

Equality in Moray
Research Report



EQUALITY IN MORAY

RESEARCH INTO EQUALITIES POLICY AND PRACTICE

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Public and Voluntary Sector Services on Equal Terms
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1. INTRODUCTION

This research was commissioned by The Moray Council, Moray Voluntary Sector Organisation (MVSO), Moray College, Careers Scotland and other Community Planning partners to explore equalities issues in Moray. It aimed to explore current equalities policy and practice in Moray, identify good practice and help public, voluntary and private sector organisations address equalities issues as employers and service providers. The project was funded through the European Social Fund, Objective 3 and match-funded by The Moray Council. While the key focus was on gender, the project also endeavoured to include other equality areas.

1.1 BACKGROUND

Legislation requires organisations to address a number of equalities issues. Key pieces of legislation for this research include:

The **Sex Discrimination Act 1975** and **Equal Pay Act 1970** make it unlawful to discriminate directly or indirectly on the basis on gender and introduce the concept of equal pay for equal work.

The **Employment Act 2002** introduced new legislation to help working parents. Since April 2003, parents of children younger than six years old, or younger than 18 in the case of disabled children, have had the right to request to apply for flexible working.

The **Race Relations (Amendments) Act (2000)** places a legal duty on Public Bodies to promote race equality. Public Bodies must produce a Race Equality Scheme that describes the action they will take to achieve this.

The **Disability Discrimination Act 1995** was amended by the **Disability Discrimination Bill 2005** to place a duty on all public sector authorities to promote disability equality. This new legislation means that public sector bodies have a duty to promote disability equality in all aspects of their work – similar to the Race Relations Amendment Act.

The **Employment Equality (Age) Regulations 2006** is the most recently introduced legislation and makes it unlawful in most instances for employers to discriminate against workers, employees, job seekers and trainees because of their age.

1.2 CONTEXT: KEY POPULATION STATISTICS IN MORAY

1) General Population Characteristics

The total population of Moray at the 2001 Census was 86,940 with an almost exact 50% division between men and women. There are more females than males throughout Scotland in every Council area other than Shetland and Moray. The higher than average proportion of males in Moray is due primarily to the presence of two RAF bases in the area. This also has some impact on the age distribution of the population, increasing the numbers of young families and single people.

2) Population Change

The Mid 2005 Populations Estimates for Scotland (GROS) indicate a small increase in the population of Moray owing primarily to inward migration exceeding outward. In recent years large numbers of migrants from Eastern Europe have arrived to work for varying periods of time. The impact of this migration and estimated numbers are currently being assessed by a study conducted by UHI to be published at the end of 2006.¹

3) Age Characteristics

In the 2001 Census, Moray had a slightly higher percentage of young people with 20.1% of the population aged under 16 compared to a national average of 19.2%. 16.3% of population of Moray was aged over 65, in line with the average for Scotland.

4) Ethnicity

The majority of the population in Moray in 2001 were white Scottish (80.5%). 17% were other white UK, predominantly English. Recent migration has significantly increased the numbers of Europeans in the area, but there are currently few reliable statistics in this area. The largest established minority ethnic community are the Chinese community who comprised 0.17% of the community at the 2001 Census. The next largest community was the Pakistani (0.14%) The total of visible minority ethnic communities comprised 1.61% of the total population of Moray. This is less than the average for Scotland which at the 2001 Census was found to be 2.01%. 0.5% of the population were Gaelic speakers.

¹ "Migrant Workers in Grampian", (2006) UHI Policy Web.

2 AIMS AND METHODOLOGY

1) Aims

- To identify current equalities policy and practice
- To identify good practice in employment and service delivery.
- To identify areas requiring support.

2) Method

The research was conducted in three stages:

- **Stage 1**
A survey of around 250 organisations from the public, voluntary and private sector.
- **Stage 2**
Depth interviews with a sample of key larger organisations to explore issues identified in Stage 1 and focus group interviews/surveys with employees of same organisations to identify impact of policies/practice from an employee perspective.
- **Stage 3**
Consultations and interviews with women, disabled people and migrant workers to identify their experiences of accessing employment and services.

Where there was a lack of prior contact with organisations, initial development work was undertaken with the communities and methods were selected to enable the participation of people in each of the communities at higher risk of exclusion.

2.1 STAGE 1

A survey of 250 public, voluntary and private sector organisations.

1) Aims

- To identify current equalities policy and practice in Moray throughout the public, private and voluntary sectors.
- To identify good practice and areas where organisation require further information and support.

2) Method

Postal questionnaires were sent to 272 service provider organisations (and departments of larger public organisations) drawn from public, voluntary and private sectors. The questionnaire was also made available on the Moray Community Planning Website.

The postal questionnaire² addressed the following key areas:

General

- Type of business and number of Employees (if any)
- Organisation's approach to promoting equal opportunities
- Awareness of legislation relating to gender, race and disability equality
- Trade Union involvement in workplace

Employment Issues

- Breakdown of employees (including level of seniority) by gender, ethnicity and disability
- Policies in place/action taken to recruit among these groups (if any)
- Whether there is monitoring in place
- Family friendly policies in operation (if any)
- What has worked well
- Current employment priorities

Service Delivery Issues

- Breakdown of service users by gender, ethnicity and disability
- Policies in place/action taken to reach these groups
- Consultation with service users
- Awareness and use of Translation, Interpretation and Communication Support (TICS) Services
- Difficulties and barriers identified in reaching these groups
- Equality/Diversity training undertaken by staff
- What has worked well
- Current service delivery priorities

² Appendix

2.2 STAGE 2

Depth interviews and focus groups with selected organisations.

1) Aims

- To further explore gender equality issues and illustrate barriers and good practice.
- To examine any contradictions between employers' policies and employees' experiences of the policies in practice.

2) Method

Interviews, internet surveys or focus groups were organised with employers and employees within each sector to explore issues and illustrate barriers and good practice. Organisations were selected from survey respondents who had provided information relating to good practice that it was felt helpful to explore further.

- **Public Sector**

One employer interview was conducted with The Moray Council and an intranet survey organised with employees.

Unfortunately, although attempts were made, it did not prove possible to conduct an employer interview with NHS Grampian. However, the focus group organised with employees included a representative from Human Resources.

- **Private Sector**

One employer interview was conducted with a private company and a focus group held with employees.

- **Voluntary Sector**

One employer interview was held but the views of employees (part-time workers) were not explored in this instance.

3) Topics of Investigation

Employers were asked a range of questions regarding their approaches to family friendly working and other equality issues. The working priorities of the organisation were explored and any perceived operational barriers to flexible working options.

Employees were asked about their experiences of family friendly working, any perceived gender inequalities and suggestions for where working practices could be improved to help them achieve a better work/home life balance. Other equalities issues were also explored where time permitted.

Sample interview/focus group schedules and surveys can be found in the Appendix.

2.3 STAGE 3 GENDER, DISABILITY AND RACE EQUALITY CONSULTATIONS

Consultations and interviews were conducted with women, disabled people and minority ethnic communities (primarily new migrant workers) to identify their experiences of accessing employment and services. Data from other sources was also explored.

The methods employed were designed to meet research aims and also to:

- Further develop community planning consultative mechanisms
- Build capacity within communities

1) Gender Equality

Aims

To explore women's experience of living in Moray and identify barriers to accessing employment and services.

Method

- **Focus Groups**

Two focus groups were organised in cooperation with Community Learning and Development and the YWCA. Both of these organisations had been working for some time with groups of women perceived as "vulnerable" in relation to socio-economic circumstances and experiences. This presented an opportunity to explore gender issues in Moray as they affected women who could experience these issues acutely. The groups were small and nine women participated in total.

The discussions focussed on the women's lives and experience of accessing employment and services.

- **Action Research Project**

An Action Research project, was set up in partnership with Moray Action on Poverty (MAP) and the Rural Environment Action Programme (REAP). The Action Researchers were identified through a series of MAP Women's Confidence Building Workshops. The project focussed on the more rural and less accessible Moray areas of Buckie and Keith and surrounding areas. The approach enabled the inclusion of more isolated and potentially excluded women.

The research was conducted by four women from the Buckie Young Parents' Group. Introductory training sessions were provided by PAVSSET³ in research skills. These focussed on basic listening and interviewing skills and social

³ Public and Voluntary Sector Services on Equal Terms

research code of conduct. Support mechanisms were also set up by REAP and MAP.

Initial research areas to explore were identified through the training process as the women developed their research skills, listening to one another talk about their lives and how they felt about where they lived. A questionnaire was then developed based on the key themes that emerged from these training sessions. The women piloted the questionnaire on family and friends and then interviewed women in community centres and at the local shops. The characteristics of the sample were then explored and common factors identified. The characteristics of women not yet included were identified and the survey widened in subject, sample and geographical area to obtain a wider cross-section of the population. A total of 62 interviews were conducted.

Topics of Investigation

- General level of satisfaction with area
- Satisfaction with: general facilities, shops, housing, things to do, transport, opportunities.
- Community and support issues
- Childcare
- Employment
- Home/work balance
- Flexible working
- Barriers

2) Disability Equality

Aims

To explore equality issues relating to disability and employment and access to services in Moray

Method

- Focus Groups
- Interviews
- Questionnaire

A consultation day was organised in conjunction with key disability organisations in Moray (The Moray Resource Centre, Lead Scotland, The Moray Access Project, Community First and the Moray Disability Forum) Unfortunately, an industrial dispute was later scheduled to take place on the same day. As the Centre would remain open for vulnerable clients and the event had already been publicised widely, it was decided to go ahead. Eleven participants attended and others, who were unable to attend because of reduced transport options, completed questionnaires and interviews instead. A second focus group was organised by the Access Project with service users. Questionnaires were

distributed widely to enable as many people as possible to participate. Some questionnaires were taken to people's homes by Lead Scotland workers.

In total, 35 people took part, through a combination of two focus groups (16), three interviews (4) and 20 questionnaires. A few people (5) who took part in the focus groups also completed questionnaires. The consultation included people with physical and sensory disabilities and also people experiencing mental health problems.

3) Race Equality

Aims

To explore the needs of new migrant and established minority ethnic communities in Moray particularly in relation to access to employment and services.

Method

- Community Panel Survey of Racist Attitudes in Moray
- Examination of Reported Racist Incidents
- Consultations with minority ethnic communities

- **Community Panel**

The views and attitudes of the public in Moray towards a range of race equality issues were examined through the Moray Citizens' Panel. A cross-section of the public in Moray were asked a variety of questions on race equality as part of Survey 3 on Community Safety, conducted by Craigforth in August 2006. 1269 people took part.

The questions used were adapted by PAVSSET from previously conducted national surveys in order to compare results in Moray with the national findings.

- **Racist Incidents Monitoring**

The report on Racist Incidents Monitoring Forms prepared by GREC (Grampian Racial Equality Council) was also examined to provide further data.

- **Focus Group with Polish Migrant Workers**

As there had been little prior contact by services with migrant communities and there was a lack of established consultative mechanisms, the first step was to develop a relationship with the new Polish migrant community.

Polish Development Project

A small network of workers was brought together to support the development of the work and an English teacher from Poland was employed to:

- network with the new polish migrants
- assess needs
- provide support and advice and interpreter services to workers and local agencies
- organise and deliver introductory English language classes
- produce a Polish Welcome Pack in cooperation with the new migrants

Resources to enable the project were obtained from a number of sources in the form of funding, premises and accommodation:

- The Moray Council
- HIE Moray
- REAP
- The Catholic Church
- Moray College

The Polish worker networked with the Polish community and set up seven ESOL⁴ classes- four in Elgin, two in Buckie and one in Forres. The English classes were also used as an opportunity to carry out consultations with the community. In return the workers were able to access advice and information and English language support. 18 Polish workers (12 male, 6 female) were interviewed as part of the process.

• **Other New Migrant Communities**

The project is currently being continued with the Portuguese community and a needs assessment is underway. A translation of the Welcome Pack has also been provided in Russian in response to a request from a group of Russian-speakers from Latvia.

• **The Chinese Community**

The Chinese community is the largest established minority ethnic community in Moray but there had been little contact made with the community to date and they had not previously been included in community planning consultative processes.

The first step was therefore to develop the working relationship with the community and this was progressed by:

- Securing funding through The Moray Council to enable SHIMCA (Scottish Highlands and Islands and Morayshire Chinese Association) to hold an event to celebrate the Chinese New Year. A short film was made by PAVSSET of the event and the DVD will be available to community members and used as a multicultural resource for use in local schools.
- Producing an Information Guide to Moray in Traditional and Simplified Chinese (and also English) to assist members of the community to access services.

⁴ English for Speakers of Other Languages

A consultation event has been planned to launch the Information pack and DVD and conduct a needs assessment. As it has not been possible to complete this in the life-time of this current project, the work will be taken forward early next year through the Community Planning processes.

- **Minority Ethnic/Multi-Lingual Families**

A consultation⁵ was carried out earlier in the year by Educational Services and some of the findings have been included in this report.

⁵ "School Experiences of Minority Ethnic/Multi Lingual Families in Moray." (2006) Elspeth Stewart, Educational Services, The Moray Council

3 VOLUNTARY SECTOR FINDINGS

3.1 SAMPLE CHARACTERISTICS

Postal questionnaires were sent to 142 of the larger voluntary sector organisations in Moray. 31 organisations returned completed questionnaires, representing a 22% response rate.

1) Employment

52% of the sample were employers, employing a total of 173 employees, 51 full-time and 122 part-time. Part-time employment is characteristic of the voluntary sector nationally.

2) Ethnicity

Only one percent of employees were not from a white UK background.

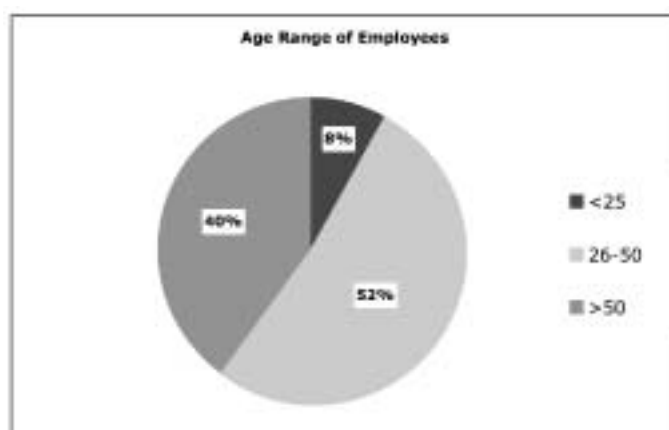
3) Gender

81% of employees in the sample were female- a gender balance characteristic of this sector. 79% of managers were female, almost exactly proportional to the number employed.

4) Age

The voluntary sector also had a significantly older population than the other sectors, with a greater proportion of its workers aged over 50 than in the private or public sectors.

Chart 1 Age Range of Employees



5) Disability

4% of employees had a disability, higher than other sectors.

3.2 EMPLOYMENT

1) Recruitment and Monitoring

Organisations were asked if they undertook any monitoring of their employment data. 35% recorded some information. 10% recorded age, gender and ethnicity. The majority were unclear about the data recorded or the purpose. Those respondents who were part of the larger national organisations reported that the data was kept at “head office”.

Monitoring did not appear to be a “live” issue in the Moray voluntary sector. Only two more organisations had plans to introduce it.

Only one organisation in the sample reported they had taken positive steps to target under represented groups in their recruitment processes. This organisation had tried to recruit more older men. The majority of organisations appeared not to have considered the issue and to hold the belief that there were no barriers to employment within their organisation.

“Recruitment is open to all.”

“(We are) embracing of all diversities and minorities.”

2) Equal Opportunities Policy and Practice

42% of organisations in the sample reported that they had an equal opportunities policy. Almost all organisations that had an equal opportunities policy were local branches of national organisations or were affiliated to a larger group of similar organisations. Many organisations (at least 23% of the local sample) that did not report having an equal opportunities policy were branches of national organisations that clearly did. This would suggest a need for these national organisations to involve the whole of their workforce in the development and implementation of equal opportunities policy and practice and to provide on-going training.

Some organisations reported a strong commitment to equality:

“We promote equality. This is extremely important within our organisation.”

“All managerial staff have attended diversity training courses.”

Other organisations such as The Moray Volunteer Centre and Moray Voluntary Sector Organisation have been engaged with working with organisations in the voluntary sector to promote good practice in equalities. Some support has been provided in the form of training (provided by PAVSSET and Moray College) and organisations have been encouraged to adopt equal opportunities volunteering policies and practice. However, this is only the beginning of the process. A great deal of co-ordinated and on-going support will be required to make a real impact in the sector.

3) Family Friendly Working Practices

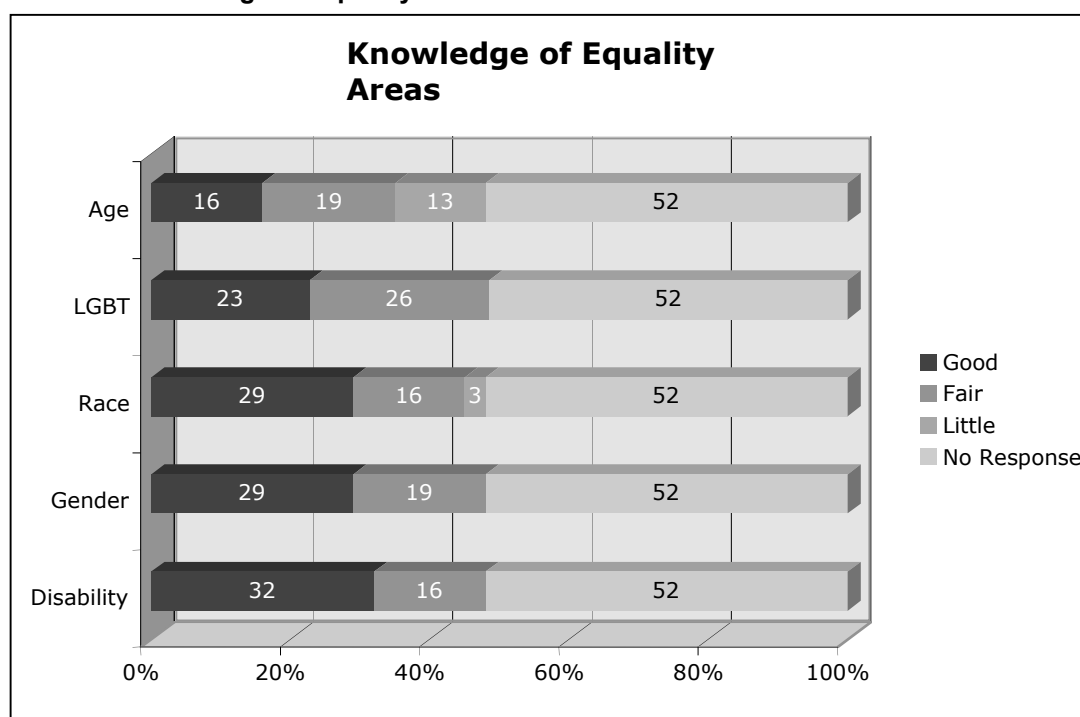
39% of organisations reported that they had family-friendly employment practices although few examples of these documents were provided and it is likely that many of these are informal arrangements rather than written policies. 10% had trade union involvement in the workplace.

4) Awareness of Legislation

Organisations were asked to rate their knowledge and understanding of key areas of equalities legislation and asked whether they would like to receive further information and/or training in any of the equality areas.

52% of organisations did not complete this section. This may suggest that they did not feel the question had relevance for them and/or that they found it a difficult question to answer.

Chart 2 Knowledge of Equality Areas



More organisations reported having a “good” awareness of disability, gender and race equality/legislation than LGBT and age equality/legislation. Organisations appeared to have the least knowledge around age equality/legislation.

