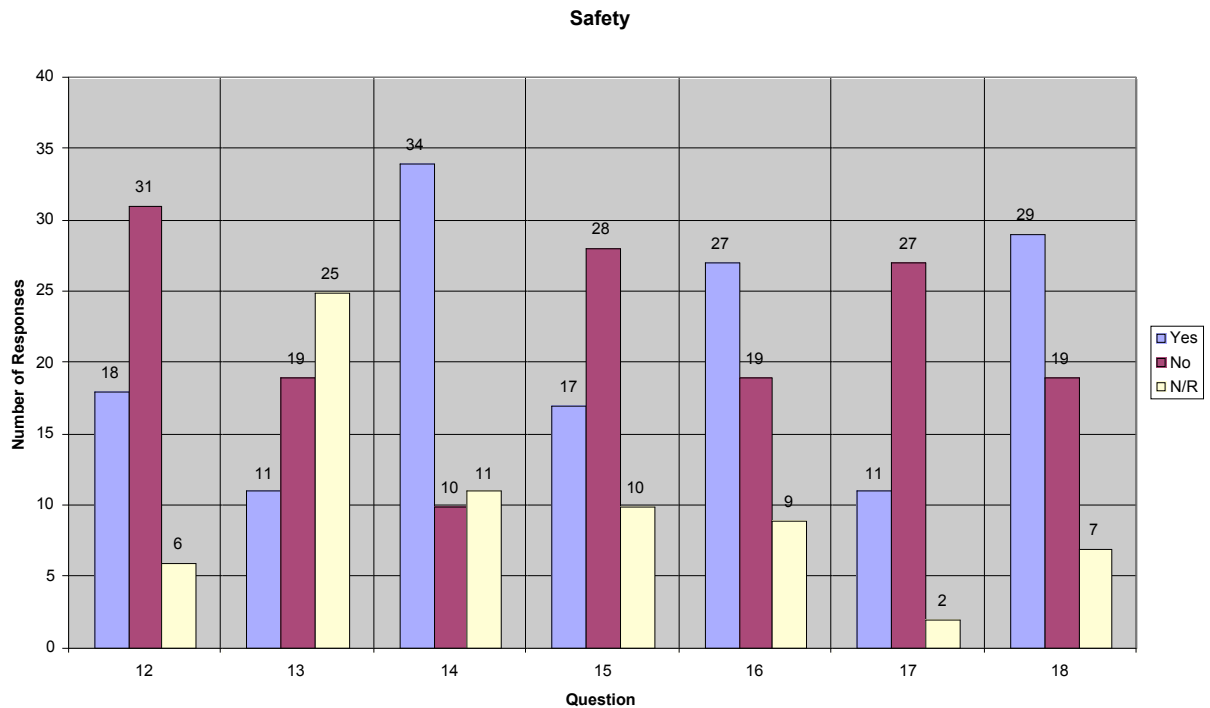


Figure 5: reveals that, many respondents feel reasonably safe in the area they live although a significant amount had been harassed or victims of crimes over the last year. Most of the respondents who had been harassed felt that this was due to their dress, ethnic origin or nationality. Respondents also related the degree or occurrence to the area they lived in, often describing the area they lived in as being “safe, quiet or lovely. A degree of the harassment was associated with the areas respondents lived in, with many of the new migrants being targets purely, they thought, due to where they live.

Respondent comments;

*“As being an old lady and wearing the scarf (due to discrimination) “. (Arabic Women)*

*“Because my area it very safe and lovely area”. (Arabic Woman)*

*“I walk nights with my mate. Never alone! I get harassed by locals a lot”. (Young Muslim)*

*“All 3”. (Young Muslim)*

*“Yes, big male groups of youths after dark”. (Polish Migrant)*

*“Bus No: \*\* I had a racist verbal attack by the bus driver itself”. (Arabic Woman)*

*“I live in a quiet street, although I used to live in the centre where youths went crazy on Friday nights”. (Polish Migrant)*

*“I live in a central area, it is quiet and safe”. (Arabic Woman)*

*“Too many slightly drunk young people, who muck about in the streets at night”. (Polish Migrant)*

<sup>1</sup>Q12: Are you afraid of harassment, intimidation and/or crime?, Q13: Do victims of crime or anti-social behaviour receive sufficient support?, Q14: Would you describe the area in which you live as “Safe “?, Q15: Is there anything that makes you feel unsafe or threatened?, Q16: Is there enough information on preventing accidents in the home (i.e. fires)?, Q17: Are there any problems protecting your home, business and/or car from crime?, Q18: Are the Police doing enough to address anti-social behaviour?

A number of crimes were highlighted by respondents where they felt unsupported.

