

# Moray Equalities Forum

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*Qualitative Research Report*

*March 2011*



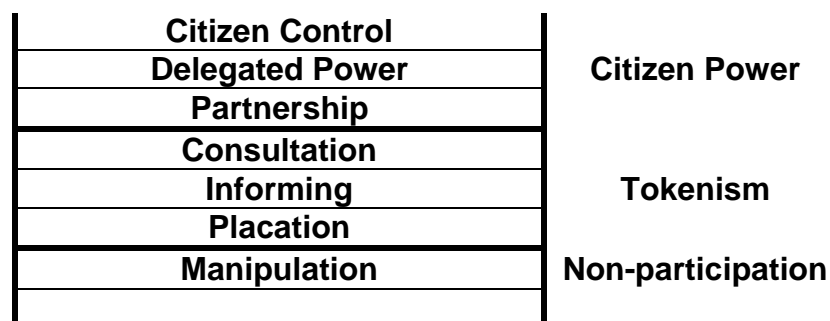
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## Executive Summary

- 181 people participated in this research project by involvement in Focus groups, face-to-face interviews and semi-structured interviews.
- The focus group participants were involved by virtue of that fact they belonged to a group representing a particular equality strand. The semi-structured interviews were conducted by members of the general public who had limited contact with Council services.
- There were clear differences between the participants of the focus groups and the respondents of the semi-structured interviews with regard to their involvement or contact with Moray Council;
  - Participants of the focus groups were involved in the research by virtue of their belonging to a specific equality group protected under the new legislation and as such were more likely to have contact with a range of Council led or Council funded services.
  - The respondents from the semi-structured interviews were members of the public randomly selected so their individual level of contact with Moray Council was not known prior to contact. This group were less likely to have involvement with Moray Council directly.
  - Despite the differences between those involved in the research the majority of Moray residents satisfied with the services provided by Moray Council, with Forres residents being the most satisfied with services provided.
- The responses from the semi-structured interviews showed that the majority of the general public tend to have less contact with Moray Council (therefore acting as a control group) than people belonging to a specific equality group and therefore less likely to be involved in a 'user group' or to have a link to the Council through another representative.
- Within the focus group responses the views regarding the MEF were split with half of the groups having an active member representative in their group and half never having heard of it.
- The researcher observed that there is a core group of individuals who regularly attend MEF meetings who clearly are engaged in the process and want it to be effective. These key individuals spoke positively regarding the aim of the MEF but recognise there are some areas requiring work.

- A conclusion noted is that there are inherent difficulties with structure, format and governance surrounding the current Moray Equalities Forum.
- A few concerns were highlighted regarding specific areas of service delivery across the 'equality' and 'services area' spectrums and therefore some recommendations for action made;
  - Work more closely with the LGBT Community in order to develop a positive working relationship. Investigate opportunities to provide appropriate support services for all age groups within the Moray area. Provide dedicated meeting space within the community to show Council support for the LGBT community.
  - Promote use of Prejudice Incidents Reporting Forms (PIRFs) in all cases of discrimination, particularly within schools.
  - Work more closely with Muslim Community to speed-up Mosque development / acquisition.
  - 5 recommendations made regarding the future sustainability of Moray Equalities Forum (see below);
    - Recruitment and engagement of equality groups by looking at new ways to involve and engage people, for example utilisation of Arnstein's Ladder of Participation'



- Review model of existing forum,
- Review current remit of MEF,
- Improve accessibility,
- Training and governance to support an independent MEF

## 1. Introduction

The UK and Scottish Governments are committed to creating a fair society with fair chances for everyone. For society to be fair people must have the chance to live their lives freely and fulfil their potential. To achieve this, the Government and Local Authorities across the UK need to tackle inequality and root out discrimination. Equality not only has benefits for individuals but for society and the economy too. A more equal workforce is a stronger and potentially more productive one. A more equal society is one more at ease with itself. Central to this vision is the Equality Bill which was announced in the Queens Speech on 3rd December 2008 and the subsequent Equality Act 2010. The Equality Act 2010 provides a new cross-cutting legislative framework to protect the rights of individuals and advance equality of opportunity for all; to update, simplify and strengthen the previous legislation; and to deliver a simple, modern and accessible framework of discrimination law which protects individuals from unfair treatment and promotes a fair and more equal society (Government Equalities Office Website, [http://www.equalities.gov.uk/equality\\_act\\_2010.aspx](http://www.equalities.gov.uk/equality_act_2010.aspx)).

The Equality Bill was published on Monday 27th of April 2009 and most of the provisions under the Equality Act came into force 1st October 2010. The legislation places statutory duties upon Ministers and strategic decision-makers when conducting their work. They have to adhere to the new legislative duty with regard to equality which says they should have regard for (from 01/10/10);

- The basic framework of protection against direct and indirect discrimination, harassment and victimisation in services and public functions; premises; work; education; associations, and transport.
- Changing the definition of gender reassignment, by removing the requirement for medical supervision.
- Levelling up protection for people discriminated against because they are perceived to have, or are associated with someone who has, a protected characteristic, so providing new protection for people like carers.
- Clearer protection for breastfeeding mothers;
- Applying the European definition of indirect discrimination to all protected characteristics.
- Extending protection from indirect discrimination to disability.
- Introducing a new concept of “discrimination arising from disability”, to replace protection under previous legislation lost as a result of a legal judgment.
- Applying the detriment model to victimisation protection (aligning with the approach in employment law).
- Harmonising the thresholds for the duty to make reasonable adjustments for disabled people.
- Extending protection from 3rd party harassment to all protected

characteristics.

- Making it more difficult for disabled people to be unfairly screened out when applying for jobs, by restricting the circumstances in which employers can ask job applicants questions about disability or health.
- Allowing claims for direct gender pay discrimination where there is no actual comparator.
- Making pay secrecy clauses unenforceable.
- Extending protection in private clubs to sex, religion or belief, pregnancy and maternity, and gender reassignment.
- Introducing new powers for employment tribunals to make recommendations which benefit the wider workforce.
- Harmonising provisions allowing voluntary positive action.

(Government Equalities Office Website,  
[http://www.equalities.gov.uk/equality\\_act\\_2010.aspx](http://www.equalities.gov.uk/equality_act_2010.aspx))

Furthermore the landscape in which Local Authorities in Scotland operate has changed in recent years. The Concordat between the Scottish Government and COSLA (Convention of Scottish Local Authorities) set out a new relationship between central and local government based on respect and joint working. There is now a greater focus on outcomes and Local Authorities have the scope to decide how best to achieve these outcomes. (Counting the Cost Final Report (2010)i).

## **2. Background**

The Moray Council like all of the other 31 Local Authorities in Scotland is required by law to prevent discrimination and promote equality. The 8 areas that must be taken into account are;

- Age
- Disability
- Gender reassignment
- Marriage and Civil Partnership
- Pregnancy and Maternity
- Race
- Religion or belief
- Sex
- Sexual Orientation

The Moray Council, recognising their statutory duties with regard to the new equality legislation commissioned Grampian Racial Equality Council (GREC) to support them in developing further their equalities agenda in order to 'support and develop the Moray Equalities Forum (national and local representatives of equalities groups) and to provide advice and support to the Council's own Equality and Diversity Forum'.

The remit of the research requested that the supplier would facilitate the following

- Investigate which equality groups are in Moray and encourage participation within Moray Equalities Forum (MEF)
- Co-ordinate participation at meetings and help focus the MEF to meet requirements of the remit
- Attend MEF meetings on a quarterly basis
- Engage with diverse groups
- Collect demographic information
- Investigate equality groups general needs and issues
- Investigate what services they use
- Investigate what services they don't use
- Investigate disadvantage / deprivation within equality groups
- Use research to inform Single Equality Scheme and Social Inclusion Strategy
- Produce gap analysis
- Provide recommendations on future actions



### **3. Methodology**

#### **3.1 Research Design**

The original research was designed to span 12 months. However, as authorisation was not received until the end of July 2010, the project commenced in August and spanned 8 months. Consequently, there were approved changes to the project plan.

Therefore the following plan was agreed between The Moray Council and GREC to take the project forward (see appendix 1 for Gantt chart of original project outline, appendix 11 for research design flow chart);

- Preliminary Investigation (including background information on MEF, investigation into equalities groups, comprehensive literature search)
- Conduct Focus groups (with equalities groups represented on MEF)

However, although the preliminary investigation got underway successfully there were some difficulties encountered when approaching members of equalities groups (those represented on the existing equalities forum and members of equalities groups in the wider community).

This early investigation highlighted some issues in the functioning of the existing equalities forum which required the research team to have to slightly adapt their approach and focus. The completion of a 'diagnostic element' had previously not been envisaged but in order to enhance the material already being collected the research team submitted to Moray Council's Corporate Advisory Group in November 2010 a report detailing a small change to the original research methodology in light of these findings. (This report can be found in Appendix 2)

#### **3.2 Literature Search** (including equality forum's comparative analysis)

Looking at the research tender the ultimate goal of this research project is for a supplier (GREC) to support Moray Council develop their equalities agenda and to 'support Moray Council develop the Moray Equalities Forum' therefore a logical starting point was to review the situation of 'equalities fora' across Scotland's 32 Local Authority areas by way of comparative analysis.

Conducted as a web-based investigation the following was found (see appendix 3); 10 of the 32 Local Authorities across Scotland have evidence of a functioning single (or integrated) equality forum, of which Moray Council is 1. It was less clear to identify out of the 10 which were active with full representation of equalities (or protected) groups that meet on a regular basis. Notably Aberdeen City, East Dunbartonshire, Fife and Moray Council appear to have similarly structured equality fora or groups that by description rather than definition would exercise this function to address the specific duties arising from the new equality legislation. 2 out of the 10 appear to have 'equality networks' rather than a group of individuals who meet regularly to address statutory equalities duties e.g. East Lothian and Edinburgh Councils. Those that do not specifically mention *equalities fora* cite a range of equalities work undertaken such as the development of Single Equality Schemes or

policies (n=10). 1 Local Authority refers to an integrated equalities policy which sets out how the Council will meet the existing statutory equality duties in respect of disability, gender and race but there is no mention of duties under the new legislation and another Council only has evidence of their Disability Scheme published on their website. The remaining 11 remaining Local Authorities had no evidence of either a single (or multi) equality scheme or indeed a user forum made up of representatives from equality groups. There was evidence of some developmental work but no evidence of action or implementation plans (n=6). 10 of the 11 Local Authorities without a specific Single Equality Scheme indicate work done on separate equality duties of race, disability and gender under the previous legislation. However it should be noted that this information has been gathered following retrieval of web-available information and as such is limited. It could be argued that equalities work is being done at corporate and community levels within Scottish Local Authority areas but has not yet been published on the respective websites. Owing to project constraints and not being part of the project remit further investigation into this was not possible or necessary.

To conclude therefore, it would appear from the web-available information that Moray Council when compared to other Scottish Local Authorities is conducting proactive work in respect of the new equalities duties. The development of the Moray Equalities Forum highlights the corporate commitment of Moray Council to ensuring they are meeting their statutory duties. However there is recognition that the current Equalities Forum in Moray is not functioning to its full potential and additional work is required not only to develop the Forum but also to review its current remit and issues affecting equalities groups at community level (see Appendix 3 for Local Authority Equality Forum's web search).

Central to a discussion of 'equality fora' is the debate around 'user involvement' and the issues related to the development of 'fora' or 'networks' designed to represent views and opinions of groups within the wider community. The remainder of this literature review will examine relevant material examining the key issues around user involvement (A detailed search history is found in Appendix 4).

It is clear from the review of Scottish Local Authority websites that evidence of active user involvement forums or networks in respect of single equality schemes is limited. Speculatively we could argue that due to the legislation change being so recent it takes times for public bodies to catch up, and progress will begin to be evident soon. Furthermore, in the UK the change in Government, the recession and the global economic crisis has all had an impact on this type of work. Also as indicated previously with both the UK and Scottish Government budget cuts the impact on Local Authorities in Scotland will be devastating (<http://news.scotsman.com/news/Crunch-time-As-Scotland-decides.6712118.jp>).

The story was similar when searching for user involvement literature 'systematic reviews are increasingly commissioned to inform policy development and to provide recommendations for practice...when compared to other...contexts user involvement appears scarce' (Smith et al 2009; 12:198). The table in Appendix 4 shows that for many of the key word searches there were few citations. Those that elicited a number of results had to be reviewed by abstract for relevance because some of the keywords or terms were so broad. For example some articles from keyword

searches mentioned user involvement but when the abstract was reviewed it may have been a medical or clinical journal or one in respect of Information Technology. The majority of user involvement literature reviewed, came from the health sector and more specifically, the mental health field. However if we accept the principles and potential barriers to user involvement are the same (if not similar) regardless of the sector, the material was worth reviewing.

The concept of user involvement in public bodies in the UK has evolved only in relatively recent years (Bradshaw: 2008; 16:675). The health sector and community fora or councils are the areas where significant evidence of user involvement (Staniszewska, S. 2007; 10:178) can be found. However there is a divide in these two spheres as little published documentary evidence of user involvement in community councils or local authority service planning and development. User involvement differs within specific 'equality' areas and across geographical areas in Scotland for example disability and mental health are areas where user involvement has been active and can be evidenced over the past 30 years whilst the remaining equality strands representation is limited if not non-existent (Bradshaw:2008;16:675). Michael Leadbetter says 'the absence of involvement affects the public and private sector and raises the question, how on earth can any services be delivered which meet service users' needs without crucial elements of ongoing and robust dialogue' (Leadbetter, M 2002:201). In March 2003 the then Scottish Executive, signalled its intention to improve public participation. Margaret Curran, the then Minister for Communities said 'it is the fundamental right of everyone in Scotland that they have the opportunity to influence the decisions that affect them, irrespective of their age, sex ability, ethnicity or background' (<http://www.scotland.gov.uk/publications/2005/04/07131255/12576>).

Although Curran was specifically talking about planning in terms of environmental planning and design for towns, cities and areas for regeneration this value has transcended the various changes in administration in the intervening 8 years since, evident in the new equality legislation.

The benefits of user involvement have long been recognised by policy decision-makers, not least because the representatives have a level of expertise and knowledge but because they potentially have personal experience of living with issues or situations that require consideration or support from relevant public bodies. Smith et al. argue that 'user involvement can also enable a greater understanding through appreciating how people experience and talk about a topic' (Smith et al: 2009; 12:198). Tritter and McCallum state that user involvement is presented as initiating a '...constructive dialogue aimed at reshaping the relationship between...professionals and the public and as a catalyst to more widespread cultural change' (Tritter, J.Q. and A. McCallum 2006; 76:158). Which stated in the simplest terms means that user involvement mechanism's (forum or network) fundamental aim is to develop a working relationship with the stakeholders (service users or the general public) and the public body (Moray Council in this case). The development of this relationship would be to initiate positive change to service delivery and planning, where necessary but really to open up a channel of communication and develop a good working relationship. In respect to equalities, this could mean a relatively small change to staff training in equalities awareness or larger, more obvious changes such as the local environment. There is already evidence of the latter in Forres with

a recent feasibility study and action plan to make Forres 'a town of disability excellence' (NBP Planning (2009/10) Forres: A Town of Disability Excellence').

Despite the focus of material reviewed being more health related topics some interesting and thought provoking conclusions came from the material that could potentially offer some learning for the future. The three main issues arising from the material relevant to discussion are;

- Defining 'user'
- Balance of power
- Barriers to involvement

The term service user has been used in the fields of health and social care for several decades. Yet there are some inherent difficulties with the term when abbreviated to 'user' due to connotations to substance abuse and stereotypes of people who take advantage of the welfare and social care system (Chamberlain (1993) in Looking Out from the Middle: User Involvement in Health and Social Care in Northern Ireland 2008:34). The terms 'client' or 'consumer' can often be preferred because the term service user can be viewed negatively defining people by services used or received and it can be disempowering. There are also problems with the terms client or consumer as it suggests public body stakeholders e.g. the general public have an element of control and empowerment actively seeking out services. The reality is that people have little choice in the service provision available from both Local Authorities or the NHS (Bradshaw 2008; 16:676). Having said this, the word user has now become embedded in language associated with public authority engagement and the majority of networks or fora cite 'user involvement' as a key aim or goal (Smith et al; 2009:12:200, Stickley; 2006:13:571).

Tritter and McCallum argue the notion of user involvement starkly forces the debate surrounding the perceived notions of the power dynamic at play in such settings (Tritter, J.Q. and A. McCallum 2006; 76:157). Stickley agrees by examining the relative dimensions of power and knowledge and ultimately questioning its benefits; 'how can service user's work in partnership with those who hold institutional power?'. When we look at the results we will see that these concerns bear fruit with some of the respondents (see discussion). Staniszewska defines service user involvement as the existence of an implicit agenda around empowerment and consumerism 'where people become empowered through participation by gaining some control over public services by influencing them in order to meet their specific needs and ultimately gaining control over their own lives' (Staniszewska; 2007:10:180). Smith et al. concludes that user involvement is not merely about membership of a particular group but it can be seen as the development of 'relationships within social contexts'. The researchers conclude that 'the overall process of creating opportunities for involvement was very much dependent on the...ability to communicate the purpose and intentions...it was also vital to help people feel at ease, respected and acknowledged' (Smith et al; 2009:12:205). So in terms of Local Authorities, the success of user involvement is ultimately based on the Local Authorities' ability to develop and maintain relationships, clearly stating the aims and purpose of the involvement.

There were a number of barriers to the development and/or success of user

involvement fora identified in the literature. Apart from the two examples above (the term 'user' and the balance of power) it was noted that the language used can be a significant barrier to the development and sustainability of a fully functioning user involvement. We will also see reference to this when looking at the results from the focus groups. McDaid identifies a large number of barriers to the equity of user involvement. She highlights 'cultural and structural inequalities'. For example, in specific reference to mental health user involvement, she argues users may be less likely to be familiar with formal managerial and professional processes which can be linked to language and general understanding (McDaid; 2009:24:4,463). If we examine this in the context of equality fora or networks it is clear there is a divide between lay members and professional representatives but there is also a divide between user's representatives themselves. McDaid concludes;

"Barriers to effective user involvement therefore go beyond the need for capacity and competency by service users and better communication between users and professionals. Evidence shows that some professionals ...lack not only an understanding of service user's views but a willingness to listen" (McDaid; 2009:24: No:4,463).

