

# The “Herefordshire 100”

Results of Phase 2 consultation (November 2009)

## Background

The Herefordshire 100 is a research project which aims to:

- Establish a systematic process by which minority groups can be consulted and give feedback on their experiences
- Complement the work of the Citizens Panel (Herefordshire Voice)
- Provide reliable data that can be used to inform decision making

Phase 2 was carried out from September-November 2009. 152 interviews were held in total with the 3 key groups:

1. Migrant workers/Black and Asian Minority Ethnic (BAME) people who had previously participated in phase one
2. Seasonal workers (SW)
3. Lesbian, Gay, Bisexual and Trans people (LGBT)

The subjects researched in Phase 2 were:

	BAME	SW	LGBT
Accessing and using services		✓	
Equality of access to services		✓	
Local area and accommodation		✓	
Information		✓	
Safety	✓	✓	✓
Anti-social behaviour	✓		✓
Sexual health services			✓

This document details the key findings of the research. However it is important to note that the representation of different groups varies, and assumptions should not be made that the experiences of the respondents apply to all people within that group. The results are not statistically reliable and should be treated as indicative only, due to low base sizes.

The first phase was paid for from the RIEP (Regional Improvement and Efficiency Partnership). The second phase has been funded by the Corporate Diversity Team with a contribution still awaited from the PCT. No funding has been identified for a further phase.

## Migrant workers and BAME people

### Safety

Most migrant/BAME respondents felt safe or fairly safe during the day. At night many still felt safe but a larger proportion felt neither safe nor unsafe or fairly unsafe. Most did not feel their activities were limited by feeling unsafe. Reasons for feeling safe included living in a quiet area with friendly neighbours and a strong community feel, positive feelings about the police, not having pubs in the area or teenagers wandering the streets, and well lit streets. Reasons for feeling unsafe included unfriendly behaviour, abuse and attacks, both upon individuals and property, and at night drunken youths on the streets. Over half of respondents thought young people in their local area made them feel unsafe.

Although many respondents did not feel that reactions to their colour or culture were a factor in their feeling unsafe, Portuguese and Indian respondents were more likely than respondents from White backgrounds to be afraid of or to have suffered verbal and/or physical abuse, suggesting that colour may have been a factor in the discrimination they had suffered.

The current economic climate was felt to be raising tensions. Attitudes toward migrants were felt to have worsened since the murder of an English youth by two Lithuanian nationals in March 2009. Half of respondents felt that negative media reporting affected their feelings of safety.

Respondents often compared the UK police favourably with the police in their native country but some felt that the police did not have enough authority and were less efficient. The behaviour of young people was felt to be better in native countries.

Education was seen as vital to increasing feelings of safety by teaching children of the need to understand different cultures. The benefits system and a lack of social and moral education were viewed as factors in a lack of respect amongst the young together with lax parenting. Teaching young people respect and controlling their behaviour were seen by many as a necessary and vital change.

### Anti-social behaviour

A large proportion of respondents felt that people in the UK had no respect for each other and that family bonds were weak. There were substantial cultural differences in what respondents of different nationalities felt constituted acceptable behaviour in young people but all felt the behaviour of young people in the UK was a problem.

Half of respondents said they knew how to report anti-social behaviour; however some Polish respondents felt that it was not a police matter. Approximately a third of respondents had reported a crime or anti-social behaviour. Satisfaction with the ways in which reports were dealt with was mixed with satisfaction with the police response being greater than with the eventual outcome. Many respondents voiced positive opinions about the police, trusting them more than the police in their native country, finding them more friendly and helpful but there was however concern that the police did not have sufficient powers and authority and that offenders were not properly punished.



### Communication and Information

Most respondents rated their knowledge of English as 'good' or 'fair'. Although some respondents reported 'some' knowledge of UK law, awareness was mixed. When asked about where they would go for help with problems the most frequent response was the Citizens' Advice Bureau.

## Seasonal Workers

### Access to services

Many seasonal workers reported not finding any services difficult to access and researchers found that language did not appear to be a major issue when accessing essential services, although it also appears that seasonal workers may have less need to access services. Amongst those that reported difficulties, GP, dentist, council office or “Info Centre”, library and bank or cash point were most frequently identified as difficult to access. Recurring reasons for difficulties in accessing services were lack of information, lack of local facilities, lack of transport and language/communication problems.

