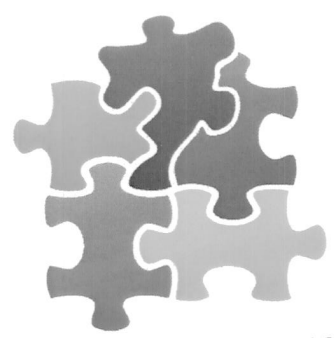
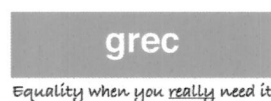


COMMUNITY PLANNING RESEARCH

Moray Community Planning Partnership



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**Community Planning in Moray:
Engaging Minority Ethnic Communities (2007)
Extract from “Community Planning in the North East of Scotland:
Action Talks Louder Than Words”**

1. INTRODUCTION:

A recent report completed by GREC ‘Community Planning in the North East of Scotland: Action Talks Louder Than Words’ sought to engage Minority Ethnic Communities in the Community Planning process. Community Planning has a significant contribution to make in all aspects of our lives. The research included participation from one Ethnic Minority Community in Moray: Poles based in Elgin. The feedback from the 11 participants in this group has been extracted from the ‘North East’ data and has been used to create this report specifically for Moray.

The original study was undertaken to enable GREC to build and maintain productive links between North East of Scotland CPPs (Community Planning Partnerships) and local minority ethnic people and migrant worker communities.

2. A SUMMARY OF THE MAIN FINDINGS ARE:

- ✚ Most respondents were vociferous in their wish to be consulted about issues relating to the provision and growth of services in their local areas; however this was tempered significantly by feelings that once comments and views were expressed, very often little seemed to change. Community Planning Partnerships, therefore, need to identify ways of ensuring continued support from ethnic minority and new migrant communities by demonstrating improvements and outcomes.
- ✚ Very few respondents were aware that Community Planning and Partnerships existed in Moray. There is therefore a need to consider alternative ways of promoting Community Planning to “hard to reach” communities.
- ✚ Comments and views shared during the study often reflected issues particular to Moray i.e. *“For a visit to a Specialist I usually have to wait about six months, for a dentist the waiting time could be a year”*. Thus there is a need to review services on a regular basis to allow for significant demographic changes and alternative needs.
- ✚ Many of the issues raised by minority ethnic and migrant communities about local service provision are in common with/shared by the indigenous population (i.e. reflect the views of the wider population and are not just matters of concern to minority ethnic and migrant populations) This can be seen with views relating to the availability of a dentist. However, there are also specific issues such as language, understanding and culture which have a greater impact and bearing upon minority ethnic and migrant communities. Community Planning Partners therefore

must ensure that equity and rights to services takes account of changing need in minority ethnic and new migrant communities.

- ✦ All respondents were committed to continue contributing to their local communities and the planning and development of services, thus creating a clear opportunity to re-energise the Community Planning process, with more active involvement from all, including minority ethnic communities.

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

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

The Moray Community Planning Partnership

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

The corporate vision of Community Planning in Moray is

'To increase the quality of life and develop the well-being of everyone in Moray'

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

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

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

It is essential that this vital omission is rectified-Moray along with other Local Authority areas has experienced a seismic change in the diversity of its population and this must be positively reflected in Community Planning. Equality is integral to Community Planning and legislation such as the Race Relations Act 1976 (as amended by the Race Relations (Amendment) Act 2000 further underpins the duty to ensure that this is the case.

GREC already has good links with various Community Planning partners in Moray and is happy to assist in taking this forward.

The following provides further specific details from the research relevant to Community Planning in Moray:

3. METHODOLOGY:

The original Northeast study centred on Aberdeen City Council, Aberdeenshire Council and Moray Council Community Plans. As there are differentiations between each plan, it was decided to matrix the overarching themes that would encompass and reflect the essence of the plans.

Once these had been identified and agreed the questionnaire/interview formats were compiled. The questionnaire was completed by all participants and used as an aid to further discuss and focus on comments and views generated. Individual interviews were offered to those who wished to discuss or add in greater detail to their focus group contributions.

