

North Lanarkshire Council Report

Policy and Strategy Committee

approval noting

Ref LMcM/AC/EW

Date 03/06/21

PO86 Equalities (2) Exploring the Lived Experiences of North Lanarkshire's Black Asian and Minority Ethnic People – Initial Research Findings Report

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Executive Summary

In line with the Plan for North Lanarkshire Programme of Work, this report outlines the high-level findings of research undertaken to explore the lived experiences of North Lanarkshire's Black, Asian and Minority Ethnic (BAME) people. The survey was carried out between December 2020 and February 2021. The research explored peoples' experiences in respect of:

- participation in community life;
- satisfaction and wellbeing;
- access to services;
- employment;
- housing;
- harassment and hate crime; and
- the impact of Covid-19.

Also set out within the report are the next steps in terms of:

- further analysis of the data across all ethnicities considering also intersectional diversity;
 - comparing the data with other information sources as referred to in section 2.1.2 of this report;
 - engaging further with communities (for example, face to face and through focus groups) to not only ask the questions that the survey raises but also to provide opportunities for people and communities to confirm whether there are gaps in terms of the survey findings in term of what is important to them; and
 - present the final findings of the research and a recommendation around a proposed community and partner conference to share the learning to
 - a future meeting of Committee;
 - the Black Lives Matter Working Group;
 - the BAME communities of North Lanarkshire; and
 - the North Lanarkshire Community Planning Partnership Strategic Leadership Group.
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Recommendations

It is recommended that the Policy and Strategy Committee:

- (1) note the high level findings of the BAME research carried out to date; and
- (2) approve the next steps as detailed in section 2.10 of the report.

The Plan for North Lanarkshire

Priority	Enhance participation, capacity, and empowerment across our communities
Ambition statement	(25) Ensure intelligent use of data and information to support fully evidence based decision making and future planning

1. Background

- 1.1 Committee will be aware of a report, presented to the Community Empowerment Committee, and approved in April 2020, that sought approval for proposals to explore the lived experiences of North Lanarkshire's Black, Asian and Minority Ethnic (BAME) people. This initial report set out how this proposal to engage with the BAME community would guide and support the following:
 - the Council's One Plan approach and ambition for North Lanarkshire to be the place to live, learn, work invest and visit;
 - deliver on the objectives for success set out within the Equality Strategy 2019 – 24;
 - the work to inform the review of the Council's equality outcomes;
 - the working with Communities Framework in terms of reaching and listening to seldom heard voices; and
 - the Workforce for the Future Strategy.
 - 1.2 The original research and engagement proposal was to undertake:
 - a mapping exercise to gauge where North Lanarkshire's BAME groups meet;
 - face to face meetings with groups and community organisations; and
 - a survey to be widely distributed via social media, organisational, group and individual contact.
 - 1.3 The intention was that information gathered from this activity would then culminate in a community conference to discuss the findings and make recommendations for future action for change. The global pandemic has had an impact on the way this engagement has been carried out with the focus being moved to an on-line survey, with the intent to undergo face to face engagement when we can.
 - 1.4 This report provides information from the initial headline survey report which is included as Appendix 1 of this report.
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2. Report

2.1 Exploring the Experiences of North Lanarkshire's Black, Asian and Minority Ethnic People

2.1.1 The Council aspires for North Lanarkshire to be the best place to live, learn, work, invest and visit for everyone. Undertaking this survey help to understand better what life is like for BAME people living in North Lanarkshire.

2.1.2 The survey asked about: participation in community life, satisfaction and wellbeing, access to services, employment, housing, harassment and hate crime and the impact of Covid-19.

2.1.3 The questions were developed taking into consideration factors such as being able to benchmark the findings against other local and national information that is gathered including:

- the evidence to inform the current development of the Local Housing Strategy;
- the Council's Citizen's Survey on Covid-19 carried out in August 2020;
- local employment statistics; and
- the Indicators of Integration which provides for a comparison of outcome for immigrants and their children.

2.1.4 To ensure it was accessible to as many people as possible the survey was:

- translated into 6 languages - Urdu, Polish, Punjabi, Chinese, Arabic and Swahili;
- piloted with key community organisation members from five of the different language groups, who also promoted the survey within their own communities; and
- promoted on social media via a video launch by the Councils Elected Member Equality Champion and people from some of the different communities.

2.1.5 The survey was open for 8 weeks between December 2020 and February 2021.

2.2 BAME Research – Headline findings

2.2.1 There was a total of **314** responses to the survey and of those who told us about themselves:

- 62% were female, 22% were male and 16% are unknown;
- 73% were aged 25 -64;
- 42% have lived in North Lanarkshire for more than 10 years;
- 14% said they were disabled or had a long-term condition;
- 35% identified as white Polish, 22% as Asian or Asian Scottish or Asian British - Pakistani/Indian, 5% Asian or Asian Scottish or Asian British – Chinese, 17% did not reply and 1% preferred not to say;
- 32% (100) said they were Roman Catholic, 27% (84) said they were Muslim; and
- 6% said they were refugees.

2.2.2 The survey focused on seven topics:

- participation in community life;
- satisfaction and wellbeing;

- access to services;
- employment;
- housing;
- harassment and hate crime; and
- the impact of Covid-19.

2.2.3 The following section (2.3) provides some of the findings of note from each of these topics, focusing upon the following groupings:

- White – Polish ;
- Asian or Asian Scottish or Asian British – Pakistani and Indian;
- Asian or Asian Scottish or Asian British – Chinese; and
- Muslim.

2.3 Participation in community life

2.3.1 In this section respondents were asked about their experiences participating in community life.

- 62% (49) of Pakistani and Indian people take part in BAME / religious groups. For Polish people this was less than 23% and 18% of Chinese people;
- Polish people are the most able (84%) to hold a simple conversation in English. Chinese people are the least able at 29%. Furthermore 35% of Chinese respondents said they do not have anyone from their own ethnic background they can talk to if they need support; and
- 45% Pakistani and Indian, 65% Chinese and 32% Polish people feel their culture is not acknowledged or celebrated in their community.

2.4 Satisfaction and wellbeing

2.4.1 In this section respondents were asked about how satisfied, safe, and secure they feel living in North Lanarkshire.

- most people in all groups feel able to express their religious identity freely without concern day to day, however, 19% of Muslims said they were not able to;
- when asked if people from different backgrounds get on well in the local area over 59% Chinese people said yes, 48% of Pakistani and Indian people said yes and 45% of Polish people said yes. However, a third of Pakistani and Muslim people said only sometimes. 12% of Polish people said people don't get on well; and
- 94% of Chinese people and 80% of Polish people feel safe walking alone during the day while only 65% of Pakistani /Indian people do. Pakistani /Indian people feel the least safe walking alone at night at 48%.

2.4.2 People were also asked about what is the most important to them to feel a sense of belonging.

- for Polish people this was quite evenly split between a secure job (23%), secure housing (22%) family and friends (22%) and permanent leave to remain (18%);
- family and friends (27%) was the most important amongst Pakistani and Indian respondents followed by a secure job (18%) and secure housing (16%);
- permanent leave to remain (27%) was the most important for Chinese people followed closely by a secure job (19%); and

- family and friends (25%) was the most important for Muslim people, followed closely by a secure job (19%) and secure housing (18%).

2.4.3 The vast majority 92% of Polish respondents said that they have applied for settled status, while 6% said they have not.

2.5 Access to services

2.5.1 People were asked about access to services within North Lanarkshire, whether they were aware of services and if they had used them.

2.5.2 Approximately between 1:4 and 1:5 from all groups have accessed leisure facilities in the past 2 years. Libraries are also popular with all groups apart from Chinese people who access other leisure activities (38%).