*“Generally not, we had our mobile phone stolen, but it was in a pub”. (Polish Migrant)*

*“Police feel they can’t do anything before it’s too late”. (Young Muslim)*

*“I’m a victim of crime myself. My bike got stolen! The police couldn’t find it! I had got it back myself!”. (Young Muslim)*

A high number of respondents commented during the focus groups on the number of youths on the streets at night who caused problems or harassed them. This ranged from vandalism, drunkenness and intimidation to drug abuse.

*“The growing number of school lads hanging around the local supermarket”. (Young Muslim)*

*“Presence of thugs/ NEDS on King Street”. (Young Muslim)*

*“May be the scarf, it makes me feel unsafe but not threatened because I am proud to be Muslim”. (Arabic Woman)*

*“I don’t generally feel safe, because my knowledge of English (language) isn’t fluent and I have the impression that I couldn’t defend myself”. (Polish Migrant)*

Most respondents felt they knew enough about how to deal with accidents at home and that there was sufficient information available. Others however made the following points:

*“Where is this information?” (Young Muslim)*

*“There is not enough information on preventing accidents in the home in my language. Technological solutions to the problem are no good because I can’t operate tapes, CD’s, etc”. (Member of the Chinese Elderly Association)*

Some respondents had been victims of minor crimes and generally felt that the language barrier stopped them reporting crime.

*“I have had some damage to my car, people have scratched it. I found it difficult speaking to the police because of language barriers”. (Member of the Chinese Elderly Association)*

The responses to whether respondents felt that the police were doing enough to address anti-social behaviour and crime was favourable, although some individuals had found them to be difficult to speak to or they felt that they had not dealt with complaints.

*“Good job Lads!!!” (Young Muslim)*

*“Police chase them away but they still come back”. (Young Muslim)*

*“Kids need things to do, Aberdeen does not offer much for the youth”. (Young Muslim)*

*“I don’t think so”. (Arabic Woman)*

*“Police don’t seem to act on my complaints”. (Member of the Chinese Elderly Association)*

*“I often see the police on patrol”. (Polish Migrant)*

## Section 4: Environment

Figure 6: Chart Showing Distribution of Responses for Questions 19-22<sup>4</sup>:

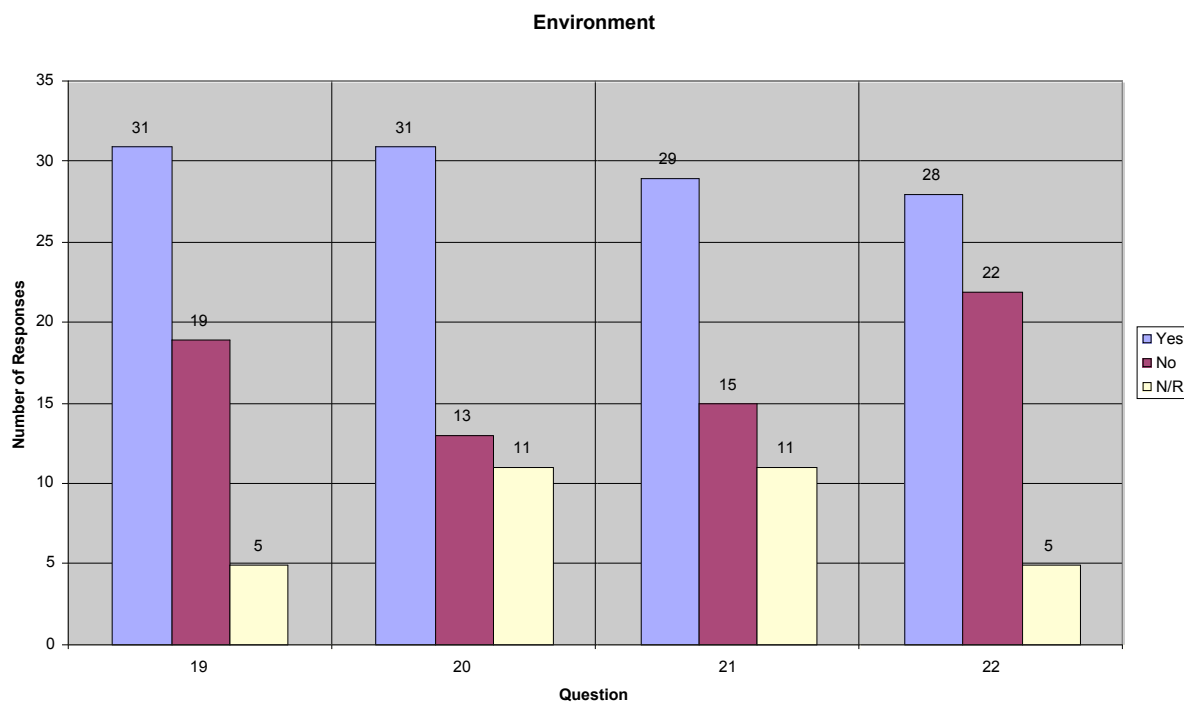


Figure 6: reveals that, a larger majority of respondents were happy with services provided for recycling, as well as more feeling that there are sufficient green spaces, parks and woodland areas available for recreation. A significant number however were unhappy with waste disposal and collection and commented on the lack of services and disposal locations. Some of the comments reflect the difference in service provision across the three council community planning areas.