FIGURE 1: Themes Matrix:

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

4. THEME STATISTICAL ANALYSIS AND COMMENTS FROM PARTICIPANTS:

Section 1: Health and Social Care

Figure 2: Chart Showing Distribution of Responses for Questions 1-7¹:

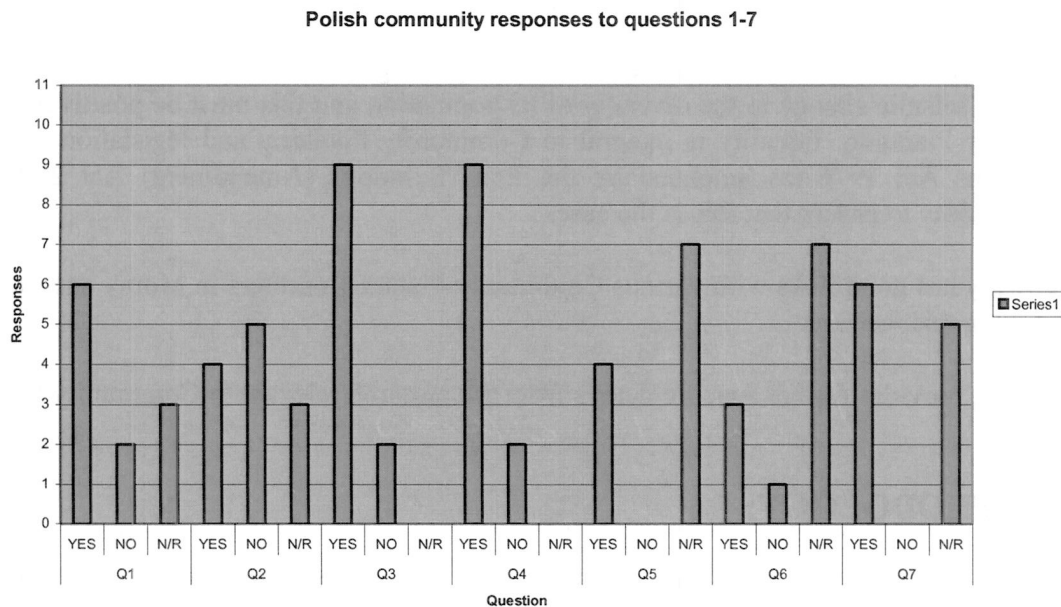


Figure 2 and the comments below reveal that, while most people were generally happy with GP, hospital and health services some people found difficulties in sourcing, registering and accessing services for basic dental care. Lack of information about waiting times, misunderstandings about diagnosis and treatments also featured during discussions on health services. Other comments referred to more specific details on procedures and guidance about sick notes, prescriptions, and benefit entitlement.

Respondent comments;

- “No problem with hospitals, though dental services practically unavailable”.
- “Waiting time is two to three hours”.
- “It would be useful to get leaflets describing procedures in the NHS (e.g.: about sick notes, prescriptions, benefits etc)”.

Issues around healthy eating, care for the elderly, mental health, and obesity, alcohol and drugs services and access generated mixed responses although most respondents either gave a positive response or felt unable to comment due to lack of knowledge, awareness or information of issues or services. Some respondents pointed out that due to the language barrier, terminology and cultural

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

differences some services posed ethical problems such as doctor/patient confidentiality, gender issues and sharing very personal information when using an interpreter.

Respondent comments;

- "Definitely not enough P.E."

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

Section 2: Homes

Figure 3: Chart Showing Distribution of Responses for Questions 8-11²:

