

Ayrshire Equality Partnership newsletter

This newsletter has been produced to let you know what we have done in response to a survey carried out some years ago. In 2005 the Ayrshire Equality Partnership carried out a questionnaire across Ayrshire to find out more about the needs of the ethnic minority community in Ayrshire.

147 survey forms were completed. The biggest response came from the Chinese community, with smaller numbers returned by the Pakistani and Indian communities. The survey provided useful information which has helped public services in planning for the future. The Partnership has been taking forward the various issues which you raised and this newsletter outlines some of the action taken over recent years.



The survey said :

the most important issue was for interpreters and the provision of information in minority languages.

What we have done :

the three Ayrshire Councils, NHS Ayrshire and Arran and Strathclyde Police all have interpreting and translation services in place and their publications are available in other languages and alternative formats. The availability of interpreting and translation has been promoted at community conferences and local events. Guidance has been produced for Council and Health employees on how to access interpreting and translation services for customers. Language charts are available in public offices to assist in identifying the language required.

The survey said :

that you would like culturally appropriate facilities such as single sex swimming, access to community centres and grants to support religious events.

What we have done :

women only swimming sessions are available as required in local leisure centres. Support has been provided to the Ayrshire Minority Ethnic Community Association (AMECA), the Al-Huda Islamic Education Centre in East Ayrshire, Polish Parents Support Group in South Ayrshire, and various other local groups. There is provision for Friday prayers for the Muslim community in Kilmarnock and in Irvine. The Sikh community recently celebrated their annual Vaisakhi Festival with schoolchildren in Irvine Library. The Chinese New Year celebrations were celebrated across Ayrshire in February 2010. The ethnic minority community in North Ayrshire now regularly use local community facilities and have been supported in applying for and securing grant assistance from local and national funding bodies.

The survey said :

most ethnic minority people are concerned about community safety, in particular young people hanging around neighbourhoods and the misuse of drugs and alcohol.

What we have done :

Strathclyde Police has carried out a number of initiatives in Ayrshire through its Community Policing Teams. This has included using CCTV cameras to assist in tackling racial harassment.



The survey said :

that 30% of the ethnic minority community in Ayrshire are concerned about racism and 36% indicated they had experienced discrimination, mainly in the form of verbal racial abuse.

What we have done :

Multi Agency Partnerships on Hate Crime have been established in all three local authority areas and they receive regular reports on racial abuse recorded by partners. Incidents in schools are also reported to these groups. Local schools have undertaken a number of initiatives including "Show Racism the Red Card" workshops and sessions aimed at tackling racism and challenging attitudes about discrimination more generally.

Support has been provided to the Gypsy Travellers Community in North and South Ayrshire. Assistance is provided at the Redburn Travelling Peoples Site from health visitors, literacy workers, youth services and children's outreach workers. These services have also been available at the Travelling People's Site at Girvan.

The survey said :

1 in 4 of respondents were not registered with a dentist.

What we have done :

NHS Ayrshire & Arran has established an access centre in each of the three local authority areas for patients requiring dental treatment who are not, or cannot get, registered with an NHS dentist. An emergency helpline has been set up to deal with emergency calls for dental treatment. There are currently 28 dentists who are still registering NHS patients in Ayrshire. Language-line interpreting services are available for non-English speaking patients.

The survey said :

that ethnic minority communities are positive about considering a career in the public services.

What we have done :

the Partnership organised a Job Fair which was held in June 2008 and was successful in attracting a number of members of the local community to consider the various opportunities in the public services which were on display. Strathclyde Police has established a Diversity Recruiting Team which hold regular recruiting road shows targeted at ethnic minority communities.



The survey said :

that although a relatively low number of people had made a complaint about a public service, 14% wished to make a complaint but had been unsure how to do so.

What we have done :

all partners have been updating and improving their customer comments and complaints procedures. These are available on their websites and the contact numbers are also detailed below.

Strathclyde Police

0141 532 2000

www.strathclyde.police.co.uk

Strathclyde Fire and Rescue

01698 300999

www.strathclydefire.org

NHS Ayrshire & Arran

0800 169 1441

www.nhsayrshireandarran.com

Procurator Fiscal

01563 556 613

www.copfs.gov.uk

East Ayrshire Council

0845 724 0000

www.east-ayrshire.gov.uk

North Ayrshire Council

0845 603 0590

www.north-ayrshire.gov.uk

South Ayrshire Council

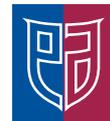
0845 601 2020

www.south-ayrshire.gov.uk

The Next Stages :

The Ayrshire Equality Partnership has been reviewing various proposals to take forward its work across all of the equality groups for the future so that Ayrshire continues to be a welcoming and friendly place for everyone to live in, work in and to visit.

The Partnership is made up of the 3 Ayrshire Councils, NHS Ayrshire & Arran, the Police, Fire & Rescue & the Procurator Fiscal.



East Ayrshire
COUNCIL

STRATHCLYDE
FIRE & RESCUE



STRATHCLYDE
POLICE



NORTH AYRSHIRE
COUNCIL

Copies of this document are available in other languages