

Highland Equality Profile: Summary

Using evidence to develop outcomes and actions 2011-12

Geàrr-thuairisgeul Co-ionannachd na Gàidhealtachd: Geàrr-chunntas A' cleachdadh fianais gus builean agus gnìomhan a leasachadh 2011- 2012

Introduction

Ro-ràdh

Highland is becoming increasingly diverse in its people, in its communities and in its culture. In order to identify issues of disadvantage and measure progress on equality and diversity issues we need to identify sources of relevant data. We have gathered together a range of demographic and statistical information to supplement the evidence we gather from communities. The full document can be accessed at the following [link](#).

To complement the statistical evidence, during 2011-12 a range of activities have increased our understanding of attitudes to discrimination, and the experiences of a number of equality stakeholder groups. These have informed the actions that accompany A Fairer Highland. These include:

- [Presentations to Member's Working Group](#)
- [Public Performance Survey 2011](#)
- [Employee Survey 2010](#)

Statistical Evidence

Fianais Staitistigeil

Despite some significant progress and extended legal protection, there are groups of people who continue to experience discrimination and disadvantage. Many people will experience more than one form of disadvantage and discrimination and there are complex inter-relations with poverty and health inequalities. The summary contained within this document describes some major issues of disadvantage affecting various groups of in Highland.

It is widely recognised that there are a number of equality data gaps in Scotland and in particular at local level. The release of new 2011 Census data during 2012/13 will improve some of our data gathering. Further work at a national level by the EHRC and Improvement Service on Improving Local Equality Data and the use of the Equality Measurement Framework should also be useful.

Members Equalities Working Group

Buidheann-obrach Co-ionannachd nam Ball

The Members' Equalities Working Group was established in February 2011 in response to recommendations in the Best Value 2 audit. Its role is to scrutinise performance of agreed actions, to meet equality requirements and consider areas for improvements. In addition to reports from officers the group hears from representatives of equality groups who share their experiences and provide evidence to help identify how the Council can make services more accessible and sensitive as well as the need to tackle discriminatory attitudes.

By March 2012 the group had considered:

- April: Mental Health inequality and stigma (as one element of Disability)
- May: Sexual Orientation and Gender Reassignment
- September: Religion and Belief,
- Dec: Race, ethnicity and in-migration
- Jan: The Council as an employer

Members have welcomed the contributions from representatives of local groups and have benefited from an increased understanding of issues ranging from specific barriers to accessing services or employment to the impact of negative attitudes and exclusion on individuals. The discussions also brought out examples of good practices and engagement with local groups. In recognition of the scope of the agenda, Members agreed to increase the number of meetings during 2011-12 from four to seven. Some of the proposals arising from the working group for the Council's action plan included:

- recommending that the Council sign up to the "see me" pledge and encourage its partners to sign alongside us,
- consider comparison between Highland Council's performance in promoting equal opportunities and that of other local authorities to ascertain whether any lessons can be learned to improve the Council's performance in this area.
- Resulting from the attitudes survey, consider how to raise awareness of the impact of prejudice on particular groups and, where appropriate, support, in particular those people with the legally protected characteristics of religion/faith, sexual orientation, transgender and race.

The evidence and lessons learnt from the above have contributed to the actions included in the Council's equality action plan.

Public Performance Survey 2011

Suirbhidh air Dèanadas Poblach 2011

Public attitudes and satisfaction with Council services are surveyed by written questionnaire every year using the Council's Citizens' Panel. In 2011:

- Survey responses were analysed by age, gender and disability to see if views varied according to certain characteristics. There were generally high levels of satisfaction with a range of Council Services and the Council is viewed positively. There were however some notable differences in relation to age (in what services are seen as important), gender (men are more likely to complain and to be less satisfied with the outcome of their complaint) and disability (disabled people appear to be less satisfied across a range of services). Further details are available in a [report to Council](#) and the full survey report is available [here](#).
- Recognising that the survey methodology had limitations for people with disabilities and without English as a first language, focus groups were commissioned to explore how key equality groups felt about Council services and to gauge their views on attitudes to equal opportunities and discrimination. The focus groups identified suggestions for action and improvement particularly in relation to service reviews and changes, styles of communication and languages, information about council services, service delivery, and improving public attitudes and awareness. The full focus group report is available [here](#).
- In addition, new questions aligned to the Scottish Social Attitudes Survey "Attitudes to Discrimination and Positive Action" were included in the annual survey to the Panel to offer comparative insights. The full report on attitudes to equality in Highland is available [here](#).