Respondent comments;

*“There are recycling bins at community centre, but we have not been given”. (Young Muslim)*

*“We don’t have recycling bin available in my area”. (Arabic Woman)*

*“Lack of containers for plastics and used clothing”. (Polish Migrant)*

*“But there aren’t any bins in the streets or the parks, so the rubbish has to be taken home or ends up on the grass”. (Polish Migrant)*

*“There are none. – Not accessible”. (Young Muslim)*

*“We are not informed about what we should do”. (Arabic Woman)*

On green space, parks and woodlands the following comments were expressed by respondents:

*“Sufficient greenery I live in city centre, I do not expect too much greenery”. (Young Muslim)*

*“City Centre area should be more parks”. (Young Muslim)*

*“In my area is not enough”. (Arabic Woman)*

*“There are parks, bicycle paths, playground”. (Polish Migrant)*

*“There are surprisingly lots of playgrounds and lots of woods around Elgin”. (Polish Migrant)*

<sup>4</sup> Q19: Are recycling facilities and collection available in your area?, Q20: Do you feel encouraged to use these services?, Q21: Is there enough green space in your local area (i.e. parks, play areas, woodlands)?, Q22: Does waste disposal and collection meet your needs?

## Section 5: Transport and Connections

Figure 7: Chart Showing Distribution of Responses for Questions 23-26<sup>5</sup>:

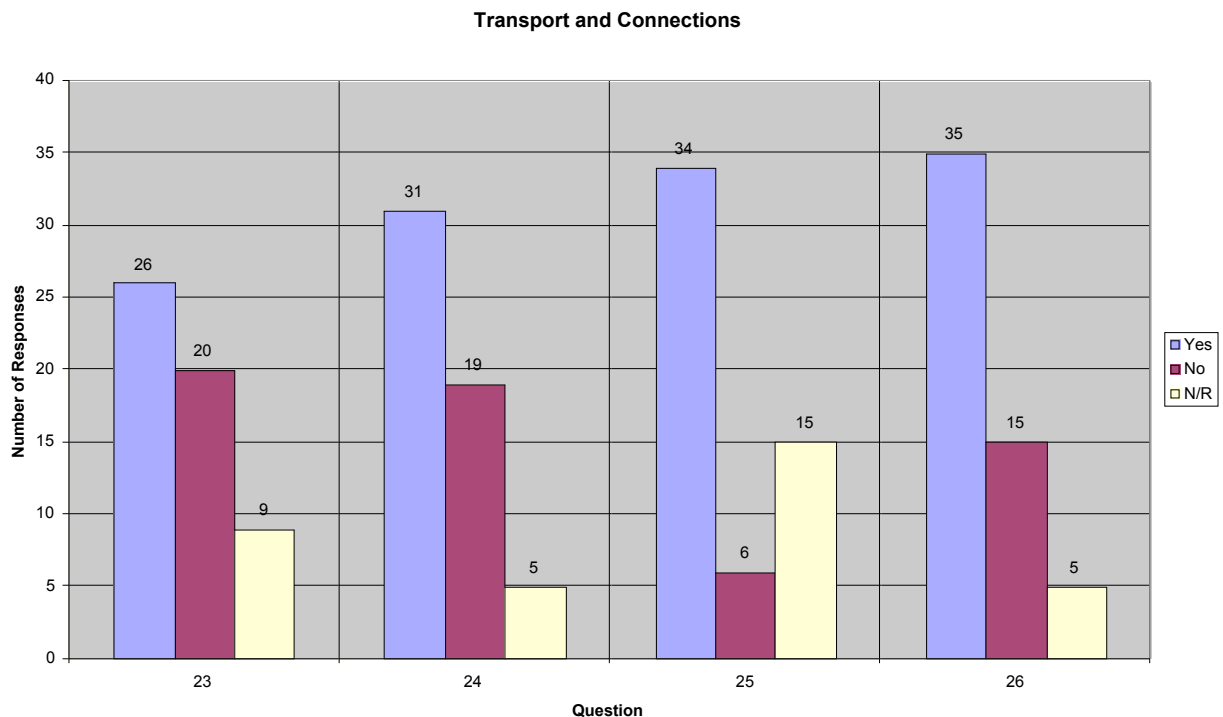


Figure 7: reveals that, the transport systems available in the different areas require attention and most comments offered by respondents centred around high cost, insufficient service level (more prevalent in the rural areas) and lack of efficiency.