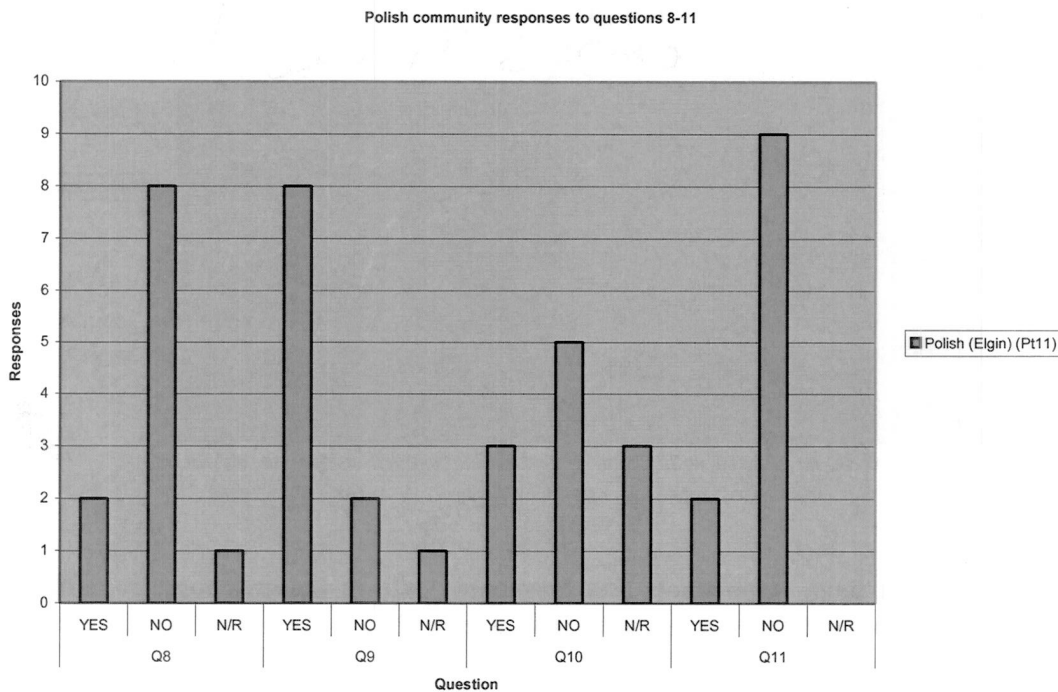


Figure 3 reveals that a large proportion of respondents were unhappy with the housing options in Moray. Respondents identified problems in accessing housing, the availability of coherent and local information, issues of overcrowding and homelessness. Some respondents also commented on the impact of short term contracts of employment on housing access and affordability..

Respondent comments;

- "Lots of people interested, too little accommodation available, which leads to high prices".

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

- “The obstacle is usually the lack of permanent employment. Having a pet, lack of employment contract makes it virtually impossible to rent a property from an agency. There are very little private advertisements about properties to rent. There are also many ‘no pets’ or ‘no children’ advertisements, which is something I can’t understand”.
- “Overcrowding. I often help newcomers and take them under my roof until they find somewhere to live independently (costs, bureaucracy)”.

Section 3: Safety

Figure 4: Chart Showing Distribution of Responses for Questions 12-18³:

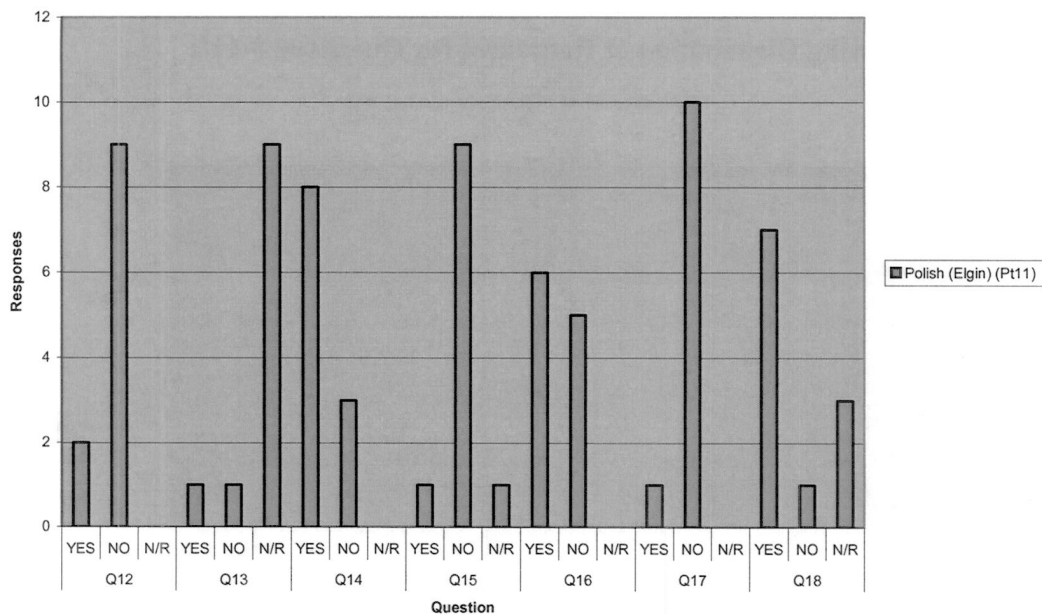


Figure 4 reveals that most respondents feel reasonably safe in the area they live although some problems had been encountered. Respondents also related the degree or occurrence to the area they lived in, often describing the area they lived in as being “safe, quiet or lovely.

Respondent comments;

- “Yes, big male groups of youths after dark”.
- “I live in a quiet street, although I used to live in the centre where youths went crazy on Friday nights”.

Some respondents commented during the focus groups on the number of youths on the streets at night who caused problems or harassed them.

³ Q12: Are you afraid of harassment, intimidation and/or crime?, Q13: Do victims of crime or anti-social behaviour receive sufficient support?, Q14: Would you describe the area in which you live as “Safe “?, Q15: Is there anything that makes you feel unsafe or threatened?, Q16: Is there enough information on preventing accidents in the home (i.e. fires)?, Q17: Are there any problems protecting your home, business and/or car from crime?, Q18: Are the Police doing enough to address anti-social behaviour?

- "Too many slightly drunk young people, who muck about in the streets at night".
- "I don't generally feel safe, because my knowledge of English (language) isn't fluent and I have the impression that I couldn't defend myself".

Most respondents felt they knew enough about how to deal with accidents at home and that there was sufficient information available.

The responses to whether respondents felt that the police were doing enough to address anti-social behaviour and crime were generally favourable.