Nine questions from the Scottish Social Attitudes Survey: Attitudes to Discrimination and Positive Action (SSAS)ⁱ were adapted for use in the written survey of the Citizens' Panel and were also used in the focus groups. The results were compared with responses to corresponding questions in the SSAS to give valuable insights to attitudes in Highland and Scotland.

In general, the pattern of responses to equivalent questions between the two surveys (Scotland and Highland) is similar, although there are some notable differences. In general, responses in Highland tended to be slightly less positive about diversity.

- A significant minority of adults in Highland (33%) felt there was sometimes good reason to be prejudiced, the figure for Scotland was 28%.

- A majority of adults in Highland (53%) would prefer to live in an area where most people were similar to them (47% would prefer to live in an area with lots of different kinds of people).
- In Highland older people, men and those resident for 10 years + more likely to express discriminatory views.
- Discriminatory attitudes were more likely to be made about Black and Asian people, Muslims, lesbian and gay people, cross dressing people and gypsy travellers
- Those knowing people with certain characteristics, women and younger people less likely to express discriminatory views.

Views in Highland were more positive about inward migration than for Scotland as a whole. More adults in Highland disagreed than agreed that people from ethnic minorities and Eastern Europe take jobs away from local people. For Scotland more people agreed than disagreed that Eastern Europeans take jobs away (37% holding this view compared to 30% in the Highlands). Further details of responses are outlined below.

Employee Survey: Equal opportunities

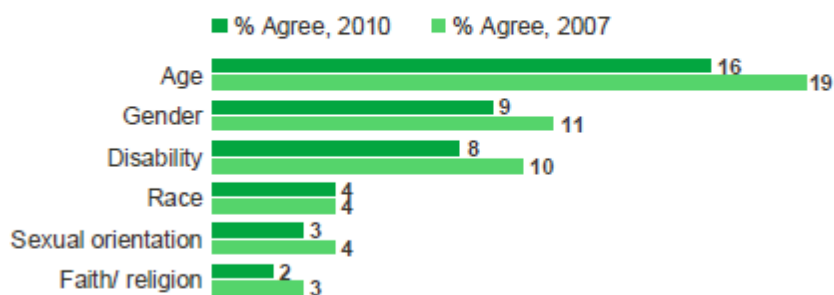
Suirbhidh Luchd-obrach: Co-ionannachd Chothroim

A survey of Highland Council employees is undertaken every three years. This is an independent survey conducted by Ipsos MORI to identify the issues that are important to staff. In 2010 the survey enquired about perceived and actual experience of disadvantage on account of age, gender, disability, sexual orientation, race or ethnicity, and faith or religion. Figure 2.11 presents the results concerning perceived discrimination.

Figure 2.11: Perceptions of discrimination

Figure 2.11: Perceptions of discrimination

Q8. Thinking about the Council as an employer, how strongly do you agree or disagree that people face barriers to employment or development opportunities on the basis of the characteristics below?



Base: All respondents (4,416)

Source: Ipsos MORI

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Base: All respondents (4,416)

Further details of staff perceptions and experience of disadvantage are contained within the summary below.

Equality Profile Summary

Geàrr-thuairisgeul Co-ionannachd

A summary of the evidence supporting A Fairer Highland is outlined below and organised by protected characteristic.

Age

Aois

- Children and young people aged 0-24 years represent 27% of the population, or 60,389 people.
- Over 50s represent 41% of the population (90,905 people), of which 41678 are over 65 (around 18.8% of the total population).

Population projections for Highland between 2008 – 2033 show:

- An increase in the birth rate is expected to result in a small increase in the numbers of children and young people in the 0-15 and 16-29 age groups;
- A 60% increase (13,200 people) is projected for the 65 to 74 age group;
- There is likely to be a 120% increase (22,000 people) in the number of people aged over 75. One feature of this age group will be a disproportionate increase in the number of men as their life expectancy is increasing slightly relative to that of women.
- People aged under 65 years are twice as likely to contact the Council using the internet compared to those aged over 65 years; while people aged over 65 years and people with disabilities are more likely to make contact by visiting an office or Service Point.