Respondent comments;

*“I would use it more often if the services were more regular”. (Young Muslim)*

*“Too Expensive!!! (10 Pence increase every year) Bus drivers are rude (very)”. (Young Muslim)*

*“But it is expensive”. (Arabic Woman)*

*“Sometimes I spend long time in bus stop, mainly during rush hours, because no more than 2 prams on a bus”. (Arabic Woman)*

*“Waiting times are too long and there are not enough routings for buses”. (Member of the Chinese Elderly Association)*

Most respondents found that the pavements and roads were of a reasonable standard although this was different across the three areas.

*“Only in some areas”. (Young Muslim)*

*“Lots of holes”. (Arabic Woman)*

*“High standard of roads. Lots of pedestrian crossings have traffic lights”. (Polish Migrant)*

*“Much better than Kabul”. (Young Muslim)*

There was a high awareness of the greenhouse effect across all groups and areas.

<sup>5</sup> Q23: Do you feel that the transport system in your area meets your needs?, Q24: Do you find it accessible, safe and secure?, Q25: Are the roads and pavements in urban areas of an acceptable standard?, Q26: Are you aware of greenhouse gases and emissions?

## Section 6: Prosperity and Jobs

Figure 8: Chart Showing Distribution of Responses for Questions 27-29<sup>6</sup>:

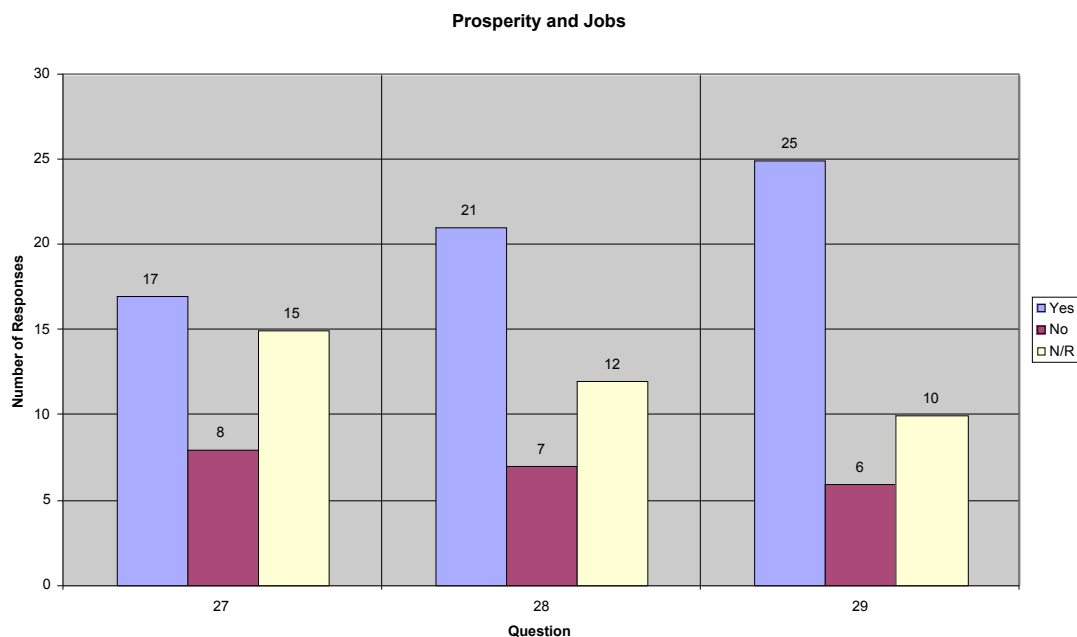


Figure 8: reveals that, a large number of respondents felt that more could be done to help people from ethnic minority and new migrant communities, to obtain work. There was a general feeling that jobs were not particularly difficult to come by, but that the level of support to obtain one needed to increase. Individual respondents also had tried many times to secure employment without success and some felt they were being exploited.

Respondent comments;

*“Tried to get help for 3 years to get a job with no success”. (Arabic Woman)*

*“Not really, because some jobs necessitate experience as a first condition”. (Arabic Woman)*

*“There are a large number of job offers in the local Job-Centre”. (Polish Migrant)*

*“I don’t know, but I think so. Very well organised Job-Centre”. (Polish Migrant)*

*“But could be more”. (Young Muslim)*

*“It is very difficult to get a job that you like and that is related to the kind of qualification I’ve got and childcare service is not that good”. (Arabic Woman)*

When asked about opportunities for school leavers many had had no experience while others offered comments as follows;

*“There is various apprenticeship for school leavers who decide to leave school early”. (Young Muslim)*

*“I don’t know”. (Arabic Woman)*

*“Children who have school are not well informed about what they should do and where to go”. (Arabic Woman)*

*“If they finish school with a profession they have a chance of getting a good job”. (Polish Migrant)*

<sup>6</sup> Q27: Does the Council do enough to create and support employment in your area?, Q28: Are there sufficient opportunities for young people leaving school?, Q29: Is enough support provided in developing skills and knowledge for employment?