- "I often see the police on patrol".

Section 4: Environment

Figure 5: Chart Showing Distribution of Responses for Questions 19-22⁴:

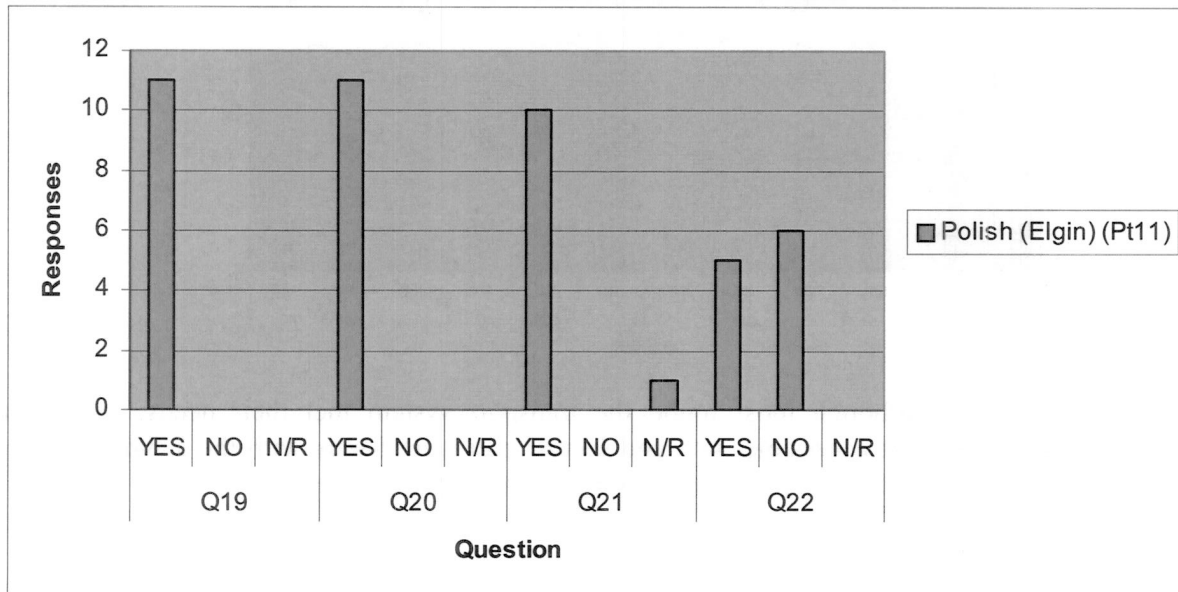


Figure 5 reveals that all respondents were aware of services provided for recycling and have been encouraged to use such services. Almost all feel that there are sufficient green spaces, parks and woodland areas available for recreation. Some, however were unhappy with waste disposal and collection and commented on the lack of services and disposal locations.

Respondent comments;

- "Lack of containers for plastics and used clothing".
- "But there aren't any bins in the streets or the parks, so the rubbish has to be taken home or ends up on the grass".

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

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

- "There are parks, bicycle paths, playground".
- "There are surprisingly lots of playgrounds and lots of woods around Elgin".

Section 5: Transport and Connections

Figure 6: Chart Showing Distribution of Responses for Questions 23-26⁵:

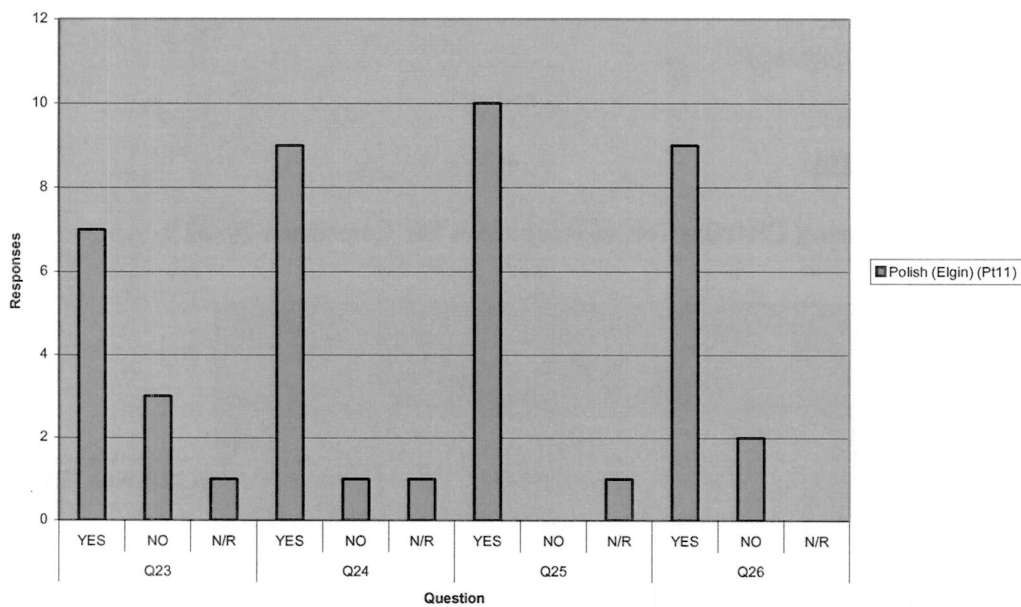


Figure 6 reveals that although most found the transport system met their needs, and a large proportion found transport accessible, safe and secure, and were happy with the standard of roads and pavements, some felt that the transport system did not fully meet their needs.