2.5.3 People's awareness of helping and welfare services was also explored with the following feedback:

- of all groups Polish people were least aware of carers services (34%) and domestic abuse services (35%);
- Indian people were least aware of Social Work Services – only 29%; and
- overall Chinese and Asian Indian people have the most awareness of services. However, Chinese people have much less awareness about how to access them – 82% know about mental health services but only 12% know how to access.

2.5.4 Polish people are the most confident group when using computers, tablets, phones, or laptops to access on-line services (89%). Chinese people are the least confident (65%) 17% Pakistani people said they are not confident at all.

2.5.5 When asked if people had trouble in accessing services, the findings were:

- Polish respondents listed language barriers (49%) and cost (32%) as their main reasons for having experienced /difficulty accessing services. Polish people accessed interpreters the most (23%);
- Pakistani and Indian respondents listed Cultural barriers (29%), language barriers (26%) and discrimination (20%) as their main reasons for having experienced difficulty;
- Chinese respondents listed language barriers (65%) and cultural barriers (53%) as their main reasons for having experienced difficulty; and
- people who identified as Muslim listed language barriers (30%) and cultural barriers (32%) as the main reasons for having experienced difficulty.

2.6 Employment

2.6.1 In this section respondents were asked to share with us their employment status/voluntary work and whether they were satisfied in their work.

- 70% (77) of Polish respondents said they were employed, 9% were self-employed and 17% (19) were unemployed. Of those unemployed 47% have been so for more than 2 years. They stated the main reasons for being unemployed were poor health, being a carer for a family member and having limited language ability;

- 35% (24) Pakistani and Indian respondents said they were employed, 14% were self-employed and 36% (25) said they were unemployed. 14% did not respond to this question. Of those unemployed 60% have been so for more than 2 years;
- 53% (9) Chinese respondents said they were employed, 24% said they were self-employed, 12% were unemployed and 12% did not reply to this question;
- 36% (30) of people who identified as Muslim said they were employed, 14% said they were self-employed, 31% said they were unemployed. Of those unemployed 58% have been so for more than 2 years; and
- 39% of Polish people don't feel they are employed at a level appropriate to their skills, qualifications, and experience and feel least satisfied of all groups in their work (23%). For Pakistani / Indian and Muslim people 18% people don't feel they are employed at a level appropriate to their skills.

2.6.2 Muslim people have the highest % of all the groupings undertaking voluntary work 21% followed by 19% of Pakistani / Indian people.

2.7 Housing

2.7.1 In this section respondents were asked about their current housing situation and whether they had applied for a council or other social landlord house.

- 61% of Polish people rent from the Council or other Social landlord. This is in stark contrast to the other groups, the majority of whom own their own home. Only 20% of Polish people own their home;
- 71 % of Chinese people own their home above the national and local average; and
- 80% of Pakistani / Indian and 76% Chinese people have never applied to the Council or other RSL for a house, while only 20% of Polish people haven't.

2.8 Harassment and hate crime

2.8.1 In this section respondents were asked about their experiences with harassment and hate speech / crime within North Lanarkshire

2.8.2 In response to a question asking about experiences of intimidating and hostile behaviour:

- approximately one third of respondents from all groups had not experienced harassment; and
- for Polish, Pakistani, Indian and Muslim people who had experienced harassment between 1:4 and 1:5 had experienced verbal abuse (the most common). This rises to 3:4 for Chinese people.

2.8.3 People were then asked what they felt was the motivating factor for the harassment:

- 45% Polish people said their race/ ethnicity;
- (38%) Pakistani / Indian people said their race/ethnicity and 32% their religion; and
- 71% Chinese people said their race/ethnicity.

2.9 Impact of Covid -19

2.9.1 Whilst the survey asked about people's experiences of Covid 19, the findings have not been included in this report. Those findings are being considered alongside the Council's Covid -19 Citizens' Survey that was carried out in late summer 2020 and will be subject of a future report.

2.10 Next Steps

2.10.1 This report has sought to provide committee with a first glimpse at key findings of the research. There is much more to be done to really understand the experiences of North Lanarkshire's BAME people - the survey is the first part of developing that understanding. Over the next few weeks and coming months we will:

- further analyse and interrogate the data across all ethnicities considering also intersectional diversity;
- develop the information into actions for change managed through the Equality Outcomes 2021 - 25 - Performance Management Framework;
- compare the data with other information sources as mentioned in section 2.1.2 of this report;
- engage further with communities for example face to face and through focus groups; to not only ask the questions that the survey raises but to provide opportunities for people and communities to tell us what the survey has not found about what is important to them; and
- present the findings, and a recommendation around a proposed community and partner conference to share the learning, to:
 - the Community Empowerment Committee and a future Policy and Strategy Committee;
 - the Black Lives Matter Working Group;
 - the BAME communities of North Lanarkshire; and
 - Community Planning partners.

2.10.2 Involving the Community Champion Heads of Service will be integral to the future approach, particularly in driving the further and future engagement with BAME communities and associated strategic/operational planning to achieve improved outcomes.

3. Public Sector Equality Duty and Fairer Scotland Duty

3.1 This engagement and research work will contribute to the Council's Public Sector Equality Duty (General Duty) to advance equality of opportunity and foster good relations between people who share protected characteristics and those who do not. Some BME communities fair worse than others in respect of employment opportunities and poverty. The engagement and research will help evidence the position and deepen the understanding of issues in order to better inform the work of the Council and Community Planning Partners.

4. Impact

4.1 Financial impact

4.1.1 None.

4.2 **HR policy / Legislative impact**

4.2.1 The engagement and research proposals set out in this report will support the Council to meet the requirements of the Equality Act 2010 – Public Sector Equality Duty.

4.3 **Technology / Digital impact**

4.3.1 Research findings will inform Digital inclusion measures going forward in line with the DigitalNL Programme.

4.4 **Environmental impact**

4.4.1 None.

4.5 **Communications impact**

4.5.1 See section 2.10.1 of this report.

4.6 **Risk impact**

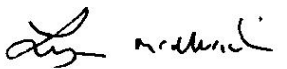
4.6.1 The engagement and research undertaken will improve the Council's position in meeting the needs of the Public Sector Equality Duties and therefore reduce any risk associated with non-compliance.

5. **Measures of success**

5.1 The Council understand the needs and cultural differences of our Black Asian and Minority Ethnic people and communities and an action plan is in place to deliver improved co-produced services and outcomes.

6. **Supporting documents**

6.1 Appendix 1 - Initial Findings Report - Exploring the Experiences of North Lanarkshire's Black, Asian and Minority Ethnic People.



Lizanne McMurrich
Head of Communities



Exploring the experiences of North Lanarkshire's Black, Asian and Minority Ethnic people.

Purpose of the research

North Lanarkshire's population is diverse in many ways including in ethnicity and national origins. Throughout the 20th Century and into the 21st people have come from all over the world to settle in North Lanarkshire and many of our Black, Asian and other Minority Ethnic (BAME) communities are recently settled as well as third and fourth generation.

The Council aspires for North Lanarkshire to be the best place to live, learn, work, invest and visit for everyone. We wanted to know what life is like for people living in North Lanarkshire, so we undertook some research by way of a survey to gain the opinions of Black, Asian and Minority Ethnic (BAME) people in North Lanarkshire about their experiences of life here.

The survey asked about: participation in community life, satisfaction and wellbeing, access to services, employment, housing, harassment and hate crime and Covid19.

The survey was made available in 7 languages including: English, Urdu, Polish, Punjabi, Chinese, Arabic and Swahili.