Most respondents commented on opportunities for developing skills and knowledge, there were some respondents who were finding it difficult to secure work which used their skills and knowledge fully

“University of Aberdeen advertises well”. (Young Muslim)

“I think that there are lots of course organised to improve their qualifications”. (Polish Migrant)

“No. I have certain skills, which I can’t develop here or find work using them”. (Polish Migrant)

## Section 7: Area Image

**Figure 9: Chart Showing Distribution of Responses for Questions 30-31<sup>7</sup>:**

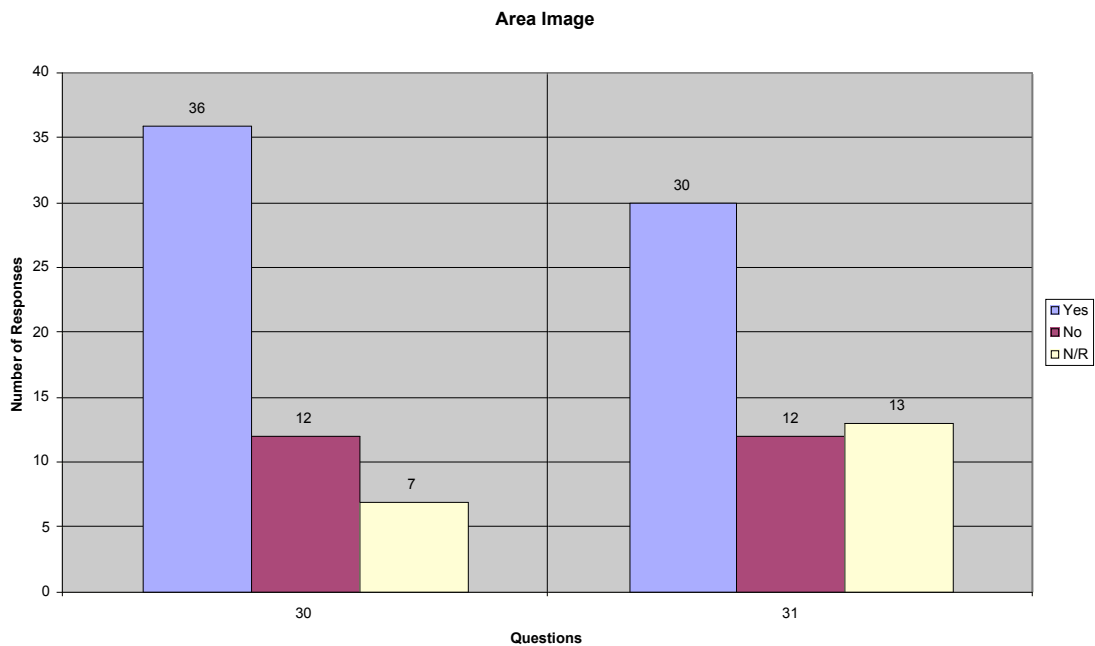


Figure 9: reveals that, most respondents were happy with the area image for their area and thought it was a nice place to live. More than half also felt that the area they lived in was being well promoted locally, nationally and internationally.

Respondent comments;

“But could be cleaner!” (Young Muslim)

“Yes I like my area”. (Arabic Woman)

“Because it is safe and the people very friendly and caring”. (Arabic Woman)

“I think around 50% of people think my area is a nice place to live”. (Member of the Chinese Elderly Association)

“Generally, yes. Although I saw large rubbish tips in the woods”. (Polish Migrant)

And:

“Not enough done to promote Aberdeen”. (Member of the Chinese Elderly Association)

“There are not a lot of activities or events to attract tourists to Aberdeen”. (Member of the Chinese Elderly Association)

“I live in whisky country. One can get lots of leaflets, which encourage visiting the area and one can also read about it on the internet”. (Polish Migrant)

“Never enough”. (Polish Migrant)

“There are leaflets in the library and petrol stations advertising regional attractions”. (Polish Migrant)

<sup>7</sup> Q30: Do you think your local area is a nice place to live?, Q31: Is enough done to promote the local area to the wider world, including media coverage?

