



*PERTH & KINROSS ETHNIC MINORITY
COMMUNITY INTELLIGENCE REPORT*

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PKAVS MINORITY COMMUNITIES HUB

ACKNOWLEDGEMENTS

This report in large part represents the work and activities of PKAVS Minority Communities Hub and its staff. I would like to express my gratitude to the team for their skill and commitment in serving the minority communities of Perth & Kinross, and indeed the whole community of Perth & Kinross as we work to develop an ever more prosperous and cohesive community.

Special thanks goes to Magda Szmeichel for her expertise in managing our database, and from this providing all the statistics that are included here. Of course, there would be nothing to report without the hard work of the rest of the team and volunteers in 2014, including Magda Szmeichel, Carol Wen, Marlena Nowaczyk, Ranjana Salins, Magda Bogucka, Samaira Ali, Chris Liang and Donald Lawrie, as well as Agnieszka Lukacz and Anna Kaminska from Work Club.

Much of our work is done in partnership, without which most of it would not be possible. We are grateful to our funders, and in particular Perth & Kinross Council with whom we work closely in many areas.

We are also substantially helped by our Steering Group, made up mostly of volunteers, who help guide our work and ensure that we are meeting the needs of the diverse communities we serve. And our thanks go also to all our minority communities for all their contributions to life in Perth & Kinross.

We would be grateful for your views and comments on this report. Please submit your comments by contacting us at mohammed.afzal@meadproject.org.uk.



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EXECUTIVE SUMMARY

In 2014 PKAVS Minority Communities Hub registered 384 new clients, bringing the total number of people registered as clients to 2121. Of these we directly supported 689 clients this year. This led to 3500 issues that we addressed. This in itself demonstrates the significance that PKAVS Minority Communities Hub plays in the lives of minority communities in Perth & Kinross. The minority population in Perth & Kinross is now about 9% of the total population.

The largest minority group continues to be the Eastern European community. This year we have seen a slight drop in the percentage of clients registered from the Chinese community.

The most common issues requiring support in 2014 have been financial, education, employment and physical and mental health. We have recently been awarded some funding by Comic Relief to further address the most common issue which is financial wellbeing.

The Language barrier continues to be the most significant barrier for minority communities needing to access services. PKAVS Minority Communities Hub continues to work to bridge the language gap, supporting multilingual surgeries with key services and providing direct multilingual information and support. 2014 has also seen the establishment of Language Base, a Social Enterprise providing interpretation and translation services. ESOL (English) classes have also been further developed in 2014.

A key area of development this year has been that of research. We have undertaken research into the experience of ethnic minority older people in Perth & Kinross. This will provide evidence of what we believe, through our experience of providing support, to be the issues that community members face in accessing services. We have also embarked on a national research project into services that already provide, or should be, providing services to ethnic minority communities.

Significant challenges remain for minority communities. These include issues around employability and self-employment, mental health and housing. Farm and catering workers, industries which employ large numbers of minority community members, face particular issues in their workplaces. Older people in particular, find that services generally available to the older population are not suitable to their needs. There are also growing gaps between the older and younger generations, particularly in the South Asian and Chinese communities. These need to be addressed.

A frequently mentioned hope from all community members, especially, but not only, from older members, is a community space where people can come together.

For the PKAVS Minority Communities Hub the key challenge is a lack of resources to meet these significant needs. The numbers of clients approaching us, their increasing diversity of language and culture, and the new areas of work such as research, mean that the team is extremely stretched. So the challenge remains to secure core funding to sustain existing services as well as to address the gaps identified through research undertaken.

INTRODUCTION

This report highlights intelligence from the data collected by the PKAVS Minority Communities Hub from January to December 2014. It includes the main issues, concerns, demands and needs of ethnic minority communities living and working in Perth & Kinross and barriers faced by them in accessing local services.

PKAVS Minority Communities Hub is the first stop for many minority community members in Perth & Kinross and is a hub for local ethnic minority community participation. It develops its services in partnership with the communities it serves.

2014 was a year of change for PKAVS Minority Communities Hub. This included the name of the organization which has been known as “MEAD” since it started in 2010. We are now known as PKAVS Minority Communities Hub. During 2014 we also moved from Rose Terrace to The Gateway in Perth city centre, again affirming our identity as part of PKAVS.

An application to the Big Lottery Fund through Great Ideas “Inspiring Black and Minority Ethnic and Migrant Communities in Scotland” was successful. This meant that as well as delivering services in Perth & Kinross we now have a national commitment to share experience gained with three other local authority areas in Scotland.