Respondent comments;

- "High standard of roads. Lots of pedestrian crossings have traffic lights".

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

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

Section 6: Prosperity and Jobs

Figure 7: Chart Showing Distribution of Responses for Questions 27-29⁶:

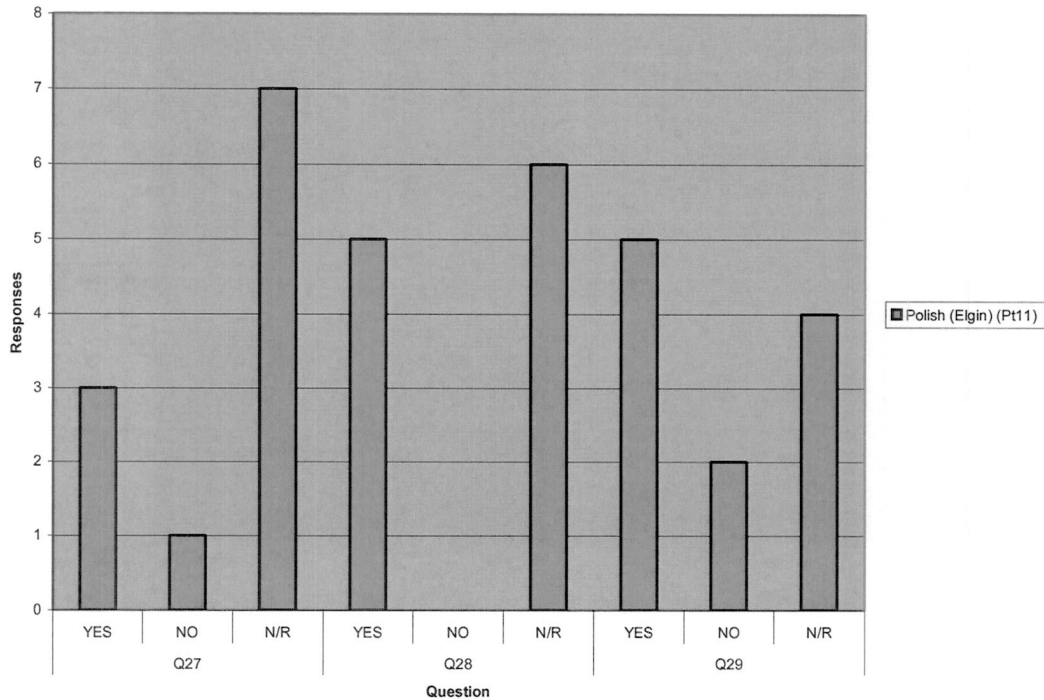


Figure 7 reveals that a large number of respondents felt that they lacked the knowledge or relevant experience to answer these questions. However, few respondents expressed discontent with the employment situation in Moray.

Respondent comments;

- *“There are a large number of job offers in the local Job-Centre”.*
- *“I don’t know, but I think so. Very well organised Job-Centre”.*

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

- *“If they finish school with a profession they have a chance of getting a good job”.*
- *“I think that there are lots of courses organised to improve their qualifications”.*

One respondent noted difficulty in finding work that used their skills and knowledge fully:

- *“No. I have certain skills, which I can’t develop here or find work using them”.*

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

Section 7: Area Image

Figure 8: Chart Showing Distribution of Responses for Questions 30-31⁷:

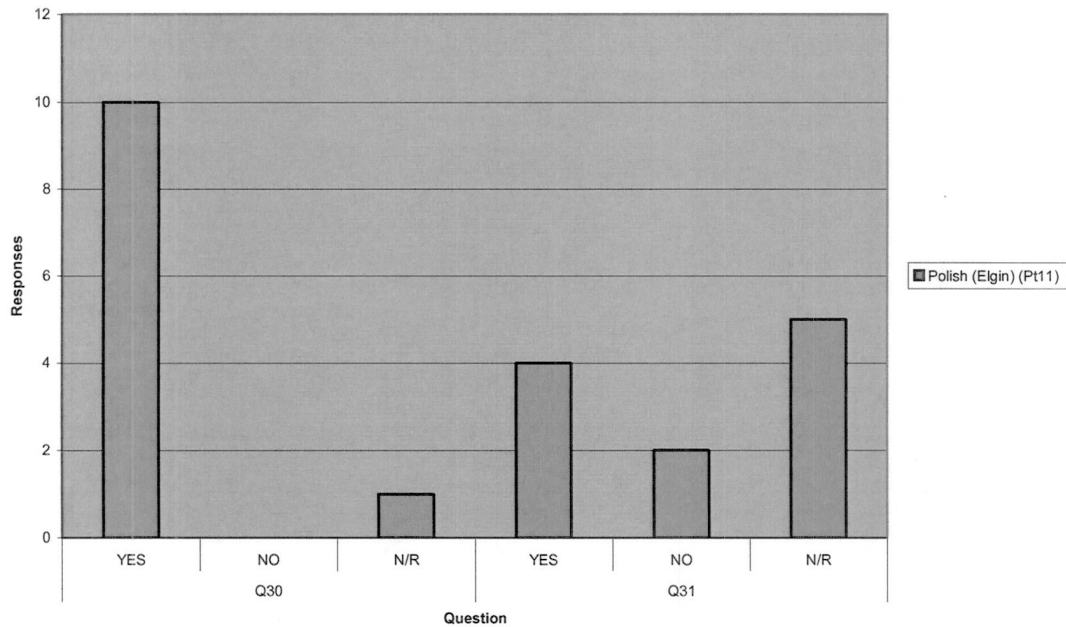


Figure 8 reveals that almost all respondents thought their area was a nice place to live. There was a more mixed response to the suggestion that more could be done to promote the image of the local area further afield.

- “Generally, yes. Although I saw large rubbish tips in the woods”.
- “I live in whisky country. One can get lots of leaflets, which encourage visiting the area and one can also read about it on the internet”.
- “Never enough”.
- “There are leaflets in the library and petrol stations advertising regional attractions”.

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

Section 8: Learning

Figure 9: Chart Showing Distribution of Responses for Questions 32-33⁸:

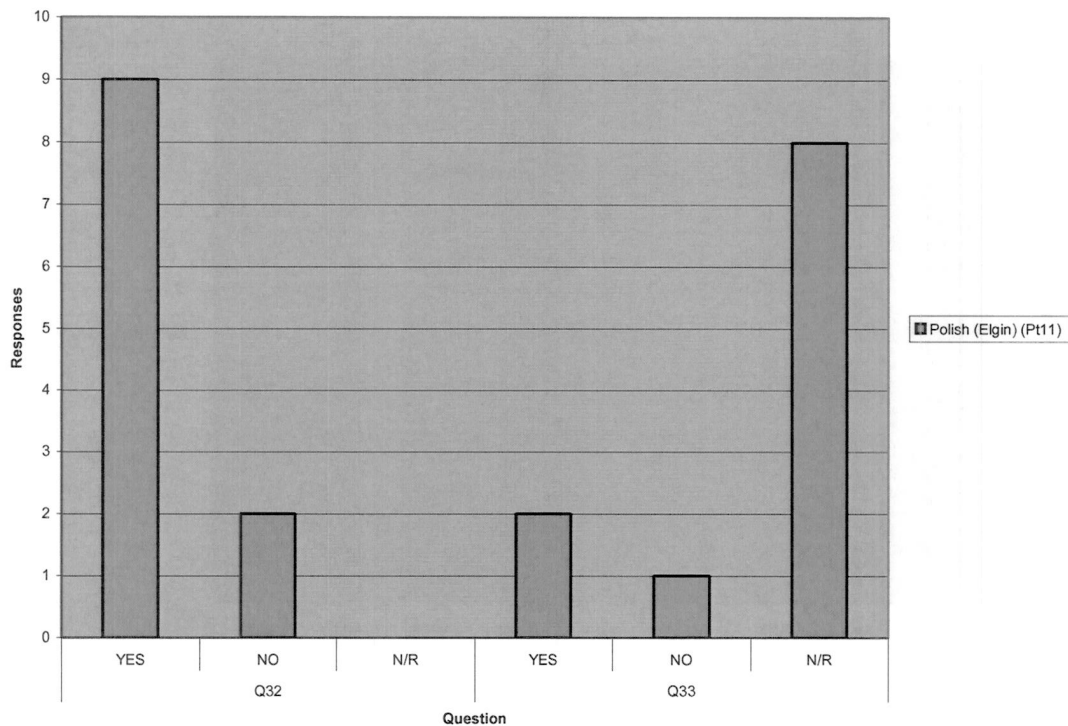


Figure 9 reveals the authorities in Moray are doing well in the provision of opportunities for adult learning. However, some respondents qualified such a response with a comment on the difficulty for workers (in a 9-5 job for example) to take such classes. Most respondents felt they lacked the knowledge or relevant experience to judge whether enough was done to encourage young people to continue learning after school

Respondent comments;

- "There are various courses at Moray College. One can get financial help".
- "Yes, but not for working people".
- "Yes, but in silly hours".
- "There are lots of courses organised".