Timescale

The survey went live on **15th December 2020** and closed on 14th February 2021. It was sent to key contacts within the BAME community and was available on a range of platforms including Facebook, twitter and the council website. A total of **314** people responded to the survey. A greater response rate had been anticipated however because of the Coronavirus pandemic and the lack of availability of online engagement within some parts of the BAME community we were unable to reach some core areas.

This report focuses on headline findings and the initial section includes an overall picture of ‘all’ respondents’ characteristics. For the detailed part of the report we have focused upon the 2 ethnic groups with the largest respondent base, we have included Asian Chinese ethnic group and although the response rate for this group was small it is considered useful to show the findings, Muslim religion, and defined set of questions. The groups are as follows:

- White – Polish
- Asian or Asian Scottish or Asian British – Pakistani and Indian
- Asian or Asian Scottish or Asian British – Chinese
- Muslim

The base for the analysis for the majority of the questions was set as ‘Respondents’ meaning all respondents to the question and includes ‘No Replies’ where people have skipped the question. However, for multiple checkbox questions (i.e. tick all that apply) the base was set as ‘Responses’ and shows calculations as a proportion of the number of responses to that question. This does not include ‘No Replies’ however, where significant the NR have been shown separately.

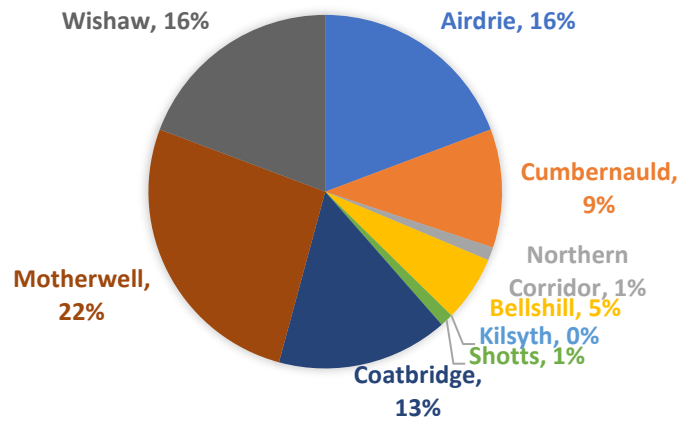
A more detailed report will follow.

Respondent Characteristics – Key Findings

There were a total of 314 responses to the survey and their characteristics are detailed below:

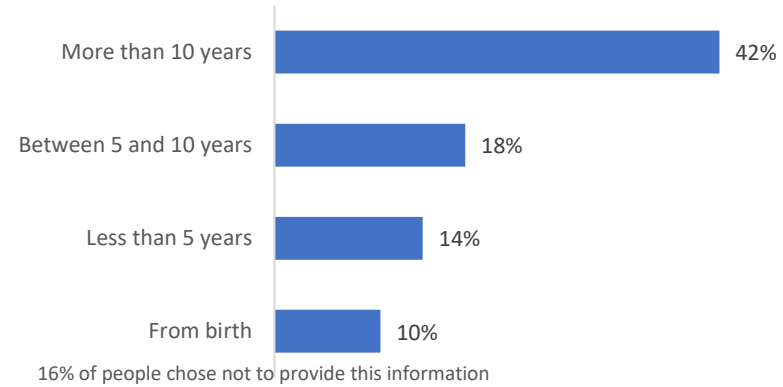
- 62% of the respondents were female, 22% were male and 16% preferred not to say or skipped this question.
- 73% of those who responded were aged 25 -64, 5% in the age group 16-24 and 6% 65+, the remaining 16% did not provide their age.
- 83% of respondents told us where in North Lanarkshire they lived (*please see chart*).
- 84% of respondents told us how long they have lived in North Lanarkshire, 42% have lived here for more than 10 years (*please see chart*).
- 14% (43) of them stated they were disabled or had a long-term condition.
- 35% identified as white Polish, 22% as Asian or Asian Scottish or Asian British - Pakistani/Indian, 5% Asian or Asian Scottish or Asian British – Chinese, 17% did not reply and 1% preferred not to say. The remainder identified as other ethnic groups (*please see chart*).
- 32% (100) said they were Roman Catholic, 27% (84) said they were Muslim, 22% preferred not to say or skipped this question (*please see chart*).
- 74% said they were not refugees, 20% did not answer this question, the remaining 6% said they were refugees.

Where in North Lanarkshire do you live

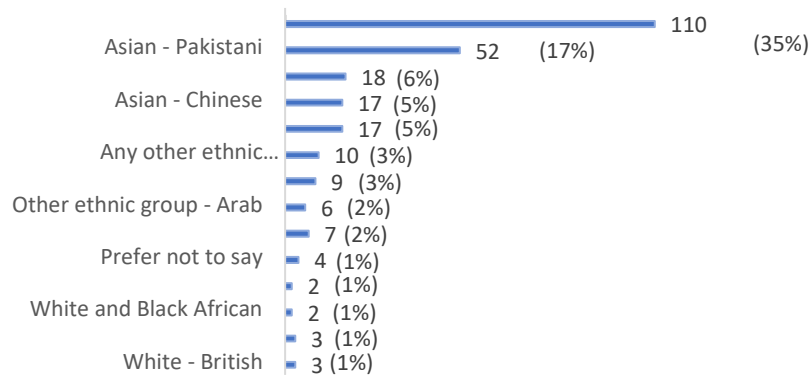


*17% of people chose not to provide this information

How long have you lived in North Lanarkshire

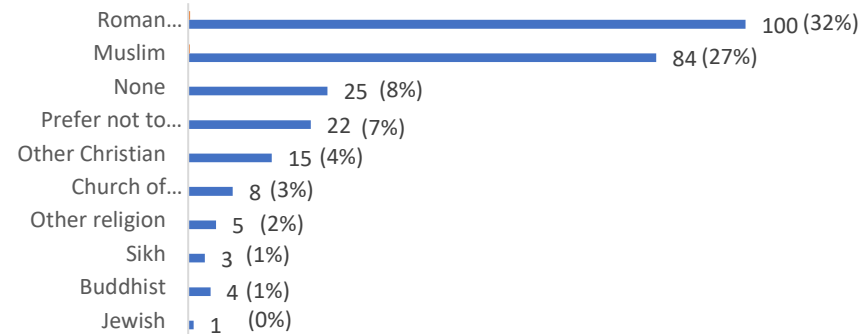


Ethnic group



*17% (53 people) chose not provide this information

Religion, religious denomination or body



*15% (47 people) chose not to provide this information

Participation in community life – Key Findings

In this section respondents were asked several questions about their experiences participating in community life.

Q - Do you take part in any BAME and /or religious community group?

77% (85) Polish respondents said they **did not** take part and 23% (25) **did** take part.

62% (43) Asian Pakistani and Asian Indian respondents said they **did** take part and 35% (24) said they **did not** take part.

82% (14) of Chinese respondents said they **did not** take part and 18% said they **did** take part.

58% (49) of people who identified as Muslim said they **did** take part, 39% (33) said they **did not** take part.

Q – Do you have friends from other different backgrounds e.g. ethnic or religious groups who live close to you?

52% (57) Polish people said that they **did** have friends from other ethnic backgrounds who live close to them and 48% (53) said that they **did not**.

68% (47) Asian Pakistani and Asian Indian respondents said that they **did** with 29% (20) saying they **did not**.

47% (8) of Chinese respondents said that they **did** and 47% said they **did not**.

64% (54) of people who identified as Muslim said that they **did** and 32% (27) said they **did not**.

Q– If English is not your first language are you able to hold a simple conversation in English?

84% (92) of Polish respondents said that they **were able** with only 14% (15) **not able** to and 2% said this was not applicable.