We were also awarded funding by Comic Relief to support people from ethnic minority backgrounds to manage their money, avoid debt and become more financially literate. It was clear from our engagement that many ethnic minority clients face language, cultural and other barriers to achieving healthy finances.

We also applied successfully to the European Integration Fund through the Home Office for a pilot project “Living Together”. The one-year project offered support to prepare third-country nationals for their integration into British society by supporting measures which enabled people to acquire basic knowledge about the host society’s language, history, institutions, socio-economic features, cultural life and its norms and values.

Funded by Big Lottery, PKAVS Minority Communities Hub is leading a national research project to explore the unmet needs of ethnic minority communities in Scotland. This study aims to capture the views of organisations that support, deliver services for, represent or work with minority ethnic populations in Scotland. The research will support organisations that deliver services for ethnic minority communities or regularly engage with funders and policy makers about issues affecting ethnic minorities. This important work will be completed by the end of December 2015 and the final report will be shared with participants and policy makers at a national conference in February 2016.

OUTCOMES & OUTPUTS

PKAVS Minority Communities Hub works towards the following outcomes:

- People have early access to support and are better connected
- Active and confident Citizens
- Having a voice
- Improved knowledge, skills and life opportunities and increased independence and resilience
- Improved Financial Wellbeing
- Improved Health & Wellbeing
- Third Sector is contributing to and influencing Policy
- Third Sector is better connected
- Third Sector organisations are well managed and governed
- Social Enterprise develops and grows
- Increase opportunities, enthusiasm and support for volunteering

Over the past year, PKAVS Minority Communities Hub has carried out the following activities to achieve these outcomes and helped over 689 people to play a full and active role in their communities. It delivered the following activities:

- Supported 21 new Chinese, 268 Eastern European and 95 South Asian individuals, as well as many clients previously registered with us.
- Handled 3500 enquiries relating to physical and mental health and wellbeing, financial wellbeing, social inclusion and participation and employment related issues.
- Worked with 28 service providers to raise awareness of the Hub's work and the needs of ethnic minority communities by delivering awareness raising presentations and training.
- The Multi-Agency Working Group led by PKAVS Minority Communities Hub comprising local authority, Police Scotland, Scottish Fire & Rescue Service and Voluntary Sector organisations, was instrumental in engaging and supporting migrant workers, especially in Rural Perthshire. Two Information Roadshows in Blairgowrie, one in Crieff and a career development focused event in Perth City were organised and supported by partner agencies.
- Over 150 people visited an information stand at the Blairgowrie Tesco.
- Our Rural Development Officer delivered 91 outreach surgeries to support migrant workers working or living in rural Perthshire.
- Delivered 11 Cultural Awareness training sessions to services in Perth & Kinross including Housing Advice, Child Protection, Social Workers, Environment Service as well as delivering four sessions to staff from Angus Council.
- 63 migrant workers received employability support through PKAVS Minority Communities Hub Work Club.
- Facilitated 132 group meetings to engage, consult and on issues related to finance, health, mental wellbeing, health, older people, migration, carers, climate, social care, policing, community engagement etc.
- To increase access to services, the Hub facilitated 80 partner surgeries at its office.
- Delivered 30 training sessions to 253 participants on topics such as debt and finance, welfare rights, employability.
- In order to influence policies and raise migrant worker issues, PKAVS Minority Communities Hub team contributed to 243 partnership meetings including those in relation to Health & Social Care, Carers, the Community Equality Advisory Group, local Community Learning & Development groups, etc.
- As language remains a key barrier to services, PKAVS Minority Communities Hub has worked

with partners to establish and promote a local interpreting service, Language Base Perth Limited.

- 219 ESOL classes were delivered by PKAVS Minority Communities Hub benefiting over 84 individuals.
- PKAVS Minority Communities Hub continued to run its South Asian and Chinese women-only groups, Chinese baking group, Eastern European antenatal group and facilitate monthly lunch clubs for Chinese and South Asian women and European Union nationals in partnership with Perth & Kinross Housing and Community Care.
- Supported hundreds of community members to organise and celebrate 7 key cultural festivals including Chinese New Year, Eid, Diwali, St Nicholas Day, Mooncake festival, International women's day and a Dragon Boat Race.
- A group of 12 volunteers visited the Scottish Parliament to learn about the Scottish political system.
- 32 volunteers have been recruited, trained and supported to deliver various support to their communities.
- Supported through the Change Fund, we undertook an ethnic minority older people's research project in partnership with other stakeholders and facilitated a feedback session with 40 participants and 12 service representatives.

WHO ARE OUR CLIENTS?