For user fora or networks to contribute to change there are several factors which have to be present such as clear communication and understanding between and within the groups involved. This literature review has shown it is a complex issue and not as straight forward as one would initially assume. It is not as simple as getting a group of like-minded people together to discuss services with the commissioner or provider of such. Key and probably most fundamental is firstly the motivation behind involvement and secondly how the individual perceives their role 'user involvement has been classified according to the roles or activities service users can take up, either represent personal views (direct) or represent (indirect)' (Smith et al; 2009:12:199). Tritter and McCallum also offer insight that there is an on-going debate 'a typical response to user involvement is that participants are not 'representative' of all users' (Tritter, J.Q. and A. McCallum 2006; 76:164). Staniszewska discusses user involvement in terms of empowerment where people through participation feel they are gaining 'control over public services' through influencing them and addressing issues in terms of their specific needs (Staniszewska; 2007:10:180). Tritter and McCallum argue that involvement is different from empowerment and although concerted efforts have been made to increase opportunities for involvement, service users level of empowerment is limited due to the 'structural barriers' such as traditional hierarchical models of public bodies in the UK (Tritter, J.Q. and A. McCallum 2006;76:163). Hodge states that despite the evidence of Tritter and McCallum's argument 'more sophisticated understandings of different forms and levels of involvement are becoming incorporated into the knowledge and practice of many...social care organisations (Hodge 2009; 12:260). It would therefore be fair to conclude, from the literature evidence and the review of Local Authorities' Equality Forums that despite criticisms of user involvement it is still a valuable yet challenging part of designing and delivering services in the 21st Century;

"...the process has highlighted the complexity of user involvement and it's relatively fluid nature. There is clear evidence of collaboration, consultation and some partial aspects of a user-led approach." (McDaid; 2009:24: No:4,463).

#### 4. Results (Focus Groups, Face to Face Interviews, Semi-structured Interviews)

This section will present the findings from all 3 of the research methods employed. The combined results will be presented first. Focus Group results, Face to face Interview results will follow. Finally the results from the Semi-structured interviews will complete the results section.

##### 4.1 Combined results

A combined total **181** people took part in this research either as a participant or a respondent from the 3 types of research method employed;

Research Method	Number of Respondents / Participants
Focus Groups	112
Face to Face Interviews	18
Semi-Structured interview pilot	7
Semi-Structured interviews	44
<b>Total</b>	<b>181</b>

Since the semi-structured interview pilot was intended only to test out the questions this figure (n=7) will be deducted from the total (see Appendix 6).

Therefore the following results are based on a total research population of **181**.

##### Gender of respondents / participants

The table below shows the overall gender divide of respondents / participants involved in the project indicating men made up a third of respondents / participants and women made up two thirds. The table below shows the gender divide by research method;

Research Method	Number of Respondents / Participants		Total
	Male	Female	
Focus Groups	41*	71*	112*
Face to Face Interviews	6	12	18
Semi-Structured interviews	13	31	44
<b>Total</b>	<b>60</b>	<b>114</b>	<b>175</b>

\* Please note these totals include staff members (Both Council and Voluntary organisations) because they offered feedback and were integral to the discussions. Staff members opinions and experiences of frontline services can elicit equally valuable information;

*“Staff can be a key source of innovation and improvement in service processes and quality, where organisational processes enable this...perceptions of service quality and also job attitudes may be important in service work and in users’ experiences of the service, and provide argument for examining views in evaluation of service improvement.” (Morrell, K and J Hartley 2007:4)*

## **Age Range**

Due to the nature of this research, covering all equality strands there was a broad range of ages involved in this project with the youngest being 16 years old and the oldest describing themselves as 75+.

## **Geographical Information**

The majority of respondents / participants in this research resided in the Elgin area however both the results for the focus groups and semi-structured interviews show that respondents / participants came from all over Moray. Some of the localities that respondents were from are listed below;

- Aberlour
- Buckie
- Cullen
- Dufftown
- Elgin
- Forres
- Keith
- Grantown on Spey
- Kinloss
- Hopeman
- Lossiemouth
- Rothes
- Lhanbryde

## **4.2 Focus Group Results**

The scope of the research was broad reaching in terms of assessing access to the range of services provided. Some group members had greater access to certain services than others due to their personal circumstances for example people with a learning disability, physical disability or mental health concerns were more likely to seek support from social services. Also some areas were more important to some groups than others for example education and employment was topics with more relevance to young people than other groups.

Therefore for ease of reading the results are presented under the following headings;

- Health and Social Care
- Employment
- Education
- Housing
- Voluntary sector
- 'Other'

#### 4.2.1 Health and Social Care

As indicated there were some groups that had more access and more experience of health and social care services than others e.g. learning disability, mental health, physical disability and some young people involved with the Through Care After Care (TCAC) support services. Those participants who had access to Council services in respect of health and social care needs (n=90, 91%) were generally very positive about them. Members of Moray Disability Forum said they have a good working relationship with the council and have worked on many successful projects or issues together in recent years. 2 members of the Chinese community receive health and social care supports but noted language can be a barrier and they are not always offered interpreting services.

Here are some of the comments made;

*"This group is a lifeline for me...much better than before"* (Female, Mental Health Group, Buckie)

*"Good services, helps me learn how to look after myself and always there if I need them and help me out with money if I get stuck..."* (Young Person, TCAC, Elgin)

*"I had problems when I came out of hospital with my benefits and things but my Social Worker helped me out but can't always but that the systems fault not hers...I know they are always busy and cover a large area"* (Female, Mental Health Group, Aberlour)

*"I have Council carers and they are all very good I have no complaints - excellent service"* (Female, Physical Disability, Elgin)

There was some confusion amongst the group about whether their support came directly from the Moray Council or through a different route. The majority of participants had services provided to meet their specific needs by a third sector organisation however it was confirmed by the respective staff that the projects were either all or part funded by the Moray Council.

Young people with a learning disability were one of the groups who felt disadvantaged in terms of the health and social care support or services noting that there is no advocacy worker to help them get through to 'official people' in the council which was supported by members of one of the mental health groups. The learning disability group said they have little or no contact with a social worker or care manager. This latter point was supported by the mother of one of the attendees who said that often a social worker who has never met her daughter will show up at a



review meeting and talk about her when she didn't know anything about her that wasn't on a report or assessment probably completed by someone else. All of the group members including the parent/carer in attendance felt let down by the 'system' (n=6) mirroring some comments made by attendees in 2 of the 3 mental health focus groups (n=14);

*"the excuse of budget cuts is not good enough when needs are significant, especially when such a lack of support would cost the Council and other public bodies more money in the longer term if needs not addressed properly" (Female, Parent Carer of young person with a learning disability, Elgin)*

*"the system is institutionalised and those that are more able can get dropped from the system and get into trouble and end up in the Criminal Justice system" (Various participants including some staff members, Elgin, Aberlour & Keith)*

It was unclear whether the comments were in response to the welfare system in the UK generally or if there were specific concerns with the Moray Council. When questioned further the comments were mixed indicating the benefits system doesn't currently give an incentive to go to work and there is not the appropriate support in place to help people to if they wanted to.

The LGBT<sup>1</sup> group also felt significantly disadvantaged with regard to support needs therefore the main discussion at the focus group centred on support needs and the availability of provision locally. The group members (6 men and 4 women) explained that there was no formal support group or network locally for LGBT. The group have come together through informal networks but tend to meet socially, in a pub because there is nowhere else to meet. The group members felt there were a number of concerns with meeting in a pub especially for young people, for people of different faiths and for those preferring not to either go to pubs or meet in an open public venue. They said that there are national helpline numbers but this is not always the best option or the most appropriate method because people are different. Some people could respond well to anonymous phone support where as others may prefer / need face to face support.

Currently one of the group members is providing informal telephone and internet support in relation to LGBT issues. The individual and the group leader felt that this type of support should be available formally for those in need. The individual providing the informal support is starting to notice more complex issues are being brought to his attention. The group felt that this increasing trend highlights a need for more specialist knowledge and skills specifically for individuals requiring support with LGBT related issues.

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<sup>1</sup> Recognising **Transgender** as a separate strand by using an **LGB&T** acronym distinction has been brought into focus by the Equality Act 2010. It is intended to encourage greater equality by acknowledging the specific and particular needs of transgender people. However the view expressed by the group was for **LGBT** to be grouped together because of the concern that in a small community there is a danger of trans people being further marginalized or excluded altogether if listed separately.

The group feels that there was a general lack of awareness raising locally in community centres and through NHS services and a lack of understanding of the concerns relevant to people struggling with Lesbian, Gay, Bi-sexual and Transgender Issues. The group feels that the issues go wider than just the Council but maintain that if the Moray Council could stand up and be a leader on the issues then others may follow suit. They feel that the way to break down barriers is to raise awareness. The group felt that training of frontline staff and creating positive links with the LGBT communities in Moray would be a starting point.

Some of the group members noted that young people are marketed as 'quality achievers' but the concern the group members have is that with the lack of appropriate support Young People in Moray, All group members felt that what they need is a focal point for their meetings which would include a formal, dedicated meeting space that would enable them to offer both social and other types of support as required. There needs to be greater recognition in Schools and Colleges and workplaces that 'sexual orientation' can bring into focus issues or concerns where appropriate support is required. One group member identified that within his secondary school education the only discussion regarding sexual orientation was in the context of safe sex. However it was noted that this should begin to change with the Curriculum for Excellence. Young people are marketed as 'quality achievers' but the concern the group members have is that with the lack of appropriate support young people in Moray, coping with issues around sexual orientation, may not be able to be quality achievers. Sexual orientation can impact all aspects of a young person's life such as mental health, self-esteem and ability to make life choices.

The group had concerns that this information from the focus group would not be heard at an appropriate level and there was considerable time spend on discussing the groups 'link' to the Moray Council. The group however were very much in favour of developing a good working relationship with the Moray Council so that they can work together to promote a positive future for Moray residents.

The researcher observed that the group members were unanimous in stating there is a clear lack of support from an early age right through childhood, teenage years, adolescence, and adulthood and when people get older. There has to be appropriate support and staff training to deal with all issues that may arise as a result of sexual orientation in the same way that specific service provision is available for all other equality strands. The group are clear in stating that they are willing to work with the Moray Council to make positive change but key is finding the most appropriate link into the Council and Community Planning Partnerships so that their views can be heard at an appropriate level and action follows.

Moray Disability Forum (MDF) members main concern was over the wider welfare issues in respect of Disability Living Allowance. But as conversation developed concern was raised over the impact of Council cuts. Moray Assisted Travel (MAT) scheme may be scrapped and members of MDF are concerned about what this would mean especially when considered in the wider welfare context. They feel that disabled people would have less money to live on but their travel costs would increase. There was real concern that the impact of these changes would be devastating to those affected because disabled people would become more isolated because unable to pay for travel.

There were few general comments of dissatisfaction regarding health and social care services. But those comments that were made by different people in different localities were similar. For example it appears there are concerns with the 'blue badge scheme' for disabled parking permits (n=2) and housing adaptations on grounds of disability (n=4). Only 2 respondents agreed for their comments to be printed;

*"I applied for a blue badge and it took too long"* (Did not want to be identified, Elgin)

*"Council cuts corners when adapting homes - goes for cheapest option but cost more in long run..."* (Female, Physical Disability, Elgin)

In terms of ideas for improvements 2 comments were offered from different groups regarding respite services. Both individuals would like to see more choice of respite offered and for it to be much cheaper as it is currently very expensive. One participant said they would like more of a subsidy from the council so that her daughter with a learning disability can get a 'free' place each year. The other respondent said that she would like different options for respite because she was sent to a hospital for a 'short break' which in her view was not a holiday or appropriate.

Although the numbers are too small to make any substantive generalisations across the total population it should not detract from the point that people have had these experiences.

#### **4.2.2 Employment**

There were few comments made regarding employment. Young people and adults with a learning disability and young people with a learning disability were the main groups who discussed employment related issues. Generally all group members were happy with the support they receive with regard to employment. Both Adults and young people with a learning disability indicated they had help from an Employment Advisor employed by the Moray Council. 10 Adults with a learning disability and 3 of the young people with a learning disability were in a range of different types of supported employment, some were voluntary (n=9) and some were paid (n=4). All of the young people were members of a group that was part-funded by Careers Scotland so all 9 group members felt they had enough support to help them make career or future choices. However the Parent/Carer in one of the groups felt that there was little opportunity or support following college for adults/young people with a learning disability.

Participants of the Mental Health groups both in Buckie and Forres had differing opinions. The group in Forres indicated having access to an employment support advisor whereas the group in Buckie did not. The group in Forres indicated this was no longer available but it was very good whilst there. The Forres group noted that the drawback of the service is that only certain types of jobs appear to be offered to people with Mental Health issues.

Few of the other groups referred to employment related topics other than the Muslim

Men's group and the Sensory Impairment group noting there is little opportunity for employment in Moray so children tend to move away when they grow up.

### 4.2.3 Education

Through Care After Care (TCAC) young people and young people with a learning disability were the main groups who discussed education related issues as it was most relevant to them. Attendees from both groups had mixed views of school and college in the Moray area. 8 out of the 9 TCAC young people had difficulties at school and all 5 of the Young people with a learning disability had concerns when they were at school. The latter group had issues both in Elgin Academy and Elgin High school with regards to bullying which was supported by 3 of the TCAC young people. All of the young people who identified bullying to be a problem felt that not enough was done firstly by the schools (Buckie, Elgin, Fochabers and Keith) and secondly by the council. 1 member of the group said that she 'suffered' with continued bullying for 5 years at Buckie High School but because nothing was done she left school early. Although recognising the difficulties teachers may have in tackling this behaviour she feels not enough is done to support the victims and realise the impact it can have. 4 members of the LGBT group noted difficulties they encountered when at school citing homophobic bullying to be a daily occurrence when in secondary school. Members of this group feel that there are not enough supports within school to deal with this specific type of bullying and that this could be an issue regarding staff training. All of the respondents who indicated bullying to be a problem said they had reported it to school staff and parents.

1 of the TCAC group members who initially attended a secondary school in Keith left and moved to Huntly Academy (in neighbouring Aberdeenshire) as there were, in his opinion, more opportunities and choices.

The young people with a learning disability felt that they were not given enough support when in school. The worker indicated that they attended the Assisted Support for Learning base within their respective schools. The parent/carer felt that the 'Skills for Life' courses offered were not really appropriate for full independent living. 1 member of the group said he was asked to leave school because of his age and behaviour;

*'I was being bullied and no-one would help me so I was pigeon-holed as 'bad'" (Male, Young Person with Learning Disability, Elgin)*

All of the TCAC Young people agreed that the school system itself can be a barrier to progress because studying core academic subjects isn't always the right approach. Some of the group identified that more vocational options would improve things.

However 1 of the 8 TCAC young people who said secondary school was difficult for him was sent away to a residential school in Glasgow. He said that this was the best thing that happened to him because he will probably now be able to get a job but before he was with 'the wrong crowd' and may have got into trouble. The worker explained that his residential placement was funded by the Moray Council. Another from the same group said that she was part of a 4th year group to improve exam

scores, an initiative supported by the Moray Council. 1 Female from the Fochabers area said she felt having a good relationship with teachers helped her succeed at school. She disclosed in the group that she got pregnant in her 5th year but was able to continue studying with Tutors coming to her home, again a service provided by The Moray Council. She said she felt that this support has helped her make positive choices for her future.

There was general agreement amongst both groups that as long as you did not require any special treatment then mainstream school is 'ok' but if additional support is required for example Asperger's Syndrome, other learning disabilities and 'behavioural problems' the majority of people will encounter problems either with the individual schools or the system itself (see previous comments regarding academic subjects). The TCAC young person who attended a residential school in Glasgow said he feels the school system itself was a barrier to his learning but when he went away he was more able to concentrate as he was given more breaks during the day but was also supported and not judged. This was supported by the parent/carer of a young person with a learning disability;

*"The school blamed Joanne\* for her behaviour rather than looking at the system which is inappropriate" (Female, Parent/Carer, Elgin)*

(\*name changed to conserve confidentiality)

There were a few comments made by members of the mental health focus groups relating to adult education classes and the opinions were divided across the region. The group members in Aberlour said that there was little or no opportunity for adult education classes and none of the group knew where to go to enquire about such things. In addition 2 group members said their local library is earmarked for closure so they will no longer have access to the internet or books (at the time of the Focus Groups). However in Buckie the majority of group members said that they have good access to adult education with specific reference to computer classes supported by The Moray Council. All group members had applied for Individual Learning Accounts (ILA) to help with course costs. There was a similar picture in Forres with half of the group applying for ILA's and attending courses they were interested in. There was speculation over the possible closures of libraries but generally they were very happy with the opportunities.

The final group to mention education related issues was the Muslim men's group (see 'other' section for full explanation in context) but briefly they feel their children are disadvantaged educationally because they are unable to meet their cultural and religious obligations and have a Mosque School until the Mosque is ready. They feel this is not seen as a priority by the Council because they do not fully understand the impact and distress it is causing to the families. They feel that they are seen as 'different' so it is not important but the Council has to understand their community is made up of both incomers and British Muslims (2nd and 3rd generation).

#### **4.2.4 Housing**

There were mixed responses to issues related to housing/accommodation. Across all of the focus groups there were a range of housing situations;

- Owner Occupiers
- Housing Association
- Council Property
- Parents home

The mental health, learning disability, sensory impairment and Moray Disability Forum groups all agreed that Housing and Council tax benefit forms should be improved, if they were simpler to complete and not as lengthy it would be better for them easier to complete. But all of the residents in Forres spoke favourably of the 'new' system saying it was much easier and they did not need to apply each year like before. 9 of the participants who lived in Council property felt that improvements to their properties need to be made with 3 of the participants from the Aberlour area being most dissatisfied. 1 commented;

*"Nothing happens when you complain and ask for improvements, you are told that there is no money but it's freezing in my flat and I've been waiting for new kitchen for 3 years"* (Female, mental health group, Aberlour)

1 participant from the mental health group in Buckie who also had a physical disability also said that it took too long to get modifications to her home, in particular the door entry system took 2 years to be installed;

*"It took so long and was not good at all it made me even more ill, it was quite distressing..."* (Female, Mental Health Group, Buckie)

All Housing Association tenants were very happy with both the accommodation and where appropriate, the support provided. This was made up of people from TCAC young people (n=3), young people with a learning disability (n=3), some participants from the mental health groups (n=12) and 2 participants from the sensory impairment group.

Few made comments regarding refuse collection saying they preferred weekly collections. 4 members of the Chinese group said they felt that refuse should be collected more often from their businesses since they work in the restaurant / fast food industry. However none of the 4 indicated whether they have informed The Moray Council of this. Recycling however caused some considerable debate. In rural areas there is no kerbside pick-up and the few that commented (n=4) felt there is too much reliance on residents to have car but 3 out of the 4 did not own a car. 1 of these respondents said they have a physical disability and when they informed the council she said nothing was done to help her get her recycling collected. She currently has to put her recycling in with her main refuse. A few comments were also made with regard to plastic recycling only being available in Elgin which is not helpful to those participants living in different areas.