5) Training

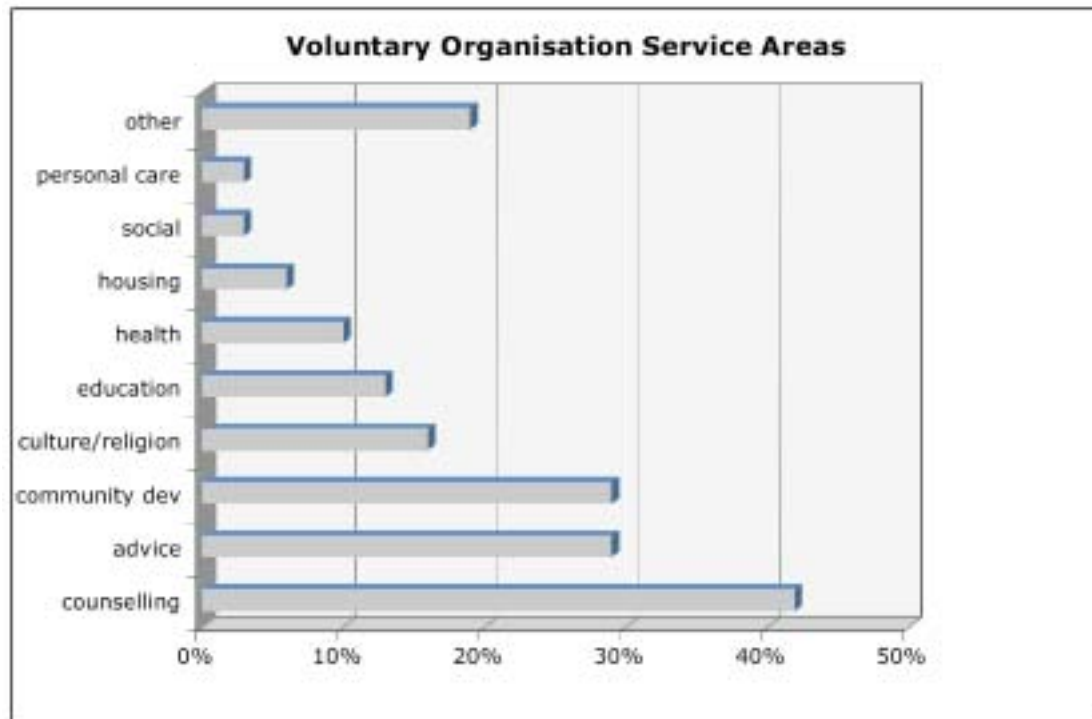
Nine organisations (21%) had provided or allowed staff to attend equalities training and the same number expressed interest in receiving access to further training. Around a half of those who completed this section indicated they would like to receive further information on equalities issues.

3.3 SERVICE PROVISION

1) Range of Services Provided

The organisations taking part in the survey provided a range of services to the Moray community. 48% provided services to the general public, others focussed on particular client groups including: young people, women and children, people experiencing mental health problems, older people, disabled people and carers.

Chart 3 Voluntary Organisation Service Areas



2) Monitoring of Service Use

Around 16% recorded data relating to service users, predominantly gender, age and disability data. 10% also recorded ethnicity data.

3) Positive Action

Few organisations had implemented any positive action to improve access to services. One organisation had substantially improved disabled access, creating parking and installing a stair-climber, ramp, level access, accessible paths etc.

4) Translation, Interpretation and Communication Support Services

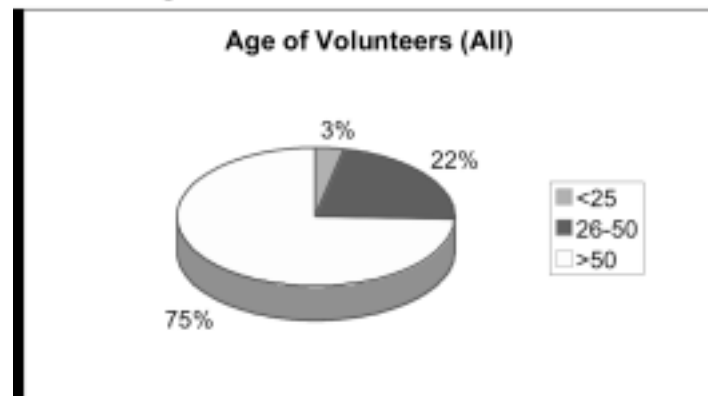
Only 6% (2) organisations had provided interpretation support to enable someone to access their services. Other organisations reported that they had not been approached by any service user who required these services. 16% of organisations had some awareness of the needs of people with sensory disabilities and had either prepared information in accessible formats or were aware of how to do so and/or how to access these services.

3.4 VOLUNTEERING POLICY

1) General Profile of Volunteers

The organisations in the sample had a total of 1056 volunteer workers, 70% of whom were women. 75% of all volunteers were over the age of 50.

Chart 4 Age of Volunteers



2) Disability

Organisations reported 4.2% of their volunteers as having a disability. This may reflect the age profile of the volunteers as well as indicating that the sector provides opportunities for disabled people to gain experience.

3) Ethnicity

The ethnicity of volunteers was almost exclusively white UK. There were however, higher numbers of white Europeans volunteering (1.3%) than were present as employees in any of the studies.

4) Positive Action

Only three organisations reported that had taken steps to try to recruit volunteers from under-represented groups. The WRVS⁶ had engaged in a “rebranding” of their organisation and had tried to attract younger adults and men in particular to volunteer through the use of images using existing volunteers in these categories.

Victim Support Moray had focussed on trying to attract minority ethnic volunteers by using an experienced volunteer at supermarkets to engage people in discussion about the role of their organisation.

Overall however, most voluntary sector organisations believed that their volunteering opportunities were open to all sections of the community and, while they would welcome wider participation, had not actively sought to widen representation or had considered it as an option.

⁶ Women's Royal Voluntary Service

“(We are) open to everyone.”

“Volunteers are hard to get- we are happy to take anyone who can get through our training.”

“We would be happy to have a wide range of members e.g. disabled, immigrants- feel they would enhance our overall outlook.”

“We promote equality.”

5) Monitoring

Monitoring information relating to volunteers was maintained by 26% of organisations, but the majority of the information collected was very basic and did not include equality data. Only two organisations reported that they collected data relating to age and disability.

6) Volunteer Training

55% of organisations in the sample provided their volunteers with some form of training. Some provided very full packages covering many skills essential for the volunteers in their roles and four included some form of equality awareness training. Others provided more basic induction related to specific tasks.

3.5 INTERVIEW WITH VOLUNTARY SECTOR EMPLOYER

1) Flexible Working

X is an organisation run by and for women (and their children) and adopts an approach to working hours based on empathy and a detailed understanding of women's needs. There is no written policy on flexible working but the organisation tries to meet the needs of individual within the requirements of providing the service.

Some workers work 9 - 3 shifts to fit around school hours. Others work evening patterns. Ensuring people's needs are met can be very challenging however as the staff team is fairly small (currently 12 employees) and there are particular requirements of the work that need to be met. For example, some work needs to be undertaken during the day as this is when other organisations are open (e.g. DSS).

One member of staff with a disability worked reduced hours and frequently worked from home. Another employee was able to work a school term time pattern for a year. However, it became difficult to meet the needs of other employees also requiring time off during school holidays as there was insufficient cover and the working pattern had to be revised. It was felt important that workers were treated equally and fairly and were not inadvertently discriminated against, including workers without children.

A key element in the approach of this organisation is to involve the staff team fully in decision- making around these issues. For example, coverage over Christmas was negotiated by the staff team between themselves.

“It’s about retaining a workforce and keeping them happy. Women’s circumstances change all the time and we try to be flexible to accommodate both workers’ needs and the needs of the service.”

2) Employee Diversity

No positive action was undertaken by the organisation to widen the diversity of employees. The organisation employed only women in order to meet the needs of service users more effectively, creating an environment where vulnerable women can feel safe and supported and understood. The posts are covered by exemptions specified in the Sex Discrimination Act. In recent years there had been enquiries from a small number of men interested in this area of work.

3) Disabled Access

Based in a newly-built property, there was full disabled access and specially designed provision to accommodate the needs of a disabled service user. TICS⁷ advice had been sought and the organisation was ready to provide these services if requested.

4) Minority Ethnic Issues

There had been no applications from minority ethnic candidates. There had been a small number of minority ethnic service users and the organisation had taken care to provide a culturally appropriate service by seeking specialist advice.

⁷ Translation, Interpretation and Communication Support

3.6 SUMMARY OF KEY VOLUNTARY SECTOR FINDINGS

The general profile of the Moray voluntary sector is similar to the national situation, with a majority of older and female employees (and volunteers). This proportion is higher than in the private and public sectors.

The proportion of employees who have a disability is also higher. 4% of employees in the voluntary sector sample were reported to have a disability, a figure around 8 times higher than that of the public sector sample. In part this may reflect the higher age profile of the voluntary sector, but it is clearly the case that this sector provides opportunities for greater numbers of disabled people than the public and private sectors.

The voluntary sector also appears to provide more opportunities for women. The number of female managers is roughly proportional to the number of female employees. The “glass ceiling” prevalent in the public and private sectors seems to operate to a lesser extent. However it is difficult to determine the extent to which this is due to greater awareness and good equalities practice or to do with traditional gender-stereotyped employment patterns and the relative lower wages many voluntary sector organisations are able to provide.

Levels of awareness of equalities practice vary greatly within the Voluntary Sector in Moray. There are examples of good working practice in some larger organisations, particularly where these are part of a national network.

For the majority of organisations in the sample however, while there is a general commitment to equality- the idea that it is a “good thing” that organisations support- there is a general lack of understanding of the implications for working practice.

The majority of organisations in the sample that had equal opportunities policies were local branches of national organisations and would appear to have had little involvement in the development of these policies or training in their implementation. Most organisations are either unaware of these policies or operate with little reference to them in the area of employee and volunteer recruitment.

The provision of Translation, Interpretation And Communication Support (TICS) Services to enable the public to access services needs to be developed. Very few organisations had experiences of providing these services and/or were reaching sections of the community who required them.

Around one third reported operating family-friendly working practices on an informal basis. While there were examples of where these arrangements had worked very well, the lack of written policies may limit open and equal access to these arrangements.

4 PUBLIC SECTOR FINDINGS

4.1 SAMPLE

1) Response Rate

Postal questionnaires were sent to 36 public sector organisations in Moray, including departments within The Moray Council and NHS Grampian. Some organisations were very slow to respond, but eventually a total of 23 responses were received, representing a 66% response rate. Many of the larger organisations had difficulty producing the required data as there are currently limited monitoring arrangements in place. Grampian Police were unable to return a completed questionnaire owing to temporary staffing issues that resulted in an unavailability of the data requested. The two largest employers, The Moray Council and NHS Grampian also returned incomplete data as they were still in the process of establishing new monitoring arrangements. In consequence, the information regarding employee diversity within the public sector relates to available data. Where there are significant omissions, this is noted within the text.

Responses were received from six key public bodies in Moray. The remaining 17 responses were from departments and organisations within the Health Service and The Moray Council.

2) Key Employment Statistics

The main public bodies (6) in the sample employed a total of 8321 people, 69% of whom were female. Almost half (48%) of employees were employed on a part-time basis⁸.

Table 1 Number of Public Sector Employees by Gender

Organisation	Number of Employees		
	Female	Male	Total
The Moray Council	4253 (74%)	1528 (26%)	5781
Moray Community Health and Social Care Partnership	1192 (89%)	153 (11%)	1345
Grampian Fire and Rescue Service	102 (12%)	778 (88%)	880
Moray College	181 (67%)	89 (33%)	270
Careers Scotland	21 (81%)	5 (19%)	26
HIE Moray	9 (47%)	10 (53%)	19
Total	5758 (69%)	2563 (31%)	8321

Less than 0.5% (42) of public sector employees in Moray were known to have a disability⁹. It should also be noted however that the disability statistics relate to monitoring undertaken during recruitment and selection processes and do not include employees who may have acquired a disability at a later date or who did not disclose a disability during the recruitment process.

² Data on full/part time employment unavailable from MCHSCP

Statistics relating to age, ethnicity and management status were not provided by all organisations. Where available, 6% of the workforce was aged under 25 and 11% aged over 50. Data received subsequently from The Moray Council with slightly different age categories, shows a greater polarisation of their workforce with 35% of workers aged over 50 and only 1% aged under 20 years.¹⁰

The workforce throughout the public sector in Moray was almost exclusively white UK.

4.2 EMPLOYMENT EQUALITIES AND PRACTICE

1) Women in Management

Only three organisations provided information relating to the proportion of male and female managers in the workforce. Where data was provided however, it demonstrated some very significant findings.

Table 2 Management Statistics by Gender

Organisation	No. of Female Managers	Female Workforce	Female Managers as % of female workforce	No. of Male Managers	Male workforce	Male Managers as % of male workforce
Moray Council Finance Department	8	120	7%	10	60	17%
The Moray College	5	181	3%	10	89	11%
HIE Moray	1	9	11%	6	10	60%
Careers Scotland	1	21	5%	1	5	20%
Total	15	331	5%	27	164	16%

Based on the data in the above table, it would appear that men are more than three times more likely than women to be employed at a managerial level.

For the Moray Council as a whole, these findings are reinforced by figures from the Institute of Public Finance Benchmarking Club 2005, which show that women account for 28% of the top 5% of earners at the Moray Council compared to a national average of 34%.

It is clear that these figures partly reflect the tendency for women, who are the majority of the public sector workforce, to work in lower paid, administrative areas of employment. However, while this is a national tendency, it would seem that the position in Moray is significantly worse than the average and organisations need

¹⁰ Institute of Public Finance, Benchmarking Club Report 2005.

to explore the nature of the barriers women are experiencing in gaining employment at managerial levels.

2) Equal Opportunities Policies

85% of the total sample reported having an equal opportunities policy in place. Some departments within the larger organisations reported that they did not yet have a policy for their own department, although they were aware of the wider organisational policy. A few appeared to be unaware of the existence of the wider policy and its application to their own area of work.

Four organisations reported taking positive steps to recruit employees from under-represented groups. Some reported a strong commitment to this area:

“(It is) vital to success of the organisation and to prevent wastage of ability.”

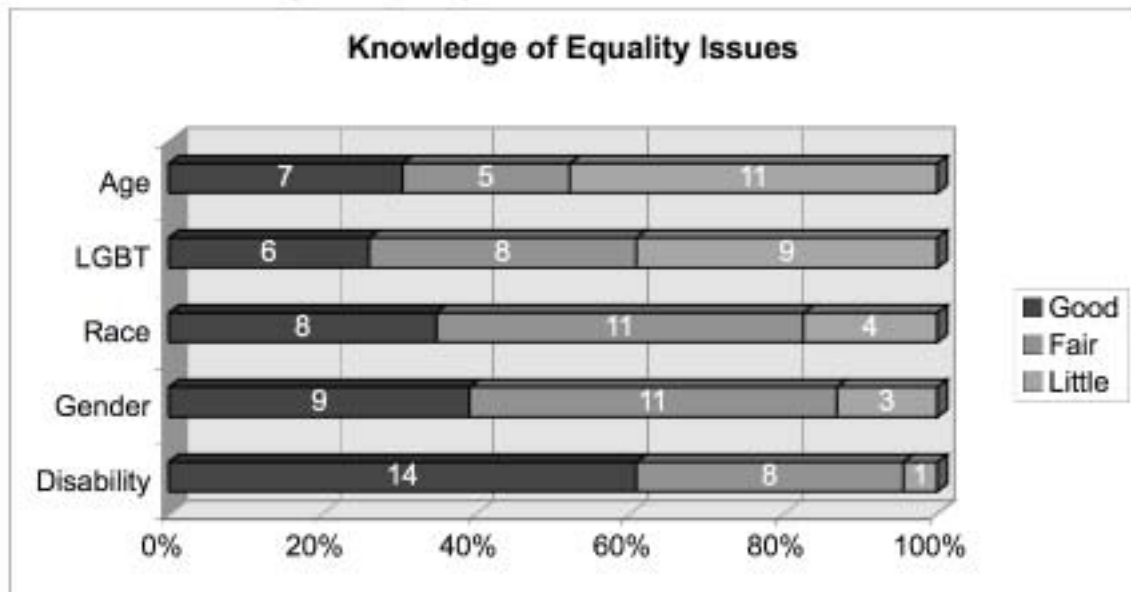
Moray College had used a poster campaign to try to attract candidates from minority ethnic groups, while the Moray Resource Centre, an organisation that provides support to disabled people had focussed on encouraging applications from people with a disability. Grampian Fire and Rescue Service had attended local events targeted at women, minority ethnic groups and LGBT people to try to raise awareness of the Fire Service as a potential career option and to encourage applications from these groups. Unfortunately these initiatives have not proved successful to date, with one organisation reporting difficulty in finding appropriate skills, qualifications and experience. The majority of organisations had not engaged in any initiatives and some seemed to believe that it was unnecessary to take such action.

“Our adverts are open to anyone. It is part of (our organisation’s) Policy.”

“We are an equal opportunities employer.”

4.3 KNOWLEDGE OF EQUALITY AREAS

Chart 5 Knowledge of Equality Areas



Most public sector organisations participating in the research felt they had a good or fair knowledge in relation to disability, gender and race equality issues. Some organisations felt they needed further information in relation to age and LGBT issues.

All public sector organisations reported providing equalities training to their staff although in most cases this training was not seen as a priority issue.

4.4 Service Provision

Translation, Interpretation and Communication Support (TICS) Services

Information provided on the provision of Translating, Interpretation and Communication Support was rather vague. Few respondents referred to services for people with sensory disabilities and others, while they were aware of the Language Line service had not actually used it. Only five organisations or departments made reference to specific services which had been provided.

The Moray Council has recently started to pilot the “Happy To Translate” Project and it is hoped that this will ensure an improved quality of service to people requiring language support.

4.5 INTERVIEW WITH THE MORAY COUNCIL (HUMAN RESOURCES DEPARTMENT)

1) General

The Moray Council acknowledged that, to date, a fairly passive approach had been taken regarding equal opportunities in employment, primarily ensuring there was compliance with Council policy on interviewing disabled candidates. Current human resources priorities relate to age discrimination legislation and single status agreement.

It was felt by the Council that gender policies have worked well, particularly family-friendly and flexible working arrangements to help employees with children or other caring responsibilities.

2) Equality Issues

Age is only asked after a candidate's appointment, it was felt that the Council had an ageing workforce and that this needed to be addressed. Young people needed to be encouraged to stay in Moray and also encouraged to work for the Council.

There were few employees from a minority ethnic background, this was not yet seen as a priority for the Council. In general the Council was fairly reactive, primarily because of a lack the resources to plan ahead. While the Council was aware of the legislation there were few policies in place at the time of the research to implement the required action. It was felt however, that managers had a positive approach:

"They are nervous about getting it right but in general the response to equal opportunities from managers has been a positive one. The Council is adopting a mainstreaming approach and dealing with all the equalities areas at the same time over the next 12 months. It can be a slow process- this is one of the problems with local government. But consultations must take place and drafts circulated and this takes time if it is to be done effectively. And there are often conflicting priorities which may hinder the work's progress."

3) Recruitment and Selection Processes

Personnel staff only interviewed candidates within their own department. Other Departments were responsible for their own recruitment although they often consulted the Personnel Department beforehand regarding interview questions.

"We are a small department and attending every job interview is not an effective use of our time."

4) Monitoring

Monitoring processes were still being developed by The Moray Council:

“We are not good at linking data through the different stages of the recruitment process. It is a mandatory part of the online application process we have introduced. But we need to catch up with collecting data on current employees. We have gender statistics but not disability or minority ethnic.”

5) Family Friendly Working Practices

The Council operated a range of family-friendly working measures, including a flexible hours system, job-sharing, 9 - 3 patterns of working, term-time working and home-working.