Number of ad hoc enquiries relating to single queries received by MEAD:	3500
Total number of clients requesting support:	689
Number of new clients registered in 2014 year:	384

The following tables provide further details about the clients coming to the Minority Communities Hub.

Item 1.1 Comparison of client breakdowns across Communities 2010-2014

Total number of registered clients by community between 2010-2014				
	Chinese	Eastern European	South Asian	Total
2010 ¹	25	79	37	141
2011	32	211	42	285
2012	126	547	103	776
2013	84	337	114	535
2014	21	268	95	384
Total	288	1442	391	2121

In total, 2121 clients registered with the service between 2010 and 2014. Over 67% were from the Eastern European community with most clients (941 people) indicating their ethnicity as Polish.

The table below illustrates the number of clients registered 2012-2014 across communities according to their area of residency. Most clients across all communities live and/or work in Perth city. However a significant number of clients registered among Eastern European communities live in the Coupar Angus and Blairgowrie area and the Aberfeldy and Pitlochry area. The number includes individuals who attended the Information Road Show in Blairgowrie and accessed support and information on their rights, entitlements and how to access health and interpreting services for NHS appointments. Attendees at the Road Show were mainly farm workers working at local farms such as Thomas Thomson fruit farm.

Total Number of registered clients by Community divided by Locality 2012 – 2014				
	Chinese	Eastern European	South Asian	Total
Crieff	1	68	15	84
2012	1	28	12	41
2013	0	30	0	30
2014	0	10	3	13
Kinross	8	6	1	15
2012	6	5	0	11
2013	1	0	0	1
2014	1	1	1	3
Auchterarder	2	26	2	30

¹ Data difference with last year Community intelligence Report due to database update.

2012	2	12	1	15
2013	0	14	0	14
2014	0	0	1	1
Coupar Angus/Blairgowrie	0	298	0	298
2012	0	216	0	216
2013	0	45	0	45
2014	0	37	0	37
Aberfeldy/Pitlochry	9	26	0	35
2012	7	12	0	19
2013	2	7	0	9
2014	0	7	0	7
Perth City	207	677	279	1163
2012	107	254	88	449
2013	80	221	105	406
2014	20	202	86	308
Other Rurals	4	51	15	70
2012	3	20	2	25
2013	1	20	9	30
2014	0	11	4	15
Total	231	1152	312	1695*

Before 2012 we did not collecting numbers by locality

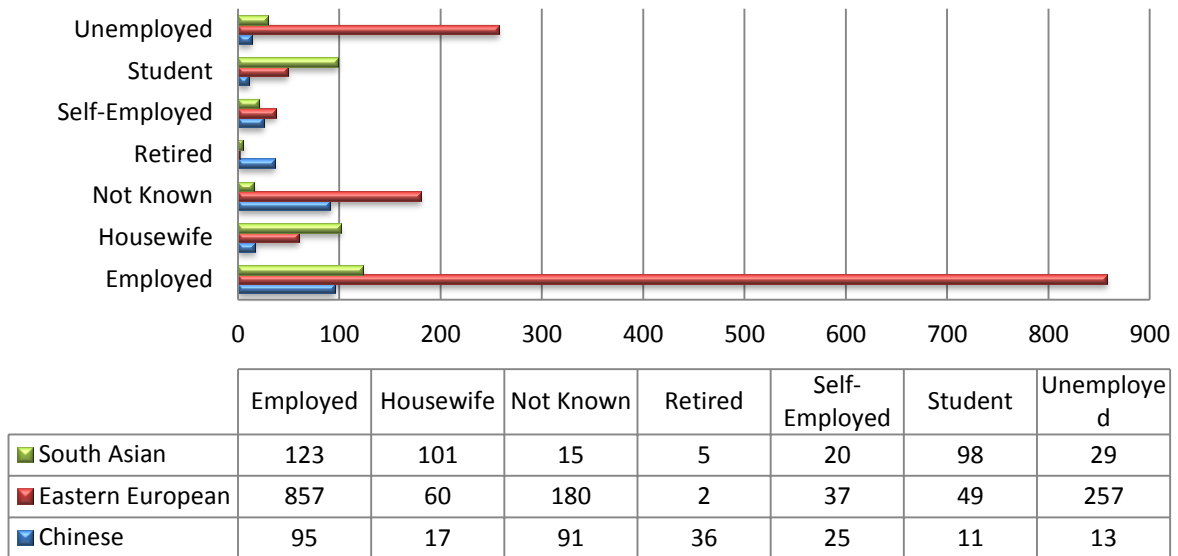
Item 1.2 Client demographics – by Ethnicity