61% (42) Asian Pakistani and Asian Indian respondents said that they **were able** to hold a simple conversation in English, only 4% said they were **not able** and 32% (22) indicated this was not applicable.

59% (10) Chinese respondents said that they **were able** to hold a simple conversation in English, 29% (5) said they were **not able** to and 12% said this did not apply.

64% (54) of people who identified as Muslim said that they **were able** to hold a simple conversation in English, 5% (4) said they were **not able** and 27% (23) said not applicable.

Q - Do you have anyone from your own ethnic background you can talk to if you need support?

77% (85) of Polish respondents said that they **do** have someone they can talk to 21% said they **did not** and 2% did not reply.

81% (56) Asian Pakistani and Asian Indian respondents said they **do** have someone to talk to and 16% (11) said they **did not**.

53% (9) Chinese respondents said they **do** have someone who they can talk to if they need support, 35% (6) said they **did not** and 12% did not reply to this question.

79% (66) of people who identified as Muslim said they **do** have someone they can talk to, 18% said they **did not** and 4% did not reply.

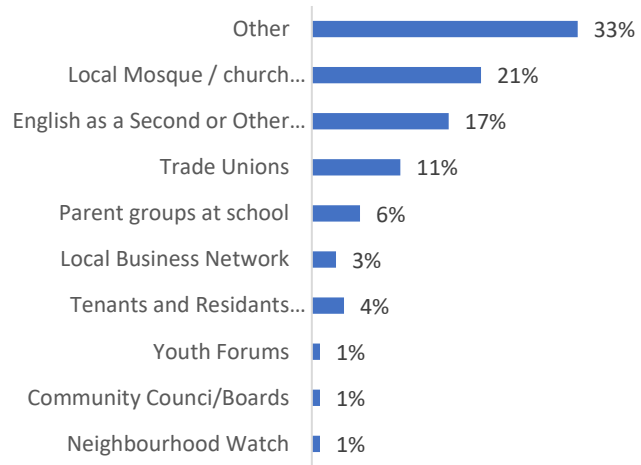
Q – Are you involved / a member of any of the following – community organisations?

The community groups included were:

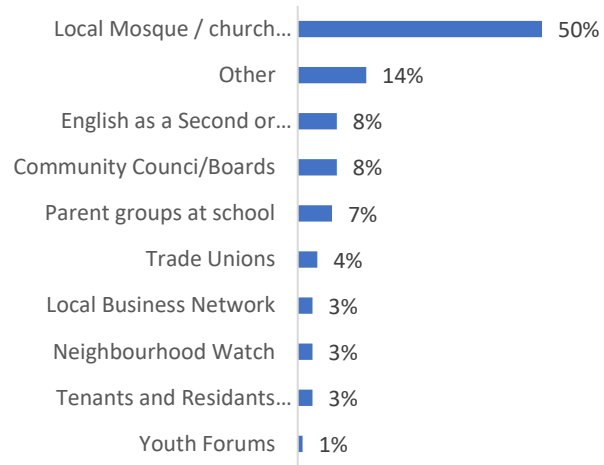
- Tenants and Residents Association
- Parent groups at school
- Neighbourhood Watch
- Community Council/Boards
- ESOL or other language class/Adult learning
- Local Mosque/church/religious organisation
- Trade Unions
- Local Business Network
- Youth Forums
- Other

The findings below show the percentages as a proportion of the number of responses given to these questions and exclude 'No Replies' where people have skipped the question. Details of 'No replies' have been shown below.

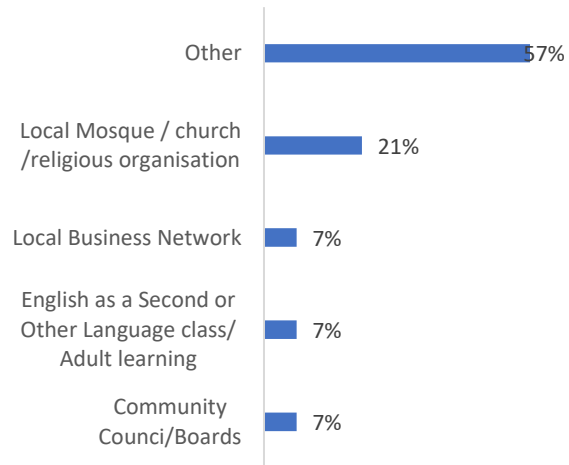
Polish respondents



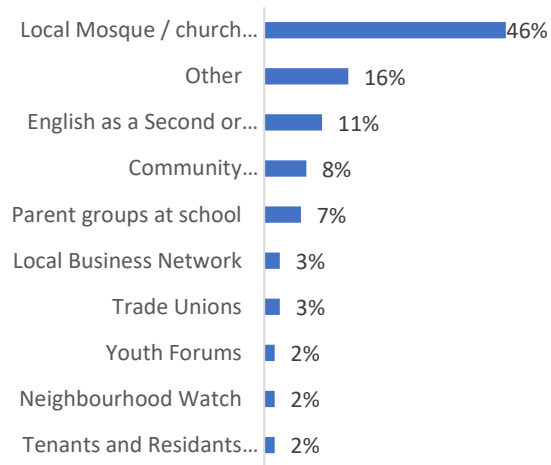
Asian Pakistani Asian Indian respondents



Chinese respondents



Muslim respondents



54% (59) of Polish respondents skipped this question. 35% (24) Asian Pakistani and Asian Indian respondents did not reply to this question 35% (6) Chinese respondents did not reply to this question. 31% (26) people who identified as Muslim did not reply.

Q - Do you ever participate in any UK traditional cultural activities?

74% (81) of Polish respondents said that they **did** participate, 24% said they **did not**.

49% (34) Asian Pakistani and Asian Indian respondents said that they **did** participate, 42% said that they **did not** and 9% did not reply.

82% (14) Chinese respondents said that they **did not** participate and 18% **did** participate in UK cultural activities.

46% (39) of people who identified as Muslim said that they **did** participate and 46% said they **did not** participate, 8% did not reply.

Q - Do you feel your culture is acknowledged/celebrated in North Lanarkshire in the community?

35% (38) of Polish respondents **did** feel their culture was acknowledged/celebrated, 31% (34) felt it was sometimes and 32% (35) **did not** feel it was.

45% (31) Asian Pakistani and Asian Indian respondents said that they **did not** feel their culture was acknowledged/celebrated in the community, 20% **did** feel it was and 30% felt it was sometimes.

65% (11) Chinese respondents said they **did not** feel their culture was acknowledged/celebrated, 6% (1) said they **did** feel it was and 24% (6) felt it was sometimes.

38% (32) of people who identified as Muslim said they **did not** feel their culture was acknowledged/celebrated, 37% (31) said it was sometimes and 18% said that they felt it was acknowledged/celebrated.

Satisfaction and Well-being with your life– Key Findings

In this section respondents were asked questions about how satisfied, safe, and secure they feel living in North Lanarkshire.

Q- If relevant, are you able to express your religious identity freely / without concern/ day to day?

68% (75) of Polish respondents said they **were able** to express their religious identity freely, 27% (28) thought this was not applicable or did not reply, 5% said they **were not** able.

67% (46) Asian Pakistani and Asian Indian respondents said they **were able** to express their religious identity freely, 20% (14) said they were **not able** to and the remainder thought this not applicable or did not reply.

59% (10) Chinese respondents said they **were able** to express their religious identity freely, the remaining 41% (7) thought this not applicable or did not reply.

67% (56) of people who identified as Muslim said that they **were able** to express their religious identity freely, 19 % said they **were not** able to and 14% thought this not applicable or did not reply.

Q - If relevant, do you feel comfortable wearing your religious symbols when out and about?