### Satisfaction with public services

Most respondents reported that they did not know whether they had been treated differently by public services. Regarding services that respondents were more likely to have used, satisfaction was mixed.

### Local area and accommodation

Most were satisfied with their local area as a place to live. Respondents staying in Marden were more positive about their area than those in Ledbury or Newent. Positive comments related to the area being peaceful, quiet and the people friendly. A few respondents found distances from services a problem or that the area was ‘too quiet’.

Responses to the standard of accommodation available were mixed and half of respondents at one location were dissatisfied. Overcrowding and lack of privacy were an issue of common concern and some accommodation was felt to be in poor condition and that problems were not fixed. Pods were the least popular type of accommodation.

Asked about relationships between people of different backgrounds most respondents agreed that in their local area people from different backgrounds got on well together. However respondents indicated that relations between some workers of different nationalities were not good.

### Safety

Most respondents felt safe in their local area during the day and many also felt safe after dark. A few felt unsafe after dark, especially in Newent. The most frequently mentioned reason for feeling safe was people in the area being friendly, honest or trustworthy. Of those who felt neither safe nor unsafe most cited their nationality as a factor.

### Communication and information

Half of respondents said their knowledge of speaking English was fair, with Romanian respondents rating their knowledge of English more highly than Bulgarian respondents.

The most frequently mentioned sources used for information were people in the local community, newspapers and radio. Most respondents were not aware of the Welcome to Herefordshire website or the CAB.

Half of respondents said they find it easy to find out about public services. More Romanian respondents found it easy compared to other nationalities. There were also differences across different locations. Respondents who found it easy referred to being able to get information from their employer or ask someone. Those who found it difficult referred to a lack of information on their farm. The most preferred sources of information about public services were the workplace/farm office, notice boards and leaflets.

For help with problems the most frequently reported source of help was the employer although the next most frequent response was not knowing where to go for help. A few respondents feared the consequences of raising problems with their employer.

### Other aspects of quality of life

The key issue for workers at one location was not having enough work to make coming to the UK worthwhile. Some respondents at this site also suggested improvements to their accommodation were needed.



## LGBT People

### Safety

Most LGBT people reported feeling safe in their local area although a few felt neither safe nor unsafe. After dark more respondents felt neither safe nor unsafe and some felt fairly unsafe.

Reasons for feeling safe were there being lots of people around, knowing people in the community or having friends nearby. The main reason for feeling less safe after dark was anti-social behaviour, however most respondents also reported that feeling unsafe did not limit their activities in any way. Suggestions for what would make respondents feel safer were increased police presence, better lighting and changing attitudes/effective diversity education.

### Anti-social behaviour

Most respondents mentioned a range of anti-social behaviour in their area, including drunkenness, drugs, noise, vandalism, littering and verbal and physical abuse. Many felt anti-social behaviour was caused by young people aged 14-18.

Two-thirds of respondents said they definitely knew where to report crime and anti-social behaviour and a third said they sometimes knew. Half of respondents had reported anti-social behaviour to the authorities and experiences of the service they received were mixed.

The key reason for dissatisfaction with the service received was that nothing was done. Of three respondents who had reported physical abuse to the police, two were dissatisfied with how the problem was dealt with. Some respondents said they had not reported a problem they had experienced, the most frequent reason for this being the unsatisfactory outcome of a previously reported problem.

### Sexual health services

Over half of respondents were aware of the sexual health services provided by Gaol Street clinic, the LGBT drop-in and clinical services. A quarter of respondents had not heard of any sexual health services in Herefordshire.

Over half of respondents had not used any sexual health services in the last 12 months. Of those respondents who had used them most were positive about their experiences, although waiting times at Gaol Street were an issue for some respondents. Although most respondents valued having LGBT specific services, some were concerned about stigmatisation that could result from using such services.

Most respondents felt that drop-in services could be improved if both a nurse clinician and a doctor were available for screenings and HIV testing. The main suggestion for improvement was better promotion of services to raise awareness.