2 members of the Chinese group said they had complained about a faulty manhole cover but it took two years to repair, another 2 mentioned there are too many potholes on rural roads and when they inform the Council nothing is done. However despite these comments the majority of Chinese participants were very happy with Council Services and the relationships they have especially in relation to their

businesses. Only 2 said that they felt unfairly treated by The Moray Council indicating that they are not offered language support to communicate with them to deal with more complex issues. Similarly to the other respondent the members of the Chinese group resident in Forres were the most satisfied about where they lived.

#### **4.2.5 Voluntary sector**

Only the learning disability groups made reference to the voluntary sector. The majority of participants received support through voluntary sector organisations e.g. Enable and Harlequins. The adults group said there were plenty of things for them to get involved with to help keep them occupied. The worker informed that this can mean referral to other groups or services such as day centres like Cedarwood to college courses and / or supported employment.

#### **4.2.6 'Other'**

##### **Transport**

Bus travel elicited a significant amount of conversation and comment from most group members, at least 1 person from each group had experience of bus travel. The majority of groups felt that they were well serviced by buses again with the Forres residents being the most satisfied despite noting that the service to Elgin is hourly and it can be problematic for attending appointments. All Forres residents had a bus pass applied for through the social work department so they did not need to pay for buses.

The following issues were identified as concerns from all of the groups;

- Too costly
- Timetable (not enough buses at right times)
- Not enough low-rider buses
- Placement of bus stops inconvenient e.g. too far away from home, no footpaths to get there safely, no streetlight to walk there safely

The TCAC young people felt that bus drivers can be rude and unhelpful which was mirrored by 3 members of the Mental Health Group in Buckie and some of the adults with a learning disability (n=4).

Moray Assisted Travel (MAT) Scheme was discussed in the Health and Social Care section.

##### **Community Safety**

There were not many comments regarding community safety. Only 5 respondents mentioned a lack of street lighting as an issue in rural areas (Aberlour).

1 member from the adults with a learning disability group offered insight into a project she is working on with Grampian Police with regard to prejudice incidences aimed at people with a learning disability. She conducts talks in schools to children/teenagers who tend to be the perpetrators. As discussion continued most

group members (7 out of 12) felt that more should be done within schools to teach children about the impacts of hate crime.

The LGBT group members noted that they have issues regarding their own personal safety in their local areas across Moray not just in Elgin. They noted that if Moray Council could demonstrate a commitment to supporting their lifestyle decisions other organisations and businesses locally may follow suit, leading by example. Some group members noted the 'rainbow' symbol being used in bars and restaurants and other leisure venues which make the group members feel more accepted by the local community.

## **Mosque Development**

The biggest single issue for the Muslim community is associated with the provision of a Mosque. The group said the community have been trying to raise the money and work with the Council since 1998. The Mosque Committee is thriving and active but could be better if had their own space within the community. The group members said that there are too many restrictions on timetable and not always compatible with prayer times;

*“Currently the village hall space is provided as Mosque/prayer space but is not ideal”  
(Male, British Muslim, Elgin)*

The group said that following the 12-13 years of 'fighting' and fundraising a venue has been earmarked as Mosque but now the Moray Council want £24,000 for car parking facilities with the Mosque.

*“It took over 10 years to raise the £50,000 so we could never afford it.” (Male, British Muslim, Elgin)*

The group feels that there is an issue of Mosque/committee being a charitable organisation (not-for-profit) so being charged seems unfair (especially if compared to church grounds).

The following comments were made by different group members but all were in agreement;

*“Too many restrictions are being put on the building which was a former church and now being converted for our Mosque.”*

*“It isn't as simple as finding a building...our children are missing out on essential education as we can't run the Mosque school, Sisters (women) cannot meet”*

*“The Mosque Committee cannot be as active as we could be and there are generally no opportunities for any of this apart from on a small scale...If we had a Mosque it would be a central point to help channel opinions and decisions and we could link directly with Moray Council.”*

*“Although we have current link with Moray Equalities Forum it could be improved and through this process we need to meet Moray Council at different levels and an open*



*forum is not the most appropriate mechanism to channel concerns. “*

*“We are a private community as don't want such an open forum to feed into the Council. But we do want a good link into the Council and are happy to work together amicably.”*

The researcher observed that the village hall provided to the Muslim community for prayer was a cold and uninviting building, especially in the winter months. There appeared to be little opportunity for the Muslim community to meet and socialise all together. Symbolically this could lead to the Muslim community not feeling valued by their Local Authority. Therefore instead of building and strengthening communities and relationships it creates tensions. However if the concerns or problems encountered by the Muslim community are no different than any other group applying for accommodation then it may help the relationship between the Moray Council and the Muslim community if this is communicated to them.

### **Moray Equalities Forum**

Members of the Muslim men's group, the Moray Disability Forum, the learning disability groups and members of the Chinese community had all heard about Moray Equalities Forum. Each of these groups had active MEF members as a link to Moray Council. All members of the 3 mental health groups, the TCAC young people's group and the sensory impairment group had not heard of the Moray Equalities Forum.

When asked if they would like to have more involvement in the group the responses were mixed. The Muslim men's group as previously indicated said that the open forum approach is not appropriate for them. This was mirrored by both learning disability groups stating that "*Formal meetings can be stressful and difficult to attend*". The Moray Disability Forum had an active representative involved in the MEF but indicated that they already have good working links with members of the Council and with their work with Moray Access Panel. 3 members of the Chinese community would be interested in having more involvement in Moray Equalities Forum but noted that language could be a barrier because they would probably need interpreters and documents translated for them to take fully part. 1 member from the mental health group in Aberlour would be interested in learning more about the Forum but she said that she is involved in SAMH's user representative group at both Local and National Level so perhaps feels she is already doing enough. There was potential interest from the TACA group to have more involvement in the future.

See conclusion for more feedback regarding Moray Equalities Forum.

### **4.3 Face to Face Interviews Feedback**

18 face to face interviews were conducted during the course of this research project. Some interviews were conducted as part of the preliminary investigation for background information to contextualise the development of Moray Equalities Forum. It was explained in the methodology section that a 'diagnostic element' emerged during the course of this study. There had been difficulties with gaining interest of Moray Equality Forum representatives to be involved in the project. Therefore a

series of other face to face interviews were conducted with an aim to understand some of the issues as perceived by the MEF representatives.

An additional focus group was held in place of a MEF meeting on 13/12/10. 3 of the attendees were of the 18 involved in the face to face interviews and therefore not counted again in the combined totals. 1 other person attended this focus group from Grampian Police. The responses are cited in this section because the main focus of discussion was the MEF (see Appendix 6) so it logically sits here with the interview results.

The responses from all 18 interviews have been presented below in respect of the Moray Equalities Forum.

The MEF Representatives who agreed to be interviewed are not referenced specifically in order to conserve confidentiality.

11 MEF representatives agreed to be interviewed to provide insight into their involvement in the MEF and the issues or concerns they have in this regard. An NHS employee, a member of Grampian Police, 1 individual who represents Transgender people and 4 Moray Council staff members were involved in the interviews.

All 18 people who were interviewed agreed the concept of the Moray Equalities Forum is very positive with more than 50% (11) stating they would like to have more involvement but due to their current work constraints it is difficult. The representatives from Grampian Police and the NHS both stated the reason surrounding their lack of involvement was more to do with organisational changes and time factors making their involvement difficult. 6 of the current MEF representatives said that the timings of the meetings, the distance and location of the meetings make it difficult for them to attend.

The majority of interviewees (n=14) felt that there are some important 'structural' issues and barriers that prevents the MEF from being more successful. 6 of the 11 MEF representatives knew the remit but felt it was too broad for a group of this nature and they felt that not enough support is given to help it become successful. The remaining 5 MEF representatives were not aware what the remit was and were unclear of their role within the Forum with 3 of the 5 not being aware they were cited as 'reps' until contacted for this project.

The following are the main concerns cited regarding the current MEF by all 18 interviewees;

- Remit too broad
- Too many professional involved
- Not enough 'user representation' e.g. tokenistic
- Too much reliance on individual members
- Unclear reporting mechanism e.g. where does the information from the MEF go?
- Formal meetings not appropriate for some groups e.g. Young People, Learning Disability, Some Older people, Sensory Impairment, LGBT, Muslim Community, Chinese (if interpreter needed), Gypsy/Traveller Community.

- Not enough communication regarding aims and purpose
- More awareness raising required

Appendix 6 shows that the first topic for discussion (agreed by Moray Council) at the MEF focus group on 13<sup>th</sup> December 2010 was 'ideas for the future of MEF'. However the group preferred to talk about their own concerns with the current MEF. The comments are summarised below;

- Original level of involvement has evolved into a different role
- People don't know of the Forum or where to go if they have difficulties
- Issue with 'professional' representation not being representative
- Can be seen as tokenistic, not enough support given to relevant members or groups
- Meeting Agendas already set, user representatives not given the opportunity to influence the agenda
- Consultations seem pointless because decisions already made – don't see any value in process
- No feedback to Forum after actions suggested
- No representatives tasked with actions either
- Issue regarding point at which MEF involved in decisions
- Language used and technology can be a barrier (for example not all respondents have access to computers and or email), sometimes not seen as the best method of engaging Forum representatives.

These comments reflect the ones already cited in the focus groups and the face to face interviews. The researcher observed that there is a core group of individuals who regularly attend meetings and consultations who clearly are engaged in the process and want it to be effective. These key individuals spoke positively regarding the aim of the MEF but recognise there are some areas requiring work. A clear conclusion would therefore be that there are inherent difficulties with structure, format and governance surrounding the current Moray Equalities Forum.

#### **4.4 Semi-Structured Interview Results**

##### **Demographic Information**

The semi-structured interviews involved members of the general public in Moray, people who were less likely to have contact with the Moray Council's services. This group therefore became a 'control' group when compared to the research group e.g. members of specific equality groups. Although it was not originally intended to have a 'control' group in this research project it emerged as an unintended consequence of including semi-structured interviews as part of the revised research design.

Following the pilot, semi-structured interviews were conducted on 4 different dates in three localities at different times of day. On the 20<sup>th</sup> January the semi-structured interviews were conducted in Forres and Buckie (13 miles from Elgin). On 3 separate dates semi-structured interviews were conducted in Elgin City Centre (High Street) (10th, 16th and 18th of February).

44 people took part from a total sample of 95 (46%). 2 of the 95 had to be discounted because they were visitors to the area.

Location	Date	Number asked	Number of respondents	Response rate (%)
Buckie	20/01/11	20	10	50
Forres	20/01/11	25	12	48
Elgin	10/02/11	20	12	60
Elgin	16/02/11	20	8	40
Elgin	18/02/11	10	2	20
<b>Total</b>		95	44	

### Gender of Respondents

Over the three dates that the semi-structured interviews were conducted in Elgin and **4 men** and **16 women** took part. In Forres, **5 men** and **7 women** took part and in Buckie, **2 men** and **8 women** were involved.

Table 2 below shows the combined total of respondents by gender

Gender	Number of Respondents	Response rate (%)
Men	13	29.5
Women	31	70
<b>Total</b>	<b>44</b>	<b>100</b>

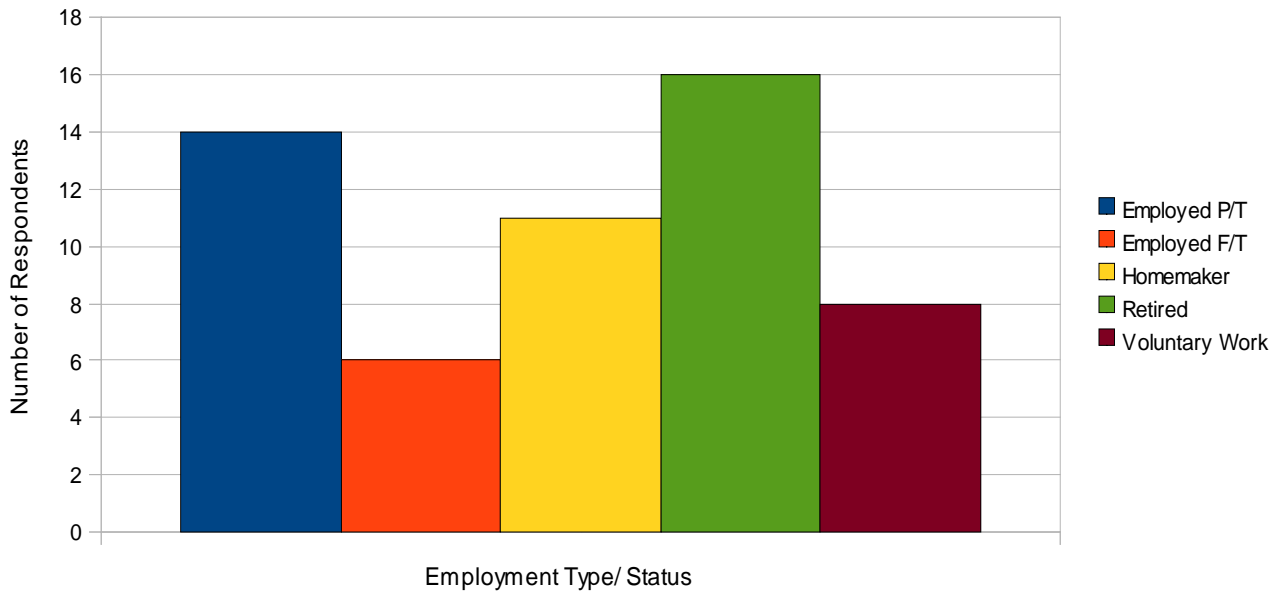
Table below shows the age range of respondents

Age Range	Number of Respondents
25-34	7
35-44	9
45-54	12
55-64	5
65-74	10
75	1
<b>Total</b>	<b>44</b>

### Chart

Note that when asked about their employment status of the 44 respondents 11 offered more than one response (n=55). Of the 11 'homemakers' 4 indicated they did voluntary work and 1 said they work part-time. Of the 16 'retired' respondents, 7 said they do voluntary work in shops, libraries and for charitable organisations.

Chart Showing Employment Status of Respondents



**Postcode area**

28 respondents were from the Elgin area (IV30), 8 respondents were from Forres (IV36) and 8 respondents were from Buckie. Please note that 4 of the respondents stopped in Buckie (AB56) were from Elgin and as were another 2 respondents stopped in Forres.

**Semi-Structured Interview Results**

**1)How much contact do you have with Moray Council and it’s services? (please mark on the scale)**

**A lot** \_\_\_\_\_ **A little**

The majority of people (n=36) felt that they had little contact with Moray Council directly. The 8 who indicated having a degree of contact with Moray Council they cited paying rent (n=3), blue badge scheme (n=3) or receiving support in their own or family members’ homes due to caring responsibilities (n=2).

**2) Can you tell me the type of contact or contacts that you have? (e.g. paying council tax, refuse collection, Education/School, Social work services, Use of Community Centres)**

All 44 respondents noted that they pay council tax and have their refuse collected. 40 respondents lived in their own home or rented with a private landlord, 3 of the respondents in the 65-74 age group lived in Council accommodation and the 1 respondent aged 75+ lived with a family member (their daughter).

30 of the 44 respondents said they had brought up children in the Moray area. The same respondents also mentioned they have access (or have had access in the past) to education provided by Moray Council through their children attending school,

although 2 of the 30 said that their children are now adults and it was over 20 years ago that they attended school, noting that 'it's all different now'. A few respondents (n=6) mentioned dissatisfaction with the opportunities for young people in terms of higher education (College or University), through employment opportunities or training courses.

Of the 8 who indicated in *Question 1* that they have more contact with Moray Council the majority were happy with the services provided (n=6). Only 2 mentioned difficulties. 1 female respondent from the Forres area, aged 55-64 said she had encountered difficulties getting the right support when she became a carer for her elderly uncle who has significant care needs (she mentioned he was recently diagnosed as having Chronic Obstructive Pulmonary Disorder (COPD)). It was however unclear whether she meant the difficulties were with Moray Council, NHS or both. The other respondent noting some dissatisfaction felt that it took too long to get her Blue Badge despite the forms she completed supported by her GP (over 4months).

**3) Do you feel you are treated fairly by staff at Moray Council? (Circle answer)**

42 respondents said with the little contact they have with Moray Council they feel that they are treated fairly. Only 2 respondents felt that they were treated unfairly.

**4) If No, please explain why not?**

1 female respondent from the Forres area, aged 55-64 said she had encountered difficulties getting the right support when she became a carer for her elderly uncle who has significant care needs (she mentioned he was recently diagnosed as having Chronic Obstructive Pulmonary Disorder (COPD)). It was however unclear whether she meant the difficulties were with Moray Council, NHS or both. The other respondent also female (aged 45 -54 from Elgin) noting some dissatisfaction, felt that it took too long to get her Blue Badge despite the forms she completed supported by her GP (over 4months).

**5) Are you happy with the way Moray Council provides services? (Circle answer)**

With the exception of the 2 noted above the majority of respondents (n=41) initially said that they were happy with Moray Council services currently. Only 1 other respondent said that they were not happy noting that sometimes when contacting the council by phone the staff member answering can have an difficult telephone manner. There were few comments made but a few are detailed below;

*"Yes I had a problem with damp in my flat and when I told them (Moray Council) they came quickly and sorted it"*

*"Mostly happy with them"*

*“Yes no problems - always helpful”*

A few mentioned gritting and clearing snow was troublesome this year but acknowledge the exceptional weather conditions. A few noted that this can cause difficulties for older or disabled residents.

However despite the initial reticence to answer this question 4 respondents noted that they were concerned about council cuts and how that will affect them getting care support in the future but when asked they were unable to offer any further examples of what in particular were they concerned about. None of the 4 are currently in receipt of Council Community Care Services.

The most satisfied respondents lived in the Forres area.