Total number of clients by ethnicity 2010 -2014						
Year	2010	2011	2012	2013	2014	Total
Bangladeshi	1	1	2	0	4	8
Black	0	2	0	0	1	3
British	0	0	0	10	0	10
Chinese	25	31	117	71	20	264
Indian	26	13	28	43	57	167
Mixed Background	0	0	1	1	0	2
Other	1	2		6	17	26
Other Asian	1	2	18	2	5	28
Other Eastern European	2	30	132	71	41	276
Pakistani	8	23	57	63	20	171
Polish	77	181	415	267	219	1159
Scottish	0	0	6	1	0	7
Total	141	285	776	535	384	2121

Item 1.2 shows the ethnicity of registered clients between 2011 and 2014. Highest demand on our services comes from the Polish community and other Eastern European communities based in rural Perthshire. Although our staff are supported by a number of volunteers to address these demands, the demand continues to significantly outweigh our capacity. PKAVS Minority Communities Hub also provides support to communities such as Thai, Filipino and Scottish.

Item 1.3 Client demographics – By Employment Status

Clients by employment status - total between 2010-2014 year



Item 1.3 represents the employment status of clients registered with PKAVS Minority Communities Hub between 2011 and 2014. 60% of clients of the Eastern European community were employed at the time of registration. This compares with 33% in the Chinese and 30% in the South Asian communities. Overall, half of all registered clients were working.

18% of Eastern European, 7% South Asian and 2.8% Chinese were out of work while accessing our services for the first time. 12% of all Chinese clients had reached their retirement age at the time of registration.

Total number of clients by employment status 2010 -2014				
	Chinese	Eastern European	South Asian	Total
Employed	95	857	123	1075
2010	11	52	6	69
2011	17	136	14	167
2012	45	360	32	437
2013	20	168	31	219
2014	2	141	40	183
Housewife	17	60	101	178
2010	3	6	23	32
2011	0	4	16	20
2012	7	22	21	50
2013	5	19	26	50
2014	2	9	15	26

Retired	36	2	5	43
2010	7	0	2	9
2011	9	0	1	10
2012	11	1	1	13
2013	9	1	0	10
2014	0	0	1	1
Self-Employed	25	37	20	82
2010	1	4	1	6
2011	4	4	0	8
2012	14	12	9	35
2013	4	10	7	21
2014	2	7	3	12
Student	11	49	98	158
2010	0	5	0	5
2011	0	6	3	9
2012	3	13	31	47
2013	6	16	42	64
2014	2	9	22	33
Unemployed	13	257	29	299
2010	3	12	4	19
2011	2	43	6	51
2012	4	67	6	77
2013	1	79	7	87
2014	3	56	6	65
Not Known	91	180	15	286
2010	0		1	1
2011	0	18	2	20
2012	42	72	3	117
2013	39	44	1	84
2014	10	46	8	64
Grand Total	288	1442	391	2121

Item 1.4 Client demographics – By Age

Total number of clients by age status 2010 -2014				
	Chinese	Eastern European	South Asian	Total
15 and under	5	8	74	87
2011	0	0	1	1
2012	1	6	22	29
2013	2	1	30	33
2014	2	1	21	24
16 - 25	10	292	40	342
2010	0	8	0	8
2011	0	23	3	26
2012	6	152	13	171
2013	4	59	18	81
2014	0	50	6	56
26 - 40	35	633	188	856
2010	7	32	26	65
2011	6	94	22	122
2012	13	232	41	286
2013	8	170	44	222
2014	1	105	55	161
41 - 59	88	285	68	441
2010	9	36	8	53
2011	12	68	13	93
2012	44	87	24	155
2013	17	58	16	91
2014	6	36	7	49
60+	50	9	9	68
2010	8	3	3	14
2011	9	1	1	11
2012	19	3	2	24
2013	13	2	2	17
2014	1	0	1	2
Not known	100	215	12	327
2010	1	0	0	1
2011	5	25	2	32
2012	43	67	1	111
2013	40	47	4	91
2014	11	76	5	92
Grand Total	288	1442	391	2121

Item 1.4 highlights the variation in age-group within communities living in Perth & Kinross and accessing support. The Eastern European community has the highest number of 26 – 40. A high number of clients from the Chinese community are in the 41-59 and 6+ age bracket. The largest

group of South Asian clients is also in the 26 – 40 age group The average age of the South Asian client is much younger than Chinese.

As highlighted in last year's Report, PKAVS Minority Communities Hub and MECOPP (Minority Ethnic Carers of People Project) have undertaken research into the experience of "older people" (50+) in ethnic minority communities. The research highlighted a number of gaps in services required for these clients. As a result a successful application for funding was made to the Integrated Care Fund. This led to the employment of an "Outreach Link Worker" who has been working with the 50+ communities to address the identified gaps since summer 2015.