“We try to do a lot with family-friendly working. There is a flexi system policy but this is just for the flexible hours scheme. Other forms of flexible working are considered individually on their merit.”

6) Equal Opportunities Training

There is an equal opportunities training day available to all Moray Council employees. It is not mandatory and is delivered in-house by the Training Section. It was recognised that further training was needed but there were other priorities for the Council at the time of the research, in particular work around Single Status.

7) Single Status

Single Status was felt to be crucial to the advancement of female low paid workers through setting equal pay for women to their male counterparts. It was felt that unfortunately this has been lost sight of a little with the emphasis and focus turning to a professional staff pay review.

Traditionally women had received two-thirds the pay of men. This was the result of an old bonus scheme that applied to the male workforce and was later incorporated into their basic pay. Work around Single Status agreements aimed to rectify these inequalities.

4.5 SURVEY OF MORAY COUNCIL EMPLOYEES

A survey of Moray Council employees was conducted via the intranet. Employees were invited to give their views on a range of issues relating to their experience of gender policy and practices in the Moray Council. 15 employees responded, 10 women and 5 men.

1) Flexible Working

Many respondents felt that while the existing policies on family friendly working were very welcome, there was a need for the Council to extend them to better meet the needs of working parents and other employees and also to operate a more transparent system to enable equal access to these opportunities.

“The flexible working scheme for parents with children under 6 is a great initiative. I have been working through this scheme for the past 3 years since having my child - I don't know how I would have managed without it! Although I have a very understanding, family orientated line manager which has helped immensely.”

2) Flexi-Time System

The current system was thought to be helpful but overall it was felt to be too restrictive as it operated only between 8.30 am and 6.00 pm with core time extending until 4.00 pm which did not assist parents collecting children from school. Only one flexi day a month could be taken and many employees frequently lost hours as only 10 hours could be carried over between flexi-periods. Many of those participating in the survey wanted greater flexibility in terms of the:

- starting and finishing times each day
- core working hours.
- number of days that could be taken off in any flexi-period
- number of hours that could be carried over between flexi-periods

It was appreciated that some services needed to be covered within specific hours, but it was felt that this could still be achieved with a less restrictive system. The flexi-time system could enable staff to work compressed working weeks where appropriate. E.g. it should be possible to work 37 hours on a 4 day week. Staff could be allowed to work from 7.30 am to 6.30 pm and to have shorter core time periods to enable parents to collect children from school.

“I sometimes want to leave work to collect the kids at 3pm. But this means taking half a flexi-day and I can only take two of these a month.”

“I work hard and frequently accumulate extra hours to meet deadlines. But I often lose time I have accrued at the end of the month as I can only carry 10 hours over. Yet I am not allowed to take more than one day off in a month to use up the hours. This doesn't seem fair to me and can make me feel that my efforts are not valued.”

One participant felt that parents needed more than just flexible hours as this could leave them exhausted. Sometimes parents needed additional paid time off to help them cope.

“As a full time working parent with two children with special needs I have found it hard at time to juggle both work and appointments reviews etc. Flexi time does help but it means you have to try to get in early to work and work through part of

lunch hours. I feel the Council should monitor those who have children and ensure that they can have extra time off for those sort of appointments without loss to themselves. Carers would therefore be less exhausted and able to work harder. Holiday times are also difficult for many working parents on low incomes where they have to try to juggle limited budgets to pay for out of school clubs."

One participant felt that greater flexibility for employees could also allow more flexible services for the public by extending the range of hours a service was available.

3) Working from Home

Home-working was seen as an option that could enable staff to very effectively balance work and home life. Some participants felt that the encouragement of home-working could bring many benefits to the Council as it would free up accommodation and reduce associated accommodation costs and be in line with environmental policies by decreasing traveling and fuel emissions etc. In a rural area this was a policy that should be developed.

It was felt that this opportunity could be extended to a wider range of staff and supported by improved IT resources and support. It was felt by one participant that the development of home-working was hampered by lack of access to email and other documents.

"The council needs to embrace this type of working and resolve the technical issues ASAP."

However there was also a need for clear information regarding home-working not being used as a means of caring for children at home as there was some degree of confusion around this issue.

4) Workplace Nursery

The provision of on-site childcare in the form of a crèche or workplace nursery would be a welcome development.

"Childcare in Moray is always a problem - a huge dilemma for parents. A workplace crèche would be a wonderful idea!"

5) Voucher Scheme

The childcare voucher scheme was felt to offer a considerable saving to parents but to date the Council had not participated.

"For sometime now, parents with children in nurseries have approached the Council to join the childcare voucher scheme without success. This would be a great boost for parents as the purchase of the vouchers is tax free therefore creating a considerable saving."

6) Additionally Incurred Child Care Expenditure

It was felt that where changes in terms of working resulted in increased child-care expenditure, this should be reimbursed by the Council.

7) Maternity Rights

While some employees felt satisfied with their conditions of return to work, one respondent had a less positive experience and felt that she had not been adequately supported to return to an equivalent post. This appeared to stem from a lack of general awareness at management level in some departments.

8) Career Development

Respondents felt that staff should be encouraged and supported to undertake training to progress within the Council. It was felt that there was a tendency to recruit people from outside who already had the required qualification instead of “growing talent from within”. Doing the latter would benefit both staff and the Council as workers who had invested in homes and had established family commitments were more likely to want to remain in the area and to stay in post.

“Career development? Well there isn't much a chance with this at Moray Council. Yes, there are more qualifications/courses etc. you can work towards. However, a lot of staff can't be bothered as there is no financial incentive. Salaries/grades should reflect career progression.”

9) Employees without Children

One respondent felt that employees who had chosen not to have children should be recognised for the contribution they make in providing additional support and cover to enable colleagues to meet their childcare commitments. While feeling very supportive of colleagues with children, it was felt that there was some degree of disparity in terms of financial recognition and leave for other workers who sometimes provided great flexibility in working extra hours or taking holidays at less popular times.

10) Annual leave

It was felt by some employees that the Moray Council was overly restrictive in not allowing them to carry forward any annual leave from one leave year to the next. Most public authorities allowed the carrying over of at least 5 days' annual leave.

4.6 FOCUS GROUP WITH HEALTH SECTOR WORKERS

The focus group was arranged by NHS Grampian at the request of PAVSSET. Six women and two men took part, representing a cross-section of grades and workplaces, including one HR representative.

1) Gender Equality

The majority of the employees taking part expressed a strong conviction that there were few issues to be discussed regarding gender equality and related employment issues.

“We are very equal. There are no gender issues. Gender division in work areas disappeared about 20 years ago. We get the same pay and we are all treated the same and do the same. There are many men in nursing, especially students. The managerial level is fairly equal too. People are recruited on ability not gender. There are no gender constraints at all.”

2) Flexible Working Hours

There was a wide variety of working arrangements in operation in NHS Grampian, depending on the workplace and nature of work.

“Some work annualised hours. We work for the needs of the department. Flexi works well but in some departments it is hard to accommodate. Different systems work different in different departments. There are different policies for different flexi systems. “

“Annualised hours are better- they provide greater flexibility. With the flexi system if you get snowed in you have to take annual leave. If we could make up our hours like annualised hours it would be much better. “

“Hand-over time can be time consuming, if we had annualised hours we would get our time back.”

“12 hour shifts are good for those with children, for example, working in Accident and Emergency. If you want to start later then there is no problem. We don't abuse the system. “

3) Equality of Access to Flexible Working

It was recognised by participants that different workplaces required different arrangements. However there also appeared to be some lack of consistency in the operation of comparable arrangements.

“Within the NHS nothing is set in stone. Everything is at the discretion of your line manager. This can make things unequal. Different departments work different policies, for example, tea breaks. It is how others interpret policies, there are policies for everything.”

“For booking leave- in some departments staff with children get priority, but in most cases it’s a first come first served system. There is parental leave if needed though. In the Easter and Summer holidays in one department, there can be problems between staff wanting to book holidays. (But) everyone tries to take different weeks.”

4) Childcare

Good planning and support networks were seen as key to managing childcare issues.

“You need to arrange childminders around your job. You have to have a network of minders.”

While many people could rely on friends and family it was recognised that it could be very difficult for others who were less supported.

“It is more difficult for (RAF) Service people or single parents as there are no family to cover childcare.”

NHS Grampian operated a workplace nursery and crèche for employees. However places were limited and the hours did not always fit those required.

“The Crèche has a long waiting list and there is only a small nursery at the hospital. It isn’t flexible and is no use for those working shifts. The hospital nursery should cover nursing hours. It should fit shifts that people work. Colleagues are good for swapping shifts. Teams on the wards are good.”

5) Maternity Leave

“Maternity leave can cause problems because we become short staffed and there is no money available to cover and the waiting list increases. Patients blame frontline staff. We have to rely on bank staff for those on maternity leave. Some departments need agency workers and sometimes we have to increase our hours to cover those that are off. Wards can’t operate without staff. In the Labs if there are no staff then there is a backlog.”

6) Relations with Management

The comparatively small size of the Health Service in Moray was felt by some to encourage good employer-employee relations and facilitate flexible working practices.

“Many managers appreciate family issues as they started at the bottom and had to work their way up by promotion so they know what it’s like. It’s good because it’s a smaller hospital and a smaller community.”

“Human Resources can mediate between worker and manager. Others know HR can help, and they don’t take sides. This is a small community so things get dealt with. The NHS could learn from Dr Grays.”

7) Other Equality issues

Participants were asked for their views on other equality issues within their workplaces. On the whole, respondents expressed general support of different equality groups and a commitment to ensuring that everyone, both colleague and service user did not experience any discrimination. The views they provided reflected varying degrees of awareness however and some suggest a quite commonly held belief that treating everyone “the same” is the way to ensure equality.

- **Disability**

“It’s good that disabled people can get jobs, but there are some jobs that they just can’t do. The wards do have staff with disabilities and there are more disabled students coming in. We don’t look upon others as having disabilities- we just see them as the same as everyone else.”

“Access is good in the new parts of the building. There are two wards that need upgraded as these are in the old part of the building.”

- **LGBT**

“There are no gay issues here. Everyone is equal. We don’t know other people’s sexualities. “

“Sexual orientation is seen at different levels. Views depend on the nature of the person. “

“All issues are accepted. We don’t notice difference. Nurses are taught to be non-judgemental. If you are judgmental then you are in the wrong profession.”

“I worked in another hospital and it was more mixed and therefore more accepting as more people there were open about things.”

- **Race and Religious Equality**

“10 years ago I wasn’t allowed time off for a Sunday School picnic, but I’ve had to make a room available for prayer for people with other religions. We are getting a place of worship at Dr Grays.”

- **Age Equality**

“Because I look young some patients don’t want to work with me. This can be very difficult for me at times.”

4.7 SUMMARY OF KEY PUBLIC SECTOR FINDINGS

There is currently a lack of accurate and consistent monitoring within many public sector organisations in Moray. Effective monitoring needs to be developed by all Public Sector organisations to ensure access to the data necessary to implement public sector duties under the new Equalities legislation.

Where data is available in relation to gender, there appears to be a glass ceiling effect in operation within many areas of the Public Sector with men more than three times more likely than women to be in managerial positions.

Awareness of equalities legislation and awareness varies greatly and there is an urgent need for effective and widespread training.

Equal Opportunities Policies have been developed by most organisations. However, in some instances these policies still need to be translated and implemented at a departmental level.

The public sector workforce in Moray almost exclusively white UK and very few disabled people are employed (<0.5%). Some public sector organisations have tried campaigns to address these issues, but with little success to date. Others seemed to lack full understanding of the duties placed upon them under the new legislation. There is a need for continued training and the development of new initiatives to address these issues.

The public sector needs to address the age profile of its workforce and encourage greater numbers of younger people to join.

Few public sector organisations reported providing Translation, Interpretation, Communication and Support (TICS) Services. This issue need to be addressed to ensure equality of access to services.

Family-friendly working practices need to be further developed to assist employees with children and other responsibilities. Increased affordable, flexible child-care would enable more women to work and others to maintain a better life balance. Workplace nurseries, childcare voucher schemes, home-working and job sharing are among options that can be further developed. The parameters of existing flexi-time systems need to be extended to be more effective. All policies need to be written and promoted in a transparent way to ensure equality of access.

Level of awareness of equalities issues among staff varies and equalities training needs to be developed and promoted at all levels within organisations to enable both employees and users of services to access the support that meets their needs.

The comparatively smaller nature of organisations in Moray is seen as positive by some workers in allowing closer working relationships with management and a flexible approach. However, the tendency to rely on discretion rather than policy may present problems if conflicts do arise.

While further progress is required on many of the issues outlined above, the public sector is still much further on in these developments than many organisations in the private and voluntary sectors. The public sector has staff responsible for policy development and so has been more able to produce more written policy documents which can be usefully shared with the other sectors as examples of approaches that can be taken. There have also been many positive initiatives in some areas e.g. within Education. There are examples of good practice that need to be shared both within and outwith the public sector and some of these are summarised in Chapter 9.

5 PRIVATE SECTOR FINDINGS

5.1 SAMPLE CHARACTERISTICS

1) General

The majority of private enterprise in Moray consists of small businesses, including sole traders. A database of 96 private companies was obtained from the Chamber of Commerce and these businesses were included in the research. Businesses were contacted by phone to improve the rate of return, which was substantially lower than in the other two sectors. Phone responses varied, with some companies feeling that the survey had little relevance for them and others expressing a sense of unease because of an awareness of forthcoming and existing legislation and concerns regarding their company's current compliance. A few companies responded very positively and two companies in the sample had taken part in the Investors In People scheme.

16 (17%) of companies responded and follow up depth interviews were conducted with two of these.

2) Employment Area

Table 3 Employment Areas

Employment Area	Number
Construction and Engineering	4
Finance	3
Employment	2
Food Manufacturing	3
IT and Graphic Design	2
Travel	1
Security	1
Total	16

Although the overall sample is small, many of the main employment sectors in Moray with large numbers of employees are represented. Between them, the companies responding employed a total of 2365 workers. By far the largest employers were the two food manufacturers who employed 90% of these.

3) Gender and Disability

76% of people in the private sector sample worked full-time, a much higher figure than that in the public sector (52%) and the workforce was 52% male. 0.4% of the workforce was known to have a disability, a figure similar to that found in the public sector.

4) Ethnicity

Although the permanent workforce in the private sector was again predominately white UK, there were significant number of Eastern Europeans (predominantly

Polish, Portuguese and Bulgarian) and smaller numbers of Thai and Filipino nationals employed on a seasonal and/or temporary basis. Some of these workers have remained for several seasons and express the wish to stay in the UK.

5) Age

Overall, the private sector employed a younger workforce than the public or voluntary sector with 7% of employees aged under 25 and 12% aged over 50.

5.2 EQUALITY ISSUES

1) Gender Equality

Patterns of male and female employment in the Moray private sector sample, tended to reflect traditional areas of employment, with more male workers than female employed in engineering and construction industries. Nationally, the majority of workers employed in the private sector are male however, within particular sectors such as food processing, larger numbers of women are employed. In this sample, the predominance of the two large food processing companies has meant that the numbers of male and female workers are fairly equal, although female and male workers tended to be employed within different areas of the production process.

Work that requires manual dexterity has traditionally been seen as more suited to women (and to children in previous generations). Work within the food industry is divided roughly into the processing and packaging of the individual product and then the further packaging into boxes that are then loaded and transported. (Other tasks involve machine maintenance and quality control.) These areas of work are still largely divided along gender lines. Historically, in many factories the work carried out by women received a lower rate of pay. This did not appear to be the case in the organisations that took part in follow-up interviews, although a great deal of work in Moray is paid at near minimum wage rates.

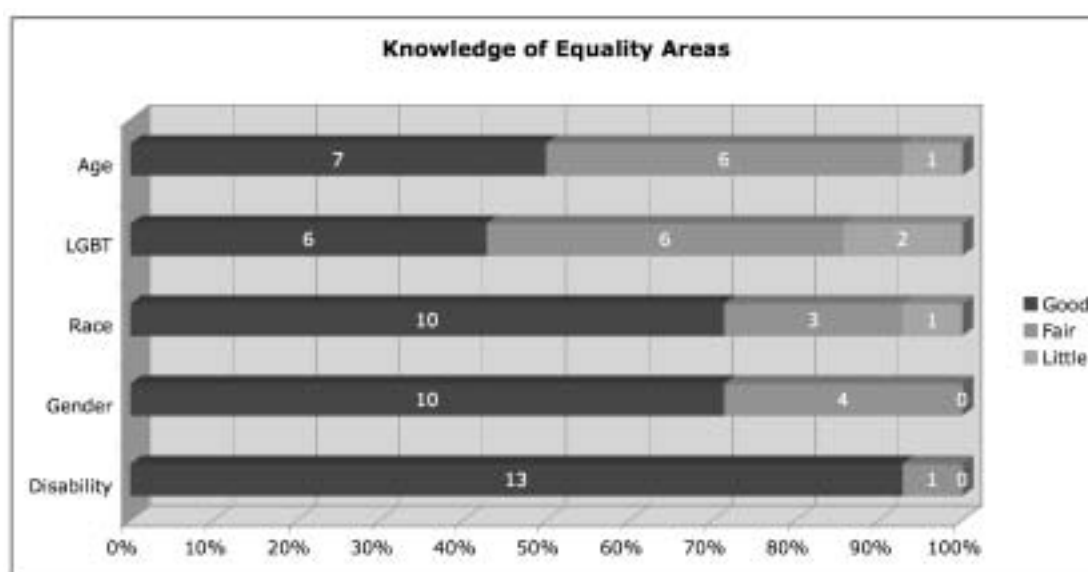
Management data was made available by most organisations, but unfortunately was not provided by one of the larger companies. The available data indicated that the division between female and male managers was very equal with 7% of both female and male workers employed at a managerial level. This may indicate a more level playing field although further information would be required regarding work areas, pay levels and managerial level to be certain of this. It would also be important to explore the possibility that it partly reflects gender polarisation by industry and work area.

2) Equal Opportunities Policy and Practice

Only four employers (25%) had an Equal Opportunities Policy or statement. Seven employers (44%) reported offering family friendly working arrangements, although this appeared to be operated on a discretionary basis rather than being part of a written policy. Four companies had trade union involvement. Three companies had provided equal opportunities training to some members of staff.

3) Knowledge of Equal Opportunities Legislation

Chart 6 Knowledge of Different Equality Areas



Private companies reported higher levels of knowledge of equalities legislation than organisations in the public and voluntary sectors. Fewer seemed prepared to admit to having little knowledge regarding any issue. Again, the two areas where companies had comparatively less knowledge and information was in relation to age and LGBT issues. Responses were received on this question from 14 of the 16 companies who took part. Eight of the 14 expressed interest in receiving further information and four in further equalities training.

4) Positive Action

Two organisations reported undertaking (unspecified) action to encourage applications from under-represented equalities groups.

5) Monitoring

Eight companies (50%) reported monitoring employment data, primarily age and gender.

5.3 LABOUR SHORTAGES AND MIGRANT WORKERS

Recruiting and retaining staff was a key priority for the majority (12) of organisations. The food manufacturing companies in the sample had actively sought workers from outside of the UK to fill labour shortages and had employed 45 migrant workers¹¹, directly and via agencies over the preceding year. A recent study into migrant labour conducted by ESOL¹² estimated that there were around 722 migrant EU migrant workers employed in Moray in 2005. Further detailed information will be available by the end of 2006 in a new study currently being undertaken by UHI on behalf of Moray, Aberdeen and Aberdeenshire Councils.¹³

Production demands increase in some industries, for example, food production, at particular times of years. Filling these seasonal labour shortages has been a perennial problem for employers in the North East of Scotland. Solutions in previous generations involved the participation of children at harvest time and the employment of migrant labour from places with higher unemployment and/or lower wages. In earlier times this labour arrived from Ireland, the Scottish lowlands and the travelling people of Europe. Today it is workers from the Eastern European countries that have recently joined the EU who arrive to seek more opportunities and higher wages.