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

Section 9: Arts, Heritage and Sport

Figure 10: Chart Showing Distribution of Responses for Questions 34-36⁹:

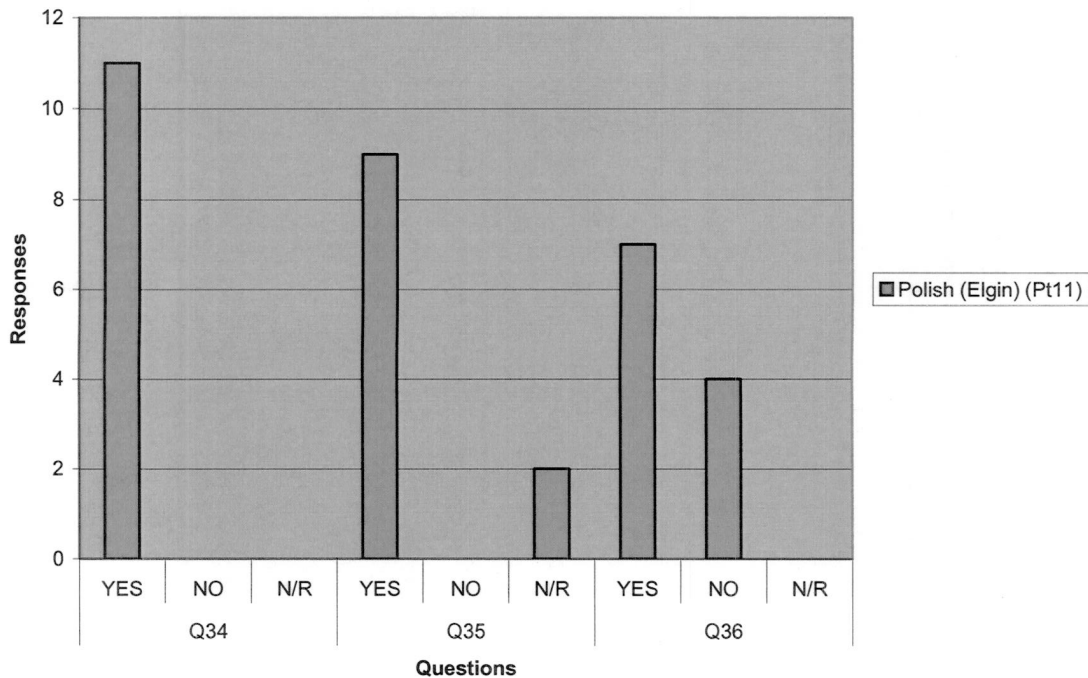


Figure 10 reveals that most respondents were happy with arts, heritage and sports facilities in Moray, however some commented on the lack of events and festivals.

Respondent comments;

- "There are: The library with free internet access, literature and magazines. There are also sports centres and museums".
- "Swimming pool, ice-rink, library, lots of museums and sight-seeing in good condition and relatively cheap".

And on festivals and events:

- "Various festivals and events are organised. We received a leaflet with information and dates for the whole area for the next three months".
- "Very little of those occasions".

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

Section 10: General

Figure 11: Chart Showing Distribution of Responses for Questions 37-39¹⁰:

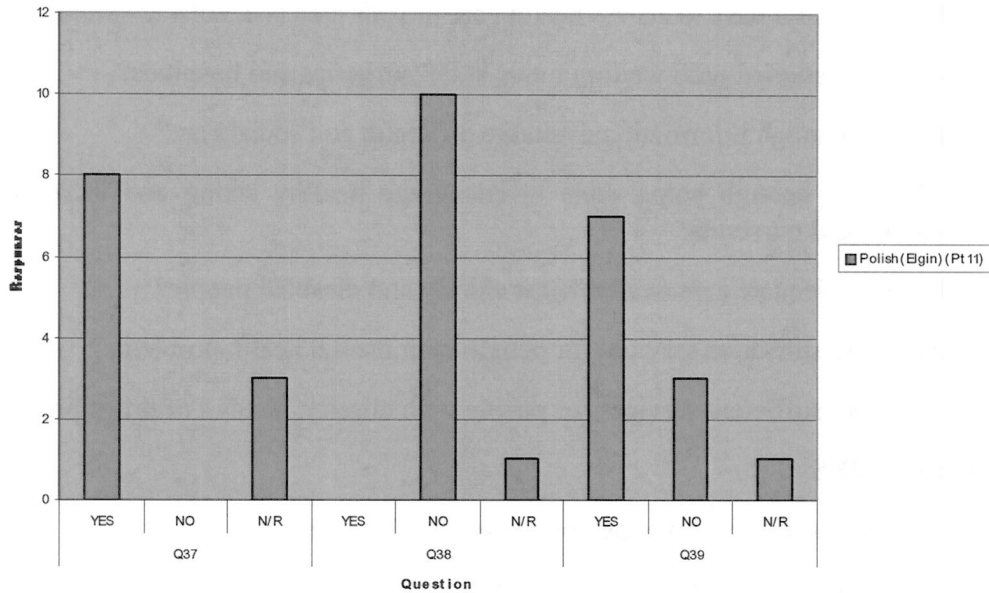


Figure 11 reveals that although most respondents felt sufficiently consulted on community planning issues, none of the respondents were actually aware of Moray’s community plan. A majority felt that the minority group experience of the community planning issues explored above was different from that of the indigenous population.

Respondent comments;

- “Yes, but certain questions could have been more specific”.
- “Yes, although sometimes there is too little space for the comment, because some questions require further explanation”.

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

- “I don’t know what the Community Plan is”.

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

- “I think that this is generally caused by misunderstandings due to the language barrier”.
- “I’m in a national minority, but feel generally good here as I can communicate in English. Those who don’t speak English are worse off, although I personally haven’t come across any racist incidents”.
- “I didn’t come across any racism”.

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

APPENDIX 1: FULL LIST OF QUESTIONS

SECTION 1: HEALTH AND SOCIAL CARE

Question 1 - Do you find it easy to access health care in your area (i.e. GPs, hospitals, dentistry)?

Question 2 - Are you satisfied with waiting times at GP surgeries and hospitals?

Question 3 - Is there enough information available on health and social care?

Question 4 - Is there enough being done to encourage healthy eating and increasing physical activities in schools and nurseries?

Question 5 - Is there adequate care available for elderly and disabled people?

Question 6 - Are there sufficient services for people with mental health problems?

Question 7 - Are there sufficient services for people with obesity, alcohol or drugs problems?

SECTION 2: HOMES

Question 8 - Are there sufficient housing options in your local area?

Question 9 - Are there any barriers to accessing housing?

Question 10 - If you have any housing problems, do you find the available information helpful?

Question 11 - Have you been affected by homelessness or overcrowding?

SECTION 3: SAFETY

Question 12 - Are you afraid of harassment, intimidation and/or crime?

Question 13 - Do victims of crime or anti-social behaviour receive sufficient support?

Question 14 - Would you describe the area in which you live as "safe"?

Question 15 - Is there anything that makes you feel unsafe or threatened?

Question 16 - Is there enough information on preventing accidents in the home (i.e. fires)?

Question 17 - Are there any problems protecting your home, business and/or car from crime?

Question 18 - Are the police doing enough to address anti-social behaviour?

SECTION 4: ENVIRONMENT

Question 19 - Are recycling facilities and collection available in your area?

Question 20 - Do you feel encouraged to use these services?

Question 21 - Is there enough green space in your local area (i.e. parks, play areas, woodlands)?

Question 22 - Does waste disposal and collection meet your needs?

SECTION 5: TRANSPORT AND CONNECTIONS

Question 23 - Do you feel that the transport system in your area meets your needs?

Question 24 - Do you find it accessible, safe and secure?

Question 25 - Are the roads/pavements in urban areas of an acceptable standard?

Question 26 - Are you aware of greenhouse gases and emissions?

SECTION 6: PROSPERITY AND JOBS

Question 27 - Does the council do enough to create and support employment in your area?

Question 28 - Are there sufficient opportunities for young people leaving school?

Question 29 - Is enough support provided in developing skills and knowledge for employment?

SECTION 7: AREA IMAGE

Question 30 - Do you think your local area is a nice place to live?

Question 31 - Is enough done to promote the local area to the wider world, including media coverage?

SECTION 8: LEARNING

Question 32 - Do you feel that your local council provides enough opportunities for Adult Learning?

Question 33 - Does your local council encourage young people to continue learning and achieving out with school?

SECTION 9: ARTS, HERITAGE AND SPORT

Question 34 - Are there sufficient Arts, Heritage and Sports facilities in your local area (i.e. libraries, museums and swimming pools)?

Question 35 - Do you feel that these Arts, Heritage and Sports facilities meet the local needs?

Question 36 - Are there enough festivals and events in your local area?

SECTION 10: GENERAL

Question 37 - Do you feel that you are sufficiently consulted on the above issues?

Question 38 - Are you aware of your local area's community plan?

Question 39 - Is the experience of the above issues different for minority groups?