Item 1.5 Client demographics – By Gender

Number of clients by gender 2010-2014				
	Chinese	Eastern European	South Asian	Total
2010	25	79	37	141
Female	13	46	31	90
Male	12	33	6	51
2011	32	211	42	285
Female	17	107	31	155
Male	15	104	11	130
2012	126	547	103	776
Female	68	271	57	396
Male	58	276	46	381
2013	84	337	114	535
Female	48	182	66	295
Male	36	155	48	239
2014	21	268	95	384
Female	13	159	45	217
Male	8	109	50	167
Grand Total	288	1442	391	2121

Item 1.5 shows comparison and variations in clients within different communities according to their gender. This shows a consistent pattern of slightly greater access by women across all communities. This is not unexpected and reflects social patterns in our minority communities.

Item 1.6 Client demographics –By Religion

Number of clients by faith 2010-2014				
	Chinese	Eastern European	South Asian	Grand Total
Atheist	11	13	0	24
2012	1	2	0	3
2013	8	6	0	14
2014	2	5	0	7
Buddhism	7	0	2	9
2010	0	0	2	2
2013	4	0	0	4
2014	3	0	0	3
Christian	3	126	19	148
2010	0	0	10	10
2011	0	0	6	6
2012	0	87	11	98
2013	2	201	3	59
2014	2	110	8	212
Hindu	0	0	98	98
2012	0	0	13	13
2013	0	0	36	36
2014	0	0	49	49
Muslim	0	0	202	202
2010	0	0	10	10
2011	0	0	25	25
2012	0	0	74	74
2013	0	0	63	63
2014	0	0	30	30
Other	2	37	29	68
2010	0	0	15	15
2011	1	0	10	11
2012	1	9	1	11
2013	0	18	1	19
2014	0	10	2	12
Not known	264	994	16	1274
2010	25	79	0	104
2011	31	211	1	243
2012	124	449	4	577
2013	70	112	5	187
2014 year	14	143	6	163
Grand Total	288	1442	391	2121

Over 60% of all service users did not disclose their religion. The majority of clients registered within the Eastern European community are originally from Poland, a country where, according to their

Centre for Public Opinion Research Institute 88% of the population identify themselves as Roman Catholic. It is noticeable that the rate of non-declaration was highest in this community, with only 31% declaring their religion.

More than half of the South Asian clients who declared their religion (52%) identified as Muslim. There are also significant affiliation with other religions such as Hinduism (25%) and Christianity (5%).

Item 1.7 Client demographics –By Length of Residency

Number of clients by length of residency 2010-2014				
	Chinese	Eastern European	South Asian	Total
less than a month	0	27	9	36
2011	0	3		3
2013	0	11	6	17
2014	0	13	3	16
1 - 6 months	9	259	66	334
2010	0	8	8	16
2011	0	31	9	40
2012	2	82	5	89
2013	1	72	25	98
2014	6	66	19	91
7 - 12 months	1	57	13	71
2010	0	7	0	7
2011	0	9	3	12
2012	0	9	1	10
2013	1	14	2	17
2014	0	18	7	25
1 - 3 years	12	245	49	306
2010	0	22	11	33
2011	1	56	3	60
2012	7	71	5	83
2013	4	53	6	63
2014	0	43	24	67
3 - 5 years	8	188	33	229
2010	1	22	3	26
2011	1	49	7	57
2012	3	63	10	76
2013	1	31	6	38
2014	2	23	7	32

5 - 10 years	22	227	47	296
2010	3	10	7	20
2011	7	32	6	45
2012	11	92	10	113
2013	1	62	20	83
2014	0	31	4	35
10 - 15 years	23	4	22	49
2010	2	0	2	4
2011	3	0	2	5
2012	14	2	3	19
2013	4	1	12	17
2014	0	1	3	4
15 - 20 years	9	0	11	20
2010	2	0	2	4
2011	2	0	2	4
2012	3	0	1	4
2013	2	0	6	8
20 - 25 years	7	0	4	11
2012	3	0	1	4
2013	3	0	2	5
2014	1	0	1	2
over 25 years	59	0	5	64
2010	15	0	3	18
2011	12	0	1	13
2012	23	0	1	24
2013	8	0	0	8
2014	1	0	0	1
Not known	138	435	128	701
2010	2	10	1	13
2011	6	31	9	46
2012	60	228	66	354
2013	59	93	29	181
2014	11	73	23	107
Grand Total	288	1442	387	2117

It is clear from the Item 1.7 that the Chinese community have been settled in Perth & Kinross for the longest period of time, followed by South Asian communities. Eastern European clients approaching our service are relatively new to Perth and Kinross. This information confirms that Chinese Community is aging and there is need to look more in depth at their health and housing and caring needs.