When responding to the Council's performance survey:

- Older people were more likely to place libraries, street cleaning, pavement maintenance, public conveniences in their top 5 most important services;
- Older people, men and those resident for 10 years + more likely to express discriminatory views when asked about attitudes to discrimination.

Highland Council staff reported:

- Analysis of the Highland Council's Equal Opportunities monitoring information shows that 11.4% of Council employees are under 30. 40.7% are over 50 and within this group, 8.9% are over 60.
- From the employee survey, few staff perceived barriers impeding employment or development opportunities to exist, the factor most

likely to be considered an issue is age; 16% of staff felt age is a barrier to employment or development opportunities within the Council. Older staff are more likely to hold this view; 21% of staff aged 60 and over, compared to 16% of employees aged 29 or under.

- 7% of staff reported they have suffered disadvantage on account of their age
- As in 2007, male staff and those in the youngest and oldest age groups are particularly likely to feel they have been discriminated against because of their age; 17% of those aged up to 29 years old and 13% of those aged 60 years or over feel they have been discriminated against, compared with 3% of those aged between 30 and 49 years old.
- Compared to other Services, a greater proportion of staff in Housing & Property believe they have been discriminated against on the basis of their age, but this is likely to be due to the greater proportion of the service's staff in the youngest and oldest age bands
- Teachers are particularly likely to feel they have been discriminated against on the basis of their age (10%, compared with 7% of The Highland Council employees overall).

Race

Cinneadh

- According to the 2001 Census the minority ethnic population in Highland is 0.8% of the total population compared to 2% nationally.
- Recent population growth in Highland is due in part to in-migration. Between 2001 and 2011 almost 16,000 migrants registered for National Insurance Numbers with 65% coming from the Accession States of Europe (the majority from Poland).
- In Scotland in 2011, 35% of working age people from Ethnic Minority groups were economically inactive compared with 20% for all people. The small sample size in APS makes the equivalent figures for Highland unreliable. In Highland Council, less than 1% of the workforce is from a minority ethnic background.
- The Highland Council area has one of the highest populations of Gypsies/Travellers across Scotland.
- In 2010, 2.1% of the school population were from a minority ethnic group; this includes children and young people from the Gypsy/Traveller community. This has increased gradually from 1.4%, in 2004. This is reflected in figures that show in 2011-12, 941 young people spoke at least one of 50 languages other than English or Gaelic in their home. This is an increase of 133% from 404 bilingual pupils in 2005-06.
- There is no evidence that people from minority ethnic groups live in particularly deprived areas and only 126 people from minority ethnic

backgrounds live in our 17 deprived datazones: 1.01% of the total population compared with 0.8% in Highland overall. The three deprived datazones with the highest percentage of people from minority ethnic groups are Inverness Central and Longman (3.0%), Alness Kirkside (2.2%) and Inverness Hilton West (2.0%).

- In Highland during 2010/11 there were 101 hate incidents reported to the police, of which 88% were racist incidents.

When responding to the Council's performance survey:

- Respondents were asked about feelings if a close relative or friend married or formed a long-term relationship with someone from a list of different groups. Percentages of people in each survey indicating they would be unhappy with such a relationship were (by group):
 - Black or Asian: In Highland, 13%, in Scotland 9%
 - Muslim: In Highland 30%, in Scotland 22%
 - Gypsy/Traveller: In Highland 41%, in Scotland 37%
- The Highland public tended to be more positive about diversity from the questions on immigration. The respective surveys asked respondents if Scotland or Highland would begin to lose their identity if more people from certain groups came to live in the area. The groups mentioned were Muslim people, Black or Asian people or Eastern European. Agreeing with this statement suggests anxiety about the potential cultural impact of immigration. In each case, this was less marked in Highland. However, in both Highland and Scotland, more people agreed (46% and 49% respectively) that there would be a loss of identity if more Muslims came into the area compared to the other two groups.
- Respondents to the Highland survey appear to be less likely than those responding to the Scottish survey to feel that people from Ethnic Minorities or from people from Eastern Europe take jobs away from other people in either area.
 - People from ethnic minorities take jobs away: Strongly agree/agree -24% Highland, 31% Scotland
 - People from Eastern Europe take jobs away: Strongly agree/agree -30% Highland, 37% Scotland
- While overall a minority of people hold views that could be described as discriminatory, the attitudinal surveys highlight that certain groups (especially Black and Asian people, Muslims, lesbian and gay people, cross dressing people and gypsy travellers) appear to be more likely to be the subject of more widespread discriminatory attitudes and this appears to be more marked in Highland than for Scotland as a whole.