## **6) Would you like to see any changes to Moray Council Services? (Circle answer)**

The majority of respondents said that they didn't know if they'd like to see changes to Moray Council services. But a few comments were made;

*“Cheaper Council Tax” (Male, 64-75, Elgin)*

*“Council tax and Care Bills cost too much” (Female, 65-74, Elgin)*

*“Rent keeps going up and pension going down” (Female, 55-64, Buckie)*

*“Need more jobs” (25-34, Male, Elgin)*

*1 female respondent aged 25-34 said she would like more areas for children to play and more street lighting another female respondent from Buckie (35-44) said she would like her Library and Community Centre to stay open.*

## **7) Looking at the following Equality groups do you feel enough is done by Moray Council to treat everyone fairly? (Circle answer)**

- **Race (includes Gypsy Traveller community)**
- **Disability**
- **Gender**
- **Religion/Belief**
- **Sexual Orientation**
- **Age**
- **Transgender**

The responses were almost equally split 3 ways between 'yes', 'no', 'don't know'. Just over a third of respondents (n=17) said they didn't know. A third of respondents said they feel enough was done by Moray Council to treat everyone fairly. Just under a third of respondents said they felt not enough was done by Moray Council to treat everyone fairly.

Few comments were made (n=6). All of the respondents who commented were in the 65-74 age group, 4 were from Elgin (3 women and 1 man) and 2 male respondents were from Buckie. These comments are detailed below;

*"Too many foreign folk/incomers get everything like houses and jobs (n=4)."*

*"Young people get everything given to them and don't learn to work" (n=1)*

*"Older people don't get as much help as we should after working all our days and paying taxes." (n=1)*

**8) Have you heard of Moray Equalities Forum? (Circle answer)**

None of the 44 had heard of the Moray Equalities Forum

When it was explained that Moray Equalities Forum is a group of community members representing the following equality groups;

**9) Would you be interested in finding out more about Moray Equalities Forum? (Circle answer)**

None of the 44 respondents were interested in finding out more about Moray Equalities Forum. A few comments (n=6) were made regarding reasons for lack of interest;

*"I work full-time so couldn't attend meetings during the day"*

*"If the meetings usually in Elgin I couldn't get there because buses not good"  
(Resident in Forres)*

*"Can't attend meeting because of family commitments"*

*"Not interested, just want my community centre to stay open" (Buckie resident)*

*"It's just another waste of tax payers money!"*

*"Waste of time!"*



## Conclusions

From the responses provided by all participants and respondents involved in the research designed to support Moray Council develop their equalities agenda the feedback is generally very positive with regard to people's experiences of services and the treatment received by council staff.

There were clear differences between the participants of the focus groups and the respondents of the semi-structured interviews with regard to their involvement or contact with Moray Council.

Participants of the focus groups were involved in the research by virtue of their belonging to a specific equality group protected under the new legislation and as such were more likely to have contact with a range of Council led or Council funded services. Whereas the respondents from the semi-structured interviews were members of the public randomly selected, so their individual level of contact with Moray Council was not known prior to contact. They were less likely to be part of a group representing one of the equality strands. This group were also less likely to have involvement with Moray Council directly. As previously mentioned the semi-structured interview respondents can therefore be considered a 'control' group when analysing the data. It supports the notion that people generally do not seek out services (public, private or commercial) unless they have a specific requirement for them. Interestingly the 'control' group were less likely to want contact with council services yet conversely members of the equality groups wanted more contact and support.

There were similarities between focus group participants and semi-structured interview respondents when discussing refuse collection and recycling from both the focus group participants and semi-structured interview respondents, with the majority being happy with the bin collection and level of recycling. There were a few comments regarding lack of recycling facilities in rural areas from the focus groups but this was not mentioned by the semi-structured interview respondents.

There were further differences between the focus group participants in relation to the services that they would receive. The Moray Disability Forum participants, adults and young people with a learning disability and the TCAC members of the young people's group were more likely to receive support services with regard to Health and Social Care than the other groups. The sensory impairment group although also in receipt of a support service funded by Moray Council had no direct links to the Council with regard to their disability needs because they felt their needs were already addressed sufficiently. From both focus group feedback and semi-structured interview responses concerns were highlighted regarding 2 specific areas; the issuing of disabled parking badges and home adaptations for people with a physical disability. However the LGBT group overwhelmingly indicated that there was no formal specialist support available for people belonging to these distinct groups and no known method of engagement with the Moray Council. The LGBT group would like to work with the council in order to develop a relationship and an appropriate support network (see **recommendation 1**). The need for such support becomes more apparent if we look at hate crime statistics in Moray compared to Aberdeen City for example. The results show that from the Prejudice Incident Monitoring Forms

completed, the percentage increases of homophobic incidences is higher in Moray than those in Aberdeen City over the same period with race related incidents being the highest in both areas (see appendix 13 for charts).

Employment and education were service areas more relevant to the mental health groups, adults and young people with a learning disability and the young people's group than the other groups. There were several comments across these groups regarding the potential for bullying within schools. This was also supported by members of the LGBT group indicating that there could be an issue to be addressed. (**See recommendation 2**). A multi-agency response to handle cases could be employed using a Case Conferencing approach with all parties involved and support at each stage in the process. Additionally the Anne Frank Award Scheme could be encouraged in schools and colleges to promote and raise awareness of diversity and equality linking also to Curriculum for Excellence.

[http://www.ltscotland.org.uk/Images/rme\\_principles\\_practice\\_tcm4-540203.pdf](http://www.ltscotland.org.uk/Images/rme_principles_practice_tcm4-540203.pdf)

“through developing an awareness and appreciation of the value of each individual in a diverse society, religious and moral education engenders responsible attitudes to other people.” ([http://www.ltscotland.org.uk/Images/rme\\_principles\\_practice\\_tcm4-540203.pdf](http://www.ltscotland.org.uk/Images/rme_principles_practice_tcm4-540203.pdf) Page 1)

Few of the other groups mentioned employment or educational needs with the exception of the Muslim men's group feeling disadvantaged with regard to the education of the Muslim Communities' children (See **recommendation 3**). Almost 70% of the Semi-Structured Interview respondents mentioned that their children attended school in Moray and all indicated satisfaction with the education provided. Broad criticisms came from the majority of semi-structured interview respondents and focus group participants regarding the opportunities for young people either following school or college. However the issue of available opportunities for education, training or employment goes wider than the already broad remit of the local authority. Opportunity is a debate for a number of organisations such as local authority, schools, colleges and local businesses and enterprises.

Transport appeared to be a contentious issue with the majority of focus group respondents and was clearly divided between concerns regarding public transport (with specific bus companies) and the Moray Assisted Travel (MAT) scheme. Public transport was deemed too costly, unreliable and unsuitable for rural residents. There were concerns regarding the provision of 'low rider' buses to enable disabled people to use public transport more easily. Furthermore there were concerns raised by the MDF group with the future sustainability of the MAT Scheme. Although the Moray Council is not directly responsible for such issues as cost and the timetables devised by bus companies having an awareness of the difficulties that some local residents face when using public transport can only be an advantage especially when planning local services and amenities. For example the Moray Council's Environmental Services in 2010 completed an Equality Impact Assessment (EIA) for the 'activity' of the 'promotion of sustainable travel' citing the 'reduction of dependency on private motorised transport' as an intended outcome. Local knowledge of consumer issues regarding public transport is an advantage in the planning of this 'activity'.

There were a number of equality groups which did not take part in this research.

Insight into the groups approach is provided below. When taking an overarching view of the 'gaps' it was felt that incorporating this into the recommendations regarding the Moray Equalities Forum would be logical because it would help to contextualise where the gaps are and work that is required to engage these groups in the future (see **recommendation 4**).

### **Moray Equalities Forum**

The responses regarding Moray Equalities Forum were clearly divided between the members of specific equality groups and members of the public involved in the semi-structured interviews. The responses from the semi-structured interviews showed that the majority of the general public tend to have less contact with the Moray Council than people belonging to a specific equality group and therefore less likely to be involved in a 'user group' or to have a link to the Council through another representative. Even within the focus group responses the views regarding the MEF were split with half of the groups having an active member representative in their group and half never having heard of it. There are a number of recommendations to be made with regard to Moray Equality Forum which will be presented under the heading (**recommendation 4**). However a brief discussion around the issues relating to the current MEF is necessary to contextualise the recommendations.

The remit of existing Moray Equalities Forum is;

*'...to act as an advisory and consultative body to the Community Planning Partnership on issues relating to race, disability, age, sexuality, religion/belief and gender in Moray.*

*Its role is to:*

- *coordinate, organise and communicate: to facilitate the inclusion of the views and voices of equalities groups, community organisations and individuals across Moray.*
- *provide advice and feedback on the impact of all Community Planning Partners' policies and functions*
- *get involved in the writing and development of policy across the range of Community Planning responsibilities*
- *make any recommendations to review or amend policies and functions as necessary*
- *assist in the on-going monitoring and evaluation of the implementation of policies*
- *raise awareness within the Community Planning Partnership of the potential barriers placed on disadvantaged groups*
- *disseminate information between the Partnership and equalities groups and community and to the partnership*
- *bring equalities groups and service providers together to inform planning and service delivery*
- *develop innovative, best practice for engaging and involving equalities groups*
- *create various opportunities for involvement (with regard to influencing planning and service delivery.)"*

The literature review highlighted some of the key issues regarding the development and functioning of user involvement fora. However a fundamental stage prior to the development of such (either a forum or a network) must be meticulously prepared. This phase would include two main aims. Firstly clear agreement of which 'users' are to be involved is required and secondly the engagement with members of these groups to 'recruit' individuals for the role of representative is necessary.

"...there are difficulties recruiting and retaining involved users and once elected, user members may not participate. Most user involvement initiatives require a critical mass of people who will...attend regular meetings and participate..." (Tritter and McCallum 2006;76:160).

Although a start has been made with the development of the existing Moray Equalities Forum the evidence from the research has shown that there are deficiencies in representation both in terms of having an actual representative and secondly in terms of having the most appropriate person as the representative because each 'strand' is broad and wide reaching. Several members of the current MEF are stated to represent more than one equality strand but it emerged from the research that some representatives do not know all of the groups they are supposed to represent and equally so the representatives are not known by specific group members. For instance none of the Mental Health representatives knew of the forum or their intended representative. Furthermore the strand 'disability' is very broad and has to be broken down into specific groups such as physical disability, mental health, learning disability, sensory impairment and child disability. There may also be a need for carers to be represented on the Forum but the needs of a carer for a person with a disability compared to the needs of a carer of an older person or a child with complex needs will be significantly different.

The main groups which were not fully represented in the research and on the MEF are;

- Older people
- Young people
- Children & parents
- Children with disabilities and their parents/carers
- Carers / young carers
- Some religious / faith groups
- Minority ethnic community representatives
- Gypsy/Traveller community members

Attempts were made to contact members of these groups however there appeared to be a number of contributing factors to why they did not take part, lack of interest and 'timing' were cited as the main reasons against contributing to the research. Some of the comments are listed below;

*"I don't think at the moment it would be a good idea to organize a Focus group as at the minute the groups are fighting to keep the centre open. Also group tend to wind down coming up to Christmas with their parties and outings etc. Buckie Community Centre along with Portgordon Centre are in the Councils budget to be closed."*

*“I've sent out invitations to a number of immigrants...those who have the widest contacts locally via employers.....approaching Christmas...a very family / religious time...lots going back to home for Christmas in a couple of weeks / preparations for what is the most important family time of the year...so, currently, no takers that I know of..although I have given them your e-mail.”*

However after the Christmas period over 60 Polish people were asked for their views following a Sunday Service on 27<sup>th</sup> February 2010 but none of them offered any information. Through an interpreter the researcher learned that the majority of Polish migrants were happy with the services provided by the Moray Council therefore felt no need to put their views forward.

The researcher learned that members of the local Gypsy/Traveller Community were feeling disheartened by the recent consultation which resulted in Moray Councillors voting against the provision of short stay sites therefore preferred not to take part.

The research showed clearly from both the focus group feedback and the individual face to face interviews that both recruitment and retention of committed members has been problematic (see **recommendation 4.1**). There are a number of contributing factors which would suggest why this is the case but fundamentally it would appear that the relationship development mentioned in the literature review has been deficient together with the adoption of a hierarchical approach;

“While it is useful to consider user involvement in a traditional hierarchical way, in some respects this constrains the very nature of involvement, which can be more fluid and evolving” (Staniszewska et al. 2007;10:181).

The literature search and the research highlighted the concerns over appropriate representation but one area not considered yet that has vital importance, is that of ‘willingness’ or the ‘motivation’ behind involvement. It should be noted here that there is recognition that significant effort has been made to move the MEF forward despite operating in an uncertain landscape of a global economic recession and the impacts this brings. But it would seem the hierarchical style of organisation and management, although it has successfully maintained the links with key equality group representatives locally, it has also delivered a message of ‘ownership’ and control by the council. For user involvement to be successful, as cited in the literature search, competing dynamics of power have to be acknowledged and ultimately changed. For Moray Equalities Forum to truly succeed in its core aim of being made of relevant equality group representatives, power and control has to be handed over to the collective;

“...Citizen participation is a categorical term for citizen power. It is the redistribution of power that enables the have-not citizens, presently excluded from the political and economic process, to be included in the future...” (Arnstien in Tritter,J and McCallum 2006;76:157)

The opportunity for improved engagement to a wider network of equalities groups will evolve over time with a revised sense of ownership. If the Moray Equalities Forum is ‘owned’ by the equalities groups it seeks to represent and provide a voice for then the level of engagement graduates from ‘tokenism’ to ‘citizen power’ (see

Artstein's Ladder below);

<b>Citizen Control</b>	<b>Citizen Power</b>
<b>Delegated Power</b>	
<b>Partnership</b>	<b>Tokenism</b>
<b>Consultation</b>	
<b>Informing</b>	
<b>Placation</b>	<b>Non-participation</b>
<b>Manipulation</b>	

**(Arnstein's ladder of participation in Participation Works: 21 Techniques of community participation for the 21<sup>st</sup> Century (1999) New Economics Network)**

(See **recommendation 4.2**) It therefore requires significant changes in terms of structure but ideological and perceptual change regarding 'ownership'. Furthermore with these changes and recommendation 8.2 a process of devolved governance will help to strengthen the MEF and its independence. It is clear the Moray Council want the MEF to be their link to specific groups protected under the new legislation but this is not enough, the representatives who make up the MEF have to want it to perform this function. Historically attempts have been made to move the MEF forward, to become more independent and self-functioning. The research indicated that there are a number of contributing factors to why this has not been successful. For example the feeling that it has very much been Council owned and led together with the view of it being tokenistic indicates strongly that if these issues are removed progress could potentially occur.

To become an independent voice of equality groups in Moray the MEF members may require support both financial and in relation to human resources in the short term. The literature review indicated that for this to happen, a dedicated person or persons to drive it forward, is/are necessary. The exciting potential for the future MEF is a constituted group able to apply for and attract small grant funding to fulfil their role and/or more. When engaging with equality groups the Moray Council could begin to gain greater understanding of the resources that other groups could offer with a view to taking on the co-ordination of the MEF. In these tough economic times there are opportunities for alternative ways of working such as pooling resources or recruiting support from the Voluntary Sector in the purest form of partnership working (see recommendation 8.1).

The literature review highlighted that following the establishment of a user involvement forum the next crucial step is to ensure that all parties have a clear understanding of their role and purpose. The researcher observed at MEF meetings there was a clear divide between the ability of the equality group representatives to complete the tasks expected of them by the Council for example the completion of Equality Impact Assessments (EIA). Consider this alongside the barrier of language and terminology the difficulties in fulfilling their role are increasing. Furthermore, looking at the remit (above) it is clear the purpose of the MEF is wider than the completion of EIAs feedback on consultations and policy development. Moray Council and, more broadly, the residents of Moray require a link from the MEF to the respective Community Planning Partnerships and Community Councils. Therefore

future consideration to the remit of the MEF should be made (see **recommendation 4.3**, this could also be linked to the **recommendation 4.2**)

A feature of the research feedback from those less able to attend meetings was the issue of physical accessibility and the feeling that MEF meetings are focused around Elgin. Moray's geography is largely rural with some very remote communities (See **recommendation 4.4**). However linked to the recommendations 4.2, 4.3 & 4.4 is 'accessibility' in its broadest sense. Tritter and McCallum argue that 'public involvement is more likely to fail, therefore, when there is a mismatch of expectation or method.' (Tritter, J and McCallum 2006; 76:157). It is clear this is a complex area because accessibility doesn't just refer to the physical or geographical elements it concerns a number of other issues such as understanding, expectation, competence and the removal of barriers (as discussed in the literature review) for all parties involved but mainly for the user group representatives;

"..the broader disability movement has long identified structural disadvantages for disabled services users' involvement in changing services, including environmental barriers, lack of organisational and financial resources, power differentials, discrimination and psycho-emotional barriers, such as lack of self-confidence and esteem." (McDaid, S. 2009:24:4;464)

(See **recommendation 4.5**)

## Recommendations

### Recommendation 1

***Work more closely with the LGBT Community in order to develop a positive working relationship.***

***Investigate opportunities to provide appropriate support services for all age groups within the Moray area.***

***Provide dedicated meeting space within the community to show Council support for the LGBT community.***

### Recommendation 2

***Work more closely with the Muslim Community to improve the working relationships in order to speed-up the establishment of a Mosque in the local area.***

***Provide space within the community for cultural and religious observances including children's education, with less restrictions whilst the Mosque development continues.***

### Recommendation 3

***Further promote the use of Prejudice Incident Reporting Forms (PIRFs) especially within educational establishments (Schools and Colleges) in line with Grampian Police Hate Crime procedures to tackle all cases of discrimination related bullying in Schools and Colleges.***

***Ensure all staff in educational establishments are aware of multi-agency support mechanisms to deal with all cases of discrimination related bullying and their statutory duties with regard to the Equality Act 2010.***

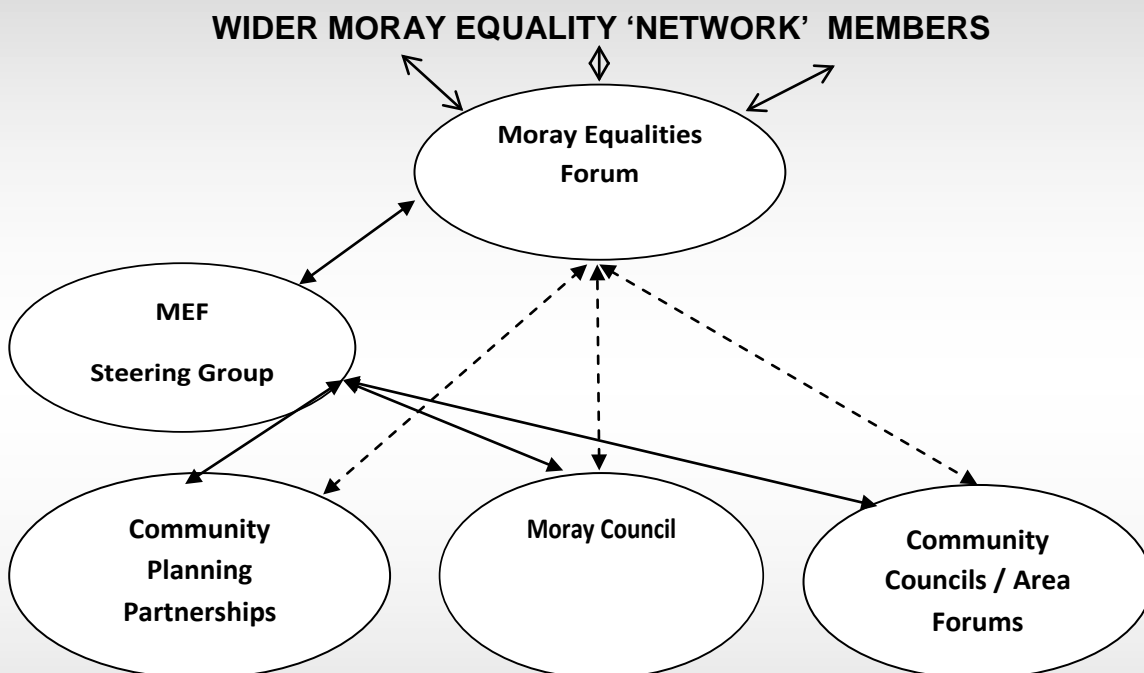


## Recommendation 4

**4.1 Appoint a dedicated person or persons (either from Moray Council or a Voluntary Organisation) to engage with equality groups with a view to recruiting and sustaining involvement in the Moray Equalities Forum process, recognising that this should be an on-going process (see 8.2 regarding methods of engagement)**

**4.2 Consider alternative 'model' for Moray Equality Forum recognising current structure is not sufficiently effective to fulfil its existing broad remit.**

**Develop a broad 'network' of user or equality groups to feed into Moray Equality Forum with key representatives with a sub group of members to form a steering group, see flow chart below:.**



**Agree a Constitution using following model as a guide;**

### **Model Constitution**

#### **Aim:**

The Moray Equalities Forum's (hereby referred to as Forum) aim is to ensure voices of equality groups and communities are heard, and their views taken into account when decisions are being made which will affect their welfare in Moray.