5.4 INTERVIEW WITH PRIVATE COMPANY X

“The Investors In People programme involved a lot of work but it was well worth it. It was good for team building. We operate an open door policy.”

1) Flexible Working

Company X did not have a written policy on Flexible Working but allowed time off for child-care related issues on an informal basis.

“We try to be accommodating, because of seasonal demand for produce we do not normally allow holidays to be taken during school breaks, but those with family commitments can take October and Easter breaks if they need. Not many do though. We try to be as flexible as possible within production demands.”

2) Disability

“We have made as many adjustments as possible in line with the DDA requirements. There is a disabled toilet and the hallway has been widened to allow wheelchair access. It would be possible for someone using a wheelchair to work in the office, although not in the factory itself. We have had some staff working for us who have had disabilities- e.g. diabetes and epilepsy.”

¹¹ Data was not available from one of the two largest organisations

¹² “English Speakers of Other Languages in Moray”, Shona Radojkovic, Moray Adult Literacies Partnership,

¹³ “Migrant Workers in the Grampians”, Philomena de Lima et al, UHI Policy Web.

3) LGBT Issues

"We have also had a small number employees who were considered by workmates to be gay or lesbian. They were good workers and there were no issues on the whole, although we were aware of some degree of prejudice in one instance from a couple of migrant workers who did not want to share accommodation with someone they perceived to be a lesbian."

4) Migrant Workers

"This has worked really well for us, we employed 22 Bulgarians (the majority women) over the past year along with smaller numbers from Latvia, Portugal, Poland and New Zealand. They are a part of our team- two of the Bulgarians are now supervisors. We are concerned about legal changes that will mean their visas will not be renewed if Bulgaria remains outwith the EU. Without foreign labour we couldn't run the business- there is simply not enough local labour. Many of the migrants who come are highly skilled; we have had teachers, nurses, managers, a vet, a nuclear engineer and a lawyer.

We started looking further afield 4 or 5 years ago when we were desperate for staff. An agency based in Peterhead provided us with Russian workers who were very good. It was seasonal work and they were laid off at Christmas. Immigration raids around this time concerned us and raised our awareness of possible problems and so we took the documentation on the workers that had returned home to customs and discovered they had not had legal status while they were here. So we went to seminars and looked at ways to make sure this did not happen again and we would be able to get staff legally.

We found another agency that could source people from Bulgaria with full CVs and documentation. They organised everything including work permits and transport. We paid them a fee and so did each migrant. But we were not very happy with this arrangement. We did not know how much they were earning and we wanted them to be on the same footing as our other employees.

So we started employing them directly, screened by the Department of Employment and with equal rights to everyone else here. We arranged the transport, the welcome and the accommodation which is good quality rented housing, sub-let to the workers on a non-profit basis. People share houses and flats each with between 2 and 5 tenants, each with their own room. The weekly rents range from £25 - £45 a week depending on how many are sharing, as the total rent for each property is simply divided between them. We want them to be happy here and go home with a good feeling of working in Scotland. We want them to come back."

5.5 MIGRANT WORKER INTERVIEW AT COMPANY X

"It has been very good for us working here. We were recruited originally by a London agency in Sofia and have been returning to work here for four years. We are worried about the future; what will happen if our visas expire and cannot be renewed. It was difficult at first; we couldn't speak English; there were problems with communication. There were no classes- we just learned on the job. But it is easy now.

We have used the library and the Health Service. There have been no problems here...the Health Service is perfect...although you have to wait too long to get an appointment. I had pain and had to wait a few days to see someone. In my country you get an appointment the same day.

We like it here. Even if it is cold! The local people are friendly...except sometimes when they are drunk (laughs)... I have not had any problems myself. "

5.6 FOCUS GROUP WITH WOMEN WORKERS AT COMPANY X

Four local women took part, aged 17 - 42. The focus group took place at the factory, with the women getting time off the line together.

1) Gender Equality

Women tend to work on packaging at the plant, the men with the machines. But this work overlaps and there are women machine operators. The women reported that the jobs were open to everyone who had the skills to do them but that the men feel the work on the line is boring, while they don't mind it so much. There were no pay inequalities.

"It's hard work but I'll stay as long as they'll keep me."

The majority of the managers were male but the women reported that all opportunities for promotion were offered widely and the women are encouraged to apply.

"I don't want any extra responsibility though- I just want to do the job and go home."

2) Flexible Working

"Shifts are flexible, I've worked 8 - 1 and 8 - 4, some women stop earlier. We work around school holidays- we sort this out ourselves. Everyone works hours that suit them. It can be difficult at busy times- sometimes you notice that people have dwindled away as the day goes on."

"We just talk to the supervisor to organise shifts, time off etc. The supervisor is very good and there are no problems. But it used to be more difficult before. Not everyone was treated fairly. When it's down to the supervisor's discretion, it's

important that she's good. Not everyone is confident about asking and it shouldn't be down to the supervisor's and worker's temperament or how well they get on."

"I didn't start working here until my children were at school, but it was more because my friend started working here at this time. I didn't have a lot of confidence...being at home on your own while the kids are growing can do this."

Maternity Leave

"Pregnancy leave was fine too- women were able to stop when they wanted."

Migrant Workers

Relationships between local workers and migrants appeared to be quite good.

"We get on fine with the foreign workers, but sometimes it can be difficult on the line because of language problems!"

5.7 SUMMARY OF KEY FINDINGS

Awareness of equalities legislation varies and there is a need for increased training, support and information to be made available

Some companies are nervous about the new legislation and reluctant to engage, others do not see the relevance of equalities issues.

Work still tends to be polarised by gender into traditional areas although this is changing.

There are examples of good practice and the Investor In People's Award Scheme had assisted this.

The use of migrant labour was essential to many companies to meet labour shortages and had been a great success.

Companies are relatively small and many have good dialogue with employees. Flexibility around child-care is offered in many instances. This is offered on a discretionary rather than policy basis and, while this often operated satisfactorily, there were potentially problems of parity and fairness.

The seasonal nature of some of the processing work was felt to place pressures on companies that may limit the degree of family friendly working practices possible at particular times of year.

6 GENDER CONSULTATION FINDINGS

6.1 FOCUS GROUP FINDINGS

Two focus groups were held in Elgin with groups of women perceived as “vulnerable” in relation to socio-economic circumstances. This presented an opportunity to explore gender issues in Moray as they affected women who could experience these issues acutely.

1) The Poverty trap.

Wages are low in Moray and for many women it was difficult to find work that would represent a significant improvement in material circumstances. There is a lack of appropriate childcare facilities, in particular there is the gap in state provision for under 2s. Private daycare can cost around £30 a day.

“I want to go to college to do some Highers but I don’t know how I’ll manage with the kids. There are only 12 childcare places and they are very expensive. Council provision doesn’t work around working hours.”

Women with partners who are not dependent on benefits find it easier to get back into the job market.

“I’m back at work two days a week. It’s good be out and about; good for my confidence and just to meet other people.”

In general, the less supported a woman is and the more she is dependent on benefits, then the more trapped in her circumstances she becomes. Without family support to help with childcare, she is unlikely to earn enough to be able to improve her situation. The loss of benefits may mean she would receive less income or a very small increase (e.g. £30 a week in the case of one woman). Some women never go back until their children are much older

“It was never worthwhile me going back to work, while the kids were young. And now I have the grankids”

This also affects the number of hours it is advantageous to work. In one instance a woman was considering increasing her working hours from 16 to 30 hours a week. However, the resultant loss of benefits would have left her only £30 a week better off.

2) Housing

A lack of housing also impacts strongly on some women’s lives, trapping them at home with parents and preventing them living independently. A single woman, with or without children, who is living with her parents, may wait many years for housing. Some people, male or female, may be able to improve their eligibility by qualifying as homeless. However, this requires a level of confidence and understanding of the system and ability to use it. Women, particularly those with young children, may be less able to do this.

“It’s a game...but not everyone has the confidence to play the system.”

In some areas, social problems relating to drug use can cause misery for families.

“The main problem has been with housing. We had a lot of drug users in our area and I felt like I was just locked in the house for 5 years. I couldn’t let the kids out, they could pick up anything of the street...pills...needles. The Council isn’t doing enough to help people who are living like this. I was very depressed...felt like killing myself.”

In such circumstances, women’s energies are very much focussed on survival and making the move back into training or work can seem a long way off. Confidence levels drop and mental health can be affected.

In some cases, family support may be available. But the strain placed on grandparents can also be considerable. One woman interviewed reported working almost non-stop, caring for grandchildren during the day and working at night to make ends meet.

3) Employment

Some employers were perceived as more sympathetic to the needs of women with young children. One woman worked for a small company managed by women who had been mothers themselves and so understood the issues and were sympathetic to staffs childcare responsibilities. Other companies had been less sympathetic and one instance was noted of a large company who had insisted a single mother work evening shifts and had fired the employee when she had been unable to comply owing to childcare responsibilities. Another local company was reported to insist that time off for child-care was taken as part of annual leave entitlement.

It was felt strongly that employers needed to be more sympathetic and flexible regarding childcare issues.

4) Transport and Access

Women with young children experienced difficulties transporting children around shops.

“The shops aren’t very child-friendly if you have a buggy. But supermarkets are good. It would be great if they introduced those crèches they have in other places.”

“The buses (in Elgin) are quite frequent but awkward if you have a buggy.”

5) Recycling and Refuse collection

Fortnightly collection of green bins is causing a problem in some areas as rubbish accumulates. Black bin bags not in a green bin will not be collected and remain lying there. One woman had asked to purchase another green bin from the

Council but had been refused. The Special Uplift service also caused problems for women, particularly for single women with little family support. Women were expected to move heavy items out of the house on to the street without assistance.

6.2 ACTION RESEARCH PROJECT FINDINGS

62 women were interviewed in total. 22 from Buckie, 9 from Elgin, 4 each from Keith and Dufftown and the remaining 23 from a spread of small towns and villages in Moray.

Table 4 Geographical Spread of Participants

Area	Number
Buckie	23
Elgin	9
Keith	4
Dufftown	4
Cullen	3
Aultmore	3
Forres	2
Rothies	2
Portessie	2
Other*	10
Total	62

*Aves, Aberlour, Burghead, Drybridge, Findochty, Fochabers, Grange, Llanbryde, Portsoy, Newmill.

1) General Level of Satisfaction with Area

Overall, respondents were happy with where they lived, citing a good environment with friendly, supportive communities. Most of the women had lived in the area for a large part of their lives, and had close family living nearby.

“There’s not a lot of trouble here – it’s a friendly place.”

“It’s got great scenery – a nice place.”

“I’ve lived here all my life and like having my family & friends around.”

“Everyone speaks to you, friendly, neighbourly.”

“People in shops, on street and incomers quite friendly”

“Everybody knows your business – even if you don’t know them!”

19% of woman had lived in the area for less than five years. Almost all of the more recent arrivals found the area friendly and reported that they had settled in well, but four women, both newcomers and more established residents, felt that it could take some time to be accepted in the area.

"I'm new here and find it difficult to talk to people."

"It takes a little while to get to know people and to feel accepted."

"It's improved; it was very clannish but it's more open now. Very fine as more people move in."

2) Housing

"There's a lack of 3 and 4-bedroomed housing – lots of growing families stuck in houses too small while people whose families are away are still in their larger houses."

60% of the sample were owner-occupiers, 5% rented privately, 31% were council tenants and 5% lived in provided accommodation (RAF, "grannyflats" etc.) One woman had recently become homeless.

All but one of the owner-occupiers and those in privately-rented accommodation felt that their accommodation met their needs. However, 26% of Council tenants were living in property which they felt was too small for them and were unable to move due to a lack of available council housing. Other Council tenants in the sample were satisfied with their accommodation and a few commented favourably on "spaciousness" and accessibility issues.

A lack of sheltered accommodation for older people was also raised by one resident.

3) Shops

The shops were a major source of dissatisfaction for 42% of respondents, owing to limited variety/choice and higher prices. Weekly or monthly trips to larger centres (Elgin, Huntly, Aberdeen) were made by some women, while others had to rely on local shops owing to a lack of personal transport. A lack of women's and children's clothes shops was mentioned by several (including some that lived in Elgin).

"No choice in clothes. Once a month I travel for a food shop." (Aultmore)

"There's not a lot of choice for things locally – you have to travel to Elgin for things like swimming nappies, shoes. The shops are limited and usually more expensive, and they run out of items."

"There's not much choice of shops on the high street – lots of take-aways."

"I tried to rent a shop on the high street to set up a business myself but couldn't get premises. One shop got a deal on rent through the Princes Trust but that ran out and they closed down."

A couple of respondents felt that limited choice in a small town was to be expected.

"Not bad for a wee place." (Rothes)

4) Activities/Things to do

The lack of resources for young people emerged as a key priority, with 24% of women concerned at a lack of provision for them. Although there were sports facilities in some areas e.g. Buckie. However, not all young people wanted to use these.

“There’s not much for the young ones to do. Should have more youth groups and clubs on for teenagers to keep them out of trouble.” (Buckie)

“The bigger leisure centre needs cafes open at nights for families and young people.” (Buckie)

“Kids under 16 need to be accompanied by an adult to do some things which is impossible if you’ve got other kids. It’s hard to find something for kids of different ages.”

“Need more facilities for adults too – people of all ages.”

“It’s hard to get people to provide activities as volunteers – there’s so much red tape to go through now – I’ve got 3 disclosure forms!”

Poor information and advertising was felt by some to contribute to the problem.

“There is nothing for people/kids to do, or things aren’t advertised properly and people moan they don’t know.” (Buckie)

5) Opportunities

“There’s nothing much in Buckie for kids to stay for. Unless their parents own a business, it’s either scampi or a job offshore.”

55% of women responding felt that there was a lack of opportunities in the area both for younger and older people.

“Wages are low in local jobs. Most people try for work in Elgin.”

“There’s lots of empty property locally – like the Buckie Drifter. Things could happen, but they don’t seem to.”

“There’s nothing for youngsters to aspire to...have to move elsewhere.”

“There’s a lack of apprenticeships and training is limited in Moray College – for example you can only do your first year of nurse’s training there.”

“There’s a limited job choice...probably why people don’t return from uni.”

“It took me two years to find a job.”

6) Public Transport

Transport was a more critical issue for the women respondents living outside of Elgin. 54% felt satisfied overall with local transport, and 22% were dissatisfied,

citing expense, infrequency and a lack of linkage between services. 24% used a car.

“Transport does not link effectively. The train timetable does not meet needs.”

“Bus times aren’t logical – there’s no joined up thinking. You sometimes get two buses next to each other then nothing for an hour.”

“The local focus is missing – buses either go straight to Elgin or take ages to go everywhere.”

“No buses to Keith or Tomintoul (from Dufftown). Should get more discounts for 16-18 year olds.”

“Far too expensive on buses.”

“Buses are okay- I don’t pay.”

“Can’t possible take pushchair on bus and very expensive for families.”

“No train service to link in with national networks.”

“I don’t use the public transport.”

“Transport for disabled people is quite good. There’s a local project that provides this. We need this kind of thing for more people.”

The lack of affordable, integrated transport impacts on women’s lives on many levels from access to essential goods to the ability to access training/work and childcare.

“Transport is the biggest problem for me.”

Transport and access are also key issues for people using wheelchairs and this is discussed within the disability consultation. Two of the women in this sample who were wheelchair users commented on general access within the area:

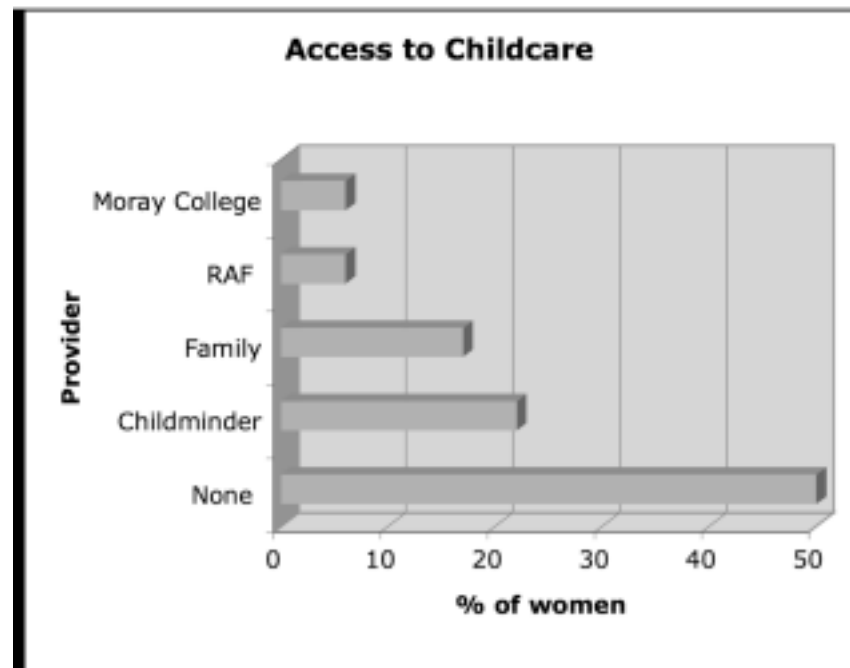
“Some pavements have been lowered for wheelchair access but we could do with more.” (Buckie).

“Some places not suitable for disabled people.” (Forres)

7) Childcare

18 (29%) of the women interviewed had at least one child under the age of 5. Half of these (9) reported having no access to childcare, 4 used a childminder, 3 relied on family members and 2 had access to crèche/nursery provision.

Chart 7 Access to Childcare



"It's difficult to get childcare in Moray. There is a lack of registered childminders. I have to take my child to one mile away before going to work."

"I am a childminder. There is a lot of demand; people were asking me for places 5 months before I started."

The relative high cost of childcare in relation to local wages was also felt to be prohibitive. Many local employers in the food processing industries paid around the minimum wage. It was difficult to find employment that would adequately cover the cost of childcare, even if there was only one child requiring care. Where there was more than one child under 5, the situation was felt to be quite impossible and the only solution was to wait until the older children (or all of them) had started school.

Women also lacked information about childcare and the options that were available to them. One woman interviewed asserted confidently that there were only two registered childminders in the whole of Moray. (The figures are certainly not high but the Scottish Childcare website lists 16 in Buckie, 15 in Keith and 45 in Elgin.)

"There's a lack of information about nursery places. I don't know where I'd find out about that."

"I need childcare while I'm at Moray College. I've no idea where to look apart from the college nursery which is oversubscribed."

8) Employment

45% of the women sampled were in employment, the vast majority working part-time. Interviews were primarily conducted in community and shopping areas during weekdays, so this would have excluded many full-time workers. The views and experiences of full-time women workers were explored in other parts of the research. The main areas of employment were administrative, health and education (professional and support staff), cleaning and shop and factory work.

Eleven of the 18 women with children under 5 were employed (only one full-time). As detailed above, only nine had access to childcare. The remaining two women were self-employed and worked from home.

Not all women with children wanted to work. Some had made a positive choice to stay at home to look after their children.

"I wanted to take time off to spend with son, but maybe return later."

"I'd rather look after my own."

However, because of the difficulties involved in returning to work, sometimes the decision to stay at home was made in the absence of real alternatives. Factory closures, limited areas of employment and low wages affected many of the areas surveyed

"It's difficult finding adequate childcare to fit in around normal working hours."

"Childcare is very expensive."

The lack of employment in the area and low wages was also a major factor.

"Lack of job opportunities in the area and poorly paid jobs. I feel strongly about this and may have to consider moving from the area because of this."