## Section 8: Learning

Figure 10: Chart Showing Distribution of Responses for Questions 32-33<sup>8</sup>:

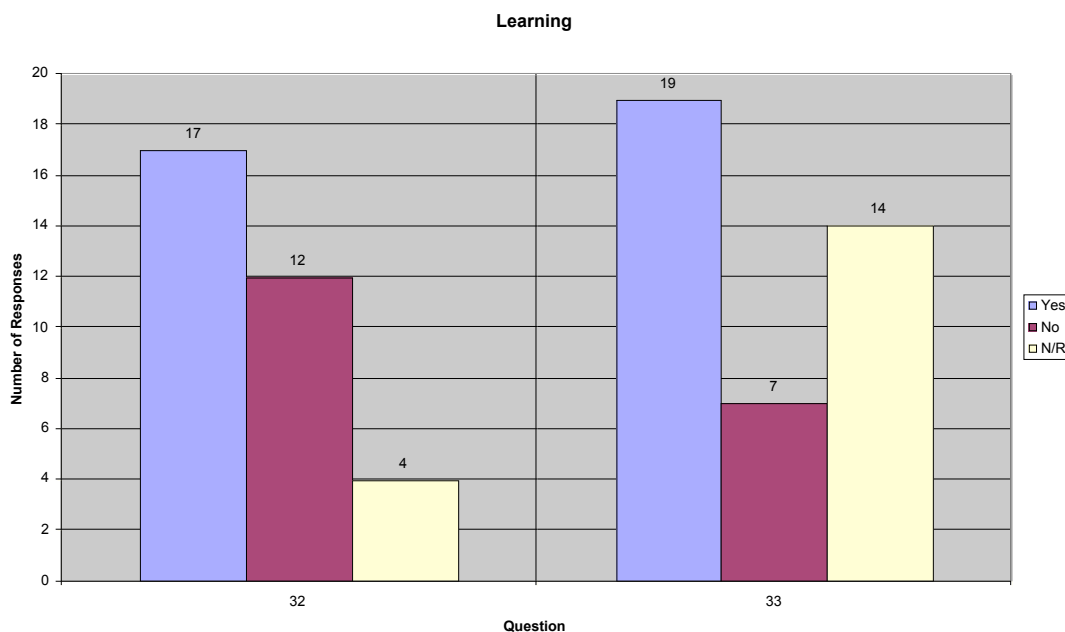


Figure 10: reveals that, more needs to be done to meet the needs for adult learning in ethnic minority and new migrant communities. Many respondents commented on the severe limitations of adult learning beyond very rudimentary language classes, in any of the areas included in the study. Other factors also impacted on respondents attending adult learning courses, with many highlighting difficulties with work schedules out with 9-5. Just under half of respondents felt that councils encouraged young people to continue learning and achieving, out with and after leaving school.

Respondent comments;

*“There are not enough adult education classes at the right time for Chinese people – we normally work unsociable hours and cannot attend classes”. (Member of the Chinese Elderly Association)*

*“Classes are not in my Language, this make it very difficult”. (Member of the Chinese Elderly Association)*

*“There are various courses at Moray College. One can get financial help”. (Polish Migrant)*

*“Yes, but not for working people”. (Polish Migrant)*

*“Yes, but in silly hours”. (Polish Migrant)*

*“There are lots of courses organised”. (Polish Migrant)*



<sup>8</sup> Q32: Do you feel that your local Council provides enough opportunities for Adult Learning?, Q33: Does your local Council encourage young people to continue learning and achieving out with School?

## Section 9: Arts, Heritage and Sport

Figure 11: Chart Showing Distribution of Responses for Questions 34-36<sup>9</sup>:

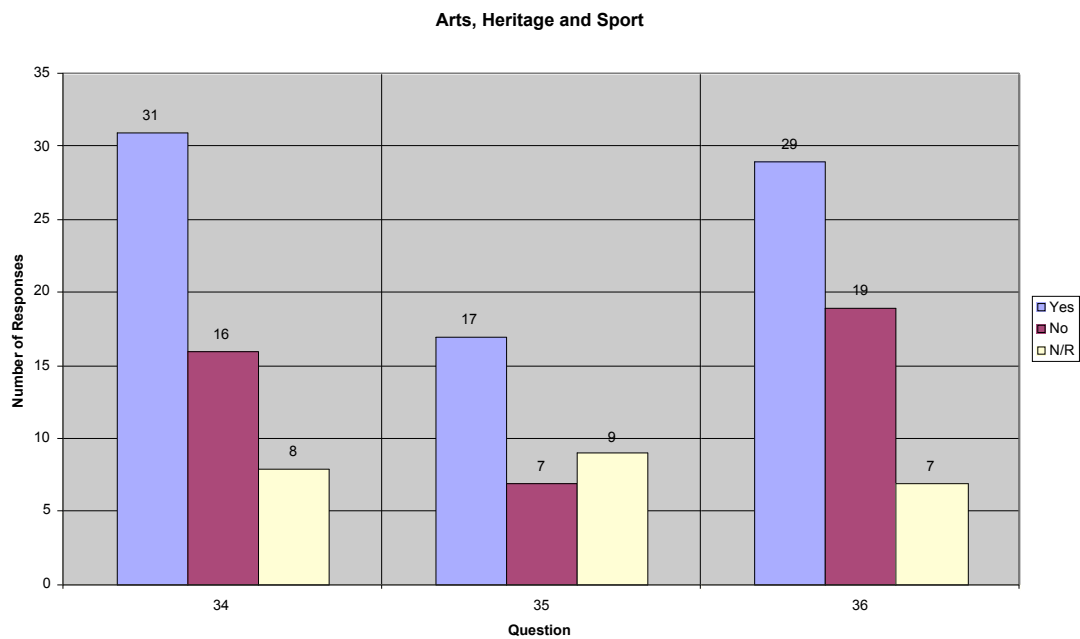


Figure 11: reveals that, most respondents were happy with arts, heritage and sports facilities in the respective areas, however many commented on the lack of events and festivals linked to, or representative of, their individual culture and traditions. Also, comments about facilities not taking account of cultural or gender conflicts for some communities, were shared.

Respondent comments;

*“Aberdeen could be more efficient in ARTS! GREAT HERITAGE!” (Young Muslim)*

*“There are swimming pools but I can’t use them as a Muslim woman who wears a Hijab. Ex: swimming pools are all unisex and even for the only one which has like one day a week for women only the lifeguards are male”. (Arabic Women)*

*“There are not enough swimming pools in my area”. (Member of the Chinese Elderly Association)*

*“There is a shortage in a non mixed swimming pool (I mean for woman only)”. (Arabic Woman)*

*“There are: The library with free internet access, literature and magazines. There are also sports centres and museums”. (Polish Migrant)*

*“Swimming pool, ice-rink, library, lots of museums and sight-seeing in good condition and relatively cheap”. (Polish Migrant)*

And on festivals and events:

*“There aren’t really any Chinese events or festivals”. (Member of the Chinese Elderly Association)*

*“Various festivals and events are organised. We received a leaflet with information and dates for the whole area for the next three months”. (Polish Migrant)*

*“Very little of those occasions”. (Polish Migrant)*

<sup>9</sup> Q34: Are there sufficient arts, heritage and sports facilities in your local area (i.e. libraries, museums and swimming pools)?, Q35: Do you feel that these arts, Heritage and sports facilities meet the local need?, Q36: Are there enough festivals and events in your local area?

## Section 10: General

**Figure 12: Chart Showing Distribution of Responses for Questions 37-39<sup>10</sup>:**

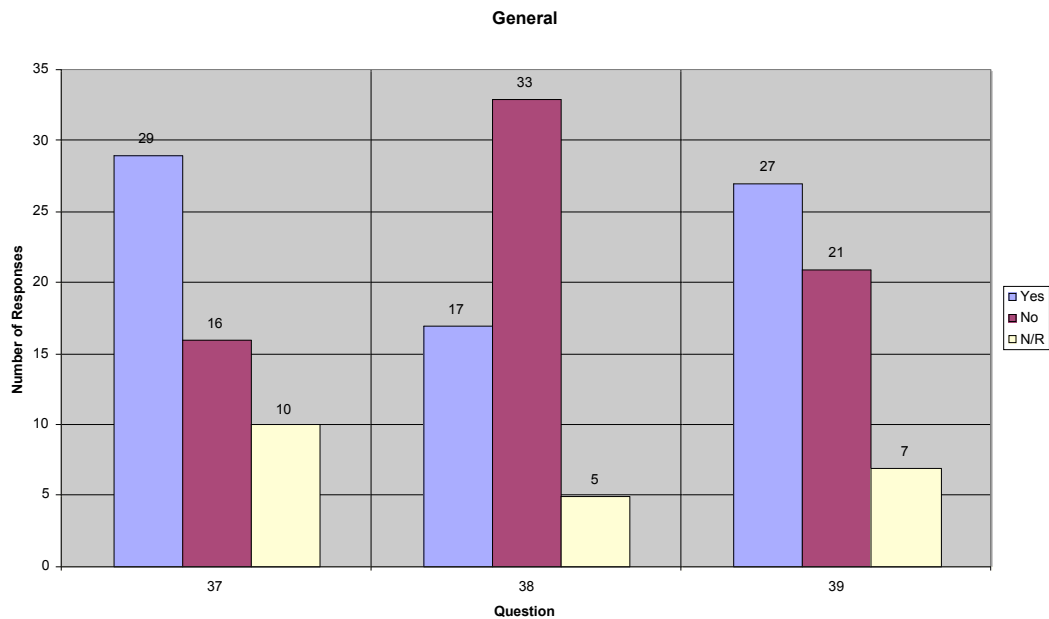


Figure 12: reveals that, significant discord prevailed in this section with regards to the degree in which respondents felt that they were consulted sufficiently and often enough, or that things changed when they were consulted. Another concerning fact is the number of respondents who had never heard about Community Planning or its significance.