#### **Objectives:**

- To provide mutual understanding and co-operation between equality groups and communities and the general public.
- To ensure voices of equality groups and communities are effectively consulted and heard.

## **Recommendation 4 (continued)**

### **Model Constitution (continued):**

#### **Objectives (continued):**

- To promote equality, fairness and respect for diversity
- To encourage and acknowledge the contribution that people from specific equality groups can make to society
- To advise interested public and private bodies on any relevant issue

#### **Full Membership:**

- Equality Groups and Communities, agencies and individuals who share the aims and objectives of the Forum are welcome to join.

#### **Steering Group:**

- Membership

The Steering Group is formed of up to 20 core members to take forward actions agreed in the minutes of the steering group meetings.

The profile of the Steering Group should be reflective of the composition of the wider diverse membership. The Steering Group membership should comprise 3 main representatives from Moray Council, 1 Representative from Grampian Police, 1 Representative from NHS Grampian and 1 further representative from Further or Higher Education. The remaining 13 members would include community members, individuals and representatives from different interested parties, groups and/or partners.

- Responsibilities;

The steering group would undertake the following responsibilities:

- Attend meetings regularly or submit apologies in advance if unable to attend
- If any member of the Forum should miss 3 consecutive meeting without apologies being previously submitted, that person will be removed from the membership of the Steering Group. This would not apply if the member has arranged for a substitute to be present at the meeting. The said member will still remain a member of the full Forum.
- Elect a Chairperson, Vice Chair, Secretary, Treasurer (if required).
- Agree and set agendas.
- Carry out administrative work for the Steering Group meetings.
- Take forward any actions agreed in the minutes of meetings.
- Report to members, groups and organisations.

#### **Chairperson:**

The Chairperson will be elected by members of the Steering Group for 1 year, but may be re-elected annually for up to three years. The responsibility of the chair shall include the following:

- Assume all responsibilities of chairing the Forum's meetings
- Ensure that the remit and principles of the Forum are discharged.
- Liaise with members.
- Speak on behalf of the Forum.

## **Recommendation 4 (continued)**

### ***Model Constitution Continued:***

#### **Subgroups:**

When necessary sub-groups will be formed to undertake specific tasks.

Members of sub-groups may be co-opted when specific skills are required.

Examples of sub groups are;

- Thematic groups to undertake or monitor actions on specific matters.
- Publicity Task Group (media link)
- Event Planning Group
- The Forum's representatives on other Forums, organisations etc. e.g. Civic Forum, Moray Disability Forum

#### **Forum Meetings:**

The full Forum will meet twice a year. Meetings are public and open to all members to attend and raise issues.

#### **Steering Group Meetings:**

The Steering Group meetings will meet on a 8 weekly basis. Extra meetings of Steering Group or other sub-group may be arranged as necessary.

#### **Decision Making:**

For any decision making, a Quorum of 7 Steering Group members with a combination of 3 public body and 4 equality community representatives is requested

#### **Principles:**

The Forum is founded on basic principles of:

- **Equality:** The Forum and its activities is founded on the principle of the Equality Act 2010 to harmonise discrimination across the various strands of discrimination (now called 'protected characteristics')
- **Partnership:** In order to achieve its goals, the Forum will link with existing partner and any other ethnic minority based organisation. The Forum will also contribute to other groups which seek to bring groups together from across Moray.
- **Accessibility:** The Forum will aim to be barrier free. Barriers might include physical (accessible buildings), language (simple English or other languages on request including BSL), cultural (avoid conflicts, clashing meeting times, prayers and festivals).
- **Empowerment:** The Forum will seek to support and enable people from all equality groups and communities to develop and learn how to effectively influence change in Moray for the benefit of all citizens.
- **Credibility:** The Forum will work to establish its' position to influence and inform the development and future of Moray on behalf of its members in a way that is representative of their interests (broadly and specifically).

**Remit of the Forum:**

- **To be completed and agreed by the Forum**

**Practicalities:**

- **This Constitution, as a 'working agreement' is a live document, which may be subject to annual review or at such times as the Forum deem appropriate.**
- **Forum members and other interested parties looking to place an item on the agenda for discussion by the Forum, should contact the secretary at least 14 days prior to the meeting.**
- **The Forum may hold funds (to sustain the Forum's aim)**
- **Venue, date of meetings will be agreed by members.**
- **The Forum will strive to work in partnership with all member groups and communities to avoid duplication.**

**4.3 Review Remit of Moray Equalities Forum. It was identified that the remit of the group has been problematic. With new structures in place The Moray Equalities Forum, MEF steering group, Moray Council and Community Planning Partnerships will be in an improved position to address the key responsibilities and functions of the remit. The purpose of the MEF will be enhanced by a clearer structure and better understanding of the overall process**

**4.4 With a wider network of key community and equality groups there will be greater opportunity to improve accessibility. With the steering group taking on ownership and organisation of the Forum meetings can be held in wider or more rural geographical locations. Recognition that a 'one size fits all' approach is not appropriate for equal participation of equality groups is required. Equality groups are diverse across the equality spectrum and within each strand. Consideration should be given to different methods or approaches to involvement or participation (See Appendix 12 for Models of Engagement).**

**4.5 Support to be given to the individuals and organisations with regard to developing into an independent forum such as training in areas of governance, funding applications, becoming constituted and completing key Forum tasks as per revised remit such as Equality Impact Assessments, how to prepare consultation and policy feedback. Look at other barriers to involvement and develop action plans to tackle them (see Appendix 12 for Models of Engagement)**

**4.6 Moray Equalities Forum could develop links to North East Scotland Equality Network (NESEN) or Highlands and Islands Equality Forum (HIEF) to strengthen equalities work and representation.**

## **List of Appendices**

Appendix 1: Gantt Chart

Appendix 2: Revised Gantt Chart

Appendix 3: Review of Equality Policies, Single Equality Schemes and Equality Fora across LA's in Scotland

Appendix 4: Search History for Literature Review

Appendix 5: Copy of focus group schedule

Appendix 7: Copy of focus group proforma

Appendix 7: Copy of Semi-structured Interview proforma

Appendix 8: Copy of Semi-structured Interview Pilot Report

Appendix 9: Copy of revised Semi-structured Interview proforma

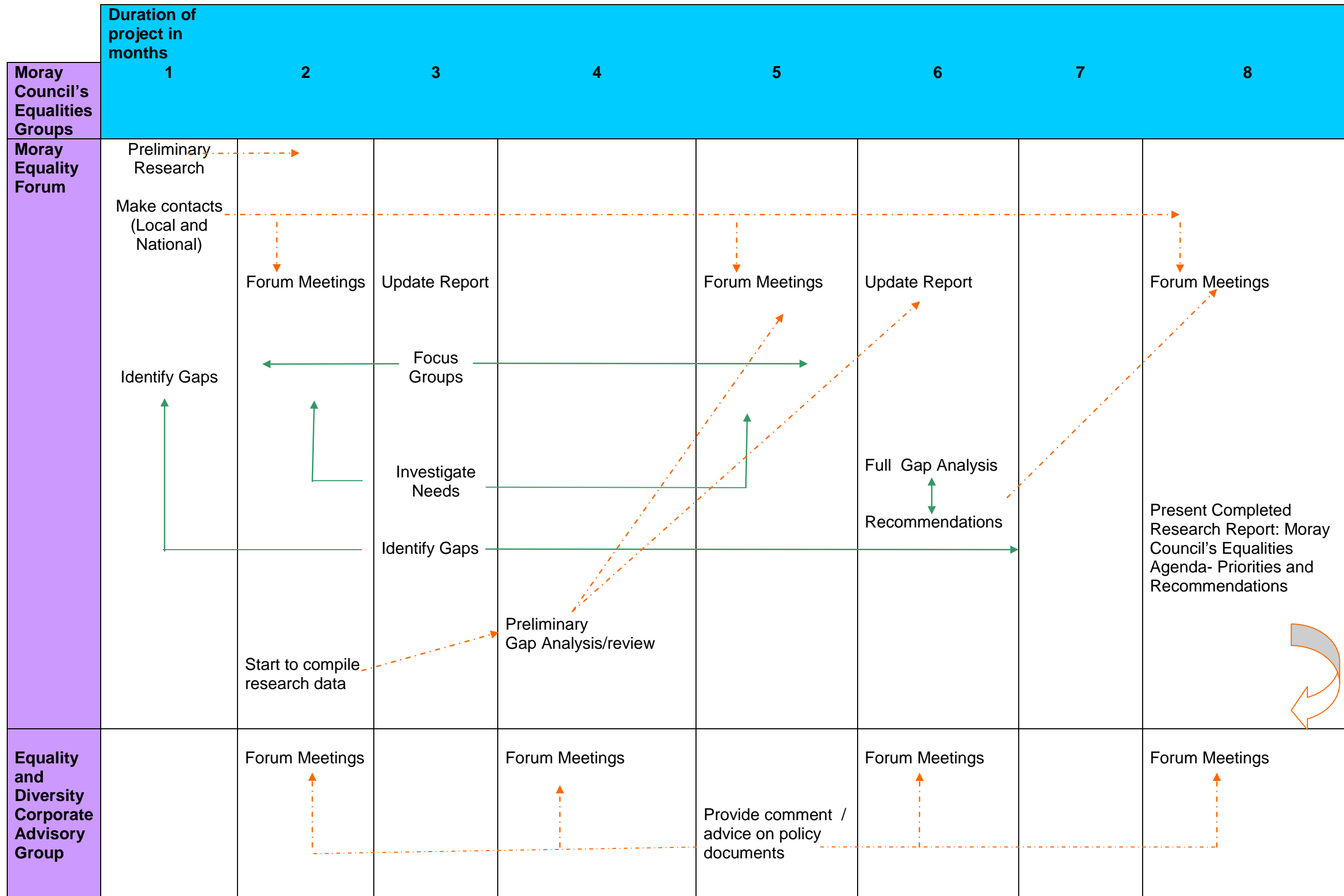
Appendix 10: Copy of MEF Focus group schedule

Appendix 11: Copy of research design methodology flowchart

Appendix 12: Models of Engagement

Appendix 13: Prejudice Incident Monitoring Form Results (Aberdeen City and Moray)  
(2009-2010)

Appendix 14: References



## **Appendix 2 :Report to Corporate Advisory Group and Revised Gantt Chart (November 2010)**

Following acceptance of GREC's tender quotation to provide support and conduct research in respect of Moray Council's desire to develop their equalities agenda, work got underway in August 2010 with a concentration on preliminary investigation into Moray Council Services and Community Groups. Time has also been taken to identify gaps and look diagnostically at some of the key issues arising from this initial investigation.

A comprehensive paper is currently being prepared regarding the preliminary gap analysis and review as per initial project methodology (see original Gantt chart) together with a literature search on User Involvement Networks.

From the broad range of contacts made from the outset some unforeseen difficulties have been encountered which have had a significant impact on the project to date (see appendices). One of the main difficulties has been the lack of response from the broad range of contacts made. The following contacts have been made either by email, telephone or letter;

- Moray Equalities Forum Members
- Moray Community Engagement Team
- All Available Community Council Representatives
- Community Support Workers
- Various Third Sector Organisation
- Local Community Groups

This has made the research team at GREC re-evaluate in order to provide Moray Council with feedback and support with regard to their Equalities Agenda. The research team took a diagnostic approach when reviewing some of the difficulties encountered and have enacted a revised plan of action;

- Follow up all initial contacts made with further telephone calls (November / December)
- Make direct contacts with Moray Council Led services such as Community Centres, Local Authority Housing, Residential, Sheltered and Nursing Home for example (November / December)
- Continue to contact Voluntary/ Third Sector Group (November / December)

The research team will endeavour to gather the information required with a slightly revised methodology and extend the data gathering timescale to fully ensure comprehensive feedback from Moray residents with respect to the Equalities Agenda. Although Focus Groups are the preferred method of data retrieval, focusing on 4 locality areas (Elgin, Keith, Forres and Buckie) the research team will obtain feedback via the following additional research methods;

- a semi-structured interview
- a semi-structured questionnaire (where relevant)

However despite initial difficulties progress is beginning to be made and focus groups and appropriate meetings have been scheduled. With 5 project months remaining GREC is confident that following the diagnostic approach we are in a firm position to meet the contract aims.



		Duration of project in months		NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	
		1	2	3	4	5	6	7	8
<b>Moray Council's Equalities Groups</b>									
<b>Moray Equality Forum</b>	<p>Preliminary Research</p> <p>Make contacts (Local and National)</p> <p>Identify Gaps</p>	<p>Make contacts</p> <p>Forum Meetings</p> <p>Start to compile research data</p>	<p>Make contacts</p> <p>Update Report</p> <p>Investigate Needs</p> <p>Identify Gaps</p>	<p>Make contacts/ Encourage MEF involvement</p> <p>Focus Groups/Semi-Structured Interviews &amp; Questionnaires</p> <p>Investigate Needs</p>	<p>Make contacts/ Encourage MEF involvement</p> <p>Forum Meetings</p> <p>Focus Groups/Semi-Structured Interviews &amp; Questionnaires</p> <p>Investigate Needs</p> <p>Preliminary Gap Analysis/review + User Involvement Networks Literature Review</p>	<p>Make contacts/ Encourage MEF involvement</p> <p>Update Report</p> <p>Focus Groups/Semi-Structured Interviews &amp; Questionnaires</p> <p>Investigate Needs</p> <p>Full Gap Analysis</p>	<p>Make contacts/ Encourage MEF involvement</p> <p>Full Gap Analysis + User Involvement Networks Literature Review</p> <p>Recommendations</p>	<p>Forum Meetings</p> <p>Present Completed Research Report: Moray Council's Equalities Agenda- Priorities and Recommendations</p>	
<b>Equality and Diversity Corporate Advisory Group</b>		Forum Meetings		Forum Meetings	Provide comment / advice on policy documents	Forum Meetings		Forum Meetings	

### Appendix 3: Equality Forum's Comparative Analysis

#### Review of Equality and Diversity Policies, adoption of Single Equality Schemes and evidence of Integrated/Single Equality Forums or Networks by Scottish Councils

<p><b>Note: Searches on all council websites included the following key word searches 'single equality scheme', 'equality scheme', 'equality forum', 'equality and diversity'. Where there was little or no evidence alternative routes sought such as 'Community Planning', 'networks', 'user involvement'</b></p>			
	<p><b>Scottish Council</b></p>	<p><b>Evidence of Functioning Single Equality Forum? (Mention of)</b></p>	<p><b>Details</b></p>
<p>1</p>	<p>Aberdeen</p>	<p>Yes</p>	<p><b>Single Equality Scheme:</b> Progress and Achievement Group. The group is made up of stakeholders from the equality groups representing the different strands – age, disability, faith/religion/belief, gender including transgender, race including Gypsies /Travellers and sexual orientation.</p> <p>This group meets quarterly to review and assess the actions and outcomes of the Council in the drive to make equalities happen. As well as quarterly reports to the Progress and Achievement Group, there are a series of presentations from the key Council services taking place to demonstrate in real terms and with case studies, what is helping drive the equality agenda forward.</p> <p>Current SES: PAG Members:</p> <ul style="list-style-type: none"> <li>▪ Multiethnic Aberdeen Limited</li> <li>▪ Workplace Chaplaincy Scotland</li> <li>▪ Aberdeen International Centre</li> <li>▪ Grampian Society for the Blind</li> <li>▪ Grampian Society for the Blind</li> <li>▪ Aberdeen City Council</li> <li>▪ GREC</li> </ul>