Focus group participants discussing the Council's Performance Survey reported:

- Language and communication barriers were cited as an issue when accessing services.
- Communication problems were associated with levels of literacy in English and some participants found Council leaflets and application forms complex to understand.

Highland Council staff reported in the employee survey:

- Around one in twenty white staff view race or ethnicity as a barrier to advancement, the figure rises to around one in five among minority ethnic employees.
- 1% feel they have suffered disadvantage on account of race or ethnicity

Disability

Ciorram

- The 2001 Census reported that 18% of the population had a long term or limiting illness, lower than the 20% Scottish average. There is strong evidence of the age-related link to disability.
- In 2010, estimates show 65.3% of working age people in Highland with a disability were in employment, compared with a national rate of 52.6%.
- Of the Highland population living with a limiting long term illness, 24% are found in the most deprived areas compared to 13% in those considered least deprived.
- In Highland, 7,330 people (5.2% of the population) claimed incapacity benefit or severe disablement allowance in May 2011.
- Between 2003 and 2008, the number of people with learning disabilities in Highland increased by 43%. NHS Highland and Highland Council know of about 2000 adults in the Highlands with Learning Disabilities.
- In Highland there are 1240 people registered as blind or partially sighted. 29% are under 65 and 61% female.
- It is estimated that there are around 2,390 adults with a profound or severe hearing loss and around 29,570 adults with a mild to moderate hearing loss.
- Between 2002/03 and 2007/08 the proportion of individuals in relative poverty (before housing costs) was higher in disabled than in non-disabled households.
- In 2007/08 24% of individuals in Scotland in disabled households were in poverty. For non-disabled households the figure was 14%.

- 25% of disabled people have experienced some form of harassment or abuse.

Individuals with disabilities reported their experience of Council services both through responses to the Performance Survey and focus groups:

- According to responses to the Citizens' Panel survey, people with disabilities were more likely to make contact with the Council by visiting an office or Service Point. The focus groups participants were less likely to use the internet as a means of contacting the Council, preferring face-to-face or telephone contact, or the use of intermediaries.
- Focus group participants generally found Council staff to be friendly and helpful. In the survey responses disabled people did find staff to be helpful too, although at a lower level than for those not disabled (a net satisfaction score of 66% good compared to 77%).
- In the Citizens' Panel, disabled people generally expressed lower levels of satisfaction with contact made with the Council. This resonates closely with many of the areas for improvement identified by the focus groups participants. For example:
 - Disabled people were 6 times more likely to be dissatisfied with how their complaint is handled. Focus group participants were not always sure about the Council's complaints process and were put off by form filling and finding out who to complain to.
 - The survey showed disabled people as less likely to view the Council as being aware of people's needs or listening to local people than people who did not identify as disabled. Focus group participants highlighted a lack of awareness and understanding of issues that affect them. Some groups noted feelings of "invisibility", and a feeling of being "bottom of the pile".

Respondents identified areas for improvement:

- Use of SMS (a regular request from Deaf community) and the use of BSL on the web site
- More staff to have undertaken the Deaf Awareness Course run by the Deaf Communication Project (DCP)
- Consider the needs of individuals with sight impairments in the run up to elections e.g. to develop general and specific information on how to fill in forms prior to polling day.
- The impact upon people with sight impairment on changes to service provision e.g. street lighting trials, frequency of line painting.

When asked about views on diversity the public reported that:

- 67% agreed that business premises should be forced to make access easier for disabled people, even if this leads to higher prices” while in Scotland 76% of respondents agreed with his statement.
- When respondents were asked if they personally knew anyone from a range of diverse groups?” in most cases respondents in Highland were more likely to answer “no”. The one exception to this was that respondents in Highland were slightly more likely to know someone with a learning disability or difficulty.

Highland Council staff reported:

- Analysis of the Highland Council’s Equal Opportunities monitoring information shows that just over 1% of staff identify as having a disability.
- The employee survey found that 2% feel they have suffered disadvantage on account of their disability.
- The employee survey found that around one in ten staff considered disability to be a barrier to employment or development opportunities. Staff with a disability are considerably more likely to view disability as a barrier (28% of staff with a disability), compared with 7% of those with no disability.