Item 1.8 Client demographics –By Status

PKAVS Minority Communities Hub investigates client status and Item 1.8 outlines the number of ethnic minority people affected by disability or long term illness, disadvantaged by old age and carers, who registered with the service in the period between 2011 and 2014 year.

Number of Clients by AFFECTED BY LONG TERM ILLNESS status 2010-2014				
	Chinese	Eastern European	South Asian	Total
2010	2	11	1	14
2011	2	22	1	25
2012	4	16	5	25
2013	0	5	2	7
2014	0	2	0	2
Grand Total	8	56	9	73

The table above highlights that more Eastern European clients are affected by long term illness. However, it must be seen in a context that EU communities are by far the biggest community among minority communities in Perth & Kinross. We suspect that these figures do not accurately reflect the level of long-term illness in either the South Asian or Chinese communities. We expect that our Outreach Link Worker will uncover higher numbers in these groups as their work progresses.

Number of Clients by AFFECTED BY OLD AGE 2010-2014				
	Chinese	Eastern European	South Asian	Total
2010	3	4	1	8
2011	0	3	1	4
2012	21	2	1	24
2013	1	1	1	3
Grand Total	25	10	4	39

Our Outreach Link Worker is already uncovering increasing numbers of older people affected by their old age and we expect to see this reflected in the 2015 figures.

Number of Clients by CARER status 2010-2014				
	Chinese	Eastern European	South Asian	Total
2010	2	9	1	12
2011	1	8	5	14
2012	8	15	7	30
2013	0	9	3	12
2014	0	5	0	5
Grand Total	11	46	16	73

Previous funding (Big Lottery Fund and Shared Care Scotland) allowed PKAVS Minority Communities Hub to focus on identifying new ethnic minority carers. While this funding was short-term and project work was completed in previous years, we continue to identify and support Carers known to us through annual funding via the NHS Tayside Carers Information Strategy funding. The total number of minority carers supported by PKAVS Minority Communities Hub at presents is 73.

Number of Clients by DISABILITY status 2010-2014				
	Chinese	Eastern European	South Asian	Total
2010	1	3	3	7
2011	3	8	2	13
2012	3	7	1	11
2013	0	5	1	6
2014	0	2	0	2
Grand Total	7	25	7	39

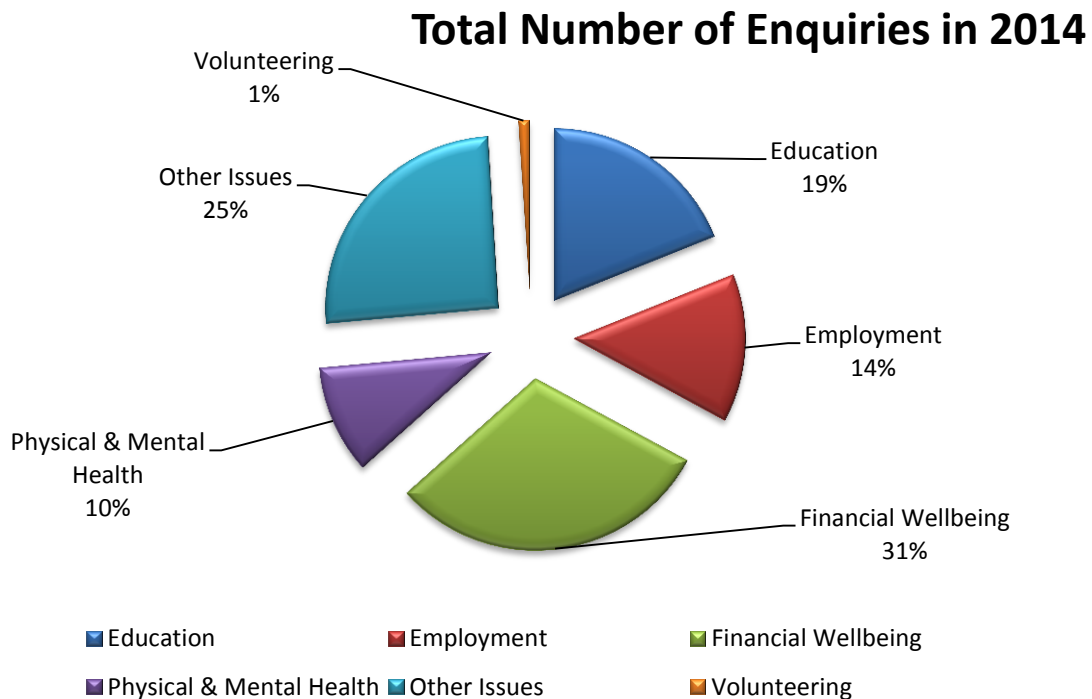
This table highlights the high number of disabled clients from Eastern European communities. It is worth noting that these are mainly children and young people.