Respondent comments:

*“I have been consulted in the past but things never Change”. (Member of the Chinese Elderly Association)*

*“I have been consulted on specific subjects before but never on all these issues”. (Member of the Chinese Elderly Association)*

*“Yes, but certain questions could have been more specific”. (Polish Migrant)*

*“Yes, although sometimes there is too little space for the comment, because some questions require further explanation”. (Polish Migrant)*

And in response to awareness of the Community Plan and Partnerships;

*“No I’m not aware”. (Arabic Woman)*

*“We have no plan”. (Young Muslim)*

*“I have no idea about my Community Plan”. (Member of the Chinese Elderly Association)*

*“I don’t know what the Community Plan is”. (Polish Migrant)*

In response to whether experiences of all the issues were different for minority groups this generated the most discussion and comments:

*“There is distinction when it comes to apply for a job between Scots and minority groups”. (Arabic Woman)*

*“I believe it would be different according the individuals personal need and attitudes”. (Arabic Woman)*

<sup>10</sup> Q37: Do you feel that you are sufficiently consulted on the above issues?, Q38: Are you aware of your local area’s Community Plan?, Q39: Is the experience of the above issues different for minority groups?

*“Different points of view”. (Arabic Woman)*

*“Possibly for employment, healthcare, harassment, festivals”. (Young Muslim)*

*“Minority groups are harshly discriminated by uneducated locals”. (Young Muslim)*

*“I don’t feel that minority groups are consulted we are part of the community but sometimes don’t feel part of the community”. (Young Muslim)*

*“It is harder more discrimination.” (Young Muslim)*

*“Indeed, minority group are discriminated”. (Young Muslim)*

*“I think that this is generally caused by misunderstandings due to the language barrier”. (Polish Migrant)*

*“I’m in a national minority, but feel generally good here as I can communicate in English. Those who don’t speak English are worse off, although I personally haven’t come across any racist incidents”. (Polish Migrant)*

*“I didn’t come across any racism”. (Polish Migrant)*



## A Summary of the main findings are:

- Most respondents were vociferous in their wish to be consulted about issues relating to the provision and growth of services in their local areas; however this was tempered significantly by feelings that once comments and views were expressed, very often little seemed to change. Community Planning Partnerships, therefore, need to identify ways of ensuring continued support from ethnic minority and new migrant communities by demonstrating improvements and outcomes.
- Very few respondents were aware that Community Planning and Partnerships existed in their areas, Partnerships, therefore, need to consider alternative ways of promoting Community Planning to “hard to reach” communities.
- Comments and views shared during the study sometimes reflected particular issues for specific communities i.e. *“There are swimming pools but I can’t use them as a Muslim woman who wears a Hijab. Ex: swimming pools are all unisex and even for the only one which has like one day a week for women only the lifeguards are male”*. (Arabic Women). Partnerships therefore need to review services on a regular basis to allow for significant demographic changes and alternative needs.
- Many of the issues raised by minority ethnic and migrant communities about local service provision are in common with/shared by the indigenous population (i.e. reflect the views of the wider population and are not just matters of concern to minority ethnic and migrant populations). However, there are also specific issues such as language, understanding and culture which have a greater impact and bearing upon minority ethnic and migrant communities. Community Planning Partners therefore must ensure that equity and rights to services takes account of changing need in minority ethnic and new migrant communities.
- All respondents were committed to continue contributing to their local communities and the planning and development of services. This creates a clear opportunity to re-energise the Community Planning process, with more active involvement across Aberdeen City and Shire’s diverse communities.

Overall, the research reveals both achievements of CPPs (Community Planning Partnerships) in the North East of Scotland in engaging effectively with the region’s diverse communities and also barriers and challenges that must be addressed.

The research lays the foundations for continued constructive work in this area to ensure that Community Planning can continue to be instrumental in making a positive difference to our communities and people’s lives.

A full presentation of the research results can be found on our website [www.grec.co.uk](http://www.grec.co.uk)

Community Planning in the North East of Scotland:  
**“Action talks louder than words”**

Engaging Minority Ethnic Communities in the Community Planning Process  
**Summary of Main Findings**

Community Planning has a significant contribution to make in all aspects of our lives. A key part of this includes fostering a more equal society, free from discrimination and ensuring that the diversity of our communities is reflected in decision making.

This study was funded by the Scottish Government/SAREC (Scottish Alliance of Racial Equality Councils) to enable GREC to build and maintain productive links between North East of Scotland CPPs (Community Planning Partnerships) and local minority ethnic people and migrant worker communities. A total of 55 people participated in the research.

A full presentation of the research report and results can be found on our website [www.grec.co.uk](http://www.grec.co.uk) t: 01224 595505

The Scottish Government, SAREC, and GREC logos are visible at the bottom.

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**Research:**

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