"I can't find a job" (three women)

9) Juggling Home and Family Life

Working and managing family responsibilities required a high degree of organisational skills. While this is normally the case, the lack of locally-available childcare and poorer transport links in Moray mean that even more effort and planning may often be required,

"I organise everything the night before."

"I don't work full time, so it's not such a problem."

"It's not good... 6 - 2 shifts are too much."

"It's difficult when my husband is away with no family to support me."

"With great difficulty."

"It's hard. Not much contact with family."

"I work on shifts."

Others managed a better balance:

"I work in the community and my hours are to suit me."

"It's fine/flexible."

"The job fits in with the kids."

"Flexible hours accommodate this"

"It's fine, I take my daughter in to work with me or relatives look after her."

10) Flexible Working

Flexible working was key to enabling women to manage employment and family responsibilities. Women organise their work around their family responsibilities, selecting work that fits in to their existing circumstances. Many had little expectation of assistance from outside sources and some were uncertain about the new laws on flexible working.

"The fear of not being able to ask which days to work is stopping me applying for jobs – I can't see me getting that flexibility locally."

"I didn't know about legislation that allows me to ask for flexible hours."

60% of those in employment felt that their employer did offer some degree of flexible working,

"(They are) really accommodating."

"If my child is not well I can work hours to suit."

"Lets me off if I have to get kids home from school."

"Flexible and understanding."

"I can choose days and how many. The job is flexible to changes."

However, some had not actually put the matter to the test by making any demands on their employer and some felt that it depended on the employee's work performance:

"(They) try to be flexible if you work hard."

"I don't really need time off for anything."

"Never had to ask but think they would be."

Many local firms are relatively small and family run affairs. Relations between management and staff may be less formal and more empathetic than in larger organisations. This is one of the positive qualities of the employment context in Moray. The employers interviewed in the research all expressed the willingness to respond positively, where at all possible, to requests for flexible working. However, while this informal approach may offer the possibility of greater

flexibility in some instances, it may also lead to situations of inequity, where workers may be unaware of their rights or be dependent on the quality of a relationship with a particular line manager.

“Doesn’t listen- I have no confidence that things will change.” Shift worker.

There were also anecdotal reports of a woman with young children being sacked for refusing to work night shifts at one major supermarket in Moray.

11) Access to Information

Some respondents felt that they lacked information about a variety of issues and did not know where they could access this.

“Who do you speak to about nursery places, finding a childminder, renting a shop, going back to work? “

This lack of dialogue was seen as a two-way process, with some women feeling their voices were not being heard.

“I’m always being sent stuff from the Neighbourhood forum but the meetings are in the evening and there’s no childcare.”

6.3 SUMMARY OF KEY ISSUES

Low wages and limited local employment options, lack of access to affordable childcare and poor transport links all interacted to prevent many women, particularly those with young children from finding employment. Access to training and educational opportunities were similarly affected.

While flexible working practices, operated on an informal level, did enable some women to secure part-time employment, not all women had the required information and/or were able to access this kind of working.

Women lacking in support from family networks and dependant on benefits were caught in a “poverty trap”, unable to earn sufficient income to afford childcare and to come off benefits.

Some women experienced levels of isolation that had affected their overall confidence levels and had low expectations and aspirations with regards to changing their circumstances. Opportunities were perceived to be very limited.

Women were very concerned about the perceived lack of facilities and opportunities for young people.

Some women felt that their voices were not being heard in community planning processes.

7 DISABILITY CONSULTATION FINDINGS

The views expressed below are those of the people who took part in the consultation and are based on their personal experience and awareness of the services available.

7.1 ACCESS ISSUES

1) Physical Access

Participants with mobility problems reported that physical access was a problem throughout Moray. Older buildings and a lack of resources, awareness and commitment all combined to make access very limited. It was felt that the term “reasonable” in the DDA had been used by many organisations and companies to avoid taking action. It was also felt that some measures taken were either tokenistic or reflected a lack of awareness and/or consultation with disabled people regarding the changes that were actually required.

“There are steps everywhere inside and outside shops. Older buildings are not accessible, but physical access means money.”

“Shops and services pretend to do something for disabled people. The X Hotel for example put in a disabled toilet and a ramp outside but the carpark is covered with chuckies.”

“In the Leisure Centre there is no handrail at the pool.”

“The term ‘reasonable’ access has caused huge problems.”

Problems relating to access could be even more acute outside of Elgin, where it was felt that the streets were in a poorer state of repair.

“Just try negotiating on and off pavements in and around Aberlour... there are pot-holes galore and broken pavements etc.”

2) Parking

Parking was a major problem for many people as there were simply insufficient spaces provided

“There is a parking problem in Elgin. Outside Boots and in South Street disabled parking isn’t good.”

“It’s almost impossible to park near the shops on the High Street and South Street (in Elgin) and there are steps into most offices.”

Some respondents felt that disabled parking bays needed to be time-restricted.

“In England, people have a Blue Badge and a clock and they can only park for 2 hours.”

3) Transport

The majority of participants without mobility problems reported they were satisfied with the overall services provided, particularly within Elgin. Those living in other areas felt less satisfied with service levels, in terms of frequency and routes.

“There is no reason why No. 336 from Dufftown to Elgin cannot stop at Elgin Railway Station.”

Most participants with mobility problems relied on private transport, as the main public transport services did not meet their needs. Although some new buses had recently been introduced which could accommodate wheelchairs, it was widely felt that they were impractical.

“Wheelchair access is ridiculous in buses. You have to phone the day before to book and then it takes half an hour to get someone onto the bus. That’s far too long and you’re subject to the weather. In the rest of Europe it takes five minutes flat because the side comes off. Powerchairs can’t get into the bus at all because it is too tight. Abroad they are miles in front with information and technology.”

It was also felt that insufficient training had been provided to bus drivers, some of whom seemed ill at ease with the procedure.

“Journeys on the bus are difficult- I now go by car. Using the buses is a problem- bus drivers seem lost or scared of people with a disability. They can be miserable and don’t tell you where to get off the bus”

“Bus drivers have no disability awareness training. This should come from the top to the bottom. The Moray Council can’t be bothered. The DDA came in 2000 and it’s now 2006.”

“If bus drivers gave me time to sit down before getting off (departing) that might help- buses are a little bumpy for my back. Trains are better for me...it is a smoother ride.

Other issues included:

“I had difficulties stepping on and off the train and then it was a long walk to the taxi rank.”

“Moray Assisted Transport cut the cost of my taxi fares. I am unable to use public transport.”

4) Information and Advocacy

“It doesn’t matter how good a service is if people don’t know about it.”

Participants reported difficulty accessing regarding the full range of services available. It was necessary to be very pro-active and go and look information and this may be very difficult for some people because of ill-health, lack of mobility or the need for communication support.

“At the start it was very difficult, not knowing where to go for help or what we could ask for.”

“There are a lot of good services in The Moray Council, but many people don’t know about them. For example, the Home Visiting team is wonderful- but it needs to be advertised!”

It was felt that some services had been lost or deteriorated since the creation of the Moray region. It was felt by some that Grampian Regional Council had been better resourced and able to provide better services in some cases. One example cited was in relation to advocacy; the old style service was felt to have been more flexible.

“They used to help with filling forms and benefits. The old system provided support for anyone who couldn’t communicate or speak for themselves, they couldn’t be more helpful.”

5) Translation, Interpretation and Communication Support (TICS) Services

Access to mainstream services for Deaf People was felt to be wholly inadequate and participants cited lack of awareness and limited services as key issues.

“There is only one BSL interpreter in Moray and one dedicated Social Worker and this simply isn’t enough.”¹⁴

“Information and Communication are my access issues. Sometimes I need an interpreter and there is only one BSL interpreter in the whole of Moray. This is a huge problem if there is an emergency as the interpretation service only operates from 9 – 5. There is no out of hours or emergency contact. “

It was also felt that agencies were largely unaware of issues relating to deafness and differences between the needs of people with partial hearing and those who had become recently deaf and those of the Deaf community.

“There needs to be more information on video rather than screeds of written English. Some Deaf people have problems with English as BSL is their first language. For example, the no-smoking issue- most deaf people put leaflets in the bin. “

The need to treat people as individuals and to be aware of differences was paramount.

“I know a Deaf man who went to hospital and he preferred a lip-speaker. The hospital provided BSL and the man couldn’t sign. It’s assumed that all Deaf people use BSL.”

“Some people aren’t aware of a hearing dog. I’ve been refused entry into shops.”

¹⁴ It is recognised that some wider services are also available for Moray e.g. Aberdeen and North East Deaf Society, can provide additional BSL translators and other services, but there was felt to be a need for more locally based services.

“Type Talk (as information system) can be very good- we need more of this. But again, people’s awareness needs to be developed. When using type-talk sometimes people put the phone down. They don’t understand.”

A lack of awareness and the need for training was a current theme which emerged throughout the consultation. Participants reported a lack of consistency within services and it was widely felt that quality of service with the larger organisations, largely depended on the individual worker.

“It really depends on who picks up the phone. I needed the information provided in Braille and I was told that I couldn’t have it. Then, shortly afterwards, I spoke to someone else from the same organisation who apologised and assured me that I would receive what I had asked for. It shouldn’t be like this.”

“Some workers are great...I can’t speak highly enough of them... but others... there is an urgent need for disability awareness training. I feel that if issues were about ethnic minorities they wouldn’t get away with it. “Disability” isn’t “sexy” enough. Not high enough up the agenda. Service providers should ask the person what it is she/he needs. The best person to know is the person with the disability. “

The twenty respondents who participated in the survey, were asked which TICS Services they needed to help them access services. While this does not represent a large sample of disabled people in Moray, it is nevertheless of interest that the provision of clear speech and audio cassettes were the most requested TICS services.

Table 5 TICS Services Required by Consultation Participants

TICS Service	Number Requiring Service
BSL Interpreter	1
Clear Speech	4
Audio Cassette	4
Large print	1
Braille	1

Others (4) reported the need for the presence of a carer or advocate or assistance with form filling.

The failure to provide adequate TICS support may leave some disabled people unable to access basic services. One participant reported that she had been unable to complete the menus during a stay at a hospital in Moray and this had resulted in her receiving no food for two days.

7.2 ACQUIRED DISABILITY

“I’ve lost all confidence. My family are very helpful, but I’m treated like a child. I haven’t found much help. I fall behind when people are showing me things. I’m embarrassed as I can’t learn. I don’t have money in my purse because I can’t count now. I’m learning to tell the time. There isn’t the help there. If people came to my house more often and just showed me something and slowed down it would be good.”

A wide cross-section of people attended the focus groups and participants reported that they had had a very positive experience during the meeting. It was clear that the opportunity to express their feelings and talk about their experiences in a supportive environment had been something quite valuable. This was largely because the groups contained a cross-section of people, in terms of the range of disabilities, how recently they had been acquired and the experience, knowledge and support people could provide. It was clear that those who had recently acquired a disability could be well supported and advised by those who had had a longer experience. And that the key issues involved cut across the nature of the disability. It was about awareness of people’s needs and what it is like to try and access services.

“I’m confident and have learned to ask for the things I need. I know my rights. But other people, particularly those who have more recently become disabled, may not be able to do the same. Everyone should receive the same level of service.”

7.3 EMPLOYMENT

“Disabled people want to be part of the community. There needs to be more disabled people working in employment and in the Moray Council.”

Participants reported a range of problems relating to employment in Moray, including low wages, lack of access and training and low levels of awareness among employers.

“I had a job interview at the Job Centre. I found out that the job was on the first floor and it was only a temporary job, so they wouldn’t put a lift in.”

The earlier employer survey found a 0.5% rate of employment of disabled people within the Moray Council.

1) Low Wages

Low wages impacts greatly on disabled people’s ability to find employment, impacting greatly on people’s lives and opportunities. Having a disability often means additional expenditure, for example, in relation to transport and equipment. Wages need to be at a level which can allow people to meet these additional costs and offset the loss of benefits.

“With the disability tax credit some can be well off doing 16 hours, but if you are single you need to work full-time to benefit. This can physically be detrimental.

You lose your right to rent and tax rebate if you lose your disability benefits. A job can leave you worse off than on benefits”.

2) Training

Some participants had been unable to find funding for training to enable them to work. While funding was available for those already in employment, it was harder to find for those trying to enter the job market.

“I would need re-training and specialist equipment to do the training. Employment services won’t pay for equipment. You have got to get the job first to get the training or equipment, and to do this you’ve got to be able to do the job. It’s all down to finance.”

“LEAD are very good; they provide different adaptive technology but they are under-funded.”

“The only real barrier that I found is me. I am not sure what I am capable of achieving.”

7.4 AWARENESS

“I get fed up with fighting all the time. Shouldn’t have to explain all the time”.

“The biggest problem is attitude. If you are deaf (they think) you are stupid. I had an interview at the hospital and I was interested in Pathology. The Personnel Officer said that Deaf people should be cleaners rather than work in Pathology.”¹⁵

7.5 SATISFACTION WITH SERVICES

1) Health and Social Services

Overall, survey participants were satisfied with the level of service they had received. The majority of clients and patients reported having their needs met by supportive workers.

“Doctors and Nurses took time to explain what my disability meant.”

“Excellent, non-judgemental, GP explains well.”

“My social worker sorts out problems quickly.”

Making an appointment to see a GP can be particularly difficult for some patients as it may require co-ordination of carer and transport. The same-day appointment system operated by some practices meant this could be very difficult to achieve. Some Health Centres had been sympathetic to these issues and provided special arrangements for disabled patients.

¹⁵ This incident occurred some years ago.

“Forres GP practice allows us to bypass the regular appointment system and to book in advance for GP consultations, which is very helpful.”

Some participants however, referred to long waiting times for some services, a lack of continuity of care/staff and the tendency for many health-related services to be based in Aberdeen. Locally-based services were needed.

The area where there was most dissatisfaction was in relation to care services provided at home, both personal care and the home help service.

2) Personal Care

Many participants received personal care at home, either on a regular or occasional basis. Some people were very positive about the level and quality of care received but others raised a number of issues regarding a lack of flexibility and appropriateness of care, particularly in relation to the hours care was available.

“If my wife becomes ill, I don’t want to be put to my bed early by my carer. I want to go to the pub etc, Even 10.30 pm is too early. I pay for care, but I’m still constrained. I’m 47 and I have to go to my bed at 8.00 pm every night. When I lived in England I refused to go to bed before midnight. In England they covered this as they had a night team. Here your life is ruled by those doing the caring. Carers should come to you when you need them. People want a life.”

“People need turned at night to prevent bed sores. The care doesn’t meet my needs. “

The need for more flexible help around the house was also raised.

“Home-helps do things that I could do myself. They can’t do work above their heads because of Health and Safety. They don’t do enough. They only do their job and no more. They are lazy.”

“My home help was good but she left because she didn’t get a guaranteed no. of hours a week. I told about 3 to go because they refused to clear & clean the floors. I can’t reach or bend down.”

The perception of “laziness” in relation to home help provision is likely to be reflective of a general frustration and lack of congruence between needs/expectations and the service provided. There has also been some confusion in the recent past as the service provided has varied according to whether the provider was Social Services or Health. There may be a need for clarity regarding the range of services currently available within the Home Help service and dialogue with clients to explore ways in which the service can develop.

3) Education

Level of satisfaction with the Moray College was high and participants reported that they felt supported and able to work at their own pace. A couple of respondents had experienced initial difficulties but these had been satisfactorily resolved by the College.

“They provided the extra equipment I needed and helped me work through the course at my own pace and level.”

The training, support and resources provided by the Moray Resource Centre received particular praise. This is a purpose-built, dedicated resource providing a range of services to disabled people.

“The Moray Resource Centre is meeting a lot of needs- fit for purpose. There is always someone who can help and give you confidence. It has been a life-saver for me.”

“The typing class at the Resource Centre is good. I look forward to coming to the Centre.”

One person noted that poor design caused acoustic problems:

“It is an open plan building so sound carries. The walls don’t reach the ceiling in the centre. Not good acoustics. It can be disorientating. But the staff are great.”

MALP¹⁶ also received praise:

“The tuition was very good, I chose what I needed to do and negotiated the learning. The pace was good for me.”

4) Mental Health Services

Six people took part who had used mental health services in Moray and Grampian. Respondent reported feeling isolated and stigmatised because of lack of understanding. Over time people’s confidence levels decreased and it could become difficult to take part in everyday life.

“I don’t really experience a lot of stigma. There is some negative... but I usually shut myself away more from people... they don’t understand. I need courage to participate. I don’t like crowds.”

Some participants felt that the culture of the North East of Scotland discouraged people from discussing their emotions, particularly if you were male. But it was also felt that this was slowly changing.

There was a reluctance to inform potential employers of disabilities that were hidden and could potentially affect the employer’s perception of the candidate in a

¹⁶ Moray Adult Learning Partnership

detrimental way. Some people were uncertain whether to tell employers about their mental health issues or indeed, whether they still had any.

“(The forms) ask about things that happened years ago and if it is not going to affect work now, why should I tell them?”

“Once you tell people (about mental health problems) they start to doubt things you say and respond to you with the misconceptions and fears they have about mental health problems.”

It was felt by one participant that this affected the quality of service s/he received from other agencies. Requests for assistance with items of clothing that were essential for the individual were denied. It would appear that this individual's needs and experience were being viewed by professionals through a framework of reference that led them to interpret his declarations of need as unreliable.

Confidentiality was very important to people owing to the stigma surrounding mental health problems.

“One organisation holds certain classes for self-harm or suicide cases but it isn't done confidentially. Everyone in the building knows what the group is about. I feel this is insensitive and highlights the problem you have to others.”

Some people felt there was a lack of continuity and communication between services. People found themselves describing their situation many times to different agencies. While this may be partly due to the need to maintain confidentiality, it appears that there may also be a general lack of co-ordination and communication.

“I have had problems with psychiatry and psychology because they don't talk to each other. I think it is hierarchy problems. I gave patient permission to discuss my case and they still don't do it.”

7.6 EMPOWERMENT

Many focus group participants felt that disabled people's empowerment and an increased willingness of organisations to listen to disabled people were key to improving services and the life opportunities of disabled people.

“I resent being told what I can and can't do. For example the wheelchair service in Aberdeen tell you what type of chair you should have.”

“Disabled person should be at the centre of what you are trying to create. Service providers should ask the person themselves. They know best, and they shouldn't lump 'the disabled' together.”

7.7 Awareness Training

The need for an increased awareness of disability issues was a key theme that emerged throughout all parts of the consultation. Participants believed that there was an urgent need for this training across all sectors and among the general public. There was a perception that disability was seen by statutory agencies as having a lower priority than other equality issues.

“There is a lack of awareness training. All doctors, housing officers etc. should be taught. They wouldn’t get away with it with migrants, but disability isn’t seen as sexy. Training needs to start from the top with the Councillors.”

“Disability Officers know nothing, they don’t get enough training. Officers should be confident to make disabled people more confident. You get fed-up of fighting and explaining yourself to people.”

“OTs can’t cope with multiple disability- need training.”

“They need to see the person as an individual. A change of attitude is needed, not necessarily money.”

“Stop pigeon-holing us. And stop rushing out to “do something for the disabled”. Consult us!”

7.8 GOOD PRACTICE

Participants were asked to highlight examples of good practice in Moray. The Moray Resource Centre was singled out by many as providing exemplary services in a fully accessible building.

“We need more facilities like the Moray Resource Centre. It has good parking, level access and well-trained staff.”

For other mainstream services, flexibility and a willingness to listen and respond to people’s needs were key.

“Brilliant bin workers. They now put the bin back exactly where it was, so I can find it again!”

“The home-visiting team is wonderful- they’ll come to your house and sort out all your benefits, council tax etc. Fantastic service.”