KEY ISSUES FACING CLIENTS

In 2014 a total of 3500 enquiries were received by PKAVS Minority Communities Hub. This included 2718 new enquiries made by 689 new and previously registered clients. These required dedicated one-to-one information, advice, advocacy and casework support to resolve the issues or enable the client to access appropriate local services.

There were an additional 1083 follow-up enquiries relating to initial enquiries. Follow up enquiries refer to those times when a client makes an enquiry which is addressed by staff, often by supporting them to access another service. Clients frequently return to the Minority Communities Hub because they need further help in addressing the issue, for instance understanding information provided by the other service. This follow up work is a very significant part of the work of the Hub.

Enquiries and actions taken by our staff were recorded across six key categories:



Enquiries by category	2014
Financial Wellbeing	617
Other Issues	515
Education	383
Employment	283
Physical & Mental Health	206
Volunteering	20
Grand Total	2024

The table above illustrates types of enquiries made by minority community members between 2010 and 2014. It can be seen that Financial Wellbeing continues to be the most common issue that

people seek support with. In particular we have seen an increasing number of South Asians, often from Muslim background, coming to the Hub for assistance with financial matters.

Item 2.1 Social Community Participation

PKAVS Minority Communities Hub has been instrumental in facilitating a programme of multi-cultural events in partnership with local communities and Perth & Kinross Council. These events have seen a steady increase in participation by members of many communities, including the Scottish community. In 2014 more than 1,200 people attended these events.

Item 2.2 Language and Communication Support

Translation requested by Clients between 2011-2014				
Year	Chinese	Eastern European	South Asian	Average
2011	100%	87%	29%	85%
2012	95%	93%	26%	88%
2013	93%	86%	10%	77%
2014	83%	81%	21%	74%
Translation required on average				
	93%	87%	22%	81%

Lack of English has been identified repeatedly as a key barrier to accessing services by minority communities. PKAVS Minority Communities Hub continues to bridge the language and communication gap between minority communities and service providers. In 2014, 83% of Chinese, 81% of Eastern European and 21% of South Asian communities required language support to communicate; these figures are very much in line with last year's figures.

Item 2.3 Type of Enquiries by Locality

As well as working in Perth, the Minority Communities Hub provides outreach work to rural areas of Perth & Kinross the table below shows the number of clients seen from each area in 2014.

	Perth City	Auchterarder	Aberfeldy /Piltochry	Coupar Angus /Blairgowrie	Crieff	Kinross	Other Rural
Education	353	1	3	7	8	1	10
Employment	223	0	7	28	22	1	2
Financial Wellbeing	536	0	4	38	31	0	8
Physical & Mental Health	173	0	2	17	9	0	5
Social Community Participation	1108	0	6	39	30	6	20
Volunteering	16	0	0	0	4	0	0
Follow up	516	1	9	146	80	5	25
Grand Total	2925	2	31	275	184	13	70

Item 2.4 Consultations

In 2014 The Minority Communities Hub participated and/or facilitated a number of consultations including:

- Conversations (Community Engagement)
- Health & Social Care Integration
- Annual Police Plan Consultation
- Older People Research
- COSLA Migration Matters
- Bringing Communities Together
- Place Based Scrutiny
- Carers Hub Consultation
- Scottish Independence Debate Consultation
- Climate Challenge survey
- National Research into the needs of organisations in relation to ethnic minorities.

In 2014 we began a 9 month research project. Funded by the Big Lottery, PKAVS Minority Communities Hub has commissioned a national survey of organisations that deliver services, represent or work with Minority Ethnic Communities in Scotland. The aim is to find out about good practice and unmet need, with a focus on:

- Health and Wellbeing
- Community Safety
- Employability
- Community Engagement
- Housing
- ESOL (English Language)

During 2014 we also undertook research into the experience of older people from ethnic minorities in accessing services. The research highlighted a number of issues and led to the employment of a 'Bridging the Gap' Outreach Link Officer in June 2015.

We participated in a consultation regarding the development of a Carers Hub in Perth & Kinross. In this context we have been highlighting the issues that ethnic minority carers face, which include language barriers, lack of awareness of services, and the appropriateness of some services to their needs.