67% (73) of Polish respondents said they felt comfortable **some of the time or all the time** and only 17% said **not very often or not at all**, 16% did not reply to this question.

77% (53) Asian Pakistani and Asian Indian respondents said they felt comfortable **some of the time or all the time**, 15% said **not very often or not at all**, 8% did not reply to this question.

59% (10) Chinese respondents said they felt comfortable **some of the time or all the time**, 6% (1) said **not at all** and the remaining 35% (6) did not reply to this question.

74% (62) of people who identified as Muslim said they felt comfortable **some of the time or all the time**, 14% said **not very often or not at all**, 12% did not reply.

Q - Do you think people of different backgrounds get on well in your local area?

45% (50) of Polish respondents said they **do** think people get on well, 25% (27) said they get on well **sometimes**, 12% said they **do not** think they get on well and 14% **did not know**.

48% (33) Asian Pakistani and Asian Indian respondents said they **do** think people get on well, 32% (22) said they get on well **sometimes**, 10% said **they did not know** and 7% said they **do not** think they get on well.

59% (10) Chinese respondents said they **do** think people get on well, 18% (3) said they get on well **sometimes**, 12% (2) said they **did not know** and 11% (2) did not reply.

44% (37) of people who identified as Muslim said they **do** think people get on well, 32% (27) said they get on well **sometimes**, 11% said **they did not know**, 6% said they **do not** think they get on well and 7% did not reply.

Q - Do you feel safe walking alone during the day / at night

80% (88) of Polish respondents said that they **do** feel safe walking alone during the day, 14 % said they **sometimes** feel safe.

30% (33) Polish respondents said they felt safe walking alone at night and another 30% said they **sometimes** felt safe walking alone at night however, 38% said they **do not** feel safe walking alone at night.

67% (46) Asian Pakistani and Asian Indian respondents said they **felt safe** walking alone during the day, 19% said they **sometimes** feel safe, 14% did not reply.

48% (33) said they **did not** feel safe walking alone at night, 23% said they **did** feel safe at night and 23% said they **sometimes** feel safe at night.

94% (16) Chinese respondents said they **felt safe** walking alone during the day, 6% did not reply.

35% (6) said they felt safe walking alone at night, 29% (5) said they **sometimes** felt safe at night and 30% (5) said did not feel safe walking alone at night.

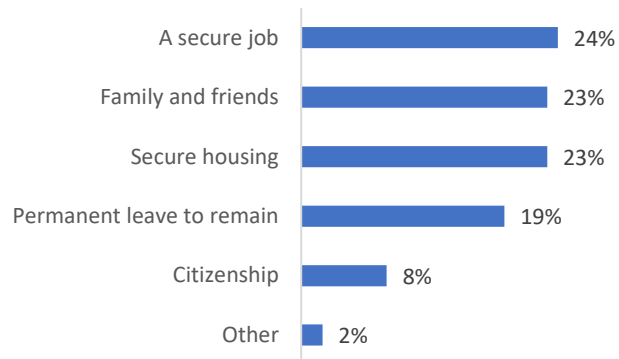
65% (55) of people who identified as Muslim said they **felt safe** walking alone during the day, 17% said they **sometimes** felt safe, 10% said they **did not** feel safe.

19% (16) said they **felt safe** walking alone at night, 30% (25) said they **sometimes** felt safe and 42% said they **did not** feel safe walking alone at night.

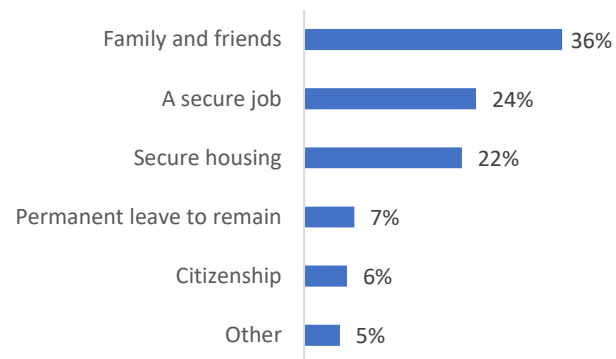
Q - If you have recently settled in North Lanarkshire what is important to you to have a sense of belonging?

The findings below show the percentages as a proportion of the number of responses given to these questions and exclude 'No Replies' where people have skipped the question.

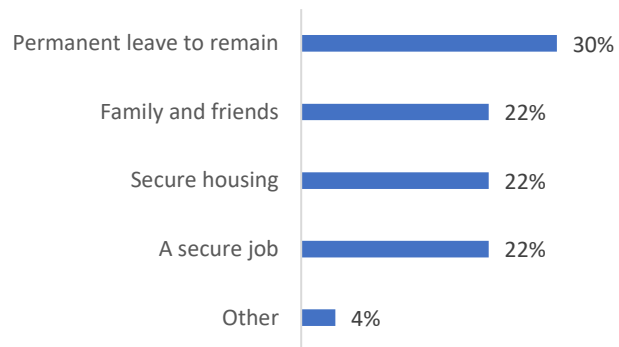
Polish respondents



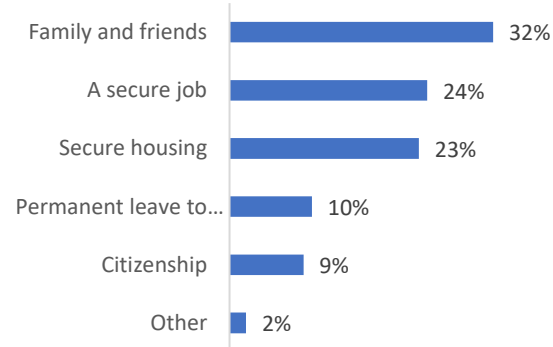
Asian Pakistani Asian Indian respondents



Chinese respondents



Muslim respondents



For Polish people this was quite evenly split between secure job (24%), secure housing (23%) family and friends (23%) and permanent leave to remain (19%).

For 39% (27) Asian Pakistani and Asian Indian respondents this was not applicable. Of the responses given family and friends (36%) was the most important amongst Asian Pakistani and Asian Indian respondents followed by a secure job (24%) and secure housing (22%).

For 17% (3) of Chinese respondents this was not applicable, of the responses given permanent leave to remain (30%) was the most important followed closely and equally at 22% each by a secure job secure housing and family and friends.

For 37% (31) of people who identified as Muslim this was not applicable, of the responses given family and friends (32%) was the most important, followed closely by a secure job (24%) and secure housing (23%).

Q - If you are an EU migrant have you applied for settled status to ensure you can maintain your rights when Britain leaves the EU?

The vast majority 92% of Polish respondents said that they **have** applied for settled status, only 6% said they **have not**, 2% did not reply.

For 62% (43) Asian Pakistani and Asian Indian respondents this was not applicable, 29% said they **have not** applied for settled status with only 9% saying that they **have** applied.

For 88% (15) Chinese respondents this was not applicable and 12% said they **have not** applied for settled status.

For 58% (49) of people who identified as Muslim this was not applicable, 7% said they **have** applied and 35% said they **had not**.

Access to services – Key Findings

In this section respondents were asked about access to services within North Lanarkshire, whether they were aware of services and if they had used them.

Q - Have you accessed any of the following in North Lanarkshire in the last 2 years?

Included were:

- Libraries
- Leisure Centre – swimming pools/gym/classes
- Theatre
- Museum
- Local social/leisure group
- IT class/arts and crafts etc.
- Parent/Toddler groups
- Other

The findings below show the community groups / activities accessed by the defined ethnic groups. Shown are percentage calculations as a proportion of the number of replies responses given to these questions and exclude 'No Replies' where people have skipped the question.