			<ul style="list-style-type: none"> <li>▪ Terrence Higgins Trust</li> <li>▪ Aberdeen Interfaith</li> <li>▪ Older People's Signposter Project</li> <li>▪ Older People Consultation and Monitoring Group</li> <li>▪ Aberdeen City Youth Council</li> <li>▪ Aberdeen Women's Alliance</li> </ul>
2	Aberdeenshire	No	<p><b>Multi-equality scheme</b></p> <p>Aberdeenshire Council's multi-equality scheme designed to ensure that no one is treated differently because of their age, disability, gender or gender reassignment, race or ethnic origin, religion or belief, or their sexual orientation.</p> <ul style="list-style-type: none"> <li>• <a href="#">Aberdeenshire Council Multi Equality Scheme 2010-2013 (pdf 319 kb)</a></li> </ul>
3	Angus	No	<p><b>Weblink to Single Equality Scheme strategic policy and action plan published December 2010. Of note there is no mention in the Action Plan of development of a single equality forum.</b></p> <p><a href="https://www.angus.gov.uk/ccmeetings/reports-committee2010/strategicpolicy/896.pdf">https://www.angus.gov.uk/ccmeetings/reports-committee2010/strategicpolicy/896.pdf</a></p>
4	Argyll and Bute	No	<p><b>No search results under "equality forum." From Equality and Diversity Policy Document (Date not published but ? 2009) <a href="http://www.argyll-bute.gov.uk/sites/default/files/Equality%20and%20Diversity%20Scheme.pdf">http://www.argyll-bute.gov.uk/sites/default/files/Equality%20and%20Diversity%20Scheme.pdf</a> "12.1 COMMUNITY ENGAGEMENT STRATEGY (page 39)</b></p> <p>The Community Planning Partnership is developing a Community Engagement Strategy that aims to ensure that all sections of the community are fairly represented, have opportunities to participate and are involved in the decisions that affect them.</p> <p>We recognise that people with whom we want to consult and involve may have training needs and we are putting a plan in place to provide these. Training needs might include understanding Council procedures and enabling people to have their say.</p> <p>We will make it a priority to increase the involvement of people from under-represented groups and extend capacity building to help those people develop their confidence and skills." <b>No online evidence of action!</b></p>
5	Clackmannanshire	No	<p><b>Single Equality Scheme Update (December 2010) <a href="http://www.clacksweb.org.uk/document/2919.pdf">http://www.clacksweb.org.uk/document/2919.pdf</a></b></p> <p><b>No mention of functioning or planned equality forum in document. On council website only "disability equality forum" mentioned.</b></p>
6	Dumries and Galloway		<p><b>Has separate equality policies for Disability and Gender only (dated until 2012/2013 respectively. Only Fire and Rescue Service in this area has a single equality document. No online results for "equality forum"</b></p>
7	Dundee	Yes	<p><b>From Web: Equality Action Groups</b></p>

			<p>Dundee City Council has established Equality Action Groups for Race, Ethnicity, Religion and Belief, Disability &amp; Age, Gender &amp; Sexual Orientation.</p> <p>Each Action Group is supported by a 2 Council Officers and membership is open to community groups and individuals representing relevant protected communities who are active in the City of Dundee. The Equality Action Groups are tasked with:</p> <ul style="list-style-type: none"> <li>• Supporting Dundee City Council in the development and delivery of the Single Equality Scheme.</li> <li>• Establish a dialogue between communities of interest representatives and Council officers.</li> <li>• Support community involvement in the development of policies and practices.</li> <li>• Raise awareness within communities of interest of Dundee City Council's proactive approach to reducing the barriers faced by communities of interest.</li> <li>• Identify concerns relevant to Dundee City Council as a service provider and employer.</li> <li>• Develop and share examples of good practice and areas of positive action.</li> <li>• Seek continuous improvement and standards in the delivery of the City Council's equality practice.</li> <li>• Support the development and delivery of the Single Equality Scheme's action plans.</li> </ul> <p>View the Minutes of the Equality Action Group <a href="#">here</a>.</p> <p><a href="http://www.dundee.gov.uk/equanddiv/champsmins/">http://www.dundee.gov.uk/equanddiv/champsmins/</a> )</p>
8	East Ayrshire	No	<b>No evidence of any single equality scheme being implemented. Interim separate disability, race and gender schemes from pre 2008</b>
9	East Dunbartonshire	Yes	<p><b>From First review of Equality and Diversity Scheme 2010-2011 (Published December 2010)</b>  <a href="http://www.eastdunbarton.gov.uk/pdf/Equality%20and%20Diversity%20Scheme%202010-11%20Annual%20Review.pdf">http://www.eastdunbarton.gov.uk/pdf/Equality%20and%20Diversity%20Scheme%202010-11%20Annual%20Review.pdf</a>  <b>2.4 East Dunbartonshire Equality Engagement Group</b>  The Equality Engagement Group has continued to meet throughout 2010. The group involves equality groups from across East Dunbartonshire, and seeks to discuss and provide information on a range of local equality issues. The</p>

		<p>group acts as a first point of contact between the Council, Community Planning Partners and local equality groups, and helps influence the development of policies in relation to equality. Meetings held in 2008/09 have been productive, with the development of an action plan to guide the work of the group, commemoration of key events such as Holocaust Memorial Day and the Elimination of Violence against Women Campaign. A number of issues have been discussed including the impact of the Equality Act 2010, which came into force in October 2010 and on and matters in relation to the care of older people from minority ethnic backgrounds.</p> <p>The Equality Engagement Group will continue to meet on a quarterly basis in 2011.</p> <p><b>And from Website:</b> <a href="http://www.eastdunbarton.gov.uk/default.aspx?page=18075">http://www.eastdunbarton.gov.uk/default.aspx?page=18075</a></p> <p><b>East Dunbartonshire Equality Engagement Group</b></p> <p>The Equality Engagement Group acts as a first point of contact between the Council, Community Planning Partners and local equality groups and helps influence the development of policies in relation to equality.</p> <p>The Group was established in late 2008, and subsumed the work of the former Ethnic Minority Liaison Committee and the Equality and Diversity Partnership. Meetings take place on a quarterly basis and involve the following organisations:</p> <ul style="list-style-type: none"> <li>• Citizens' Advice Bureau</li> <li>• Community Care and Health Partnership</li> <li>• ED Council for Voluntary Services</li> <li>• ED Campus of Further and Higher Education</li> <li>• Strathclyde Police</li> <li>• East Dunbartonshire Access Panel</li> <li>• East Dunbartonshire Ethnic Minority Forum</li> <li>• Kirkintilloch and District Seniors Forum</li> <li>• LGBT Youth Scotland</li> <li>• East Dunbartonshire Multi-Agency Domestic Abuse and Violence Against Women Partnership (MAP)</li> </ul> <p>The Scottish Interfaith Council has also agreed to provide information on an ad hoc basis on issues in relation to religion and belief.</p> <p>Recent meetings have included presentations from local Groups, such as the East Dunbartonshire Access Panel and</p>
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			<p>agreement on the development of a new workplan for the Group. Key areas within the 2010-11 workplan include providing information on the implications of the Equality Act 2010 for organisations in East Dunbartonshire and the development of a programme of events to be highlighted by the Group to help promote equality awareness across East Dunbartonshire. A recently agreed action for the Group will be the development of a 'Changing Age' campaign to raise awareness of the positive contributions made by older people.</p> <p>Last Reviewed: 20/10/2010</p>
10	East Lothian	?No ?Yes	<p><b>East Lothian website show evidence of adopting the policy – open network, rather than group representatives</b></p> <p>EAST LOTHIAN DIVERSITY NETWORK</p> <p>The East Lothian Diversity Network brings together individuals, community organisations and groups that are interested in equality and diversity issues. Everyone is welcome to join and take part in our events!</p> <p><b>Key focuses of the Diversity Network</b></p> <ul style="list-style-type: none"> <li>• Celebration: celebrating East Lothian's rich diversity</li> <li>• Policy: helping to shape our services and practices</li> <li>• Information: gathering information about the needs and ambitions of minority groups</li> <li>• Campaigns: improving the understanding of equality and diversity amongst the residents of East Lothian</li> </ul> <p>Email <a href="mailto:equalities@eastlothian.gov.uk">equalities@eastlothian.gov.uk</a> to register.</p>
11	East Rensfrewshire	No	<p><b>Evidence that a Single Equality Scheme is 'known' and policy is "in development." Evidence of disability equality forum, but no other nor a 'single equality forum'</b></p>
12	Edinburgh	No / Yes Network rather than forum	<p><b>Difficult to find evidence of formal 'forum' but evidence of a less formal network</b></p> <p><b>Edinburgh Equalities Network</b></p> <p>The Edinburgh Equalities Network brings together the Council and our public sector partners with individuals, community groups and organisations that are interested in equality and diversity issues. Membership is free and any group, organisation or individual interested in equalities can join the Network.</p> <p>Use the contact details on this page to ask for a membership form. We will send you regular information and news on equalities topics and events.</p>

		<p>The Network aims to:</p> <ul style="list-style-type: none"> <li>• Share information about equalities issues and events - see the "<u>Latest News</u>" page and Equalities Events for <u>March 2011</u> and <u>April/May 2011</u></li> <li>• Foster good community relations</li> <li>• Celebrate the diversity in Edinburgh's communities</li> <li>• Promote positive attitudes within communities</li> <li>• Gather information and viewpoints about the needs of minority and disadvantaged groups</li> <li>• Give individuals and organisations the opportunity to be involved and to help shape plans and services.</li> </ul> <p>The Edinburgh Equalities Network is supported by The City of Edinburgh Council and our partners in <u>NHS Lothian</u>, <u>Lothian and Borders Police Service</u> and the <u>Crown Office and Procurator Fiscal Service</u>.</p> <p>See the download section for Edinburgh Equalities Network reports including our <u>Annual Report 2009-2010</u>.</p> <p><b>From Multi-Equality Scheme Annual Report 2010</b>  <a href="https://www.edinburgh.gov.uk/downloads/file/3934/2010_multi_equality_scheme_annual_report">https://www.edinburgh.gov.uk/downloads/file/3934/2010_multi_equality_scheme_annual_report</a></p> <p><b>Section 2</b>  <b>Involving, consulting and gathering information from communities and stakeholders</b></p> <p>2.1 The Council deploys a wide range of resources to consult with, engage with and gather information from equalities groups in the city. It has also identified sources of statistical data it can obtain to inform its work on EDHR matters.</p> <p>2.3  The Council, in partnership with Lothian and Borders Police, NHS Lothian and the Crown Office Procurator Fiscals Services, has further developed the Edinburgh Equalities Network (EEN). A new EEN Co-ordinating Team was established that met on a monthly basis to progress developments, which included, a new EEN website, regular EEN newsletter for the membership, recruitment of 89 individual members and 65 organisation members.</p> <p>2.4  The Edinburgh Equality Network set up information pages on the Council's website which gives details of shared news and events taking place throughout Edinburgh. This information can be accessed at <a href="http://www.edinburgh.gov.uk/equalities">www.edinburgh.gov.uk/equalities</a>. In the first year of operation EEN posted more than 300 items of information and news events. In addition to this, EEN members received 22 email bulletins. Hard copies of information were circulated to members who do not hold an email address when timescales allowed for this.</p> <p>2.5  EEN organised five major events for the members in 2009/10 and these covered the following issues;  Improving Community Engagement;  Edinburgh Partnership event on the Single Outcome Agreement;</p>
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			<p>Seminar on the extension of the Hate Crime legislation;  Seminar to promote better understanding of caring; and  Session on the Council's Equality Impact Assessment process.</p> <p>2.6  In addition to the work described above, the EEN funded 'Forum Interactive' (an external creative media company) to run drama workshops to promote improved understanding of the different issues faced by different equalities groups. The programme included a dedicated session for young people aged 13 – 25 years old and more than 70 EEN members attended and participated.</p> <p>2.7  EEN also advertised partners events and consultations and encouraged members to participate in the following topics;  the refurbishment of Morningside Library;  NHS Lothian Review of its Disability Equality Scheme;  Mystery Shoppers were sought by CEC's Services for Communities visits;  Council's Budget consultation 2009 – 10;  Patient Experience workshop;  Planning Aid for Scotland;  NHS Lothian development of a Single Equality Scheme;  LBP and AMINA event on Hate Crime;  Children and Families consultation on the EQIA on School Exclusions and Procedures;  NHS Lothian ran an event on their Palliative Care Strategy; and  CEC ran an event on dealing with Complaints.</p> <p>2.8  A full Annual Report of all EEN business can be found on the EEN web pages within the Council's website at <a href="http://www.edinburgh.gov.uk/equalities">www.edinburgh.gov.uk/equalities</a>. This report also gives details of the EEN aims and governance arrangements.</p> <p>2.9  During the year the Council has supported equalities conferences and events, which included the Connolly Foundation's 'Across the Water' Conference in June 2009 and the Africa Centre Scotland's Conference as part of Black Africa Week in October 2009.</p>
13	Falkirk	Unclear	<p><b>From single equality scheme document</b>  <b>Community Engagement – Community Planning Partnership</b></p> <p>The Council, along with Community Planning Partners, engages with our citizens to shape and improve services. We consult and involve our major stakeholder groups on an ongoing basis and use the results to make service improvements. This information has informed the development of the SOA which also links into the actions and outcomes identified within this Equality Scheme.</p> <p>Examples of the partnerships formal engagement process with the community are:</p> <ul style="list-style-type: none"> <li>· Our biennial household customer satisfaction survey is one of the largest in Scotland, with over 4,300 responses in 2008;</li> <li>· We engage with parents regularly through a range of activities, including a parents' focus group, an annual parents' conference and a bi-annual newsletter sent to all parents in the area and our parents' service is working towards Chartermark;</li> <li>· We are rolling out a comprehensive community engagement strategy that will not only support the work of the Council but also the partnership;</li> <li>· We carry out an annual budget survey through our website to inform our budget process;</li> </ul>



			<ul style="list-style-type: none"> <li>· We produce Neighbourhood and Patch Plans for Council tenants and owners in mixed tenure estates and consult annually on the service priorities and improvements customers wish to see;</li> <li>· We have effective and enthusiastic Pupil Councils;</li> <li>· We regularly consult the 700 local businesses that are members of our Business Panel;</li> <li>· We promote local community planning to inform strategic development of neighbourhoods;</li> <li>· We have developed a partnership web site – Falkirk Online - that is regularly used to consult our communities on a variety of issues.</li> </ul>
14	Fife	Yes	<p><b>Equality Forum (established pre-single equality policy)</b></p> <p>The Equality Forum was established by the Fife Partnership in 2002 to:</p> <ul style="list-style-type: none"> <li>• Audit and scrutinise current practice in employment of and service delivery to, people who experience discrimination on the grounds of race, gender, disability, age and sexuality.</li> <li>• Identify and recommend good practice.</li> <li>• Support people and organisations implementing best practice.</li> <li>• Monitor implementation of good practice.</li> <li>• Promote the use of improved services by disadvantaged groups.</li> <li>• Monitor actual use of services by disadvantaged groups.</li> </ul> <p><b>Who We Are</b></p> <p>Equality Organisations</p> <ul style="list-style-type: none"> <li>• Fife Women's Network - 2 members</li> <li>• Fife Independent Disability Network - 2 members</li> <li>• Fife Elderly Forum - 2 members</li> <li>• FRAE Fife - 2 members</li> <li>• Fife Friend/ Fife Men - 2 members</li> <li>• Community Planning Partners Fife Council - Policy and Organisational Development - Children's and Adult Services - Environmental and Development Services - NHS Fife Scottish Enterprise Fife - Communities Scotland - Fife Constabulary Council for Voluntary Service Fife</li> </ul>

15	Glasgow	No	Evidence of “integrated equality policy,” but no evidence of forums, integrated, gender, race or disability
16	Highland	No	Single Equality Scheme document is still in draft form. Council still identifies separate disability, gender and race policies. No evidence of equality forum.
17	Inverclyde	No	No evidence/mention of ‘Single/Integrated Equality Scheme.’ No mention of equality consultation group/forum integrated, or gender, race, disability. Separate race, gender and disability equality policies evident.
18	Midlothian	Yes	<p>From single equality scheme document  <a href="http://www.midlothian.gov.uk/downloads/file/169/single_equality_scheme">http://www.midlothian.gov.uk/downloads/file/169/single_equality_scheme</a>  <b>3.3 Equalities groups and partnership working</b></p> <ul style="list-style-type: none"> <li>• The Council has a key role in facilitating and contributing to the work of the</li> <li>• Midlothian Community Planning Equalities Forum (CPEF). This group consists of a range of public sector partners working in the area, along with representatives from within the Council.</li> <li>• A proposal is currently under consideration that membership of CPEF be extended to cover the East Lothian area which does not currently have its own forum.</li> <li>• The Council’s Equalities Working Group remit is to ensure that the Council is in a compliant position with regard to equalities legislation, and to drive forward the mainstreaming and embedding of equality throughout the organisation. To do this</li> <li>• efficiently and effectively the group membership includes representatives from each</li> <li>• Council service, and has a clear remit and work plan. The Equalities Working Group</li> <li>• reports to the Council’s Corporate Management Team, which is chaired by the</li> <li>• Chief Executive.</li> <li>• The Council’s employee Disability Consultation Forum is to be available to Council</li> <li>• management when they need to consult on new or existing policies, procedures</li> <li>• and documents; flag up things which are issues for disabled employees; identify and work on specific tasks or resources in addition to the above e.g. an accessible meetings guide, activities for the International Day of Disabled People.</li> <li>• The Council is currently considering the possibility of establishing a wider forum, including all equality groupings rather than starting up individual staff groups for the other nine equality characteristics.</li> </ul>
19	North Ayrshire	No	<p>Evidence of Single Equality Scheme – consultation process (below). No evidence that the council will be bringing various forums together creating single equality forum</p> <p><a href="http://www.north-ayrshire.gov.uk/Documents/CorporateServices/ChiefExecutive/PolicyandPerformance/SingleEqualityScheme.pdf">http://www.north-ayrshire.gov.uk/Documents/CorporateServices/ChiefExecutive/PolicyandPerformance/SingleEqualityScheme.pdf</a></p> <p><b>Involvement and Consultation</b></p> <ul style="list-style-type: none"> <li>• This Single Equality Scheme brings together in one document the Council’s involvement with its communities in developing its Race, Disability and Gender Schemes. The support of a number of key community groups with a focus on promoting equality has been vital to the Council in developing its earlier</li> </ul>