Forres GP Practice, letting me book appointments in advance.

“Direct payments were flexible in allowing extra hours for emergency care during periods of illness and during electricity failures.”

“Drug and Alcohol counselling - they were excellent... just being able to speak. They are non-judgemental, understanding. You know when someone understands rather than just offering a service.”

7.9 SUMMARY OF KEY ISSUES

1) Priorities for Change

- Awareness Training
- Improved information and advocacy
- Improved TICS support
- Addressing Access issues, including parking and TICS services
- Putting disabled people at the heart of disabled services
- Making more services locally based
- Providing flexible, responsive services
- Increasing training for employment provision

2) Enforcing Legislation

“The hope is that the legislation will have some teeth. The Moray Council Disability Equality Scheme has to say what’s working or not working and have the force of law behind it. “

8 RACE EQUALITY

Race equality in Moray was examined through exploring attitudes using the Moray Citizens' Panel, examining Racist Incidents data and conducting initial consultative work with migrant workers and minority ethnic communities.

8.1 MORAY CITIZENS' PANEL: RACIST ATTITUDES FINDINGS

1269 people were interviewed across Moray as part of a Community Safety Survey¹⁷. A number of questions were included to measure racism in Moray. Many of these questions were selected to enable comparison with previous national surveys.

1) Personal Experience of Discrimination

The survey looked at the extent to which respondents had been victims of discrimination because of their nationality or background. 7% of respondents reported that they had experienced harassment directly and a further 3% reported this had happened to members of their household. By far the most common form of discrimination was verbal abuse or harassment; nearly 7 in 10 of those having experienced discrimination reported verbal abuse (60 respondents).

Table 6 Experience of Discrimination Because of Nationality or Background

	No	%
Victim of discrimination		
Yes, myself	60	7%
Yes, someone in my household	29	3%
No	744	89%
Form of discrimination		
Verbal abuse/ harassment	60	69%
Work-related discrimination	20	23%
Graffiti/ vandalism/ damage to property	20	23%
Physical abuse/ violence	9	10%
Other	6	7%

Around 1 in 4 indicated that it had been work-related discrimination while the same proportion indicated that discrimination took the form of graffiti, vandalism or damage to property. 1 in 10 of those who had suffered some form of discrimination indicated that they, or a member of their household, had suffered physical abuse or violence as a result of their nationality or background (9 respondents).

¹⁷ "Moray Citizens' Panel, Survey 3: Community Safety", Craigforth (2006)

2) Prejudice in Moray

Respondents were next asked the extent to which they felt that there was prejudice against people from ethnic minorities¹⁸ or those from outwith Scotland (predominantly England).

Table 7 Perceived Prejudice Towards Different Groups

	Great deal of prejudice	Quite a lot of prejudice	A little prejudice	No prejudice	Don't know/ Can't say
People from ethnic minorities	4%	16%	49%	13%	19%
People moving in to Moray from elsewhere in Scotland	1%	4%	30%	49%	15%
People moving in to Moray from elsewhere in the UK	8%	23%	46%	13%	10%
People moving in to Moray from outwith the UK	6%	18%	46%	11%	19%

20% of Moray respondents indicated that they felt there was a great deal of prejudice or quite a lot of prejudice in Moray towards people from ethnic minorities. This compares with 56% of respondents in the nationally conducted Scottish Social Attitudes Survey¹⁹ This may indicate lower levels of racism in Moray or lower levels of awareness of racism. A further 49% of Moray respondents believed there to be “a little prejudice” towards these groups. In total 69% of Moray respondents believed there to be some level of prejudice towards people from ethnic minority communities.

A similar percentage (70%) of Moray respondents felt that there was some degree of prejudice towards people who had moved from outwith the UK. A little more (77%) felt there was some degree of prejudice towards people moving to Moray from elsewhere in the UK (predominantly England). 35% of the sample felt that people moving from elsewhere in Scotland would also experience some degree of prejudice.

As noted in the gender action research findings, some people feel that Moray is a comparatively insular place where it can take a while to “fit in”. This characteristic may interact with people’s prejudices to make it even harder for newcomers and people from minority ethnic communities to be accepted.

There may also be differences in approaches between new migrants who have chosen to work and/or settle in Moray and those who have been “posted” to the area for a limited period of time.

It is notable that respondents reported higher levels of prejudice against people from elsewhere in the UK than against people from ethnic minorities or outwith

¹⁸ The term “minority ethnic” (people/communities) is adopted in this report and “ethnic minority” is used where quoting from other reports which utilise it.

¹⁹ NatCen (2003) *Attitudes to Discrimination in Scotland*.

the UK. Nearly 1 in 3 respondents reported that there is “a great deal” or “quite a lot” of prejudice against people from elsewhere in the UK (31%), compared to 1 in 5 indicating this for people from ethnic minorities (20%).

Without further information it is not really possible to draw too many conclusions here. The finding may reflect real differences in prejudice levels or in people’s levels of awareness of prejudice towards different groups. It may also reflect differences in perceptions of the “seriousness” of different forms of prejudice and Panel members’ resultant inclination to acknowledge some, but not other forms of prejudice.

Younger people –particularly the under 30s - were more likely than older respondents to report that there is prejudice towards all of these groups. This was particularly the case for prejudice towards people from ethnic minorities.

Perceptions of levels of prejudice also varied by area: respondents living in some of the larger centres of population outside of Elgin were more likely to report that there was a great deal or quite a lot of prejudice against people from ethnic minorities and to identify significant prejudice against people from outwith Moray.

Respondents were also asked whether they thought there was more prejudice in Moray than there was elsewhere in Scotland. Around 69% felt there was “about the same” or “less prejudice” against all of the groups compared with the rest of Scotland. Those who felt there was more prejudice were more likely to feel there was more towards people from elsewhere in the UK.

3) Racist Behaviour

Respondents were then asked the extent to which they considered a range of behaviours as racist. These questions were adapted from surveys conducted by NFO System 3 on behalf of The Scottish Executive for their anti-racist campaign, One Scotland.²⁰

Table 8 Types of Behaviour Considered Racist

	Not racist	Slightly racist	Strongly racist	Don't Know
Using terms such as "chinky" or "paki" in relation to food, shops etc	29%	42%	26%	3%
Speaking negatively about people from different ethnic backgrounds to your family/friends in private	15%	46%	35%	4%
Being impolite or verbally offensive to people from other ethnic backgrounds in person	3%	8%	85%	4%
Physically assaulting/ using violence towards people from other ethnic backgrounds or their property	2%	2%	92%	4%

²⁰ NFO System Three (2001) *Attitudes Towards Racism in Scotland*.

The majority of respondents felt that all of the behaviours listed were racist to varying degrees. 92% felt that the use of violence towards people from ethnic minority backgrounds or their property was “strongly racist”.

Similarly, being verbally impolite or offensive to someone in person was seen by 85% as “strongly racist” and by 8% as “slightly racist”

Speaking negatively in private about people from different backgrounds was seen as racist by 81% of people, although 46% thought of it as only being “slightly racist” and 15% felt it wasn’t racist at all.

Use of terminology such as “chinky” or “paki” in relation to food shops was not thought to be racist by 29% of people, and to be only slightly racist by another 42%.

4) Comparison with One Scotland National Research

All of the above figures relating to racist behaviour and attitudes show slightly greater levels of awareness than found in the most recent One Scotland national survey²¹.

Moray Panel members were more likely (+8%) to feel that speaking negatively about people from different backgrounds in private was racist, more likely (+6%) to consider the use of the terms “chinky” and “paki” to describe food/shops as racist, and more likely (+5%) to feel that being impolite or verbally offensive towards ethnic minority people was racist.

Only 2% of the Moray Panel felt that using violence towards people from other ethnic minority groups was not racist compared to 11% in the 2005 national survey.

5) Variations Across Groups

There were some significant variations in views on potentially racist behaviours across demographic groups in Moray:

People under 40 were more likely than older respondents to see the use of terms such as “chinky” or “paki” and speaking negatively in private about people from ethnic minorities as racist. In contrast, older respondents (particularly those aged 60+) were more likely to see being impolite or verbally offensive towards people from ethnic minorities as racist.

Males were more likely than females to see some behaviour as not racist. In particular, males were twice as likely to feel that speaking negatively in private and/or being verbally offensive was not racist.

²¹ TNS, System 3, (2006), One Scotland Campaign, Post-Campaign Evaluation

6) Contact With People From Outwith Moray

The survey also asked respondents whether they personally know anyone from the demographic groups discussed above - from an ethnic minority, from elsewhere in Scotland, from elsewhere in the UK or from outwith the UK.

Across each of the four groups, the majority of respondents indicated that they knew one or more person. Respondents were most likely to know people from elsewhere in Scotland and elsewhere in the UK; more than 9 in 10 respondents knew one or more people from these groups, usually a family member or friend. More than 7 in 10 have family members or friends from elsewhere in Scotland (71%) and nearly 3 in 4 from elsewhere in the UK (74%).

Respondents were less likely to know someone from an ethnic minority or from outwith the UK, although as noted most respondents did have contact with one or more people in these groups; 3 in 4 knew people from outwith the UK (75%) and 2 in 3 knew people from an ethnic minority (67%).

These contacts were more likely to be work colleagues or other contacts than was the case for those from elsewhere in Scotland or the UK. Nearly half of all respondents had a family member or friend who was from outwith the UK (46%). Just under 1 in 3 respondents have family members or friends who are from an ethnic minority (31%).

The Scottish Social Attitudes Survey asked a similar question in the 2003 study.²² This found that around 7 in 10 respondents knew someone from a different racial or ethnic background, suggesting that levels of contact between Panel members and people from ethnic minorities is similar to that found elsewhere in Scotland.

Males were more likely than females to know someone from an ethnic minority group, with this primarily related to a larger proportion of males having work colleagues from an ethnic minority.

Those in the Forres area were most likely to know someone from an ethnic minority or from outwith the UK. This may reflect the presence of the Findhorn Foundation and associated community in the area which has many members from Europe (e.g. Germany, the Netherlands and Italy) and also further afield (e.g. Japan, Australia etc.).

²² NatCen (2003) *Attitudes to Discrimination in Scotland*.

Table 9: Contact with People from Outwith Moray

From...	No contact	Yes... contact			
		Family Member	Friend	Work Colleague	Other
An ethnic minority	33%	6%	25%	11%	25%
Elsewhere in Scotland	8%	26%	45%	11%	10%
Elsewhere in the UK	7%	33%	41%	11%	9%
Outwith the UK	25%	13%	33%	12%	17%

7) Views on People Moving in to Moray

Finally, the survey asked respondents the extent to which they agreed with a range of statements about people from outwith Scotland and from ethnic minority groups moving into Moray. The category “outwith Scotland” in this instance refers to all people outwith Scotland, including those from outwith the UK.

Across all statements, a substantial minority of respondents did not give a clear view, selecting the “neither/nor or don’t know” option. This is an important finding and could indicate that some respondents do not have strong view on the role of people from outwith Moray in the local area.

- **Number of people from Ethnic Minorities in Moray**

15% of Moray Panel members agreed that *there are not enough people from ethnic minorities in Moray*. 38% disagreed with the statement and 47% did not give a clear view. In a recent national study²³ 45% of Scots reported they “would be worried if more people from other ethnic or cultural backgrounds came to live in Scotland”.

- **Number of People from Outwith Moray/Scotland in Moray**

The majority of Panel members (51%) did not feel that *there were too many people from outwith Scotland in Moray*. (There was no distinction in these questions between outwith Scotland and outwith the UK.) 32% did not give a clear response and 17% of Panel members agreed that there were too many people from outwith Scotland in Moray.

There were some significant geographical variations in views however, with respondents in the Buckie area, and to a lesser extent the Keith area, most likely to agree that there are too many people from outwith Scotland. Nearly half of Buckie respondents felt that this was the case compared to fewer than 1 in 5 Elgin area respondents. This may well reflect the impact of Eastern European migration in these communities and suggest some levels of tension within these communities. Over the past two years in particular, hundreds of migrants from Poland, Portugal, Bulgaria, Latvia, Russia and other Eastern European countries have arrived to work in the local food processing companies which are based in these areas.

²³ TNS, System 3, (2006) One Scotland Campaign, Post-Campaign Evaluation.

Another significant variation in views was between those born within Moray and those born outwith Scotland (England, Wales and Northern Ireland). Respondents born within Moray were somewhat more likely to disagree that there are not enough people from ethnic minorities in Moray.

- **Integrating with local communities**

Respondents were asked whether they agreed with the statement that *people from ethnic minorities should do more to integrate with local communities*. 47% of respondents agreed and only 11% disagreed. Many people (41%) did not have a clear view on this

A similar statement was included in the One Scotland research²⁴ which found in the most recent 2005/6 study that 76% all respondents agreed with the statement, a somewhat larger proportion than was found in the Moray Panel. However Panel respondents were more likely to select “neither/ nor” option than was found in the national survey.

A majority of Moray respondents also felt that *local people should do more to respect the cultures of other ethnic groups*, with nearly 56% agreeing with this statement. However this is 18% less than in the 2005/6 national survey, suggesting that there may be less awareness of the value of other cultures in Moray.

The majority of respondents disagreed that they *would be unhappy if someone from a different ethnic background moved in next door*. 65% of Moray respondents disagreed with this, a similar figure to the 2005/6 national survey (68%)

Differences in views between those born within Moray and those from outwith Scotland were less obvious in relation to these statements. However, respondents from within Moray were generally more likely to agree that people from ethnic minority groups should do more to integrate with local communities than were respondents who had moved to the area. Those who were born in Moray were also more positive about the extent to which local people were perceived to be warm and friendly towards people from ethnic minority groups or from outwith Scotland.

- **Migrant Workers**

49% of respondents agreed that *people from ethnic minorities/outwith Scotland provide Moray with much needed skills*. 19% of people disagreed and 32% could not give a clear opinion.

47% of respondents did not believe that *people from ethnic minorities/ outwith Scotland take jobs away from local people in Moray*. Views were more divided on this statement, with 24% of people feeling that they did and 29% not having a clear opinion.

²⁴ *Ibid.*

Similar statements were included in the 2003 Scottish Social Attitudes survey.²⁵ While findings from this study suggest that Panel survey respondents are more positive about the contribution of people from ethnic minorities in terms of skills, Panel survey respondents were somewhat more likely to feel that this group take jobs away from local people.

Again there were some significant variations in views on these statements between those born in Moray and those from outwith Scotland. In particular, respondents from Moray were somewhat less likely to feel that people from ethnic minorities/ outwith Moray provide much needed skills. Moreover, those born in Moray were much more likely than those from outwith Scotland to agree that people from ethnic minorities/ outwith Scotland take jobs away from local people. This echoes some of the comments made by a few employees regarding the perceived tendency of employers to recruit from outwith the area rather than training existing talent.

- **Representing local people**

Only 13% of Moray respondents believed that *people in Moray would be happy to have someone from outwith Scotland or from an ethnic minority group stand as their MP or MSP*. Interestingly, respondents were more likely to feel that local people would be happy to have someone from an ethnic minority as their MP/ MSP than someone from outwith Scotland; 1 in 4 agreed with the former (25%), compared to 1 in 5 for the latter (20%).

It is also interesting to note that males were a little more likely than females to feel that local people would be happy to be represented by someone from an ethnic minority or from outwith Scotland. In addition, respondents in the Forres area, and to a lesser extent the Elgin and Speyside areas, were least likely to agree with the statement.

However, again the most significant variation was in relation to place of birth. People from within Moray were much more likely than those from outwith Scotland to feel that local people would be happy to be represented by someone from an ethnic minority or from outwith Scotland, indicating a difference in perception on the potential involvement people from different groups could have within the local community.

²⁵ NatCen (2003) *Attitudes to Discrimination in Scotland*.

Table 10: Views on People from Outwith Moray

	Strongly agree	Agree	Neither/ Nor Don't Know	Disagree	Strongly disagree
People from ethnic minorities/ outwith Scotland provide Moray with much needed skills	11%	38%	32%	16%	3%
There are not enough people from ethnic minorities in Moray.	4%	11%	47%	31%	7%
I would be unhappy if someone from a different ethnic background to me moved in to live next door	3%	8%	24%	43%	22%
There are too many people from outwith Scotland in Moray	3%	14%	32%	38%	13%
People from ethnic minorities in Moray should do more to integrate with local communities	10%	37%	41%	10%	1%
Local people should do more to respect the different cultures of other ethnic groups in Moray	11%	44%	28%	14%	2%
People from ethnic minorities/ outwith Scotland take jobs away from local people in Moray	5%	19%	29%	39%	8%
Local people are generally warm and friendly to people from ethnic minorities/ outwith Scotland	5%	53%	31%	10%	1%
People in Moray would be happy to have someone from outwith Scotland as their MP or MSP	1%	12%	37%	36%	14%
People in Moray would be happy to have someone from an ethnic minority as their MP or MSP	1%	13%	42%	31%	13%

8.2 REPORTED RACIST INCIDENTS IN MORAY

1) Introduction

The last 12 months of reported racist incidents in the Moray area were examined. These were compiled by Grampian Racial Equality Council (GREC).

2) Racist Incidents in Moray July 2005 - June 2006

Data on reported racist incidents in the Moray area show a total of 38 incidents during the period July 2005 to June 2006 a 0.44 rate of recorded incidents per 1000 population, similar to that found in Highland and Aberdeenshire.

Table 11 Total Population and Number of Incidents

Authority	Total Pop.	No. of Incidents	Incidents per 1000 population
Aberdeen City	212,125	358	1.69
Aberdeenshire	226,871	71	0.31
Highland	250,147	136	0.54
Moray	86,940	38	0.44

The majority of incidents involved verbal abuse and were recorded as “breaches of the peace”. Recorded Incidents took place at a variety of locations, the most common being shops (10), in the street (6) and at the Police station (4).

Five minor assaults were recorded at shops (3), police stations (1), school/college (1) and “other” (1). All incidents were most likely to occur late at night and at the weekend.

3) Location of Incidents and Ethnicity of Victim

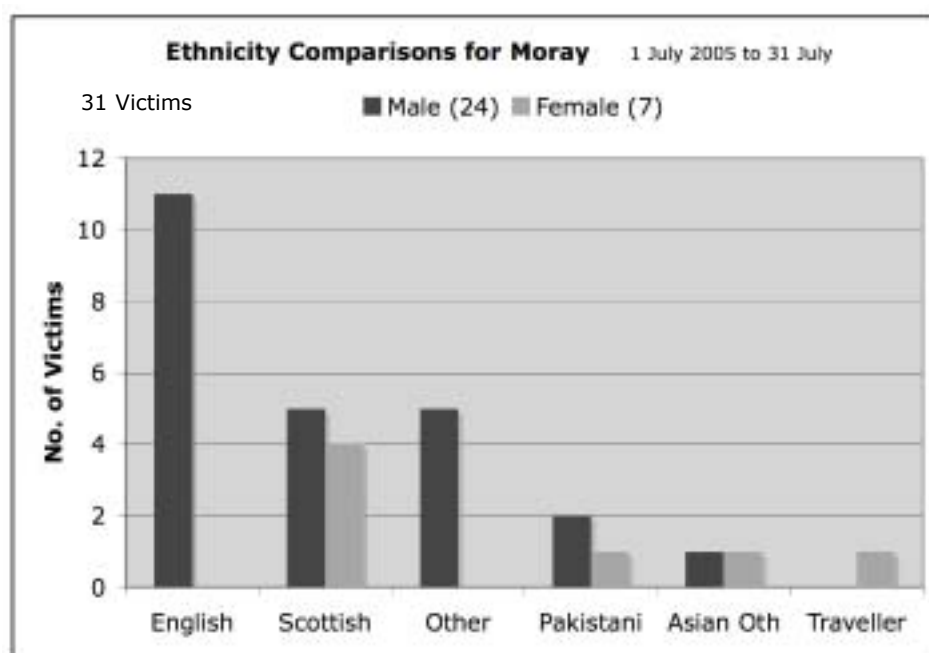
The victims in the majority of reported incidents were English (11) or Scottish (9) with smaller numbers of reported incidents relating to Pakistani (3), Asian Other (2), Traveller (1) and “Other” ²⁶(6). The ratio of male to female victims is 3:1 which is typical of other authority areas. The majority of victims were aged between 19 and 45.