Community groups / activities	Polish	Asian Pakistani/Indian	Chinese	Muslim
Leisure Centre - swimming pools / gym / classes	30%	27%	24%	28%

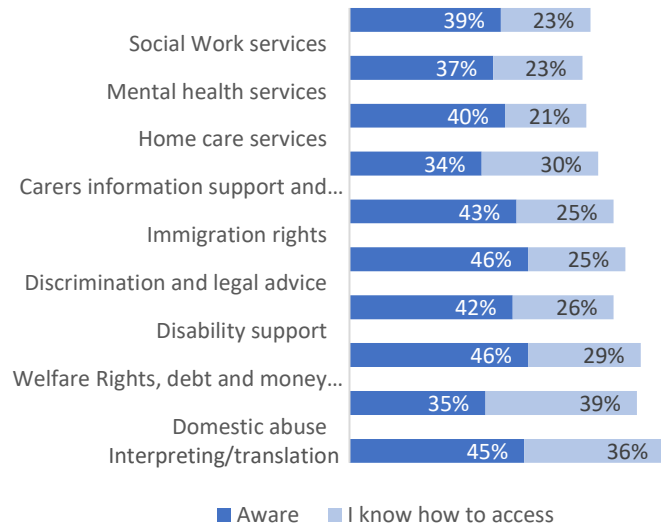
Libraries	25%	30%	14%	28%
Museum	16%	9%	-	10%
Parent / Toddler groups	8%	8%	-	8%
Theatre	7%	4%	10%	4%
Local social / leisure group	7%	11%	10%	11%
Other	5%	3%	43%	5%
IT class / arts and crafts etc.	2%	7%	-	6%

Q - Are you aware of services relating to the following services and know how to access them?

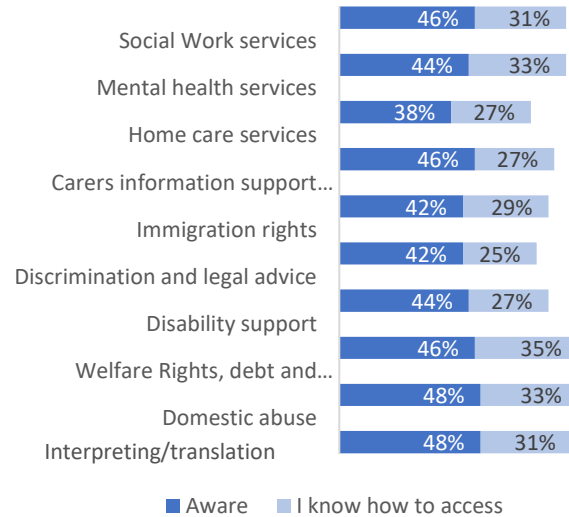
The services included were:

- Interpreting/translation services
- Domestic Abuse
- Welfare rights and debt/money advice
- Disability support
- Discrimination and legal advice
- Immigration rights
- Carers information support
- Home care services
- Mental health services
- Social work services

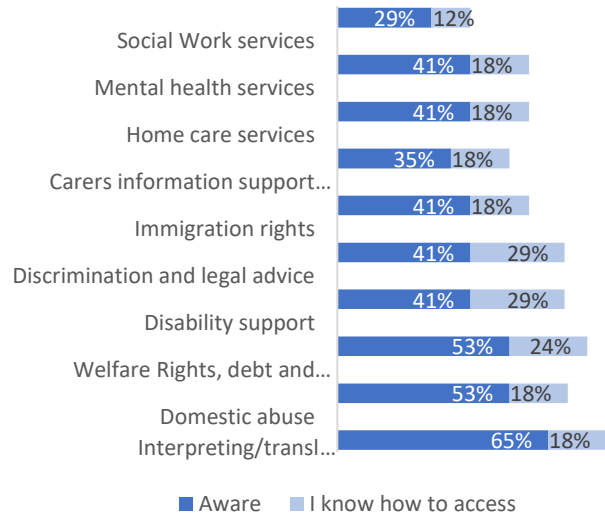
Polish Respondents



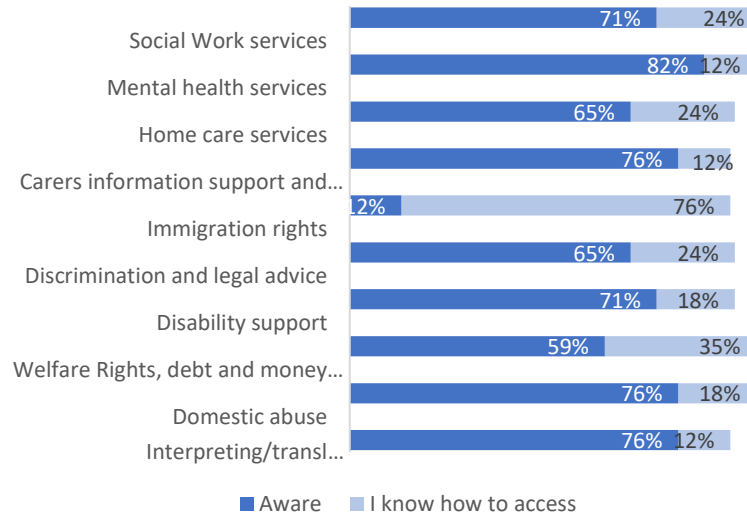
Asian Pakistani Respondents



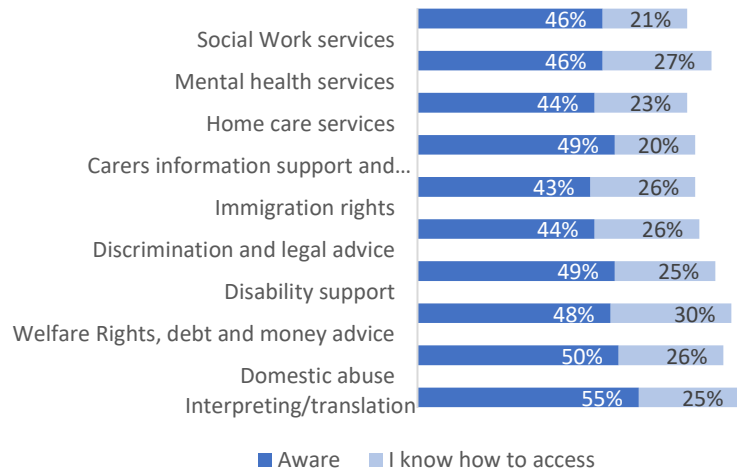
Asian Indian Respondents



Chinese Respondents



Muslim Respondents



Q - Are you confident to use computers, tablets, phones, or laptops to access on-line services?

89% (98) of Polish respondents said they were **quite confident or very confident** with only 7% **not at all confident**, 4 % did not reply.

78% (54) Asian Pakistani and Asian Indian respondents said they were **quite confident or very confident** and 17% were **not at all confident**, 5% did not reply to this question.

65% (11) Chinese respondents said they were **quite confident or very confident** and 29% (5) said they were **not at all confident**, 6% (1) did not reply.

77% (65) of people who identified as Muslim said they were **quite confident or very confident**, 14% said they were **not at all confident** and 9% did not respond to this question.

Q – Have you requested a language interpreter to access a service in the past 2 years?

65% (72) of Polish respondents said they **have not** requested an interpreter, 23 % said they **have** and 9% said someone had requested this for them

84% (58) Asian Pakistani and Asian Indian respondents **have not** requested a language interpreter, 3% said they **have** and 4% said someone had requested this for them.

71% (12) Chinese respondents said they **have not** requested a language interpreter, 6% (1) said they **have** and 12% (2) said someone had requested for them.

73% (61) of people who identified as Muslim said they **have not** requested an interpreter, 11% said they **have** and 7% said someone had requested an interpreter for them.