			<p>Race, Disability and Gender Equality Schemes, as well as in contributing to this Single Equality Scheme. These include the North Ayrshire Forum on Disability and the Garnock Valley and Three Towns Disability Forums, the North Ayrshire Access Panel, the Ayrshire Ethnic Minorities Community Association, and North Ayrshire Women's Aid.</p> <ul style="list-style-type: none"> <li>• The Council is committed to actively engaging with its communities to ensure that it can:</li> <li>• Identify the barriers they face and any unsatisfactory outcomes resulting from its activities; and</li> <li>• Set priorities for improvement within its action plans associated with this scheme and in its annual service planning.</li> <li>• The Council has involved its communities in developing this Scheme through its activities in:</li> <li>• Working with and consulting local representative organisations such as Disability Forums, the Access Panel, the Ayrshire Ethnic Minorities Community Association, Elderly Forums and Women's Aid</li> <li>• Participating in various partnerships, including the North Ayrshire Community Planning Partnership, the Ayrshire Equality Partnership, the North Ayrshire Multi Agency Diversity Incident Monitoring Group and the Violence Against Women Forum</li> <li>• Supporting a range of community development initiatives such as health and other information fairs, the Cantonese Interpreting Service and the celebration of International Women's Day</li> <li>• Promoting equalities awareness training to its employees and supporting management development training, including training on disability which involves disability organisations</li> <li>• Gathering information from Household Surveys, People's Panel Surveys, and other questionnaires on specific issues to establish the key issues and priorities for its communities</li> <li>• Undertaking focus group and other research on specific issues</li> <li>• Meeting with pupils and parents on the Education Disability Equality Forum and</li> <li>• Consulting with employees on the Forum for Disabled Employees to discuss employment-related issues.</li> <li>• The specific disability equality duties on the Council require that its Disability Equality Scheme includes a statement of how it involved disabled people in its development. This goes beyond the requirements under the other equality duties to consult with relevant stakeholders.</li> <li>• As the Disability Equality Scheme is just over one year old, much of the information used to inform this Single Equality Scheme is drawn from the involvement with disabled people in the original scheme.</li> <li>• The Council's involvement with disabled people took the form of:</li> <li>• Holding Focus Group discussions with representatives from Disability Forums and with Council employees with disabilities'</li> <li>• Carrying out a questionnaire survey supported by the Access Ability Project and the Council's Occupational Therapy and Sensory Impairment Services on the priority issues for disabled people;</li> <li>• Listening to feedback from workshops at an Open Event to promote the establishment of a new Access Panel for disabled people;</li> <li>• Appointing consultants to carry out in-depth Focus Group studies with disabled people from different age groups and with people with learning disabilities;</li> <li>• Seeking the views of disabled people on the questionnaire survey through the "NOW" community newspaper and on the Council and Dialogue Youth websites.</li> <li>• The Gender Equality Scheme, similarly, is one year old and so much of the work in involving staff, service users and others, including the trade unions, in its development is also still relevant. This included:</li> <li>• Commissioning consultants to carry out focus group research with Council employees</li> <li>• Questionnaire surveys of council services on service delivery issues</li> </ul>
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			<ul style="list-style-type: none"> <li>• Consultation with the Trades Unions</li> <li>• People's Panel survey questions on gender issues and on domestic abuse</li> <li>• Analysis of Household Survey results</li> <li>• Reviewing issues raised through the Council's Women's Network</li> <li>• Consultation through schools and the Young Scot website on issues for girls and boys</li> </ul> <ul style="list-style-type: none"> <li>• The race equality specific duties require that the functions or policies assessed as relevant to the duty by the Council in the original Race Equality Scheme should be reviewed at three yearly intervals from 30 November 2005. The Race Equality Scheme 2002/05 was substantially reviewed in 2005 and has now undergone a further review for the period 2005/08.</li> <li>• 21</li> <li>• The review in 2005 drew extensively on the findings of a major needs assessment of the local ethnic minority community carried out by the former Ayrshire Race Equality Partnership.<sup>6</sup> This was undertaken by six sessional workers recruited from the local ethnic community who carried out face to face interviews. The findings were used to inform the revised Scheme and action plan.</li> <li>• Since that time a new forum has been formed, the Ayrshire Ethnic Minority Communities Association (AMECA), as mentioned in Section 3 above. AMECA has been involved in the latest review of the scheme and has been consulted for its views on the most relevant functions and policies for the local ethnic minority communities. These are listed at Appendix 2.</li> </ul>
20	North Lanarkshire	No	No evidence of "single equality scheme" or "equality forum." Policies separate, gender, race, disability.
21	Orkney	No	As above no evidence of integrated or single equality scheme. Policies/schemes still separate.
22	Perth and Kinross	No	As above no evidence of integrated or single equality scheme. Policies/schemes still separate.
23	Renfrewshire	No	As above no evidence of integrated or single equality scheme. Policies/schemes still separate.
24	Scottish Borders	No	As above no evidence of integrated or single equality scheme. Policies/schemes still separate.
25	Shetland Islands	Yes	Evidence of working towards single equality scheme. Highlands and Islands Equality Forum <a href="http://www.hief.org.uk/">http://www.hief.org.uk/</a>
26	South Ayrshire	?Yes	Seeking approval for establishment of equality and diversity forum April 2010 <a href="http://ww4.south-ayrshire.gov.uk/portal/page/portal30/CommitteePapers/CommitteePapers2010/LEADERSHIPANEL/Leadership%20Panel%2013th%20April/Item%2012a.pdf">http://ww4.south-ayrshire.gov.uk/portal/page/portal30/CommitteePapers/CommitteePapers2010/LEADERSHIPANEL/Leadership%20Panel%2013th%20April/Item%2012a.pdf</a> No evidence this is up and running. Acknowledgement of Single Equality Scheme however.
27	South Lanarkshire	No	No evidence of integrated or single equality scheme. Policies/schemes still separate.
28	Stirling	No	No evidence of integrated or single equality scheme. Policies/schemes still separate.

29	West Dunbartonshire	No	Equality Scheme 2009 -12. No Forum or network. Individual action plans in Equality Bulletin.
30	West Lothian	No	No evidence of Single Equality Scheme
31	Western Isles	Yes	Evidence of Single Equality Scheme <a href="http://www.cne-siar.gov.uk/equalityanddiversity/disabilityequality/des/documents/des%20report%202009.pdf">http://www.cne-siar.gov.uk/equalityanddiversity/disabilityequality/des/documents/des%20report%202009.pdf</a> Also Single Equality and Diversity Steering Group <a href="http://www.cne-siar.gov.uk/equalityanddiversity/minutes/desg090225.pdf">http://www.cne-siar.gov.uk/equalityanddiversity/minutes/desg090225.pdf</a> ? same remit as forum

## Appendix 4: Search History for Literature Review

Keyword search items were chosen following discussion with Sarah Campbell, research lead.

Three principle databases were used - CINAHL, Web of Science, and PsycINFO. Scopus, Academic Search and JSTOR were briefly analyzed but results were felt to be the same/similar to those covered by the principle three.

*Keyword* searches were performed first and then *title* searches were used to narrow the research focus. A selection of articles was further narrowed by analysis of the relevance of the *title* followed by *abstract*. Full text was sought for review of those considered most relevant.

### Database: CINAHL

Search	Keyword/Title Word	Title Search	Keyword
1	"user involvement"	124	359
2	"minority group" + involvement	0	41
3	"user group"	23	135
4	"equality forum"	0	0
5	equality + "focus group"	0	9
6	"theory" + "user involvement"	1	39
7	"community forum"	69	386
8	"community forum" + equality	0	0
9	transgender + involvement	0	8
10	transgender + group	6	6
11	transgender + equality	0	4
12	disability + "user involvement"	2	18
13	disability + equality	22	101
14	race + equality	37	115
15	relig* + equality	1	29
16	age + equality	7	202
17	elderly + equality	1	19
18	elderly + "user involvement"	0	5
19	"mental health" + equality	14	94
20	"mental health" + "user involvement"	40	116
21	HIV + equality	1	21
22	homelessness + equality	0	3
23	addiction + equality	1	4
	Total	349	1714

**Database: ISI Web of Science**

Search	Keyword/Title Word	Title Search	Keyword
1	"user involvement"	221	966
2	"minority group" + involvement	2	41
3	"user group"	112	862
4	"equality forum"	0	0
5	equality + "focus group"	0	25
6	"theory" + "user involvement"	1	78
7	"community forum"	5	27
8	"community forum" + equality	0	0
9	transgender + involvement	0	14
10	transgender + group	0	66
11	transgender + equality	2	19
12	disability + "user involvement"	4	27
13	disability + equality	21	157
14	race + equality	136	603
15	relig* + equality	78	410
16	age + equality	40	560
17	elderly + equality	5	69
18	elderly + "user involvement"	0	15
19	"mental health" + equality	14	79
20	"mental health" + "user involvement"	25	105
21	HIV + equality	4	79
22	homelessness + equality	0	7
23	addiction + equality	0	12
	Total	670	4221

**Database: PsycINFO**

Search	Keyword/Title Word	Title Search	Keyword
1	"user involvement"	124	399
2	"minority group" + involvement	0	39
3	"user group"	8	184
4	"equality forum"	0	0
5	equality + "focus group"	0	34
6	"theory" + "user involvement"	1	34
7	"community forum"	2	18
8	"community forum" + equality	0	0
9	transgender + involvement	2	33
10	transgender + group	2	183
11	transgender + equality	2	39
12	disability + "user involvement"	2	21
13	disability + equality	16	214
14	race + equality	23	711
15	relig* + equality	7	342
16	age + equality	6	685
17	elderly + equality	2	59
18	elderly + "user involvement"	0	2
19	"mental health" + equality	11	275
20	"mental health" + "user involvement"	36	163
21	HIV + equality	1	63
22	homeless* + equality	0	17
23	addiction + equality	0	20
	Total	245	3535



## Appendix 5: Focus Group Question Schedule

Detailed below is the format used when meeting people in focus groups. A semi-structured approach is designed so the questions can be asked slightly differently depending on the groups being interviewed whilst maintaining reliability and validity of the research. Each question can lead on to additional questions asked at the time of interview depending on the responses given.

- I would open by explaining background and purpose of research positively representing the aims and objectives of Moray Council.
- I explain that we would like to ask people about **their** access to Council services. This usually elicits good discussion where group members inform of the services they receive. They are broad questions covering all council services from refuse collection/recycling and roads to Community Care and Housing.
- I ask group members to put forward their views on the services they receive from the broad spectrum based on the above range of services and if their use of services is related to belonging to a particular equality (protected) group again generating both positive and negative responses. Usually have to remind people to inform me of things they are happy with and things they are not. I also ask if they have any ideas of what they would like if money was no object – their ideal vision if you like.
- When the above appears to be exhausted we focus more specifically on equalities. For some groups I need to define what we mean and why (mentioning the legislation here and statutory duty of LA's). This generates good discussion if there are issues for highlighting.
- At this point I usually discuss the MEF. I ask group members (including some staff if they are in attendance) if they were aware of it. Discussion regarding format, involvement criteria, current user involvement etc. Further discussion of an ideal vision for an equalities forum.
- I seek willingness to be involved in the Moray Equalities Forum and record the feedback.
- Finally I thank everyone for their inputs and explain the importance of putting views forward and the benefit this will have.

**Appendix 6: Focus Group Results Proforma**

<b>SERVICE</b>	<b>Doing Well</b>	<b>What can improve</b>	<b>Ideas?</b>
<p><b>Health and Social Care</b></p> <ul style="list-style-type: none"> <li>•Doctors, Dentists &amp; Hospital</li> <li>•Family Centres, Day Care including Respite Services</li> <li>•Community Care including Social Work</li> </ul>			
<p><b>Education</b></p> <ul style="list-style-type: none"> <li>•Schools, Nursery, Secondary School,</li> <li>•ESOL</li> <li>•Further Education</li> <li>•Parental Involvement</li> <li>•Pupil Involvement</li> <li>•ASL</li> </ul>			
<p><b>Housing</b></p> <ul style="list-style-type: none"> <li>•Quality Housing</li> <li>•Affordable Housing</li> <li>•Council, RSL &amp; Private Rental</li> <li>•Rents</li> <li>•Repairs &amp; Adaptations</li> <li>•Tennant participation, Involvement</li> </ul>			
<p><b>Voluntary Sector</b></p> <ul style="list-style-type: none"> <li>•Services and Projects</li> <li>•Volunteering Opportunities</li> </ul>			



**Appendix 7: Semi-Structured Interview Questions Proforma (December 2010)**

- 1. How much contact do you have with Moray Council and it's services? (please mark on the scale)**

A lot \_\_\_\_\_ A little

- 2. Can you tell me the type of contact or contacts that you have? (e.g. paying council tax, refuse collection, Education/School, Social work services, Use of Community Centres)**

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- 3. Do you feel you are treated fairly by staff at Moray Council? (Circle answer)**

YES (Go to Q5)

NO (Go to Q4)

- 4. If No, please explain why not?**

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- 5. Are you happy with the way Moray Council provides services? (Circle answer)**

YES

NO

*Please explain*

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- 6. Would you like to see any changes to Moray Council Services? (Circle answer)**

YES

NO

*Please explain*

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- 7. Have you heard of Moray Equalities Forum? (Circle answer)**

YES

NO

Moray Equalities Forum is a group of community members representing the following equality groups;

- Race (includes Gypsy Traveller community)
- Disability
- Gender
- Religion/Belief
- Sexual Orientation
- Age
- Transgender

**8. Looking at the above Equality groups do you feel enough is done by Moray Council to treat everyone fairly? (Circle answer)**

YES

NO

*Please explain*

---



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**9. Would you be interested in finding out more about Moray Equalities Forum? (Circle answer)**

YES

NO

**If YES please leave details below;**

Name: \_\_\_\_\_ Address: \_\_\_\_\_  
 Telephone: \_\_\_\_\_ Email: \_\_\_\_\_

**Thank you for your time today**

**All information given is treated in strict confidence**

**About You**

Gender: Male/ Female / Trans      Postcode.....

Age Group: (16- 25) (25-34) (35-44) (45-54) (54- 65) (65-74) (75+)

Employment Status:      Student      Employed P/T      Employed F/T

Unemployed                      Retired

## **Appendix 8: Semi-Structured Interview Pilot Report (January 2011)**

### **1. Introduction**

The starting point for the Moray Council Equalities agenda research was originally intended to develop from links made by the existing contacts and representatives on the Moray Equalities Forum. However due to a number of function and remit problems this was not possible. Therefore complementary work had to be undertaken to achieve the aims of the project. It is proposed to use semi-structured interviews as a supplementary data collection method. This paper tests out the proposed semi-structured interview schedule followed by conclusions and recommendations are made.

To supplement the results obtained through the Focus Groups being run by Grampian Racial Equality Council in order to support Moray Council to meet their statutory duties with regard to equalities a semi-structured interview was developed.

The aim of producing a semi-structured interview is to obtain views of Moray residents who would not necessarily have their views heard through the various equalities groups or other organisations involved in the project. Anecdotal evidence suggests that the majority of people do not have access to services to which they are entitled, are unaware of the services available and are unaware of their rights with regard to equalities.

### **2. Methodology**

The semi-structured interview questions were piloted on two dates in two localities.

On the 8<sup>th</sup> January the semi-structured interview was piloted in Elgin City Centre (High Street) between 1.30pm and 2.30pm. On the 12<sup>th</sup> of January the pilot was conducted in Buckie (13 miles from Elgin) between 12.30pm and 1.30pm.

### **3. Results**

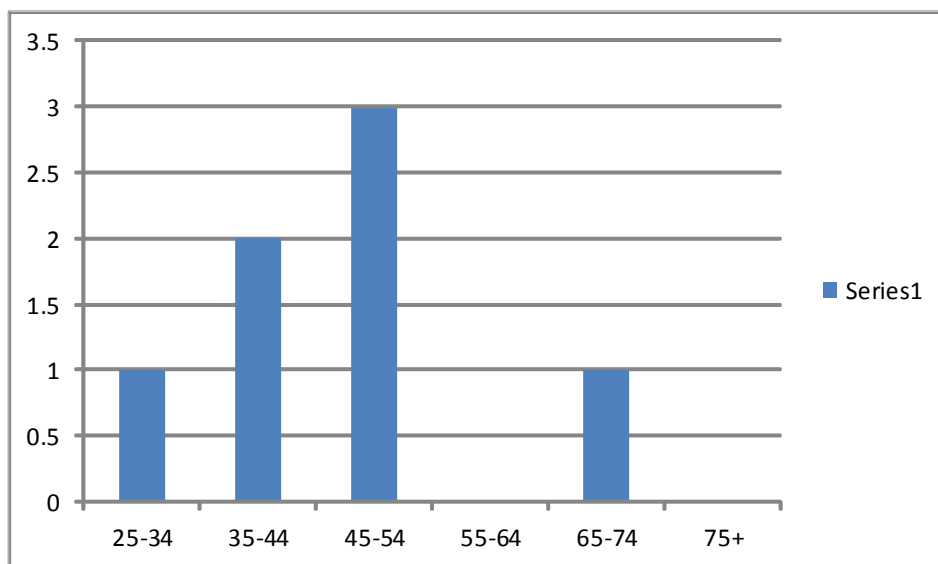
Out of 25 people asked to take part in the pilot 7 agreed to answer the questions. 15 people were asked to take part in Elgin, only 3 agreed. 2 of the 12 who did not take part indicated disfavour with Moray Council as a reason for lack of involvement. 4 out of 10 people agreed to take part when approached in Buckie.

#### **3.1 Demographics**

##### **1) Table Showing Gender Balance of Respondents**

<b>Male</b>	<b>2</b>
<b>Female</b>	<b>7</b>

## 2) Chart Showing Age Range of Respondents



## 3) Employment Status

Employment Status	Count
Employed (Part-time)	4
Employed (Full-time)	2
Homemaker	1
Total	7

## 4) Postcode Area

Respondents were asked for the first 4 digits of their postcode to ascertain if there were differences of experience across the Local Authority area.

2 of the respondents were from the AB56 postcode area (Buckie), 1 was from Aberlour (AB38) but were in Elgin when approached for participation. 2 were from IV30 (Elgin) and the remaining 2 were approached in Buckie but did not disclose their postcode.

### 3.2 Semi Structured Interview Results

#### 1) How much contact do you have with Moray Council and its services? (please mark on the scale)

**A lot**

**A little**

The majority of people (n=5) felt that they had little contact with Moray Council directly. Only 2 indicated having a degree of contact due to caring responsibilities. One respondent indicated that they had a child with a learning disability and another respondent mentioned that they had an older parent requiring support.

#### 2) Can you tell me the type of contact or contacts that you have? (e.g. paying council tax, refuse collection, Education/School, Social work services, Use of Community Centres)

All 7 respondents noted that they pay council tax and have their refuse collected. 5 respondents mentioned they have access to education provided by Moray Council via children at school, although 1 of the 5 said that their children had left school now and another said that their child attended the Assisted Support for Learning at Elgin Academy because her son has a learning disability. 2 of the 7 noted that they have access to community care and social work services (one for an older parent and one for their son with a learning disability). Only one respondent indicated that they used their local community centre but 2 stated that they had heard Port Gordon and Buckie Community Centres are under threat of closure but made no other comments. When asked a supplementary question 'what do you think about the proposed cuts' one of the 2 said "its sad for the local communities because everything's going now" and the other said that they felt that it has to be done because the economy was in such a mess whilst acknowledging it as a tragedy.