Faith

Creideamh

- The 2001 Census included a question on religion for the first time – in Highland 67% identified with the Christian faith; 27% had no faith; of the minority faiths, Muslims had the highest population at 0.18%.
- 2006 people (0.96% of the population) belong to non-Christian faiths.

Highland Council staff reported in the employee survey:

- 1% feel they have suffered disadvantage on account of their faith or religion,

Gender

Gnè

- Like the rest of Scotland, the gender balance of the Highlands has been reasonably stable with women making up around 51% of the population and men 49%, as opposed to 52% and 48% respectively in the rest of Scotland.
- Women in Highland are paid less than men, women's full-time weekly earnings being 12% less than men.
- Women are underrepresented in relatively well paid occupations (such as managers and senior officials) and over-represented in relatively low

paid occupations (such as work in personal service occupations including hairdressing, care assistants, nursery nurses).

- Domestic Abuse is perpetrated by a partner or ex-partner and may include physical, mental and/or sexual violence. Nationally, prevalence figures suggest between one in three and one in five women experiences some form of domestic abuse in the course of their lifetime. Women are far more likely to be victims than men, with incidents involving a female victim and a male perpetrator representing 82% of reported incidents in 2009-10.

When responding to the Council's performance survey:

- A higher proportion of men (16%) than women (11%) contacted the Council to make a complaint, with men four times more likely than women to be dissatisfied with how their complaint was handled.
- Men are less likely to feel that the Council represents their views than women (a 7% difference).
- In Highland, 17% of respondents felt attempts to promote equal opportunities for women had "not gone far enough", but in Scotland 38% of respondents felt this.

Highland Council staff reported:

- Analysis of the Highland Council's Equal Opportunities monitoring information shows that 73% of the Council's workforce is female and 27% is male. 49% of the Council's employees are employed on a full-time basis while 51% work on a part-time basis.
- Widespread occupational segregation in Scotland is reflected in the Council's workforce, with over-representation in clerical and administrative roles, teaching and caring roles.
- Highland Council is in the third quartile of Councils for women managers as top 2% of earners.
- 75% of elected Council Members are men.
- Highland Council staff reported in the employee survey that around one in ten view gender as a barrier to employment or development opportunities, female staff are slightly more likely than male staff to perceive gender as a barrier (10% of females, compared with 7% of males).
- 4% feel they have suffered disadvantage on account of their gender
- Male staff are more likely than female staff to feel they have been discriminated against on the basis of their age. However, views between the sexes have become slightly more balanced; in 2007, 11% of males and 7% of females felt they had been discriminated against on the basis of their age. The corresponding figures in 2010 are 9% and 7% respectively.

- Reports of actual experience of discrimination are reasonably in-line across services, grades, and areas. However Management & Professional staff are particularly likely to feel they have been discriminated against on the basis their gender (7%, compared with 4% of The Highland Council employees overall).

Sexual Orientation

Taobh Gnèitheasach

- Stonewall Scotland estimates that there are 300,000 gay people in Scotland, 6% of the population.
- A 2009 Stonewall study of Scottish LGBT migration patterns in 2009 suggests that LGBT people leave rural areas for the city. 87% said it was difficult to be out in a rural area.

Respondents to the Council's Performance Survey on questions of Discrimination and Attitudes reported that:

- 20% thought the attempts made to give equal opportunities to gay men and lesbians had "gone too far" or "gone much too far". In Highland, 35% thought this.
- In Highland, 53% agreed that "Gay or lesbian couples should have the right to marry one another if they want" and 25% disagreed with the statement. In Scotland, 61% agreed with the same statement, and 19% disagreed.
- Respondents reported that were asked about feelings if a close relative or friend married or formed a long-term relationship with someone from a list of different groups. Percentages of people in each survey indicating they would be unhappy with such a relationship were (by group):
 - Same sex relationship: In Highland 34%, in Scotland 30%.
 - Transgender: In both Highland and Scotland 55%

Highland Council Staff reported in the employee survey:

- Less than one per cent felt they have been disadvantaged on account of their sexual orientation.

ⁱⁱ [Scottish Social Attitudes Survey 2010: Attitudes to discrimination and positive action](#)