Q - Do you feel you experience difficulty in accessing services because of any of the following?

Included were:

- Discrimination
- Language barriers – I find it hard to talk on the phone or in person
- Cultural barriers- I am not used to dealing with these tasks / problems
- Lack of access to digital technology – i.e. have no phone, laptop or broadband and or limited data
- Transport – cost of travel, no access to car
- Cost
- Other

Polish respondents listed **language barriers** (49%) and **cost** (32%) as their main reasons for having experienced difficulty accessing services.

Asian Pakistani and Asian Indian respondents listed **Cultural barriers** (29%), **language barriers** (26%) and **discrimination** (20%) as their main reasons for having experienced difficulty.

Chinese respondents listed **language barriers** (65%) and **cultural barriers** (53%) as their main reasons for having experienced difficulty.

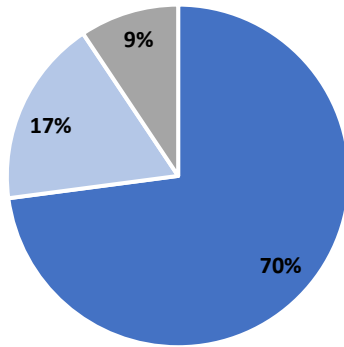
People who identified as Muslim listed **language barriers** (30%) and **cultural barriers** (32%) as the main reasons for having experienced difficulty.

Employment – Key Findings

In this section respondents were asked to share with us their employment status/voluntary work and whether they were satisfied in their work.

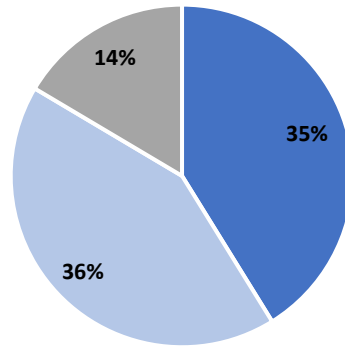
Q - Are you able to work and if so, are you? Unemployed, employed, self-employed

Polish respondents



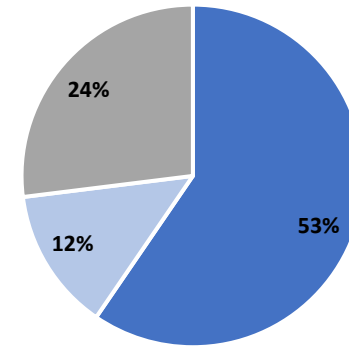
■ Employed ■ Unemployed ■ Self-employed

Asian Pakistani Asian Indian respondents



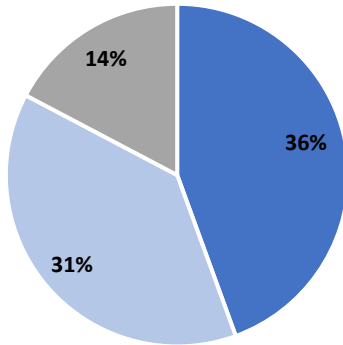
■ Employed ■ Unemployed ■ Self-employed

Chinese respondents



■ Employed ■ Unemployed ■ Self-employed

Muslim respondents



■ Employed ■ Unemployed ■ Self-employed

70% (77) of Polish respondents said they were employed, 9% were self-employed and 17% (19) were unemployed. 4% did not respond to this question.

35% (24) Asian Pakistani and Asian Indian respondents said they were employed, 14% were self-employed and 36% (25) said they were unemployed. 14% did not respond to this question.

53% (9) Chinese respondents said they were employed, 24% (4) said they were self-employed, 12% (2) were unemployed and 11% did not reply to this question.

36% (30) of people who identified as Muslim said they were employed, 14% said they were self-employed, 31% (26) said they were unemployed and 19% did not reply to this question.

Q - If unemployed how long have they been unemployed?

Of the 17% (19) of Polish people who said they were unemployed 47% (9) were unemployed for **more than 2 years** and 26% (5) were unemployed for one to two years.

Of the 36% (25) Asian Pakistani and Asian Indian respondents who were unemployed 60% (15) were unemployed for **more than 2 years**, 16% (4) were unemployed for one to two years and 8% (2) were unemployed for 6 months to one year.

Of the 12% (2) Chinese respondents who were unemployed both said they were unemployed for **more than two years**.

Of the 31% (26) of people who identified as Muslim who said they were unemployed 58% (15) were unemployed for **more than 2 years**, 12% (3) were unemployed for one to two years and 4% (1) were unemployed for 6 months to one year.

Q - If you are unemployed please tell us why?

Of the 17% (19) of Polish respondents who said they were unemployed the main reasons were poor health, being a carer for a family member and limited language ability.

Of the 36% (25) Asian Pakistani and Asian Indian respondents who said they were unemployed cited 'Other' as the most common reason followed by being a carer for a family member and a lack of suitable jobs locally.

Chinese respondents said poor health and limited language ability were the main reasons they were unemployed.

Of the 31% (26) people who identified as Muslim who said they were unemployed the reasons were quite evenly split across all of those listed although the two top answers were 'Other' and lack of suitable jobs locally.

Q - Do you feel that you are employed at a level appropriate to skills, qualifications, and experience?

44% (48) of Polish respondents said they **did** feel they were employed at a level appropriate to skills, qualifications, and experience but 39% (43) said they **did not** feel they were.

41% (28) Asian Pakistani and Asian Indian respondents said that they **did** feel they were employed at a level appropriate to skills, qualifications, and experience and 18% (13) said they **did not** feel they were.

71% (12) Chinese respondents said they felt they **were** employed at a level appropriate to their skills, qualifications, and experience.

39% (33) who identified as Muslim said they felt they **were** employed at a level appropriate to skills, qualifications, and experience and 18% said they **were not**.

Q - Do you feel satisfied in your work?

51% (56) of Polish respondents said they **did feel** satisfied in their work, 26% said they **were not** and 23% did not respond/was not applicable.

42% (29) Asian Pakistani and Asian Indian respondents said that they **were** satisfied and 9% said they **were not** satisfied in their work. 49% (34) did not respond/was not applicable.

59% (10) Chinese respondents said they **were** satisfied in their work, 12% (2) said they **were not** satisfied. 29% (5) did not respond/was not applicable.

45% (38) of people who identified as Muslim said they **were** satisfied and 7% said they **were not**. 48% (40) did not respond/was not applicable.

Q - Do you do any voluntary work?

73% (80) of Polish respondents said they **do not** do any voluntary work and 15% said that they **do** voluntary work.

59% (41) Asian Pakistani and Asian Indian respondents said they **did not** do any voluntary work and 19% (13) said that they **do** voluntary work. 22% did not reply to this question.

76% (13) Chinese respondents said they **do not** do voluntary work, 12% (2) said they **do** voluntary work and 12% did not reply to this question.

58% (49) of people who identified as Muslim said they **did not** do any voluntary work, 21% said that they **do** voluntary work and 20% did not reply.