#### 3) Do you feel you are treated fairly by staff at Moray Council? (Circle answer)

4 respondents felt that they were treated fairly by Moray Council Staff. Only 1 respondent felt that they were treated unfairly. The 2 remaining clients said that they sometimes felt they were treated fairly and sometimes felt they were treated unfairly.

#### 4) If No, please explain why not?

The respondent who said that they felt unfairly treated said "*the Council is not interested in people or their problems, nothing is done if you complain*". The



respondent said they complained about a school teacher and nothing was done about continual and recurring problems.

One of the respondents who felt they were sometimes treated unfairly said that it depends on the department and who you get to speak to but the staff can sometimes be a bit rude. Another respondent said that it took her a long time to get a shower rail for her older mother and had to fill in too much paperwork to get a blue badge

**5) Are you happy with the way Moray Council provides services? (Circle answer)**

1 respondent said that they were happy with Moray Council services currently. 2 respondents said that they were not happy, 3 said that they were happy sometimes and 1 respondent said that they didn't know how they felt about Moray Services currently. The comments made are detailed below;

*"My neighbour blocked access to my shed and when I told them (Moray Council) they were quick to respond and sorted out the problem"*

*"Mostly happy but want them (Moray Council) to be more responsive to people's needs and not ignore complaints"*

*"If I had time to think I probably wouldn't be happy. These are big questions to answer quickly"*

*"It's a postcode lottery and if you've got money to pay you can get all you want"*

2 respondents chose not to give comments.

**6) Would you like to see any changes to Moray Council Services? (Circle answer)**

4 respondents said that they would like to see changes to Moray Council services. 1 said that they wouldn't like to see changes, 1 said that they didn't know and another gave no response.

3 of the 4 made the following comments;

*"As above - Mostly happy but want them (Moray Council) to be more responsive to people's needs and not ignore complaints"*

*"Cheaper Council Tax"*

*"Council tax and Care Bills cost too much"*

The other 2 made the other comments;

*"Hard to answer, big question"*

*"Don't know"*

**7) Have you heard of Moray Equalities Forum? (Circle answer)**

None of the 7 had heard of the Moray Equalities Forum

When it was explained that Moray Equalities Forum is a group of community members representing the following equality groups;

Race (includes Gypsy Traveller community)  
Disability  
Gender  
Religion/Belief  
Sexual Orientation  
Age  
Transgender

Several notes (n=5) of surprise were raised indicating that not enough is done to raise awareness of this group.

**8) Looking at the above Equality groups do you feel enough is done by Moray Council to treat everyone fairly? (Circle answer)**

6 respondents said that they felt that not enough was done by Moray Council to treat everyone fairly. 1 respondent said they didn't know anything about it so couldn't comment.

The comments made are detailed below;

"My mother had a disability badge/parking badge. Not enough is done to check whether people should be using disabled parking bays in Council and supermarket car parks."

"I work in the NHS and not enough is done in translation for patients and council not good either"

"Locals not offered houses, Polish get jobs and all places in school pushing us out."

**9) Would you be interested in finding out more about Moray Equalities Forum? (Circle answer)**

Only 1 of the 7 were interested in finding out more about Moray Equalities Forum.

#### 4. Comments

Although the point of the pilot was to test out the semi-structured interview questions and it was a very small sample some valuable results and lessons have been learnt. There appears to be a balanced view of Moray Council and the services provided. However the 2 respondents who had more contact with the council than others tended to be less favourable toward them. With only 2 respondents a pattern could be emerging but we are unable to speculate with such small numbers.

None of the 7 questioned had heard of Moray Equalities Forum and 5 of the 7 felt more information is required to inform people. When asked where they would go for help if they felt unfairly treated most respondents (n=5) said they didn't know.

#### 5. Recommendations

From the few results obtained it is clear that there are important issues to be investigated. It is also noted that most respondents found the questions quite difficult and were apprehensive about making less favourable comments directly to the interviewer.

It is recommended that we continue with using the semi-structured interview to obtain the views of Moray residents with some minor changes to the question ordering and 2 additional questions.

For Example Questions 7 and 8 will be swapped so it will now read;

#### **7. Looking at the Equality groups below do you feel enough is done by Moray Council to treat everyone fairly? (Circle answer)**

Race (includes Gypsy Traveller community)  
Disability  
Gender  
Religion/Belief  
Sexual Orientation  
Age  
Transgender

**YES**

**NO**

#### **8. Have you heard of Moray Equalities Forum? (Circle answer)**

**YES**

**NO**

#### **9. Would you be interested in hearing more about Moray Equalities Forum**

**YES**

**NO**

**If Yes please leave your contact details**

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

It is recommended that the interviewer explain more fully the importance of putting all views forward both positive and negative. The Interviewer shall explain that the feedback will allow Moray Council to make positive changes, if necessary from an informed position.

For the benefit of the research project a much greater number of respondents will be sought.

**Appendix 9: Copy of revised Semi-structured Interview proforma (January 2011)**

**Semi-Structured Interview Questions**

**How much contact do you have with Moray Council and it's services? (please mark on the scale)**

A lot \_\_\_\_\_ A little

**Can you tell me the type of contact or contacts that you have? (e.g. paying council tax, refuse collection, Education/School, Social work services, Use of Community Centres)**

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**Do you feel you are treated fairly by staff at Moray Council? (Circle answer)**

YES (Go to Q5)

NO (Go to Q4)

**10. If No, please explain why not?**

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**11. Are you happy with the way Moray Council provides services? (Circle answer)**

YES

NO

*Please explain*

---

---

**12. Would you like to see any changes to Moray Council Services? (Circle answer)**

YES

NO

*Please explain*

---

---

**13. Have you heard of Moray Equalities Forum? (Circle answer)**

YES

NO

Moray Equalities Forum is a group of community members representing the following equality groups;

- Race (includes Gypsy Traveller community)
- Disability
- Gender
- Religion/Belief
- Sexual Orientation
- Age
- Transgender

**14. Looking at the above Equality groups do you feel enough is done by Moray Council to treat everyone fairly? (Circle answer)**

YES

NO

*Please explain*

---



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**15. Would you be interested in finding out more about Moray Equalities Forum? (Circle answer)**

YES

NO

**If YES please leave details below;**

Name: \_\_\_\_\_ Address: \_\_\_\_\_  
 Telephone: \_\_\_\_\_ Email: \_\_\_\_\_

**Thank you for your time today**

**All information given is treated in strict confidence**

**About You**

Gender: Male/ Female / Trans      Postcode.....

Age Group: (16- 25) (25-34) (35-44) (45-54) (54- 65) (65-74) (75+)

Employment Status:      Student      Employed P/T      Employed F/T

Unemployed      Retired

## Appendix 10: Copy of MEF Focus group schedule

Moray Equalities Forum Meeting  
13/12/10

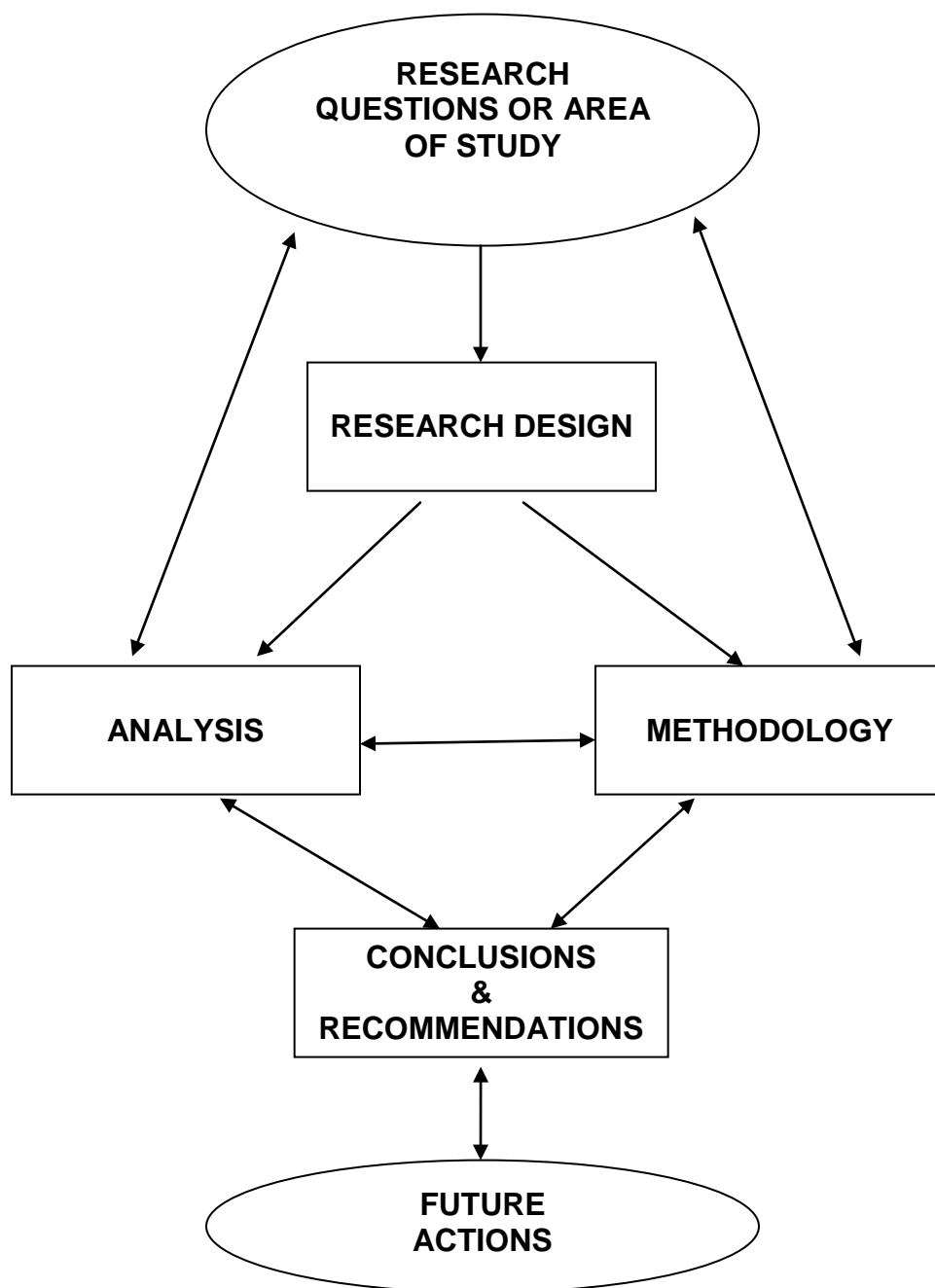
### Proposed Agenda

To be facilitated by Sarah Campbell (GREC)

Time	Topic	Method
14:00	Welcome Introduction	Verbal Exposition
14:10	Project Update	Verbal Exposition
14:20	Discuss ideas for the Future of Moray Equalities Forum	Group Work:
<b>*Refreshments available*</b>		
15:00	Feedback ideas	Group discussion Flipchart Responses
15:30	Discussion regarding Moray Equalities Agenda research project	Group discussion Flipchart Responses
15:50	Summation of Session & The Way Ahead	Verbal Exposition

**Appendix 11: Copy of research design methodology flowchart**

*(Adapted from Edward, A. and R. Talbot (1999) The Hard Pressed Researcher. Pearson Education Ltd. Page 7)*



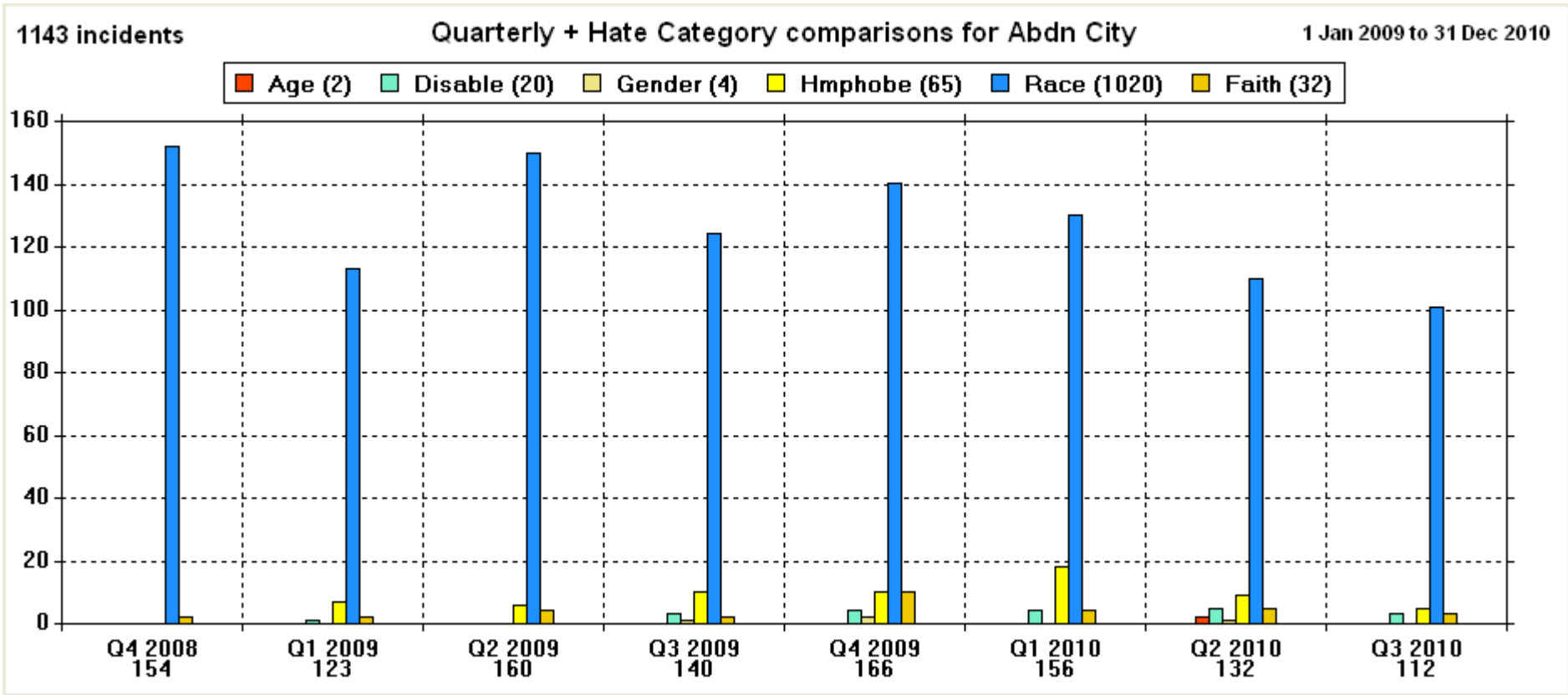


## Appendix 12: Methods of Engagement

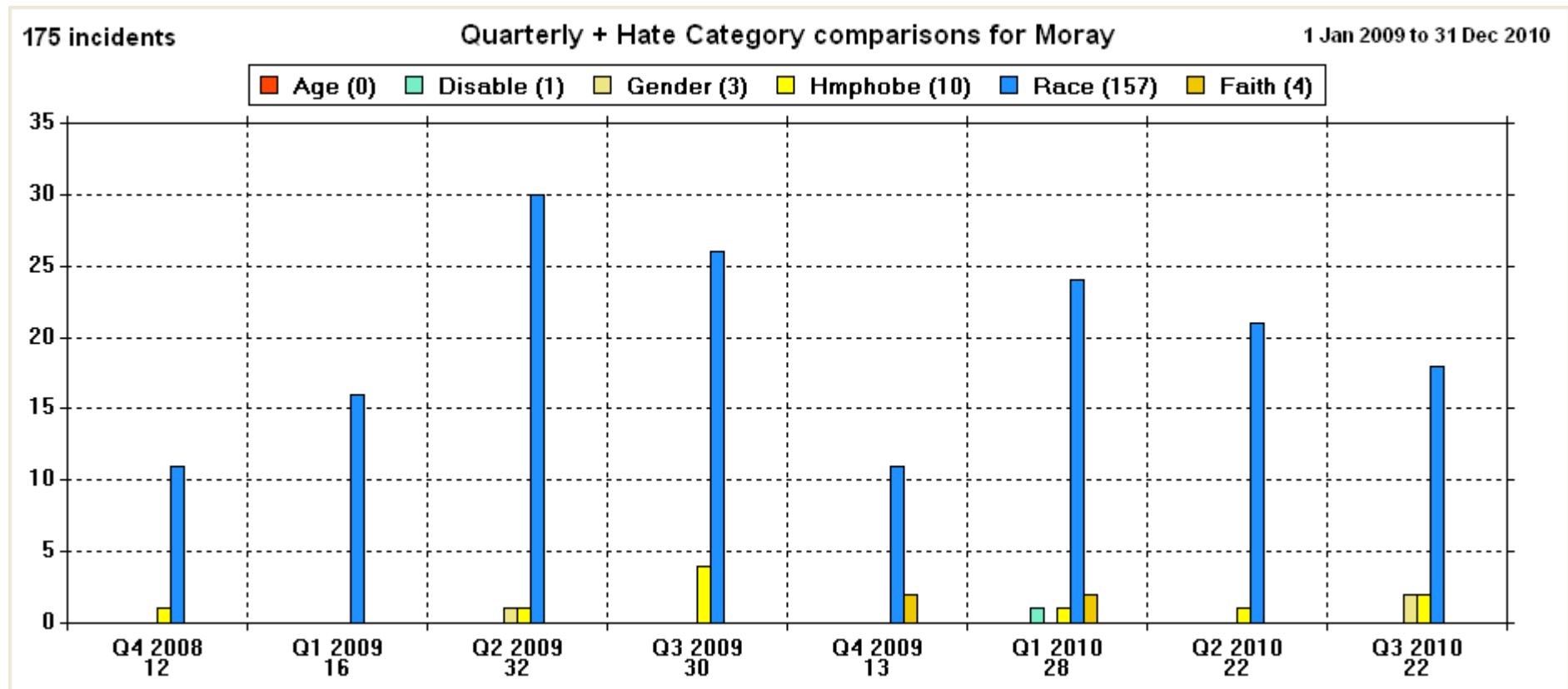
<b>Citizen Control</b>	<b>Citizen Power</b>
<b>Delegated Power</b>	
<b>Partnership</b>	
<b>Consultation</b>	<b>Tokenism</b>
<b>Informing</b>	
<b>Placation</b>	
<b>Manipulation</b>	<b>Non-participation</b>

Arnstein's ladder of participation in *Participation Works: 21 Techniques of community participation for the 21<sup>st</sup> Century* (1999) New Economics Network

Appendix 13: Prejudice Incident Monitoring Form



Appendix 13: Prejudice Incident Monitoring Form (Continued)



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