Item 2.5 Language Base

The national research project and the research into the experience of older people continue to highlight the language barrier as a key barrier to accessing services. The local Social Enterprise, Language Base (Perth) Ltd, is now established and is directed by its own Board, working independently of PKAVS and the Minority Communities Hub.

KEY CHALLENGES

Challenges for the Minority Communities Hub

For the management of the PKAVS Minority Communities Hub, the key challenge is the sustainability of its services. We need to secure core funding to sustain existing services as well as funding to develop new services to address the gaps identified through research undertaken. The Hub has 15 months of Big Lottery Fund funding remaining, which alongside an SLA with Perth & Kinross Council supports the core of its provision locally.

Challenges for minority communities

Employability

Particularly through our Work Club, we have anecdotal evidence of sustained difficulties for minority community members seeking employment, from the application stage through to job offer/acceptance. Clients are reporting direct and indirect discriminatory practices in recruitment.

Clients report pressure put on ethnic minority workers. They often feel they cannot raise issues in the workplace (often relating to Health & Safety) as they are afraid they may lose their job if they express their views. Female workers who want to go back to work after maternity leave have reported it very difficult. Anecdotal evidence suggests that ethnic minority people are currently underemployed, therefore reducing opportunities to earn a decent living.

Our rural worker has also identified a particular need for employment support, especially in the Blairgowrie area where much employment is short-term and low paid.

Self-Employment and Business

Clients report that there is little support for self-employment or running business in catering and retail. This disproportionately affects minority communities which have a traditional focus in these types of businesses. Business Gateway, for instance, specifically does not support retail businesses.

Mental Health

Clients are reporting mental health issues to Hub staff. There is no culturally sensitive, multilingual counselling service in Perth & Kinross. Even when they go to the GP they are often not offered services in Perth but are sign posted to Edinburgh, Glasgow or even London. Our staff is seeing increasing numbers of clients who present with significant mental health issues. Our staff are not trained or equipped to address these issues, and it puts a significant strain on them. There is also a lack of options to refer them to appropriate services.

As reported last year, many clients are seeking support with mental health problems due to isolation, depression or suicidal thoughts due to pressures connected to a number of factors such as unemployment, underemployment, living in a foreign country, perceived discrimination and prejudices, language and cultural barriers. We see an increasingly urgent need for resources to support organisations who could be providing such services to do so. Such organisations might include Mindspace, PKAVS Mental Health & Wellbeing Hub and Harbour Counselling, as well as relevant NHS services.

We continue to see similar issues around drug and alcohol abuse, particularly in the Eastern European Community.

Translation and Interpreting Needs for both Communities and Services

Our older people's research project and national research highlighted the lack of language support as a key issue faced by the ethnic minority communities in Scotland. Although Language Base (Perth) Ltd has been established since May 2014, many service providers and minority communities continue to ask THE MINORITY COMMUNITIES HUB to provide interpreting and translation services. A significant number of our clients required language support (83% of Chinese, 81% of Eastern European and 21% of South Asian communities).

Finance Issues

The current welfare reforms and lack of knowledge about entitlement and rights within minority communities are key barriers for these communities. Further causes for concern reported include a lack of language support available at Jobcentres, the so called "digital by default" and the extra time taken by the DWP when dealing with minority community cases. PKAVS Minority Communities Hub staff have dealt with 617 benefit/debt/money management related enquiries during the last year.

Housing

There remains an ongoing issue for minority communities renting properties through private landlords who are reported by the client to be not up to standard. Clients often do not know that they can complain, or how to complain, as they lack knowledge of the local system and expected standards.

Farm and Catering Workers

We continue to see clients, especially in lower paid jobs such as farm and catering work, who have worked without National Insurance arrangements or contracts. Such people are then told to leave the employment without proper notice periods or pay. We have been working with Police, Gangmasters Licencing Authority, Perthshire Chamber of Commerce and other partners to address this issue. New employees should have access to information about National Insurance in their own language so they understand why it is important. We will engage further with Perthshire Chamber of Commerce and other groups to address these issues.

Community Space

The need for an appropriate community space for minority communities has been repeatedly highlighted to us. This has come through our older people's research as well as through a variety of conversations with community groups. One issue related to this is the lack of appropriate day care for minority older people. We intend to look at provision elsewhere in the country to see what possibilities there might be to develop something in Perth & Kinross.

Intergenerational Gaps

The Chinese community in particular is experiencing a growing gap between the older and younger generations. This is also reflected in the South Asian community. These divisions are growing as the younger generations become increasingly integrated into British culture and are 'tech savvy' while the older generation remains isolated. This is an area where we see a growing need to explore creative solutions with partners and communities.