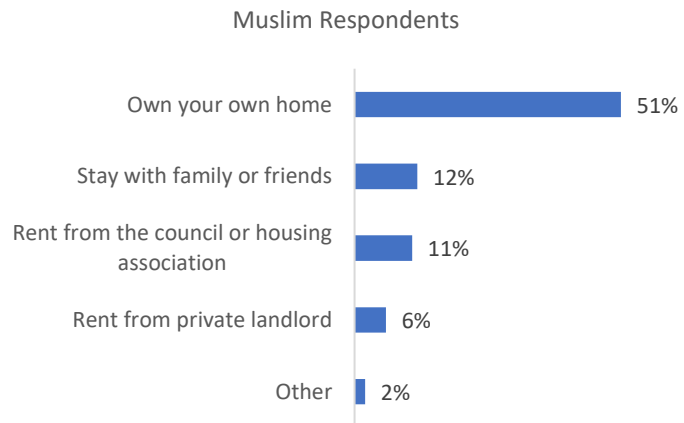
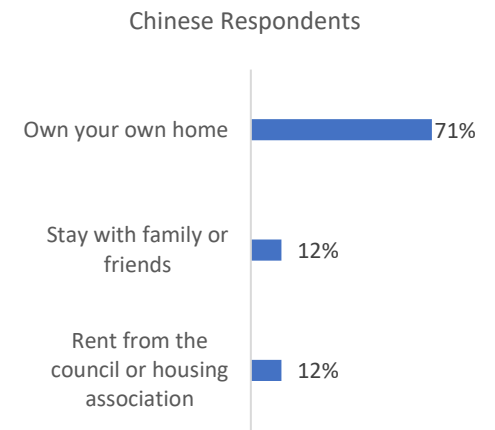
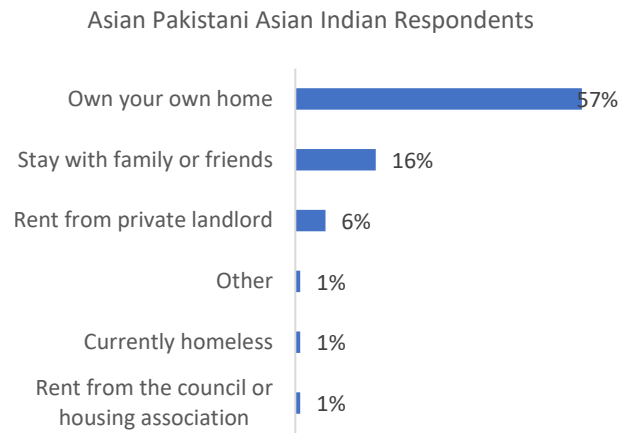
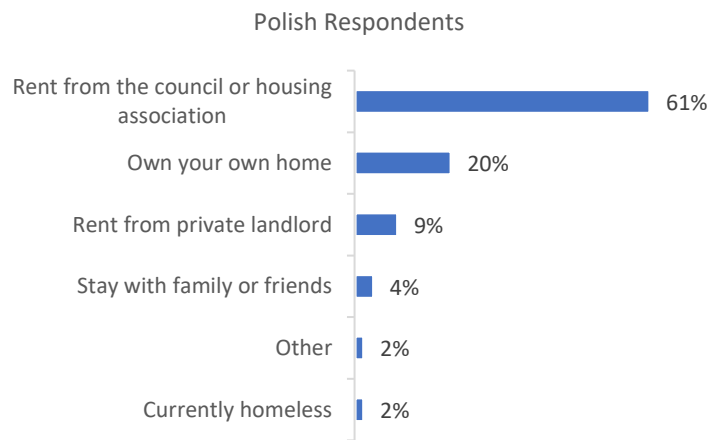
Housing – Key Findings

In this section respondents were asked about their current housing situation and whether they had applied for a council or other social landlord house.

Q - How would you describe your current housing situation?

The options included were:

- Rent from the council or housing association
- Rent from private landlord
- Own your own home
- Stay with family or friends
- Currently homeless
- Other



61% (67) of Polish respondents said they rent from the council or housing association, 20% (22) own their own home and 9% rent from a private landlord. 57% (39) Asian Pakistani and Asian Indian respondents said that they own their own home, 16% (11) stay with family or friends. 71% (12) Chinese respondents said they own their own home, 12% (2) rent from the council or other social landlord and 12% (2) stay with family or friends.

51% (43) of people who identified as Muslim own their own home, 12% stay with family or friends, 11% rent from the council or other social landlord, 6% rent from a private landlord.

Q - Have you ever applied for a house from the council or another social landlord? (We do not mean a private landlord)

73% (80) of Polish respondents said they **have** and 20% (22) said that they **have not**.

80% (55) Asian Pakistani and Asian Indian respondents said that they **have not** applied for a house from the council or other social landlord, only 10% said that they **have** and 10% did not respond.

76% (13) Chinese respondents said they **have not** applied for a house from the council or other social landlord, 12% (2) said that they **have** and 12% did not reply.

68% (57) of people who identified as Muslim said they **have not** applied from the council or other social landlord, 20% said they **have** and 12% did not reply.

Q - If Yes what was the outcome of your application?

Options included were:

- I was offered and accepted a suitable property
- I was offered and refused a property (s)
- I have never been offered a property and I am still waiting on an offer of suitable housing

73% (80) of Polish respondents who said they **had applied** - 78% (62) of those said they were offered and accepted a suitable property, 9% said they were offered and refused and 13% were still waiting on an offer of suitable housing'

10% (7) Asian Pakistani and Asian Indian respondents who said they **had applied** – 71% (5) of those were offered and accepted a suitable property, 1 person said they were offered and refused and 1 person said they were still waiting.

12% (2) Chinese respondents who said they **had applied** and were offered and accepted a suitable property.

20% (17) of people who identified as Muslim who said they **had applied** – 47% (8) of those were offered and accepted a suitable property, 6% (1) were offered and refused and 47% (8) were still waiting.

Harassment and hate speech / crime – Key Findings

In this section respondents were asked about their experiences with harassment and hate speech / crime within North Lanarkshire.

Q - Have you or anyone in your immediate family in North Lanarkshire ever experienced?

We provided a list of options including:

- verbal abuse like name-calling and offensive jokes
- harassment
- bullying or intimidation by children, adults, neighbours or strangers
- physical attacks such as hitting, punching, pushing, spitting
- threats of violence
- hoax calls, abusive phone or text messages, hate mail
- online abuse for example on Facebook or Twitter
- displaying or circulating discriminatory literature or posters
- harm or damage to things such as your home, pet, vehicle
- graffiti
- arson
- throwing rubbish into a garden
- malicious complaints for example over parking, smells or noise
- I haven't experienced any of these

The findings below show the percentages as a proportion of the number of responses given to these questions and exclude 'No Replies' where people have skipped the question. No replies have been accounted for separately.

31% (34) of Polish respondents **had not experienced** harassment and 10% (11) **did not reply** to this question.

Of the responses given all types listed had been experienced by Polish respondents, the most common that were identified were **verbal abuse** (23%), **bullying or intimidation** (16%), **harm or damage** to things such as home, pet, vehicle (10%) and throwing rubbish (10%).

32% (22) Asian Pakistani and Asian Indian respondents **had not experienced** harassment and 13% **did not reply** to this question.

Of the responses given all types had been experienced, apart from graffiti, the most common that was identified was **verbal abuse** (29%).

Of the responses given Chinese respondents cited **verbal abuse** 39% (13) as the most common followed by **bullying or intimidation** (18%) and **harassment** (15%)

33% (28) of people who identified as Muslim **had not experienced** harassment and 15% **did not reply** to this question.

Of the responses given all types listed had been experienced but **verbal abuse** (26%) was the most common that was identified.

Q - Please tell us if you think it was motivated by age, disability, sex/gender, race/ethnicity, religion or other

Of those Polish respondents who had experienced some form of harassment **race/ethnicity** (45%) was identified as the main motivation.

Asian Pakistani and Asian Indian who had experienced some form of harassment cited **race/ethnicity** (38%) and **religion** (32%) as the main motivations. Chinese respondents who had experienced some form of harassment cited **race/ethnicity** (71%) as the main motivation. People who identified as Muslim who had experienced some form of harassment cited **race/ethnicity** (37%) and **religion** (35%) as the main motivations.

Covid19 – Key Findings