All of the English victims of reported racial incidents were male which may possibly suggest an RAF connection with some of the incidents.

Reported racist incidents where the victim was Pakistani or Asian Other took place in the street (1), on local transport (2) or at the Police station (2).

²⁶ “Other” category included Afrikaner, English Asian, Polish, Scottish Traveller, Spanish, Sri Lankan and Turkish.

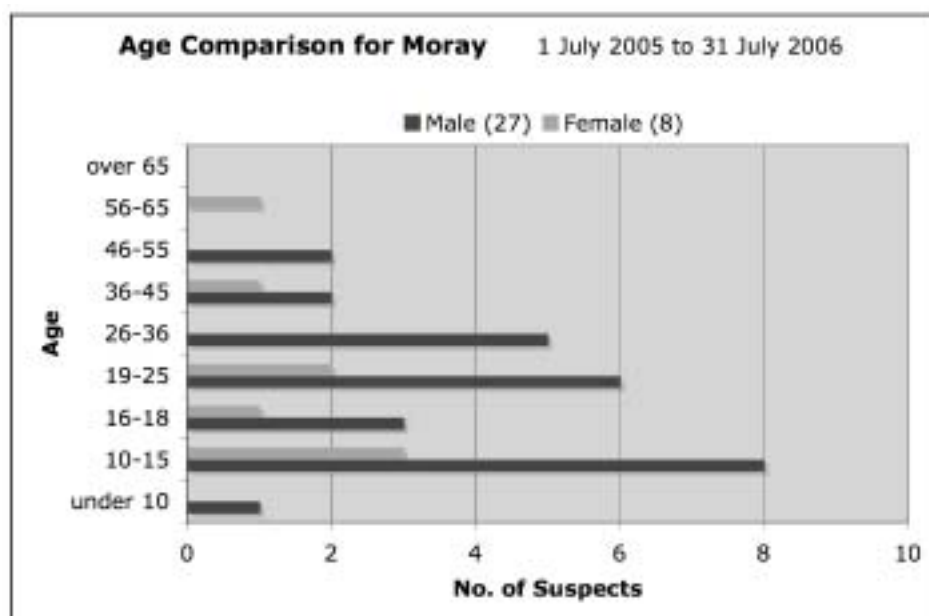
Chart 8 Ethnicity of Victims of Racist Incidents



4) Age and Gender of Suspects

The age and gender profile of Moray is similar to that found in other local authority areas. The majority of suspects were young and male with the largest group aged 10-15 years of age.

Chart 9 Age and Gender of Suspects



8.3 CONSULTATIONS

1) Polish Migrant workers

Two focus groups were held with a total of 18 new Polish migrant workers. Key needs expressed were:

- **English Classes**

Many workers had little or no English and this made life very difficult. There was little provision in Moray and a growing need for a range of classes to meet different needs. The key need however was for basic “survival” English.

- **Access to Affordable Accommodation**

There is a lack of affordable accommodation in Moray and this was impacting badly on workers. Some landlords appeared to be taking advantage of their situation and charging high rents.

- **Access to Information**

Access to information about services was difficult to obtain in some cases, although the library services were found very helpful, particularly free access to the internet. Finding accommodation and employment were people's first priorities. Many migrants needed information about changes to the Workers Registration Scheme.

- **Opening a Bank Account**

Opening a bank account had been very difficult for some migrants as they had problems providing proof of address and/or employment. Utility bills were often required by banks and migrant workers living in Houses of Multiple Occupation generally did not have access to these. This resulted in migrants having difficulty securing employment and/or being paid their wages. Some migrants were left in the vulnerable position of having to keep large amounts of cash and had difficulty sending money back home.

- **Integration**

Migrants wanted to know where they could go to socialise and meet Scottish people. The only options appeared to be public houses and some migrants did not want or could not afford to use these and/or were put off by what they perceived as a culture of excess drinking. There was a need to continue development of social support mechanisms and links with local communities. Local churches had provided good support in some areas.

- **Families**

Some people expressed the desire to stay in Moray and needed information regarding bringing their families.

2) Other New Migrant Communities

The project is currently being continued with the Portuguese community and a needs assessment is currently underway. Early interviews have highlighted the continuing difficulty faced by migrant workers in securing accommodation, with some workers resorting to renting rooms in towns far away from their place of work. Alongside language difficulties this may increase the isolation experienced by some migrants, particularly women. A Portuguese Welcome Pack has been produced.

A translation of the Welcome Pack has also been provided in Russian in response to a request from a group of Russian-speakers from Latvia.

3) Established Minority Ethnic Communities

The Chinese community is the largest established minority ethnic community in Moray and preparatory work has been completed to conduct a needs assessment with this community. This is due to take place early in 2007 as part of the Community Planning processes.

Informal discussions to date have raised a number of issues relating to access to information and services, particularly among older members of the Chinese community some of whom may require translation and interpretation support services. A translated information pack has recently been produced by PAVSSET and funded by The Moray Council to help address this.

The Moray Council also recently provided funding to enable the Lion Dance to be performed in Elgin town centre to celebrate the 2006 Chinese New Year.

There have been no recorded racist incidents reported by the Chinese Community although a small number have been recorded by members of the Pakistani community, some of whom work in similar employment areas, suggesting that there may be issues of under-recording to be explored here.

Informal contact with members of the Pakistani community have highlighted some similar language support issues and in particular, the need for the development of culturally-appropriate day care services for older members of the community.

It is likely that the issues raised will be similar to those expressed by minority ethnic communities in other areas of Scotland. This will present a great challenge for an area such as Moray with far smaller and more dispersed minority ethnic communities. The close involvement of minority ethnic communities in community planning mechanisms will be important in order to target resources the most effectively.

4) School Experiences of Minority Ethnic/Multi Lingual Families in Moray²⁷

30 different languages²⁸ are spoken by pupils in schools across Moray, with the top six languages (after English/Scots) being German, Cantonese, Punjabi, Polish, Spanish and French. The Moray Council Educational Services conducted a consultation with minority ethnic or multi-lingual families in Moray to gain an insight into their experience and identify any barriers to inclusion.

The study found that most parents had managed to find out information about schools and how to enrol their children through “word of mouth”. Few had heard of interpretation services. Many parents were happy with educational service although some expressed the wish for a more diverse cultural approach in schools and that they would like schools to encourage their child to speak their first language.

1 in 3 reported that their child had experienced racism in school, mainly in the form of name-calling, bullying and being excluded from playground activities. The majority of incidents had not been reported and few knew that The Moray Council has a policy for recording racist incidents. This policy has recently been publicised in schools to help address this.

8.4 SUMMARY OF KEY ISSUES

One in ten people in the Citizen’s Panel reported experiencing discrimination either towards themselves or a member of their family, because of their nationality or background. One in three minority ethnic/multilingual families reported that their child had experienced racism in school.

The number of reported racist incidents in Moray are similar to those found in Highland and Aberdeenshire. The majority of victims reporting incidents were English (11) and Scottish (9).

Smaller numbers of incidents were reported by some (but not all) minority ethnic communities and it is likely there are issues of under-recording. This would seem to be confirmed by the findings of the schools study.

Although these findings indicate significant levels of racism in Moray towards a range of groups, the local Citizens’ Panel research showed that, in general, people in Moray were a little more likely to identify a range of behaviours as racist than was found to be the case nationally.

Levels of awareness in Moray vary and many people were found to be unwilling or unable to express clear opinions about a range of related issues.

²⁷ “School Experiences of Minority Ethnic/Multi Lingual Families in Moray.” 2006 Elspeth Stewart, Educational Services, The Moray Council.

²⁸ Appendix

Around 50% of people in Moray feel both that minority ethnic communities should do more to integrate and that local people should do more to respect other people's culture. These figures are lower than national ones and many people seem to feel that people don't really need to do anything to adapt to anyone else's culture, whether minority or majority. In short, that people can "keep themselves to themselves". This may in part be the result of people's comparative lack of exposure to other cultures in Moray.

Migrant workers in Moray experience a wide range of needs in relation to English language support, accommodation and accessing services, particularly bank accounts. The presence of large numbers of migrant workers in small communities may have resulted in some degree of tension between communities.

Established minority ethnic communities in Moray also have language support needs, particularly for older members of their communities and a need for culturally appropriate services.

There appears to be a lack of information reaching people regarding the availability of interpretation and translation services and this may be preventing some families from accessing the full range of services and receiving support in relation to issues such as racism.

9 GOOD PRACTICE

Many examples of good practice were found in Moray, particularly within the public sector.

9.1 EMPLOYMENT

A number of organisations in the public and voluntary sectors had made positive attempts to diversify their workforce by targeting under-represented groups in recruitment campaigns. E.g. Grampian Fire and Rescue Service, Moray Victim Support, Moray College and the WRVS.

NHS Grampian had developed nursery provision and operated a range of family friendly working practices, according to the needs of the particular service. Annualised hours systems seemed to be particularly well received by employees.

Some private companies, particularly those which had taken part in the Investors In People Award Scheme (e.g. Lossie Seafoods) had developed good employment practices in relation to migrant workers.

9.2 SERVICE PROVISION

The Moray Council had developed a number of initiatives including:

Providing a Home Visiting Team to help people requiring support to access services.

Participating in a pilot of a new national project “Happy To Translate” which aims to make it easier for people to access interpretation and translation support to enable them to use services.

Providing funding and support to the Chinese community to enable a multicultural event to take place to celebrate the Chinese New Year.

Developing work with migrant workers to assess needs and enable access to services. This included the provision of basic language support and a Welcome Pack which was produced with the active involvement of the different migrant groups.

The Education Service had engaged in a diverse range of multicultural events in schools including developing active links with schools in other countries and taking part in exchange visits to Poland. Projects had been developed to raise awareness of different cultures and celebrate diverse festivals.

Services which provided dedicated support to particular equality groups, such as the Moray Resource Centre were perceived to be providing exemplary support and engaging in a range of good practice.

10 CONCLUSIONS

10.1 EMPLOYMENT

1) Accessing Employment in a Rural Area

- **Women**

A low wage economy, limited employment opportunities, high transport costs and poor transport links combine to make it very difficult for some groups of people in Moray to access employment, particularly women with children living in rural areas who lack the support of partners or other family members. Many women are caught in “the poverty trap” where a lack of flexibility within the benefits system, combined with the factors above, make it extremely difficult to change their circumstances.

A lack of visible opportunity and isolation may also affect people’s confidence in some instances and result in low levels of aspiration. This in turn may affect some women’s abilities to access the limited opportunities that may be available.

Work within Moray still tends to be polarised by gender into traditional areas of employment although this is changing.

Women are more under-represented at managerial levels in the Public Sector in Moray than they are elsewhere in Scotland. There is a glass ceiling for women in operation that needs to be addressed.

- **Disabled People**

Disabled people are under-represented in employment within the public and private sectors and are similarly affected by many of the issues affecting women, including lack of opportunities, transport and the low wage economy.

The disability consultation highlighted the need for more awareness training within organisations and improved access to information, advocacy and TICS Services. There was a perceived need for more locally-based, flexible and responsive services and increased training for employment. Most importantly, disabled people wanted to be effectively consulted and actively involved in service development.

- **Minority Ethnic Groups**

Minority ethnic people are under-represented in many areas of employment and new migrant workers, arriving to fill labour shortages in some areas of the economy, lack support to ensure that their basic needs are met.

Established minority ethnic communities in Moray have language support needs, particularly for older members of their communities and a need for culturally appropriate services.

There appears to be a lack of information reaching people regarding the availability of interpretation and translation services and this may be preventing some families from accessing the full range of services and receiving support in relation to issues such as racism.

- **Young People**

There is a perceived lack of opportunities for young people in Moray, particularly in the more rural areas. Existing jobs are predominantly low paid and offer few prospects. There also appears to be few opportunities within the public and voluntary sector which has a predominantly older workforce.

The study did not address the needs of older people in Moray.

- **LGBT People**

While the study also did not specifically address LGBT issues, there was a general lack of awareness expressed within the surveys and interviews regarding this area of equality, both in terms of knowledge of legislation and some attitudes expressed. Resources and facilities for LGBT people are almost non-existent in Moray and it is an area where there is a great deal of work to be done.

2) Training

More training for employment is required by women, disabled people and young people in Moray along with the essential support to enable the widest access. This support is detailed elsewhere in the report and includes issues relating to transport, childcare, TICS services and financial support.

Training is also required for people within employment to develop their skills and qualifications in order to progress within their organisations.

3) Monitoring

The majority of organisations in the Private and Voluntary Sectors do not collect monitoring data. Some organisations within the public sector are still in the process of developing effective monitoring systems. There is a need to complete the development of these systems and share them with other sectors in order that baseline data can be established and the effects of equality policy and practice initiatives assessed.

4) Family-Friendly Working

- **Child-Care**

Access to affordable and flexible child-care affects parents throughout Moray, particularly women living in rural areas where there are less child-care services and poorer transport links. Women's ability to secure employment and maintain an effective home/work life balance is greatly limited in consequence.

- **Flexible Working Practices**

Flexible working practices in Moray tend to be individually negotiated rather than being set out in written policy documents. This may be effective in some instances and many people felt that the smaller size of organisations in Moray enabled a less formal, more friendly approach to employer- employee relations and this was a great strength. However, the reliance on the quality of this relationship may also result in unequal access to these arrangements. Some women were unaware of their rights to ask for flexible working.

Shift patterns and the pressure of increased workloads at particular times of year was perceived by some private sector employers to be a barrier in relation to introducing flexible working practices.

Flexi-time systems currently in operation within the public sector were welcomed by employees but felt to be very limited in the parameters of their operation.

10.2 SERVICE PROVISION

1) Access to Information and Services

Access to information limits people's ability to access essential services and receive the support they require to effectively manage their lives and participate at all levels in society. There are good services available in some instances that are simply not being effectively promoted. This particularly affects more isolated women and people requiring TICS support, including minority ethnic communities.

There is a need for the continued development of accessible services to meet the real needs of women, disabled people and minority ethnic groups. At present many public services are failing to provide the support required to ensure their services are accessible to all.

2) Involvement of Equality Groups

Equality groups currently feel that their voices are not being heard in Moray and that their involvement in the planning of services is crucial to enabling improvements to be made. People want to be placed at the heart of services to ensure they are flexible, responsive and address real needs.

10.3 AWARENESS OF EQUALITY ISSUES

Overall there is a lack of awareness of equality issues throughout the public, private and voluntary sectors. While there are examples of good practice, particularly from services dedicated to supporting particular groups, many organisations are not addressing inequality of access to services in an effective way.

Equal Opportunities Policies are often not in place or are not being translated into effective practice. There is a need for large organisations within the public and voluntary sectors to develop the work at all levels and in all departments/local branches of their organisations.

Within the private sector, fewer employers have equal opportunities policies in place and some companies are nervous about the new legislation and reluctant to engage in dialogue. Others simply do not see the relevance of equalities issues.

Awareness of the different equalities legislation varies and there is a need for increased training, support and information to be made available, particularly in relation to age, religion and LGBT issues which are relatively newer areas for employers.

Within the general population there are very mixed levels of awareness of race equality issues. Overall there is higher than average awareness across the population of racist behaviour but there is also a large minority who do not seem to have considered many of the issues and who are unable to express clear opinions regarding their views on these issues. The concept of multi-culturalism is not well developed in many parts of Moray, although there are growing numbers of people in Moray from minority ethnic communities (particularly Eastern Europe). There are problems of racist bullying within some schools which need to be addressed and under-recording of racist incidents.

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- TNS, System 3, (2006), One Scotland Campaign, Post-Campaign Evaluation

APPENDIX 1
APPENDIX 2

QUESTIONNAIRE SCHEDULES
LANGUAGES SPOKEN IN MORAY SCHOOLS



Address line 1
Address line 2
Address line 3

Date

Dear ,

Research into Equalities Policy and Practice within Moray

The Moray Council, MVSO, Moray College, Careers Scotland and other Community Planning partners, have come together to set up a new initiative to address the issue of equalities in Moray. Funding from the European Social Fund has been obtained to set up a project, *Public and Voluntary Sector Services on Equal Terms* (PAVSSET) to help take the issue forward. The project aims to identify good practice and help public, private and voluntary sector organisations address equalities issues as employers and service providers.

A central part of the work involves research into existing practice in Moray. We would like to know about the current situation and the action already being taken by organisations to promote equality and where there may be a need for further information and support. We would particularly like to identify examples of good practice that can be shared by other organisations.

We would like to ask you to take part by completing the enclosed questionnaire on behalf of your hospital or health centre/GP practice and returning it, in the envelope provided, by **Friday 8th July 2005**. If you would find it more convenient, the questionnaire may also be completed online on the new Moray Community Website: <http://www.moraycommunity.org.uk/forms/pvsset.htm>

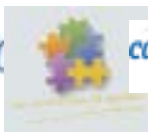
Information provided will be treated in confidence. We would like to thank you in advance, for your time and contribution, both of which are greatly appreciated.

Yours Sincerely,

Celia McKenna
Equal Opportunities Specialist

Public and Voluntary Sector Services on Equal Terms

23a High Street, Elgin, IV30 1EE Tel. 01343 563316 email: celia.mckenna@moray.gov.uk



Public and Voluntary Sector Services on Equal Terms Research into Equalities Policy and Practice in Moray

- Name of organisation
- Your name
- Job title
- What is your role (if any) in implementing equal opportunities in your workplace?
.....

A Employment Practice

1. What kind of organisation are you? Please tick all that apply.

Voluntary Sector organisation ☐ Public Body ☐ Charity/Trust ☐
Private company ☐ Other ☐ please specify

2. What is the main business or purpose of your organisation?
.....
.....
.....

3. Do you have any employees? Yes ☐ No ☐

If no, please go to question 25

4. How many work: Full-time? Part-time?
.....

5. What are the current employment priorities for your organisation and why? E.g. filling skills shortages, retaining staff etc.
.....
.....

6. We would like to know about the diversity of your workforce. Please estimate how many employees you have who are:

	Number
Female
Male
Aged under 25
Aged 26- 50
Aged 50 +

7. Please estimate the number of employees who identify as disabled

8. We would also like to know a little about the ethnicity of your workforce. Ethnicity is the term used to describe someone’s cultural identity and is different from their nationality which is usually where they were born or hold residency. For example, someone born in Scotland with Indian parents or grandparents may identify themselves as Asian or Asian Scots or British Asian etc. Please provide an estimate of the ethnicity of your employees:

	Number
White UK and Irish
Other white European
Asian (Chinese, Indian, Pakistani, Bangladeshi, Japanese etc.)
African Caribbean
Other

The above categories are very broad, if you can be more specific, that would be very helpful.
.....
.....

9. We would also like to know how many migrant workers (people from outside the UK who have recently travelled to Moray to find work) you may employ and which countries they are from.

	Number of migrants	Countries of origin
Female		
Male		

10. Please also estimate how many supervisory/managerial employees you have who are:

	Number
Male
Female
Aged 26- 50
Aged 50 +
Disabled
Asian or African Caribbean

11. Have you actively tried to recruit people from an equalities group? (i.e. people from a minority ethnic group, disabled people, older people, LGBT (lesbian, gay, bisexual and transgender) people, or women/men if the area of work is traditionally carried out by one gender rather than both.)Yes ☐ No ☐ If no, please go to Q 16

12. Which groups did you focus on and what action did you take?

.....
.....
.....

13. What difficulties did you experience in recruiting members of these groups?

.....
.....
.....

14. What successes did you have? Did you try anything that worked well?

.....
.....
.....

15. What is your organisation’s overall approach to promoting equal opportunities?

.....
.....
.....

16. Do you have:

An Equal Opportunities statement or policy in place? Yes ☐ No ☐
If yes, please send us a copy.

Family friendly working measures (e.g. flexible working)?Yes ☐ No ☐
If yes, please send details.

Trade Union involvement in the workplace Yes ☐ No ☐
If yes, which trade union(s).....

17. What level of awareness do you feel you have of UK Legislation and European Employment Directives relating to the following equalities areas? :

	Good Awareness	Fair	Know very little
Gender e.g. Sex Discrimination Act 1975, Equal Pay Act 1970	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Race e.g. Race Relations (Amendment) Act 2000, Employment Equality (Religion or Belief) Regulations 2003	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disability e.g. Disability Discrimination (Amendment) Act 2004	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LGBT (lesbian, gay, bisexual and transgender) e.g. Employment Equality (Sexual Orientation) Regulations 2003	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Age European Employment Directive implemented UK 2006	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

18. Would you like to receive more information about these issues?

Yes ☐ No ☐

19. Do you have a system of monitoring in place in regards to your recruitment and retention processes?

Yes ☐ No ☐
If No, please go to Q 23

20. If yes, please describe what kind of data is collected

.....

.....

.....

21. How is this data used?

.....

.....

.....

22. Do you have any plans to introduce monitoring? Yes ☐ No ☐

23. If yes, by when and what data will you monitor?

.....

.....

.....

B Service Delivery (If you do not provide a service, please go to Q43)

24. What kind of services do you provide? Please tick all that apply and provide further info.

Advice/advocacy	<input type="checkbox"/>
Counselling/support	<input type="checkbox"/>
Personal Care	<input type="checkbox"/>
Housing	<input type="checkbox"/>
Health	<input type="checkbox"/>
Social Work	<input type="checkbox"/>
Education	<input type="checkbox"/>
Community Development	<input type="checkbox"/>
Legal	<input type="checkbox"/>
Other	<input type="checkbox"/>

25. Who are your services for? E.g. the general public, care groups, young people etc.

.....

.....

.....

26. What are the current service delivery priorities for your organisation and why?

.....

.....

.....

27. Do you monitor service use by:

Gender	<input type="checkbox"/>
Age	<input type="checkbox"/>
Ethnicity	<input type="checkbox"/>
Disability	<input type="checkbox"/>

28. What policies do you have in place to ensure equal access to services? (please send copies of these)

.....

.....

.....

29. What action has been taken so far?

.....

.....

.....

30. What progress has been made?

.....

.....

.....

31. **Do you consult with your service users?** Yes ☐ No ☐
If yes, how do you do this? (if no, please go to Q 35)
.....
.....
.....
32. **Which groups do you consult with?**
.....
.....
.....
33. **How do you provide feedback to them?**
.....
.....
.....
34. **How do you enable access to your services by people who need translating, interpreting or other communication support?**
.....
.....
.....
35. **If you use interpreters, how do you find/access them?**
.....
.....
.....
36. **Have you ever used Language Line?** Yes ☐ No ☐
37. **What are the most common languages requested by your service users?**
.....
.....
.....
38. **Do you have a Code of Practice in delivering communication support?**
Yes ☐ No ☐ (please send a copy if possible)
39. **What difficulties or barriers have you identified in providing a service to people who need communication support? (translation, interpreting, signing, text phones, loop systems etc.)**
.....
.....
.....
.....
.....
40. **What has worked well?**
.....
.....
.....

41. **What further support do you feel is needed to help you provide a service to people requiring communication support?**
.....
.....
.....

42. **Have any of your staff undertaken any equality/diversity training?**

Yes ☐ No ☐

If yes, which staff have completed this?

Managers ☐

Front line staff ☐

Human Resources ☐

All staff ☐

Other ☐

43. **Do you have a policy on providing this training to some or all staff?**
.....
.....

If you do not provide this training, please go to Q 48

44. **How is the training provided?**
.....
.....

45. **To what extent does it meet your needs?**
.....
.....
.....

46. **In what way has the training made a difference to your policies or service delivery?**
.....
.....
.....

47. **Would your organisation be interested in using equality/diversity training if it was made available?** Yes ☐ No ☐

Please describe the elements of equality/diversity training you would find the most helpful?
.....
.....
.....

Thank you for contributing to this research. Your time is greatly appreciated.

Please return your completed questionnaire by email to:
celia.mckenna@moray.gov.uk or by post in the envelope provided to: Celia McKenna,
Public and Voluntary Sector Services on Equal Terms, 23a High Street, Elgin, IV30
1EE by Wednesday 18th May 2005.

Public and Voluntary Sector Services on Equal Terms Research into Equalities Policy and Practice in Moray Volunteering Policy and Practice

1. How many people carried out activities for your organisation on a voluntary basis over the past year?

2. We would like to know about the diversity of your volunteers. Please estimate how many volunteers were:

	Number
Female
Male
Aged under 25
Aged 26- 50
Aged 50 +

3. Please estimate the number of volunteers who identified as disabled

4. We would also like to know a little about the ethnicity of your volunteers. Ethnicity is the term used to describe someone's cultural identity and is different from their nationality which is usually where they were born or hold residency. For example, someone born in Scotland with Indian parents or grandparents may identify themselves as Asian or Asian Scots or British Asian etc. Please provide an estimate of the ethnicity of your volunteers:

	Number
White UK
White European (including Irish)
Asian (Chinese, Indian, Pakistani and Bangladeshi etc.)
African Caribbean
Other

The above categories are very broad, if you can be more specific, that would be very helpful.

5. Have you actively tried to recruit volunteers from an equalities group? (i.e. people from a minority ethnic group, disabled people, older people, LGBT (lesbian, gay, bisexual and transgender) people, or women/men if the area of work is traditionally carried out by one gender rather than both.) Yes ☐ No ☐ If no, please go to Q 9

6. Which groups did you focus on and what action did you take?

7. What difficulties did you experience in recruiting members of these groups?

8 What successes did you have? Did you try anything that worked well?

9 What is your organisation's overall approach to promoting equal opportunities in regards to the volunteering opportunities you can provide?

10 Do you have: an Equal Opportunities statement or policy in place? Yes ☐
No ☐ If yes, please send us a copy.

11 Would you like to receive more information about equalities issues?
Yes ☐ No ☐

12 Do you provide training for your volunteers? Yes ☐ No ☐
If no, please go to Q14

13 What kind of training do you provide?

14 Do you have a system of monitoring in place in regards to your recruitment and retention of volunteers? Yes ☐ No ☐
If No, please go to Q 23

If yes, please describe what kind of data is collected

15 How is this data used?

16 Do you have any plans to introduce monitoring? Yes ☐ No ☐

17 If yes, by when and what data will you monitor?

Thank you for contributing to this research. Your time is greatly appreciated.

Please return your completed questionnaire by email to: celia.mckenna@moray.gov.uk by
Wednesday 18th May 2005.

Interview with Public Authority

Interview Areas

Obtain update on what what's happening in relation to equalities issues in the authority and find out about what is working well and where there are areas of difficulties and to find out about any new initiatives planned.

Generally

1. What are the key priorities over the coming year for equalities?
2. What are the greatest challenges you face?
3. In terms of good practice, what do you feel has worked well so far?

Diversity in Employment

4. The only data received from you was in relation to gender- please tell me about the new monitoring system.
 - When will it be in place- when will data be available?
 - How will this data be used?
5. Are there plans to attract applications from under-represented equalities groups? E.g. minority ethnic staff and disabled people?
6. Do you employ any Migrant workers?
7. Gender division –work areas- management levels. What do we know about these?
Are their any initiatives to tackle these issues?
8. How prepared do you feel you are in relation to the new equalities legislation?
DDA
Gender Duty
Age
RRAA
LGBT
9. **What level of priority do you feel it has within your authority?**
10. What helps and what hinders the development of equal opportunities policy in Moray?

Family Friendly Working

11. Do you feel you have done enough here or are there other things that could be introduced?
12. Do you have any way of getting feedback from staff regarding how well the systems work?

Service Delivery

13. Can you tell me about any GH -wide initiatives in this area? Do you have any policies to ensure equal access to services?
14. Do we have a policy on monitoring service use by equality area?
15. Can you tell me about Translation Services-how do they work? (A&E?)
16. What about disabled access- is there further action planned?
17. Do you have induction loop facilities in place?

Training

18. What kind of equal opportunities training is in place just now? Who receives it? Is there a need for further training to be made available.
19. What do you feel is needed?
20. What plans are there to develop this?

Interview with Private/Voluntary Sector Employer

General

21. What are the main priorities over the coming year as an employer?

22. What are the greatest challenges you face?

23. What is your approach to equal opportunities? Tell me a bit about this?

24. Can I see a copy of your equal opportunities policy?

25. Family friendly working? Do you feel you have done enough here or are there other things that could be introduced.

26. Monitoring –what info do you collect

Diversity in Employment

27. Women

28. Migrants

29. Equal Opportunities Training

30. Positive action?

31. What helps and what hinders the development of equal Opportunities policy in Moray?

32. What about disabled access in your organisation- is there further action planned?

33. What do you feel is needed?

What plans are there to develop this?

Consultation of Gender Issues in Moray Council

Moray Council is taking part in equalities research that aims to identify barriers to equality within the workplace examples of good practice. We want to hear your experiences of family friendly working practices and any examples of where you feel your gender or family responsibilities may have adversely affected your opportunities within the Council. The information will be used to help improve policies and practice.

All information will be treated in complete confidence and your anonymity protected. Please contact Celia McKenna, Equal Opportunities Specialist:

celia.mckenna@moray.gov.uk The project is funded by the European Social Fund and Celia has been seconded to The Moray Council from the Scottish Executive to undertake the work. If you would like to discuss anything, phone Celia on x3316. Please note however, that she will be unable to give advice on issues relating to Single Status.

You may like to respond to any of the following issues, or raise your own.

1. Family Friendly Working

Let us know how the system works in practice for you. Have you experienced any problems with it? Does it operate fairly? Are there ways it could be improved that would help you? How flexible is the flexi system? Are there ways it could be improved?

2. Career Development

Would you like to progress your career in The Moray Council? Make the move into management? What would you need to do this? Are there obstacles related to your gender or family responsibilities, that make career advancement difficult? How could The Moray Council help?

3. Childcare

Do you have difficulty finding affordable childcare to fit with your working hours? Can The Moray Council do something to help?

4. Maternity Leave and Returning to Work

Tell us about your experiences

5. Pay

Equal pay for equal work? Will Single Status plans address this issue?

6. Good Practice

Sing your employer's praises if something has worked well for you. We want to find examples of good practice so we can show the others how things should be done!

Disability in Moray



Finding work



Have your say!

What difficulties do you face?

What works well?



Getting services

Help the Moray Council and its Community Planning Partners to improve services and job opportunities for disabled people in Moray.

See www.moraycommunity.org.uk

Come along on March 28 to the Moray Resource Centre in Elgin during the day (1.30 – 3.00) or in the evening (6.00 – 7.30) for group discussion and questionnaires. Sandwich buffet 5- 6 pm. A BSL sign language interpreter will be available for both sessions.

**Phone Charles McKerron (01343) 551339, Sue Mitchell (01343) 545158 or Celia McKenna (01343) 563316 for more information
Or send us the attached form.**



DISABILITY IN MORAY IMPROVING SERVICES AND OPPORTUNITIES

General

1. Please describe the kind of disability you have
.....
2. Are you registered disabled? Yes ☐ No ☐
3. What age are you?

Under 18	<input type="checkbox"/>
18-24	<input type="checkbox"/>
25-34	<input type="checkbox"/>
35-44	<input type="checkbox"/>
45-54	<input type="checkbox"/>
55-64	<input type="checkbox"/>
65 and over	<input type="checkbox"/>
4. Are you Female ☐ Male ☐
5. What is your ethnicity?

White UK and Irish	<input type="checkbox"/>
Other white European	<input type="checkbox"/>
Asian (Chinese, Indian, Pakistani, Bangladeshi, etc.)	<input type="checkbox"/>
African Caribbean	<input type="checkbox"/>
Other	<input type="checkbox"/>
6. Are you completing this questionnaire on the behalf of someone with a disability? Yes ☐
No ☐ (If No please go to Q. 8)
7. Are you their Carer? Yes ☐ No ☐

Employment

8. Are you in paid employment? Yes ☐ No ☐ (If No please go to Q 12)
9. Please describe the work you do/ your job title
.....
.....
10. Are you supported by any organisation in your employment?
e.g. Capability Scotland, Employment Support Service, Leonard Cheshire.
Yes ☐ No ☐
11. Do you work Full time ☐ Part time ☐ Number of hours a week
12. Have you tried to find employment in the last 3 years? Yes ☐ No ☐ (If No, please go to Q. 18)

13. Please tell us about your experiences of trying to find employment including any barriers you feel you faced.

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In the workplace (If you have never worked, please go to Q. 16)

14. What has been your experience of working in Moray?

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15. Please describe any difficulties you experience in your work related to your disability.

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16. What can employers do that would help you access employment?

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17. Is there anything else that would help you access employment?

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Service Provision

We would like to know about your experience of using different services in Moray. If possible, please tell us which organisation or part of the service you used.

Social Work

18. What did you want from the service?

.....
.....

19. Did the service provide this? Yes ☐ Partially ☐ No, not at all ☐
(If no, please go to Q. 21)

20. Did the service meet your needs as a disabled person in the way it provided the service?

It met my needs ☐
It did not meet my needs ☐
It met my needs well ☐

Please tell us a little about this experience.

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Health

21. What did you want from the service?

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.....

22. Did the service provide this? Yes ☐ Partially ☐ No, not at all ☐
(If no, please go to Q.24)

23. Did the service meet your needs as a disabled person in the way it provided the service?

It met my needs ☐
It met my needs well ☐
It did not meet my needs ☐

Please tell us a little about this experience.

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24. Education

What did you want from the service?

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.....

25. Did the service provide this? Yes ☐ Partially ☐ No, not at all ☐
(If no, please go to Q. 27)

26. Did the service meet your needs as a disabled person in the way it provided the service?

It met my needs ☐
It met my needs well ☐
It did not meet my needs ☐

Please tell us a little about this experience.

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27. **Transport**
What did you want from the service?

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.....

28. Did the service provide this? Yes ☐ Partially ☐ No, not at all ☐
(If no, please go to Q. 30)

29. Did the service meet your needs as a disabled person in the way it provided the service?

It met my needs ☐
It met my needs well ☐
It did not meet my needs ☐

Please tell us a little about this experience.

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Other Service

30. What did you want from the service?

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31. Did the service provide this? Yes ☐ Partially ☐ No, not at all ☐
(If no, please go to 33)

32. Did the service meet your needs as a disabled person in the way it provided the service?

It met my needs ☐
It met my needs well ☐
It did not meet my needs ☐

Please tell us a little about this experience.

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33. Do you need help to talk to public service providers to get the things you need? e.g. doctors, social workers, teachers, advice workers etc. Yes ☐ No ☐
(If no, please go to Q. 36)

34. What kind of help do you need to talk to service providers?

(Please tick all that apply)

British Sign language	<input checked="" type="checkbox"/>	
Makaton	<input type="checkbox"/>	
Clear Speech	<input type="checkbox"/>	
Lip reader	<input type="checkbox"/>	
Audio Cassette	<input type="checkbox"/>	
Large Print	<input type="checkbox"/>	
Induction loop	<input type="checkbox"/>	
Braille		<input type="checkbox"/>
Moon	<input type="checkbox"/>	
Speech to text	<input type="checkbox"/>	
Hands on signing	<input type="checkbox"/>	
Block/Manual Alphabet	<input type="checkbox"/>	
Induction loop	<input type="checkbox"/>	
Interpreter	<input type="checkbox"/>	
Other (please specify)	<input type="checkbox"/>

35. How often have you been able to access this kind of help in Moray when needed?
Never ☐ Rarely ☐ Sometimes ☐ Usually ☐ Always ☐

36. Have you found any physical barriers to accessing services in Moray?
e.g. no disabled parking or wheelchair access, no induction loop system etc.
Yes ☐ No ☐

If yes, please describe these and tell us which services have these physical barriers

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37. Is there anything else that can make it difficult for you to reach service providers, or to ask them for the things you need? Yes ☐ No ☐

If yes, please describe

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38. Which services have provided this support?

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39. Which services have not provided this support?

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40. What are the most important things service providers need to do to make it easier for you to use their services or to make their services more effective for you?

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Good Practice

41. We would like to hear about any good experiences you have had related to accessing employment or services that you feel other organisations could learn from to improve their performance in meeting the needs of disabled people.

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42. What is the single most important thing that needs to happen to give people with disabilities the same opportunities as everyone else in Moray?

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43. Is there anything else you would like to tell us?

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Thank you for taking the time to complete this questionnaire. Please return in the envelope provided to: Celia McKenna, The Moray Council, Council Office, High Street, ELGIN, IV30 1YY by Monday 10th April 2006.



Disability Consultation

Discussion Areas

1. Employment
2. Support and Personal Care
3. Access Issues
4. Transport
5. Information and Advice
6. Benefits

Address in each:

1. What are the main issues?
2. What needs to be done?

Examples of good practice

Consultation of Gender Issues in Moray Council

Moray Council is taking part in equalities research that aims to identify barriers to equality within the workplace examples of good practice. We want to hear your experiences of family friendly working practices and any examples of where you feel your gender or family responsibilities may have adversely affected your opportunities within the Council. The information will be used to help improve policies and practice.

All information will be treated in complete confidence and your anonymity protected. Please contact Celia McKenna, Equal Opportunities Specialist: celia.mckenna@moray.gov.uk The project is funded by the European Social Fund and Celia has been seconded to The Moray Council from the Scottish Executive to undertake the work. If you would like to discuss anything, phone Celia on x3316. Please note however, that she will be unable to give advice on issues relating to Single Status.

You may like to respond to any of the following issues, or raise your own.

1. Family Friendly Working

Let us know how the system works in practice for you. Have you experienced any problems with it? Does it operate fairly? Are there ways it could be improved that would help you? How flexible is the flexi system? Are there ways it could be improved?

2. Career Development

Would you like to progress your career in The Moray Council? Make the move into management? What would you need to do this? Are there obstacles related to your gender or family responsibilities, that make career advancement difficult? How could The Moray Council help?

3. Childcare

Do you have difficulty finding affordable childcare to fit with your working hours? Can The Moray Council do something to help?

4. Maternity Leave and Returning to Work

Tell us about your experiences

5. Pay

Equal pay for equal work? Will Single Status plans address this issue?

6. Good Practice

Sing your employer's praises if something has worked well for you. We want to find examples of good practice so we can show the others how

EDUCATIONAL SUPPORT SERVICE – MORAY
ENGLISH AS AN ADDITIONAL LANGUAGE SERVICE

Total Number of Pupils as at November 2005

Language	Number of Pupils
Arabic	3
Bengali	9
Cantonese	20
Czech	1
Dutch	9
Farsi	1
Fijian	2
French	13
German	27
Gujarati	2
Hungarian	1
Italian	7
Japanese	1
Konkani	3
Malaysian	2
Maltese	1
Mexican/Spanish	1
Polish	15
Portuguese	9
Punjabi	17
Romanian	1
Russian	3
Serbo-Croatian	3
Spanish	14
Swedish	5
Swiss/German	1
Tagalog	9
Thai	2
Turkish	4
Urdu	7
Vietnamese	1
Welsh	3
Total	197



MVSO



Public and Voluntary Sector Services on Equal Terms